

# **Internal Assessor Training on National Quality Assurance Standards for District Hospitals**

**Conducted by**

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

## **TRAINING REPORT**

### **Internal Assessor Training on National Quality Assurance Standards**

<b>TRAINING COORDINATOR</b>	Ms. Vinny Arora (Consultant QI, NHSRC, New Delhi) Dr. Sonali Nagthane (State QA Consultant, Maharashtra)
<b>DATE OF TRAINING</b>	07 <sup>th</sup> to 08 <sup>th</sup> November' 2019
<b>PLACE OF TRAINING</b>	Chintan Auditorium, SIHFW, Nagpur, Maharashtra
<b>PARTICIPANTS OF TRAINING</b>	Total no. 86 (List attached in <i>Annexure I</i> )
<b>COURSE SCHEDULE</b>	The course schedule (Attached in <i>Annexure II</i> ) outlines day to day contents and learning methods.

## OBJECTIVES OF TRAINING:

The specific objectives of the Training programme were: -

1. To set up a pool of Internal Assessors for the state of Maharashtra.
2. To equip assessors with knowledge of key concepts, tools and methodologies of National Quality Assurance Standards.
3. To develop skills and acumen to carry out internal evaluation of the hospitals.

## EXECUTIVE SUMMARY

Internal Assessor training was conducted by NHSRC in collaboration with NHM Maharashtra from 07<sup>th</sup> to 08<sup>th</sup> November' 2018 at SIHFW, Nagpur, Maharashtra.

Intent of training is to provide complete understanding on Key Concepts of Quality, National Quality Assurance Standards along with their sub components & scoring methodologies for assessment to the aspiring Internal Assessors. Course curriculum for training was prepared by the NHSRC and was duly syndicated with state. The training was extended up to period of two days, followed by written evaluation, if participant would be able to score minimum 60 % of marks, than he/she will be awarded with Internal Assessor Certification for NQAS & would be eligible as an empanelled Internal Assessor for the State. Participants in the training were from diverse background including DPM, RCHO, THO, MS, Nursing Suptt. and others from districts of Maharashtra.

The participants were given-

1. A copy of Operational Guideline for National Quality Assurance in public health care.
2. A copy of Assessor's guidebook for District Hospital. (Volume1 & Volume 2)
3. A folder with writing pad and pen.
4. Instruction's for Participant about Internal Assessor's Training.
5. Hard copy of Exercises and material wherever required during training.
6. Dynamic Training tools like Group discussions; Interactions, individual work etc. has been used to facilitate focused learning and keep the interest of the audience alive.

The programme had 09 sessions and 04 exercises, spread over a period of two days. Feedback from the participants was taken and the report contains analysis and suggestions given by the participants. Session wise participant's feedback is attached as Annexure III.

Training was started with welcome speech from Director Training followed by presentation from Ms. Vinny Arora (Consultant QI, NHRSC).

The overall rating of the programme in feedback was satisfactory with an **overall score of 4.42 on a 5 point scale.**

Post Training Evaluation – Out of 86 participants, only 84 participants appeared for the post training evaluation exam and 64 candidates cleared the exam. All the pass candidates have been enrolled in the State Internal Assessor Pool.

### SESSION BRIEF

Topic	Session Brief
<b>Day -1 (07<sup>th</sup> November 2019)</b>	
Overview of National Quality Assurance Programme, Measurement System, Standards and Assessment Protocols  <u>Ms. Vinny Arora</u>	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 and standards. The session lays emphasis on Deming cycle and its correlation with NQAS. This session also elaborate the measurement system and the differentiation of the system at UPHC & DH level. 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  <u>Dr. Prasad Bhandari</u>	Session cover an elaborative discussion about first 2 area of concern i.e. Service Provision & Patient rights. It includes thorough understanding about availability of services & discussion on patient rights – Availability, Accessibility, Affordability and Quality.
Standards for Inputs & Support Services  <u>Ms. Vinny Arora</u>	Session covers availability of infrastructure, human resource and their training, competencies & also availability of consumables & drugs. New added Standard C7 was also briefed during the session.  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.
Case study Labour Room  <u>Ms. Vinny Arora</u>	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 <u>Ms. Vinny Arora</u>	Session include importance of clinical services as well as discussion on 09 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 includes discussion about nursing care, drug administration, patient record maintenance and discharge process etc.
Standards for General Clinical Services <u>Dr. Rajeshwar Debawar</u>	The session elaborates discussion about Assessment of quality of specific clinical services like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank as well as end of life care.
Standards for RMNCHA Services <u>Dr. Shazia Sharms</u>	Standards on RMNCHA services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services along with standards for Quality of National Health Programs were discussed.
Group Activity of Identifying Standards <u>Ms. Vinny Arora</u>	All the participants actively participated in the activity by looking for the specific words given in the chits. The participants located those specific words in the NQAS Standards and formed the groups based on Areas of Concerns.
<b>Day 2 (08<sup>th</sup> November 2019)</b>	
Standards for Infection Control <u>Ms. Vinny Arora</u>	Session includes detailed discussion about 6 standards. It includes elaborative details on how to assess the infection control practices at public health care facilities. Layout of Operation Theatre, discussion of New Bio Medical Waste Management rules forms the part of the session.
Bio Medical Waste Management <u>Dr. Shazia Sharms</u>	Detailed deliberation on BMWM Rules 2016 and its amendments was done. Implementation challenges along with the assessment issues were discussed during the session.
Standards for Quality Management <u>Ms. Vinny Arora</u>	Session include discussion on 8 standards of Quality Management system. It also includes how to frame and assess Quality policy, objective, SOP, PSS and process mapping. Newly added two standards G9 and G10 Risk Management Framework were also

	elaborated.
Key Performance Indicators <u>Ms. Vinny Arora</u>	Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI at facility, district & state level
Internal Assessment and Gap analysis with exercise <u>Ms. Vinny Arora</u>	<p>Participants were briefed about how, who and when to do an internal assessment and find the gaps. They are also briefed about the prioritization of the gaps for gap closure activities and preparation of action plan.</p> <p>Gap Analysis format were given to the participants, later on Slides were shown to them to enable them to find the gap, then prioritize and prepare an action plan in order to perform the gap analysis activity after assessment in their facilities.</p>
Roadmap Ahead <u>Ms. Vinny Arora</u>	Session includes elaboration about 10 step wise activities that can be started at facility along with assessment process to identify and close the gaps to attain Certification. It was briefed that improvement must continue after attaining certification also.
Post Training Evaluation	At last Post training Evaluation of participants has been conducted. Post training evolution contain 42 Multiple choice Questions. Participants are allowed to use their notes & assessment guidebook for answering question paper.

## PARTICIPANT FEEDBACK

Following examination feedback was taken from participants; 75 participants had provided their feedback. Evaluation of participant feedback is taken on 5 point scale. Analysis of Participant feedback is attached in *Annexure IV*. Overall Average scoring was of **4.42 out of 5**.

### MOST LIKED SESSIONS WERE:

Name of Session & Presenter	Score
Standards of Area of Concern G Ms. Vinny Arora	4.84
Standards of Area of Concern C & D Ms. Vinny Arora	4.84
Internal Assessment and Gap Analysis Ms. Vinny Arora	4.80
Overview of NQAP, Measurement System & Assessment Protocol Ms. Vinny Arora	4.79
Exercises	
Exercises – LR Ms. Vinny Arora	4.85
Exercise on Identification of Standards Ms. Vinny Arora	4.79

### SUGGESTIONS TO IMPROVE THE TRAINING

1. Number of training days should be increased.
2. Practical Method of learning would be more beneficial hence field visit to be included.
3. To arrange such trainings at district level.

**Annexure I****Participants of Training**

<b>Sr. No.</b>	<b>Participant Name</b>	<b>Designation &amp; Head Quarters</b>
1	Dr. Prashant P. Ghodam	RMO, Amarvati
2	Dr. Sandeep Gore	NTCP Consultant, Jalna
3	Dr. Kiran Patil	THO Jawhar
4	Dr. Sayali A. Thokal	DQAC Nashik
5	Dr. Smita V. Bari	MO Palghar, Gholwad
6	Dr. Santosh C. Kadle	DRCHO Jalna
7	Dr. A. D. Chandekar	DRCHO ZP Gondia
8	Dr. Harshala S. Vedak	RMO(OR), Kolhapur
9	Dr. Farooque A. Desai	DRCHO Kolhapur
10	Dr. Rahul G. Kokare	MO PHC Tembhurni, Ta-bajamth, Dist-Hingoli
11	Dr. Prashant N. Jaybhaye	DQAC Jalna
12	Dr. Ashwini Waghe	DQAC Bhandara
13	Mr. Shridhar Pandit	PO NHM Pune
14	Dr. Abhay Tidke	ADHO Pune
15	Dr. Sandeep Sonawane	MO, Pune
16	Dr. Bhagwat D. Raut	MO PHC Sahur, Wardha
17	Dr. Sandeep p. patil	DQAC Kolhapur
18	Dr. Darshan A. Wath	MO MHU Nagpur
19	Dr. Meena R. Watti	DAO Gondia (Dist. Ayush Officer)
20	Dr. Swarnrekha S. Upadhayay	IPHC , Coordinator, Gondia
21	Dr. Bhaskar S. Khedikar	Dist Ayush Officer, Bhandara,
22	Dr. Ritesh V. Balapure	MO, Yavatmal, District Hospital
23	Dr. Abhishek J. Patil	Dakshata Mentor

Sr. No.	Participant Name	Designation & Head Quarters
24	Mr. Ankush Badak	DQAC Jalgaon
25	Dr. Vishal R. Patil	RMO , (gynecologist), Dhule
26	Dr. Mahesh B. Bhadange	ACS Dhule
27	Dr. Pradeep D. Patil	DQAC Nandurbar
28	Dr. Mohiniraj S. Deshpande	DQAC Dhule
29	Dr. Javed S. Kureshi	DPC, Aurangabad
30	Dr.Asim S. Inamdar	DRCHO Nagpur
31	Dr. Sharon Sonawane	THO Sangmeshwar, Ratnagiri
32	Dr. Shrikant Karkhanis	MO, Chinchner Vandan-Satara
33	Dr. Nilesh S. Hol	DQAC, Satara
34	Dr. P. N. Bade	THO Buldhana
35	Dr. Ganesh Kakade	DPM Parbhani
36	Dr. D. K. Soundale	MS SDH , Nilanga, Latur
37	Dr. Meghshyam R. Kulkarni	MO GH. Udigr Latur
38	Dr. Jotiram G. Tapase	DQAC, Parbhani
39	Dr. Amit L. Borgaonkar	MO. Ayush, Parbhani
40	Dr. Mahesh Kumar L. Mane	MO, DH, Beed
41	Dr. R.M. Sonwane	THO, Selu, Dist-Parbhani
42	Dr. S. P. Pawar	THO, Pathri, Dist-Parbhani
43	Mr. Pritish Logade	Staff Nurse, Civil Hopsital Thane
44	Dr. Preethi Rajagopal	MO DTT Chandrapur
45	Dr. Jyotsna Galat	Anaesthetist, RMH Nagpur
46	Dr. Gajanan Raut	Dist Ayush off., DHO Chandrapur
47	Dr. Sanjay Bandgar	THO Jath ,Sangli
48	Dr. Sandeep Hedaoo	RMO, Washim



Sr. No.	Participant Name	Designation & Head Quarters
49	Dr. Megha P. Goley	DTO Akola
50	Dr. Sanjay Chilkar	Ast. Professor, SIHFW, Nagpur
51	Dr. D. B. Pinate	MO PHC Jalkot, Osmanabad
52	Dr. K. A. Garad	DPM, Osmanabad
53	Dr. Sandip R. Nakhate	Wardha
54	Dr. Sangharash Rathod	MO, Yavatmal
55	Dr. Subhash Kendre	MO, Yavatmal
56	Dr. A. C. Pandge	THO Chakur
57	Dr. Monika S. Patil	ADHO Latur
58	Dr. S. A. Hemke	THO, Nagpur
59	Dr. Purushottam Nandeshwar	Ast. Professor, SIHFW, Nagpur
60	Dr. R. H. Tike	MO (Gynaecologist) Osmanabad
61	Dr. Anupam A. Maheshgavari	DPM, Gadchiroli
62	Dr. Ravindra R. Choudhary	THO, Dhanora, Gadchiroli
63	Dr. Ashvinkumar G. Hake	MO DNT, Washim
64	Mr. Gulam Rafey	Consultant (QI) NHSRC, Delhi
65	Dr. Santosh Aher	DQAC, Osmanabad
66	Dr. Nilesh M. Kokare	DPM, Raigad
67	Dr. Pradeep M. Kulkarni	Class I, Antitheist, Specilist, Aurangabad
68	Dr. Pathan Khalid Khan	DQAC jalgaon
69	Dr. Rahul T. Vidhate	MO, PHC , Nashik
70	Dr. Sanjeev S. Valvi	ADHO Nandurbar
71	Mr. Samuel Ghatge	DQAC Sindhudurg
72	Dr. Manoj M Tagalpallewar	RMO (out reach), Yavatmal
73	Vijayraj Bhosale	Sr. IT Consultant

<b>Sr. No.</b>	<b>Participant Name</b>	<b>Designation &amp; Head Quarters</b>
74	Dr. Sonali Nagthane	State Consultant , Public Health
75	Dr. Ashish A. Kalekar	M. S. RH Kadegaon, sangli
76	Dr. Sanjay patil	ACS Sangli
77	Dr. Pravin Patil	THO Shirala, Sangli
78	Dr. Rohan Tiwari	DQAC Washim
79	Smt. Mandakini D. Shinde	PHN Osmanabad
80	Dr. Madhuri Utikar	DPM Satara
81	Shri. Bapusaheb B. Nikalje	Programme Asst., QA Beed
82	Smt. Shailaja Kshirsagar	DH Beed, Principal Nursing college
83	Smt. Sunita Patil	Senior Lecturer, Beed
84	Dr. Parmeshwar Chate	MO Buldhana
85	Dr. Sunil L. Madavi	DRCHO, Gadchiroli
86	Dr. Avinash J Nalawade	RMO Sindhudurg

**Annexure II****Agenda**

<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
<b>Day-01 (07<sup>th</sup> November 2019)</b>		
09:00 am - 09:30 am	Registration	
09:30 am - 10:00 am	Inaugural Address	State Resource
10:00 am - 11:30 am	Overview of National Quality Assurance Programme, Measurement System and Assessment Protocols (Tea during session )	Ms. Vinny Arora
11:30 am – 12:30 pm	Standards for Service Provision , Patient Rights	Dr. Prasad Bhandari
12:30 pm - 01:15 pm	Standards for Inputs & Support Services	Ms. Vinny Arora
01:15 pm – 02:15 pm	<b>Lunch</b>	
02:15 pm- 03:00 pm	Labour Room – Exercise	Ms Vinny Arora
03:00 pm- 04:00 pm	Standards For Clinical services (E-1 – E9)	Ms Vinny Arora
04:00pm – 05:00pm	Standards for Clinical Services (E9-E23) (Tea during the session )	Dr. Rajeshwar Debawar
05.30 pm – 06:00pm	Group Activity – Identifying Standards	Ms Vinny Arora
<b>Day-02 (08<sup>th</sup> November 2019)</b>		
09:00 a.m. - 09:30a.m.	Recap	
09:30a.m. – 11:00a.m.	Standards for Infection Control & BMW Rules	Ms. Vinny Arora & Dr. Shazia Sharms
11:00 a.m. – 11:45a.m.	Standards for Quality Management (Tea during the Session)	Ms. Vinny Arora
11:45a.m. – 12:30p.m.	Key Performance Indicator	Ms. Vinny Arora
12:30 pm – 01:30pm	Internal Assessment & Gap Analysis	Ms. Vinny Arora
01:30p.m. – 02:15p.m.	<b>Lunch</b>	
02:15p.m. - 03:00p.m.	Exercise on Gap Identification	Ms. Vinny Arora
03:00p.m. - 03:30p.m.	Road Map Ahead (Tea during session)	State Representative
03:30 pm - 05:00 pm	Post Training Evaluation & Feedback	Ms. Vinny Arora

**Annexure III**

**PARTICIPANTS FEEDBACK ON SESSIONS**

<b>INTERNAL ASSESSOR TRAINING (FEEDBACK EVALUATION)</b>		
<b>07th - 08th November'2019, Nagpur</b>		
<b>SESSION</b>	<b>FACULTY</b>	<b>AVERAGE</b>
Exercise on Labour Room	Ms. Vinny Arora	4.85
Area of Concern C & D	Ms. Vinny Arora	4.84
Standards for AoC G	Ms. Vinny Arora	4.84
Internal Assessment and Gap Analysis	Ms. Vinny Arora	4.80
Overview of NQAP, Measurement System & Assessment Protocol	Ms. Vinny Arora	4.79
Group Activity of Standards	Ms. Vinny Arora	4.79
Standards for AoC H	Ms. Vinny Arora	4.77
Roadmap	Ms. Vinny Arora	4.75
Standards on Infection Control	Ms. Vinny Arora	4.67
Area of Concern E 1-E9	Ms. Vinny Arora	4.64
Exercise on Gap Identification	Ms. Vinny Arora	4.21
Standards for BMWM	Dr. Shazia Sharms	4.04
Standards E17-E23	Dr. Shazia Sharms	3.64
Area of Concern A & B	Dr. Prasad Bhandari	3.55
Standards E10-E16	Dr. Rajeshwar Debawar	3.12
		<b>4.42</b>