

# INTERNAL ASSESSORS TRAINING REPORT ON NATIONAL QUALITY ASSURANCE STANDARDS

8TH TO 9TH 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**

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

**DATE OF TRAINING:** 8<sup>TH</sup> TO 9<sup>TH</sup> JULY 2015

**PLACE OF TRAINING:** PHI, Nagpur, Maharashtra.

**PARTICIPANTS OF TRAINING:** Total no. 45

### 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 8<sup>th</sup> to 9<sup>th</sup> 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 Principal officers, Civil surgeons, Medical Superintendent, Additional Civil surgeons and Medical Officers.

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 43 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 **43 participants 21 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 3.86 on a Five-point scale.**

## Training Agenda

<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
<b>Day-01 ( 8th July 2015)</b>		
09:00 am - 09:30 am	<b>Registration</b>	
09:30 am - 10.00 am	<b>Inaugural Address MD NHM</b>	
10.00 am - 11:00 am	<b>Overview of National Quality Assurance Programme</b>	<b>Dr. Nikhil Prakash</b>
11:00 a.m. -11.15 a.m.	<b>Tea</b>	
11:15am- 12:15	<b>Measurement System for Quality Assurance, Standards and Assessment Protocol</b>	<b>Dr. Deepika Sharma</b>
12:15 pm - 1:15 pm	<b>Standards for Service Provision , Patient Rights &amp; Inputs</b>	<b>Dr. Nikhil Prakash</b>
1:15 pm - 2:00 pm	<b>Lunch</b>	
2:00 pm- 2:45 pm	<b>Labour Room - Exercise</b>	<b>Ms. Vinny Arora</b>
2:45pm - 3:15 pm.	<b>Standards for General Clinical Services</b>	<b>Dr. Deepika Sharma</b>
3.15 pm - 3.30 pm	<b>Tea</b>	
3:30 p.m. - 4.30 p.m.	<b>Standards for Specific Clinical Services</b>	<b>Dr. Nikhil Prakash</b>
4:30 p.m. - 5.00 p.m.	<b>Group Activity: Identifying Standards</b>	<b>Ms. Vinny Arora</b>
<b>Day-02 ( 9th July 2015)</b>		
09:00 a.m. - 09:30 a.m.	<b>Recap</b>	
09:30 a.m. - 10:30 a.m.	<b>Standards for RMNCH+A Services</b>	<b>Dr. Nikhil Prakash</b>
10:30 a.m. - 11:30 a.m.	<b>Standards for Support Services</b>	<b>Dr. Deepika Sharma</b>
11:30a.m. -11:45 a.m.	<b>Tea</b>	
11:45 a.m. - 12:30 p.m.	<b>Standards for Infection Control</b>	<b>Ms. Vinny Arora</b>
12:30 a.m. - 1:15 pm.	<b>Standards for Quality Management</b>	<b>Dr. Nikhil Prakash</b>

01:15 p.m. – 02:00 p.m.	<b>Lunch</b>	
02:00 p.m. – 02:45 p.m.	<b>Key Performance Indicators</b>	<b>Ms. Vinny Arora</b>
2:45 p.m. – 3:00 p.m.	<b>Roadmap for Quality Assurance</b>	<b>Dr. Nikhil Prakash</b>
03:45 p.m. – 04:45 p.m.	<b>Post Training Evaluation &amp; Feedback (Tea during the session)</b>	<b>NHSRC Team</b>

### Session Brief

Topic	Session Brief
<b>Day -1 (06-07--2015)</b>	
<b>Overview of National Quality Assurance Program Dr. Nikhil Prakash</b>	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.
<b>Measurement System for Quality Assurance, Standards and Assessment Protocol Dr. Deepika Sharma</b>	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.
<b>Standards for Service Provision , Patient Rights &amp; Inputs Dr. Nikhil Prakash</b>	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.
<b>Case study Labour Room Ms. Vinny Arora</b>	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.
<b>Standards for General Clinical Services</b> <b>Dr. Deepika Sharma</b>	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.
<b>Standards for Specific Clinical services</b> <b>Dr. Nikhil Prakash</b>	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.
<b>Group Activity - Identifying Standards</b> <b>Ms. Vinny Arora</b>	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.
<b>Day -2 (19-05-2015)</b>	
<b>Standards for RMNCHA Services</b> <b>Dr. Nikhil Prakash</b>	It also include discussion on RMNCHA services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services
<b>Standards for Support Services</b> <b>Dr. Deepika Sharma</b>	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.
<b>Standards for Infection Control</b> <b>Ms. Vinny Arora</b>	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
<b>Standards for Quality Management</b> <b>Dr. Nikhil Prakash</b>	Session include discussion on 8 standards of Quality Management system. It also include how to assess Quality policy, objective, SOP, PSS, process mapping etc



<b>Key Performance Indicators</b> <b>Ms. Vinny Arora</b>	Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI at facility, district & state level
<b>Roadmap for Quality Assurance</b> <b>Dr. Nikhil Prakash</b>	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.
<b>Post Training Evaluation</b> <b>NHSRC team</b>	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	3.71
MEASUREMENT SYSTEM FOR QA AND ASSESSMENT PROTOCOLS Dr. Deepika Sharma	3.97
STANDARD FOR SERVICE PROVISION, PATIENT RIGHTS AND INPUTS Dr. Nikhil Prakash	3.86
STANDARDS FOR GENERAL CLINICAL SERVICES Dr. Deepika Sharma	4.00
STANDARD FOR SPECIFIC CLINICAL SERVICES Dr. Nikhil Prakash	3.80
GROUP ACTIVITY FOR IDENTIFYING STANDARDS Ms. Vinny Arora	3.69

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STANDARD FOR RMNCH+A SERVICES	3.89
Dr. Nikhil Prakash	
STANDARDS FOR SUPPORT SERVICES	4.09
Dr. Deepika Sharma	
STANDARDS FOR INFECTION CONTROL	3.69
Ms. Vinny Arora	
STANDARD FOR QUALITY MANAGEMENT	3.91
Dr. Nikhil Prakash	
KEY PERFORMANCE INDICATORS	3.94
Ms. Vinny Arora	
ROAD MAP FOR QA	3.80
Dr. Nikhil Prakash	
Overall Average	<b>3.86</b>

## 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. Bawiskar Vijay Padmakar	Mumbai	Asst. Director	8108316678	<a href="mailto:vbpaed@gmail.com">vbpaed@gmail.com</a>	40	100
2	Dr. Chaudhary Govind P	Aurangabad	Principal	8275861555	<a href="mailto:drgovindpc@gmail.com">drgovindpc@gmail.com</a>	38	95
3	Dr. Deshpande Aniruddha	Nagpur	Principal	7875604234	<a href="mailto:arude@rediffmail.com">arude@rediffmail.com</a>	36	90
4	Payal Thakker	Dadar & Nagar Havelli	Programme Officer	9586084831	<a href="mailto:payalparmar15@gmail.com">payalparmar15@gmail.com</a>	35	87.5
5	Dr. Arati L Kulwal	Akola	Medical Suptt.	8698616771	<a href="mailto:aratikulwal@gmail.com">aratikulwal@gmail.com</a>	34	85
6	Dr. Rajratna Waghmare	Gondia	Add. Civil Surgeon	9890920571	<a href="mailto:rajratna20@rediffmail.com">rajratna20@rediffmail.com</a>	33	82.5
7	Dr. Nivrutti B Rathod	Wardha	Civil Surgeon	9552680352	<a href="mailto:cswardha@rediffmail.com">cswardha@rediffmail.com</a>	32	80
8	Dr. Mrunalini Manwatkar	Mumbai	Consultant IPHS	9820684546	<a href="mailto:mrunalinimha@gmail.com">mrunalinimha@gmail.com</a>	31	77.5
9	Dr. Devendra V Paturkar	Bhandara	Civil Surgeon	9850311675	<a href="mailto:dvpatukar@yahoo.co.in">dvpatukar@yahoo.co.in</a>	31	77.5
10	Dr. Fulchand Meshram	Nagpur	Professor	9096919494	<a href="mailto:fameshram@gmail.com">fameshram@gmail.com</a>	29	72.5
11	Dr. Prasad S Bhandari	Nandurbar	Orthosurgeon	8087179511	<a href="mailto:sohamprasad@gmail.com">sohamprasad@gmail.com</a>	27	67.5
12	Dr. Madhuri C Thorat	Nagpur	Additional CS	7588976353	<a href="mailto:msdaga_womenhosp@rediffmail.com">msdaga_womenhosp@rediffmail.com</a>	27	67.5
13	Dr. Deepali Deshmukh	Alibag Raigad	Medical Officer	9422594682	<a href="mailto:deepali1971@gmail.com">deepali1971@gmail.com</a>	27	67.5



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S.No.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage (%)
14	Dr. Rakesh B Waghmare	Nagpur	Junior Lecturer	9975629676	<a href="mailto:rakeshbw0326@gmail.com">rakeshbw0326@gmail.com</a>	26	65
15	Manisha D Chauhan	Dadar & Nagar Havelli	Assistant	9904068744	<a href="mailto:manisha1351981@gmail.com">manisha1351981@gmail.com</a>	26	65
16	Dr. Patil Suresh R	Nasik	RMO	9403684560	<a href="mailto:drsureshpatil52@gmail.com">drsureshpatil52@gmail.com</a>	26	65
17	Dr. Vasant Jagannathrao Wattamwar	Latur	RMO	9403101687	<a href="mailto:vasantwattamwar@gmail.com">vasantwattamwar@gmail.com</a>	26	65
18	Dr. Sunita S badhe	Bhandara	ACS	9422827478	<a href="mailto:cs_bhandara@rediffmail.com">cs_bhandara@rediffmail.com</a>	26	65
19	Dr. Rupa Ambekar	Aurangabad	Medical Officer	9420690001	<a href="mailto:rupsambekar@yahoo.com">rupsambekar@yahoo.com</a>	25	62.5
20	Dr. Asole Suresh Yogaji	Amravati	Principal	8007959629	<a href="mailto:hfwtcamt@gmail.com">hfwtcamt@gmail.com</a>	25	62.5
21	Dr. Shazia Shams	Nagpur	JR. Lecturer	9890714285	<a href="mailto:dr.shajiae@yahoo.com">dr.shajiae@yahoo.com</a>	24	60
22	Dr. Anupam Hivlekar	Wardha	Orthopedic Surgeon	9422841044	<a href="mailto:dranupamh@yahoo.com">dranupamh@yahoo.com</a>	23	57.5
23	Dr. Kakne Bhagwan Narayan	Pune	Add Civil Surgeon	9422013456	<a href="mailto:drkaknebn@yahoo.com">drkaknebn@yahoo.com</a>	23	57.5
24	Dr. V.K. Das	Silvasa	DMHS	9904405701	<a href="mailto:vkdas511@gmail.com">vkdas511@gmail.com</a>	23	57.5
25	Dr. Mahendra J. Garad	Pune	Medical Officer	7776020852	<a href="mailto:drmahendragarad@gmail.com">drmahendragarad@gmail.com</a>	23	57.5
26	Dr. Patil Ratan Rajendra	Sangli	Medical Suptt.	7387559688	<a href="mailto:cs10@gmail.com">cs10@gmail.com</a>	22	55
27	Dr. Shinde Changdeo Janardhan	Kolhapur	Principal	9421382566	<a href="mailto:hfwtc.kop@hotmail.com">hfwtc.kop@hotmail.com</a>	22	55
28	Dr. Patil Kiran Murlidhar	Jalgaon	ACS	93722277686	<a href="mailto:kiran_patil195@yahoo.com">kiran_patil195@yahoo.com</a>	22	55

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S.No.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage (%)
29	Dr. Gunturkar Hanmant ramrao	Nanded	ACS	7038949739	<a href="mailto:drghanamant@gmail.com">drghanamant@gmail.com</a>	21	52.5
30	Dr. Kiran Sadashiv Bakre	Nasik	Principal	9623450820	<a href="mailto:hfwtcnsk@gmail.com">hfwtcnsk@gmail.com</a>	21	52.5
31	Dr. Ravi K. Dhakate	Gondia	Civil Surgeon	9823169131	<a href="mailto:cs.gondia@rediffmail.com">cs.gondia@rediffmail.com</a>	20	50
32	Dr. Vandana Ramesh Joshi	Pune	Management Instructor	9850250655	<a href="mailto:hfwtcpune@yahoo.com">hfwtcpune@yahoo.com</a>	20	50
33	Dr. J. M. Jambhrunkar	Washim	Add. Civil Surgeon	9422690990	<a href="mailto:jmji73@gmail.com">jmji73@gmail.com</a>	19	47.5
34	Dr. Latika R Garud	Nagpur	RMO(OR)	9730129409	<a href="mailto:drgarudrlatika@gmail.com">drgarudrlatika@gmail.com</a>	18	45
35	Dr. Ashok Bapuro Wankar	Amravati	Add. Civil Surgeon	9503440666	<a href="mailto:csamravati@gmail.com">csamravati@gmail.com</a>	18	45
36	Dr. Arun Ambadas Raut	Amravati	Civil Surgeon	9421334077	<a href="mailto:civilhospital@rediffmail.com">civilhospital@rediffmail.com</a>	18	45
37	Dr. Padmaja Jogewar	Nagpur	Principal	9422131577	<a href="mailto:pjogewar24@gmail.com">pjogewar24@gmail.com</a>	18	45
38	Dr. Giri Ramchandra haribhau	Akola	Civil Surgeon	9423399915	<a href="mailto:cs_akola@rediffmail.com">cs_akola@rediffmail.com</a>	17	42.5
39	Dr. Gajanan Marotrao Holey	Nasik	Add. Civil Surgeon	9850925803	<a href="mailto:gmholey22@gmail.com">gmholey22@gmail.com</a>	17	42.5
40	Dr. K.B. Deshmukh	Hingoli	ENT surgeon	9420406926	<a href="mailto:kishordeshmukh.2311@gmail.com">kishordeshmukh.2311@gmail.com</a>	17	42.5
41	Dr. Uttam Vikram Munghate	Chandrapur	Add. Civil Surgeon	9422829606	<a href="mailto:druttamungate@gmail.com">druttamungate@gmail.com</a>	17	42.5
42	Sirsath Seeta Baburao	Parbhani	Nursing	8007153544	-	15	37.5
43	Dr. K.J. Kapadia	Nagpur	Medical Officer	9423103242	<a href="mailto:kjtapadia@rediffmail.com">kjtapadia@rediffmail.com</a>	14	35
44	Dr Pramod	Gadchiroli	CS	94236289	Not appeared in		

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S.No.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage (%)
	Khandale			55	Exam		
45	Dr. Sanjay Jaiswal	Nagpur	DDHS		Not appeared in Exam		

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