

INTERNAL ASSESSORS TRAINING REPORT ON NATIONAL QUALITY ASSURANCE STANDARDS

6TH TO 7TH JULY 2015

Ms. VINNY ARORA

Conducted by:

**National Health System Resource Centre
in collaboration with National Health Mission, Maharashtra.**



**INTERNAL ASSESSOR'S TRAINING ON NATIONAL QUALITY ASSURANCE
STANDARDS**

Internal Assessor training report Nagpur, Maharashtra (6th – 7th July 2015)

TRAINING COORDINATOR: Ms. Vinny Arora (Consultant, NHSRC, New Delhi)
Dr. Vijay Bhawiskar (Nodal officer for QA Maharashtra)

DATE OF TRAINING: 6TH TO 7TH JULY 2015

PLACE OF TRAINING: PHI, Nagpur, Maharashtra.

PARTICIPANTS OF TRAINING: Total no. 60

Overview

2-days Internal Assessor training was conducted in state of Maharashtra by National Health System Resource centre in collaboration with National Health Mission (NHM) Maharashtra from 6th to 7th July, 2015.

Main objective of the training was to provide an overview of National Quality Assurance Standards as well as to prepare the state participants as internal assessors for the NQAS program. To fulfil the main objective the state has nominated 60 participants for the training which include District Program Officers, Civil surgeons etc.

Training started with lamp lighting ceremony and an inaugural key note by state quality nodal officer, he discussed about importance of the Quality in Healthcare system & assure participants about state support for Quality assurance program in the state. 2 day training was spread in to 11 Topics & 2 exercises for hands on experience about various methodologies of the assessment and identifying standards.

Training was followed by Post training evaluation, which is attempted by 58 participants. Post training evaluation contain open book exam with Question paper having 42 multiple-choice Questions. Maximum Marks for Question paper is 40. Passing marks for exam was 60%. Out of **60 participants 48 has passed the exam successfully.**

Training program have inbuilt training course evaluation system, where training feedback form is provided to each participant in the beginning of the session. Feedback of participants has been analyzed on 5 point scale, **Overall score for training program was 4.1 on a Five-point scale.**

Training Agenda

Time	Topic	Resource Person
Day-01 (6th July 2015)		
09:00 am - 09:30 am	Registration	
09:30 am - 10.00 am	Inaugural Address MD NHM	
10.00 am - 11:00 am	Overview of National Quality Assurance Programme	Dr. Nikhil Prakash
11:00 a.m. -11.15 a.m.	Tea	
11:15am- 12:15	Measurement System for Quality Assurance, Standards and Assessment Protocol	Dr. Deepika Sharma
12:15 pm – 1:15 pm	Standards for Service Provision , Patient Rights & Inputs	Dr. Nikhil Prakash
1:15 pm – 2:00 pm	Lunch	
2:00 pm- 2:45 pm	Labour Room - Exercise	Ms. Vinny Arora
2:45pm – 3:15 pm.	Standards for General Clinical Services	Dr. Deepika Sharma
3.15 pm – 3.30 pm	Tea	
3:30 p.m. – 4.30 p.m.	Standards for Specific Clinical Services	Dr. Nikhil Prakash
4:30 p.m. – 5.00 p.m.	Group Activity: Identifying Standards	Ms. Vinny Arora
Day-02 (7th July 2015)		
09:00 a.m. - 09:30 a.m.	Recap	
09:30 a.m. - 10:30 a.m.	Standards for RMNCH+A Services	Dr. Nikhil Prakash
10:30 a.m. – 11:30 a.m.	Standards for Support Services	Dr. Deepika Sharma
11:30a.m. -11:45 a.m.	Tea	
11:45 a.m. – 12:30 p.m.	Standards for Infection Control	Ms. Vinny Arora
12:30 a.m. – 1:15 pm.	Standards for Quality Management	Dr. Nikhil Prakash
01:15 p.m. – 02:00 p.m.	Lunch	
02:00 p.m. – 02:45	Key Performance Indicators	Ms. Vinny Arora

p.m.		
2:45 p.m. – 3:00 p.m.	Roadmap for Quality Assurance	Dr. Nikhil Prakash
03:45 p.m. – 04:45 p.m.	Post Training Evaluation & Feedback (Tea during the session)	NHSRC Team

Session Brief

Topic	Session Brief
Day -1 (06-07--2015)	
Overview of National Quality Assurance Program Dr. Nikhil Prakash	This session covers the concepts, dimensions and approaches towards Quality, it outlines about development of National Quality Assurance Program and also brief about its 8 areas of concern along with its Key features. Session also describes about the proposed organization structure required at state and district level for effective implementation of program.
Measurement System for Quality Assurance, Standards and Assessment Protocol Dr. Deepika Sharma	This session elaborate the measurement system and the differentiation of the system at PHC, DH level. It also gives an overview of 8 Area of Concerns and its Standards. A detailed discussion about 18 checklists of District Hospital Level is done during the session. This session also entails about scoring & methodology used in the system.
Standards for Service Provision , Patient Rights & Inputs Dr. Nikhil Prakash	Session cover an elaborative discussion about first 3 area of concern i.e. Service Provision, Patient rights & Input. It includes thorough understanding about availability of services & discussion on patient rights. It includes availability of infrastructure, human resource and their training, competencies & also availability of consumables & drugs.
Case study Labour Room Ms. Vinny Arora	Case Study of Labour room is given to participants for better understanding of scoring system as well as hands on experience about assessment. Individually all participants had worked upon case study followed by formulation of score card for Area of Concern A, B & C. Followed by thorough detailed discussion about all the checkpoints.

Standards for General Clinical Services Dr. Deepika Sharma	Session include importance of clinical services as well as discussion on 9 standards of Clinical services which includes assessment of Quality of registration, admission, consultation services, assessment & reassessment of in patients, their care during transfer & referral. It also include discussion about nursing care, drug administration, patient record maintenance and discharge process etc.
Standards for Specific Clinical services Dr. Nikhil Prakash	Session include discussion about Assessment of quality of specific clinical services like Emergency, ICU/SNCU, OT, anaesthetic services, diagnostic services, blood bank as well as end of life care.
Group Activity - Identifying Standards Ms. Vinny Arora	Group activity is about identification of Standards & their area of concern. During Exercise one key word is given to each participant & they have to identify in which area of concern & standard it falls.
Day -2 (19-05-2015)	
Standards for RMNCHA Services Dr. Nikhil Prakash	It also include discussion on RMNCHA services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services
Standards for Support Services Dr. Deepika Sharma	Session Include importance of support services in public healthcare facilities as well as detailed discussion on 12 standards of Support services. It also include detailed discussion on Maintenance of equipments, calibration, inventory management, dietary services, Laundry services, Security services, Community participation, financial management, contract management & Statutory requirement etc.
Standards for Infection Control Ms. Vinny Arora	Session includes detailed discussion about standards precautions as well as infection control committee. It includes elaborative details on how to assess the infection control practices at public health care facilities
Standards for Quality Management Dr. Nikhil Prakash	Session include discussion on 8 standards of Quality Management system. It also include how to assess Quality policy, objective, SOP, PSS, process mapping etc
Key Performance Indicators Ms. Vinny Arora	Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI at facility, district & state level

Roadmap for Quality Assurance Dr. Nikhil Prakash	Session include compilation of all standards & step need to take for assessment as well as guideline for implementation after gap finding. It also include guidance about activities that can be started at facility along with assessment process.
Post Training Evaluation NHSRC team	At last Post training Evaluation of participants has been conducted. Post training evolution contain 40 Multiple choice Questions. Participants are allowed to use their notes & assessment guidebook for answering question paper.

Training Feedback Evaluation

SESSION	AVERAGE
OVERVIEW OF NATIONAL QA PROGRAM Dr. Nikhil Prakash	3.92
MEASUREMENT SYSTEM FOR QA AND ASSESSMENT PROTOCOLS Dr. Deepika Sharma	4.20
STANDARD FOR SERVICE PROVISION, PATIENT RIGHTS AND INPUTS Dr. Nikhil Prakash	4.18
STANDARDS FOR GENERAL CLINICAL SERVICES Dr. Deepika Sharma	4.30
STANDARD FOR SPECIFIC CLINICAL SERVICES Dr. Nikhil Prakash	4.18
GROUP ACTIVITY FOR IDENTIFYING STANDARDS Ms. Vinny Arora	4.10
STANDARD FOR RMNCH+A SERVICES Dr. Nikhil Prakash	4.00
STANDARDS FOR SUPPORT SERVICES	4.32

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Dr. Deepika Sharma	
STANDARDS FOR INFECTION CONTROL	4.06
Ms. Vinny Arora	
STANDARD FOR QUALITY MANAGEMENT	3.90
Dr. Nikhil Prakash	
KEY PERFORMANCE INDICATORS	4.10
Ms. Vinny Arora	
ROAD MAP FOR QA	3.92
Dr. Nikhil Prakash	
Overall Average	4.1

DETAILS OF PARTICIPANTS APPEARED IN INTERNAL ASSESSOR EXAM WITH RESULT

S.No.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage(%)
1	Dr. Smita A. Gharde	Buldana	DQAC	9764262754	smitagharde86@gmail.com	38	95
2	Dr. S.S.Kurundwade	Kolhapur	DQAC	9850410030	drsmidakurundwade@gmail.com	35	87.5
3	Dr. Hirkani S. Madnaik	Sangli	DQAC	9922567802	madnaikhirkani@gmail.com	35	87.5
4	Dr. Nishigandha D. Kute	Nasik	DQAC	9923954888	nishigandha.kute@gmail.com	34	85
5	Dr. Priyanka P. Ubhad	Yavatmal	DQAC	9561120754	drpriyau@gmail.com	34	85
6	Dr. S.V. Vetkoli	Nasik	MODTT	9657063244	modtc.nashik@yahoo.com	34	85
7	Dr. Vandana.C.Lohana	Wardha	DQAC	9421861106	vclohana@gmail.com	34	85
8	Dr. T.G. Kulkarni	Pune	MODTT	9823333695	modtcpune@gmail.com	34	85
9	Dr. Sanghamitra.K.Phule(Gawde)	Ratnagiri	MOHTT	9423297204	sanghmitra.gawde@gmail.com	33	82.5
10	Dr. Rahul Kannamwar	Nagpur	MI HFWTC	9822949922	rmk5522@gmail.com	33	82.5
11	Dr. S.S.Unune	Pune	MOHTT	9422933213	drsrekharatne@gmail.com	33	82.5
12	Dr. Mujahid M. Alaskar	Sindhudurg	DQAC	8149762735	mujahid41025@gmail.com	33	82.5
13	Dr. Sagar R Mali	Nandurba	DQAC	988183024	drsagarmali@gmail.com	32	80

Internal Assessor training report Nagpur, Maharashtra (6th - 7th July2015)

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		r		8			
14	Dr. Rajeshwar Debadwar	Nagpur	DQAC	9890929987	drajeshvar@gmail.com	32	80
15	Dr. P.A.Reddy	Latur	DQAC	9527877591	dr.pallavi_reddy@rediffmail.com	32	80
16	Dr. Pradnya V. Sonwane	Beed	DQAC	8983069555	drpradnya.sonwane@gmail.com	32	80
17	Dr. Rahul R. Ralegaonkar	Hingoli	MODTT	9970855065	drrahul1249@rediffmail.com	32	80
18	Dr. N.N. Jiwane	Chandrapur	MODTT	9028380268	dr.niwrutti.n.jiwane@gmail.com	32	80
19	Dr. Avinash J Nalawade	Sindhudurg	Add Civil Surgeon	9422416949	avikolhapur@gmail.com	31	77.5
20	Dr. Sana Amreen	Pune	DQAC	8856031271	sanasanaamreen@gmail.com	31	77.5
21	Dr. Charulata Pawar	Dhule	MODTT	7350775791	modtt.dhule@gmail.com	31	77.5
22	Dr. D.G. Pawar	Sangli	MODTT	9850802158	-	31	77.5
23	Dr. V. C. Wankhede	Gondia	MODTT	9823890123	drvjy1960@rediffmail.com	31	77.5
24	Dr. N. M. Nimodia	Wardha	RMO(OR) & MOHTT	9822220081	nitinnimodia@gmail.com	31	77.5
25	Dr. S.C. Gavhane	Beed	MODTT	9421272500	dtb_beed@yahoo.com	30	75
26	Dr. Gaurav P. Hazare	Bhandara	QA Coordinator	9860364908	drguravhajare@gmail.com	29	72.5
27	Dr. Prashant S. Putthawar	Hingoli	DQAC	7709526585	prashantshantaram@gmail.com	29	72.5
28	Dr. Suraj Bobade	Washim	DQAC	8793425952	dr.surajbobade@gmail.com	29	72.5
29	Dr. M.P. Rewatkar	Wardha	MODTT	9766863081	mangeshrewatkar@gmail.com	29	72.5

Internal Assessor training report Nagpur, Maharashtra (6th - 7th July2015)

S.No.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage(%)
30	Dr. Sunil Shamlal Bansi	Jalgaon	MOHTT	9850948696	bansi@rediffmail.com	28	70
31	Dr. Pradeep D. Borse	Osmanabad	DQAC	9766531478	pradeepborse274@gmail.com	28	70
32	Chandrakant Pandey	Parbhani	DQAC	8983759414	cpande36@gmail.com	28	70
33	Dr. J. R.Khadse	Amravati	MODTT	8007630593	vyoti_khadse@rediffmail.com	28	70
34	Dr. Swapnil More	Ratnagiri	DQAC	9923456002	swap.more@gmail.com	27	67.5
35	Amrit Singh Hanspal	Jalgaon	DQAC	9637181595	hanspal.amrit@gmail.com	27	67.5
36	Dr. P.H. Uikey	Bhandara	MODTT	7588491464	uikeyprashant@gmail.com	27	67.5
37	Dr. M.S. Parik	Amravati	MOHTT	9922476167	cs_amaravati@gmail.com	27	67.5
38	Dr. H.S. Pawar	Akola	MODTT	9881995945	hari140881@gmail.com	26	65
39	Dr. Rahul R. Shinde	Ahmednagar	DQAC	9011050884	dr.rrshinde@gmail.com	25	62.5
40	Dr. Satyendra Shukla	Gondia	DQAC	9028815067	satyendrashuklaemri@gmail.com	25	62.5
41	Dr. Parag K. Jiwatode	Chandrapur	DQAC	9421717390	paraj_kkj@rediffmail.com	25	62.5
42	Dr. S.A. Patil	Kolhapur	MODTT	9860619148	modtt.kop@gmail.com	25	62.5
43	Dr. Pankaj P. Patle	Gadchiroli	DQAC	827539837	pppankajkumar7@gmail.com	24	60
44	Dr. R.V. Birajdar	Thane	MODTC	9320592654	radhakrishnabirajdar@gmail.com	24	60
45	Dr. Harshada B. Pawar	Dhule	DQAC	860087906	dqacdnhule@gmail.com	24	60

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46	Dr. Mrs. Meena Tarachand Pujari	Ratnagiri	MODTT	9421233233	ratnagiri.modtt@gmail.com	24	60
47	Dr. B.W. Ramteke	Chandrapur	RMO(OR)	9545556087	cs_chandrapur@rediffmail.com	24	60
48	Dr. D. R.Khadase	Washim	MODTT	9420117836	drdnyaneshrkhadse@gmail.com	24	60
49	Dr. Y.B. Badge	Nagpur	MODTT	9175158780	modttnagpur@gmail.com	23	57.5
50	Dr. Mangesh N. Raut	Amravati	DQAC	9970335655	dr.mangeshraut84@gmail.com	23	57.5
51	Dr. P.S. Chavan	Yavatmal	MODTT	9422169286	drpscharan17@gmail.com	22	55
52	Dr. Ravindra DinkarRao Pande	Yavatmal	RMO(OR)	9420551760	dr.ravindrapande05@gmail.com	22	55
53	Dr. Snehal Shirbhate	Thane	DQAC	9820381568	snehal.shirbhate1@gmail.com	22	55
54	Dr. S.M. Bhoware	Buldana	E.O.(Nodal Officer)	9404829907	drsainathbhoware@gmail.com	21	52.5
55	Dr. N. C. wanve	Ahmednagar	MODTT	8421537007	dr.nanduvanve@gmail.com	20	50
56	Dr. Wasef Siddiqui	Aurangabad	DQAC	9175544616	siddquiwasef@gmail.Com	20	50
57	Dr. Abhijeet Dhamale	Jalna	DQAC	9423452394	gac.jalna@gmail.com	18	45
58	Dr. Meena S. Shiwal	Akola	HTT, MO	9326152394	drmeenashiwal@gmail.com	18	45