

Odisha Service Provider Training on National Quality Assurance Standards

27th -29th Jan (BATCH I), 28th- 30th Jan (Batch II) 2015 at Bhubaneswar



Conducted by:

National Health System Resource Centre in collaboration with NHM, QA Cell, Odisha.

TRAINING REPORT: ODISHA SERVICE PROVIDER TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS

TRAINING COORDINATOR: Dr Jagjeet Singh (Consultant, NHSRC, New Delhi)
Dr. Manoranjan Mohapatra (Consultant QA, NHM Odisha)

DATE OF TRAINING: 27th January 2015 to 29th January 2015 (Batch I), 28th January 2015 to 30th January 2015 (Batch II)

PLACE OF TRAINING: Hotel Bari International, Bhubaneswar, Odisha

PARTICIPANTS OF TRAINING: Total no. –76. (*List attached in Annexure I*)

COURSE OVERVIEW: The course schedule (*Attached in Annexure II*) outlines the day to day contents and learning methods.

OBJECTIVES OF TRAINING:

The specific objectives of the Training programme were: -

- A) “To understand basic concepts of quality assurance, standards and how to implement them in their respective facilities”.
- B) “To improve the quality of services of Service Providers (doctors, nurses & paramedical staff)

BACKGROUND

‘Quality’ is the core & most important aspect of services being rendered at any health facility. National Quality Assurance standards have been developed to create an inbuilt and sustainable quality system for public health facilities which not only delivers good quality but is so perceived by the clients. To comply these standards, MoHFW, GoI has launched operational Guidelines as well as Assessor’s Guidebook for District hospitals, CHC (FRU) and PHC (24X7).

For implementation and certification under National Quality Assurance Standards (NQAS), 4 types of trainings courses were designed i.e. One day Awareness training, two days Internal Assessor Training, three day Service provider training and five day External Assessor training. The target audience for three day service provider is Facility in charges, doctors, nurses, hospital mangers, programme managers & other Paramedical staffs.

Main aim of training is to understand basic concepts of quality assurance, standards & how to implement them in their facilities & to improve the quality of services from service providers (doctors, nurses & paramedical staff).

EXECUTIVE SERVICE

First fully fledged Service Providers Training was conducted by NHSRC in collaboration with NHM, QA cell, Odisha from 27th Jan, 2015 to 29th Jan, 2015 (Batch I) & 28th Jan, 2015 to 30th Jan, 2015 (Batch II) at Hotel Bari International, Bhubaneswar, Odisha.

The aim of training was to strengthen service provider's knowledge of basic concepts of Quality assurance, standards and how to implement them in their facilities. Participants were from diverse background including Medical officers, Paediatrician, Gynaecologist, Staff nurse, Hospital Managers etc.

The participants were given-

1. A copy of Operational Guideline for National Quality Assurance in public health facilities.
2. A copy of Assessor's guidebook for District Hospital.(Volume I & Volume II)
3. A folder with scribbling pad, pen and a sheet of Agenda.
4. Hard copy of Exercises and material wherever required during training.

The programme had 22 Sessions, spread over a period of three days for both Batch 1 & 2 respectively.

Feedback from the participants was taken and the report contains analysis and suggestions given by the participants. ,

Training was started with welcome speech from Dr. Srikant Mohapatra (Consultant QA, NHM Odisha) & introduction from all the participants followed by presentation from Dr. Parminder Gautam (Senior Consultant- QI, NHRSC). Training concluded with a good note by fruitful speech by Joint Secretary NHM, Odisha & takes a note of District Specific issues along with vote of thanks to trainer & trainee

The overall rating of the programme in feedback has been good with a overall score of **3.86 for Batch 1 & 3.88 for Batch 2** on a 5 point scale.

DAYWISE SUMMARY OF THE PRESENTATIONS

BATCH 1

DAY 1- 27/01/15

In the first presentation of the training **Dr. Parminder Gautam , Senior Consultant, QI, NHSRC gave in detail about the “Principles and steps in Implementation of Quality Assurance Programme”**. He discussed about four basic Principles of Quality Assurance viz.

1. Quality Assurance is oriented toward meeting the needs and expectations of the patients.
2. Quality Assurance focuses on the system & processes.
3. Quality Assurance uses data to analyze service delivery process.

4. Quality Assurance encourages a team approach to problem solving and quality Improvement.

He also discusses about Critical steps of Quality Assurance which is as follows:

1. Setting up Quality Standards, Measurable Elements and Check- lists.
2. Quality Assessment.
3. Identification of Gaps & areas of improvement.
4. Action planning.
5. Follow-up Assessment.

Speaker explained about the PDCA cycle and shared examples regarding its implementation. Dr. Parminder gave a holistic view of quality management system and various terms related to it. He also emphasize on **Donabedian** model which classifies **Quality of Care (QOC)** in terms of three aspects – **Structure, Process & outcome**. He emphasized on India needs a Pro- Public Health quality model which should be give flexibility to the states to customize, should be sustainable and scalable, have low cost of implementation etc.

This was followed by the session on **“Overview of National Quality Assurance Standards and Measurement System”** by **Dr. Deepika Sharma, Consultant, NHSRC**. She explained national quality assurance program and eight key features of QA program namely –

1. Unified organizational framework
2. Quality assurance standards
3. Continual assessment and scoring
4. Key performance indicators
5. Training and Capacity building
6. Inbuilt quality improvement model
7. Certification at state and national level
8. Incentives and sustenance.

The next presenter for the day was **Dr. Sushant Agarwal & Dr. Jagjeet Singh, Consultant, NHSRC who has taken Group Exercise (Formation of QI team)**. In this session participants were given a snapshot of composition of Quality Team at District Hospital, & recommended subcommittee under District Quality Team & their respective Terms of Reference. Based on the member of subcommittee participants have to select himself their respective subcommittee & accordingly four imaginary District Hospital has been named viz. **Qualitypur, Qualitygunj, Qualitybaad & Qualitynagar**.

Dr. Sushant Agarwal, Consultant, NHSRC took the next session on “**Key Performance Indicators**”. Participants were explained about all the 30 indicators mentioned in the operational guidelines and were given exercises to calculate each indicator. This session was participative as it engaged all the participants in doing the calculations for solving the exercises.

The next presenter for the day was **Dr. Deepika Sharma, Consultant, NHSRC** who has taken “**Internal Assessment**” & “**Exercises on assessment & Gap Analysis**” explained method for assessing the public health facility based on NQAS. Dr. Deepika explicitly explained the methods of assessment via several pictorial representations. Participants were also explained about the scoring patterns and the method to obtain the cumulative hospital score card. A brief introduction of eighteen checklists was given. Based on the Internal Assessment, Exercises were given & participants were taken keen interest for doing gap analysis. Participants were shown pictures from the public health hospitals and were asked to identify the gaps.



Group Exercise: Exercises on Assessment & Gap Analysis

The concluding session for the day was taken by **Dr. Parminder Gautam, Senior Consultant, NHSRC** on “**Prioritization & Action Planning for Improvement.**” In this session participants were explained about prioritization of gap based on severity of impact on patient care i.e. high, medium & low & time bound action planning for the traversing gaps.

DAY 2- 28/01/15

Day 2 was initiated with a brief recap of all the sessions of Day 1 by Dr. Nikhil Prakash.

First technical session on day 2 was taken by Dr. Deepika Sharma on “Hospital Infection Control”. She explained hand hygiene & also demonstrated steps of hand washing. Participants were explained about the Personal protection, instrument processing & environmental control. Dr. Deepika also explained about the categories of Biomedical Waste & standardized color coded collection and their respective treatment method.

The next presenter for the day was **Ms. Surbhi Sharma, Consultant, NHSRC who has taken “Clean Hospital – Waste & Facility Management”.** She has given emphasis on 5S process to improving organization & cleanliness & Standard method of cleaning. Ms. Surbhi also explained about three bucket system & disinfectants used for environmental cleaning in hospitals. Also explained about the safety, security & BMW management.

The next speaker for the day was **Dr. Nikhil Prakash, Senior Consultant, NHSRC who has taken “Patient Safety”.** He has given emphasis on Physical Safety of the infrastructure which includes seismic safety & electrical establishment. Dr. Nikhil also explained about the planned infrastructure as per prevalent norms for delivery of assured services. Also discussed about the fire safety. Participants were shown various pictures from the different public health hospitals concerning patient safety for better understanding.

Dr. Parminder Gautam, Senior Consultant NHSRC who took the next session on “Clinical Audits & Exercises on Clinical Audit.” During the session participants were given a detailed explanation about Medical Audit, Death Audit, Prescription Audit & Infection Control Audit. Based on four imaginary Quality districts hospital viz. Qualitypur, Qualitygunj, Qualitybaad & Qualitynagar, participants were given check list to fill their respective findings & present the same. It engaged all the participants in doing the exercises.

The next speaker for the day was **Dr. Deepika Sharma, Consultant, NHSRC who gave a very informative lecture on “Tools for Quality Improvement.”** She has given explanation about the fish bone diagram, Pareto analysis, control charts, run charts, pick charts.

The next important topic of Public health was taken **by Dr. Renu Srivastava, Senior Consultant, RMNCHA, MoHFW on “Quality Assurance in Newborn & Child Health Services”.** Dr. Renu Srivastava shared the global estimate of the cause of neonatal and child deaths. Discussions were done on how to prevent and manage the preliminary causes of the neonatal & child deaths. Focus was done on seven steps of quality improvement which mainly included Getting started, Standards of care, Assessment, Improvement, Monitoring, Documentation and Scaling up.

Dr. Srivastava discussed about the importance of breast feeding and good practices to decrease neonatal deaths. She explained about the day to day instances in public hospitals affecting neonatal health. She discussed about child health interventions including essential newborn care, immunizations, breast feeding & diarrheal disease.



Dr. Renu Srivastava: presenting Quality Assurance in Newborn & Child Health Services

Next Session for the day was taken by **Dr. Nikhil Prakash, Senior Consultant NHSRC** who took the session on **“Documentation for Quality Assurance – Standard Operating Procedure (SOPs)” & “Exercise on Drafting & Review of Standard Operating Procedure (SOPs)”**. He explained how to write SOPs for different department of public health facilities. He explained the bullet headings under which SOPs may be written. As participants were divided in four groups, & each group has provided a flip chart & they have to draft SOPs & present in a group. Participants were taken keen interest in drafting of SOPs.



Dr. Nikhil Prakash: presenting Documentation for Quality Assurance - Standard Operating Procedure (SOPs)

Final Session for the day was taken by **Dr. Deepika Sharma, Consultant NHSRC** who took the session on **“Quality Assurance in Laboratories”**. Participants were explained about the Pre-analytical, Analytical & Post-Analytical method of testing. Also given emphasis on Calibration of measuring & monitoring equipments & Biosafety level 1 & 2. Explained about the Internal & External Quality Control.

DAY 3- 29/01/15

Day 3 began with recap of the sessions on Day 2 taken by Nikhil Prakash followed by discussion on group Exercise on Drafting & Review of Standard Operating Procedure (SOPs).

First session of the day was taken by **Dr. Parminder Gautam on “Free Drugs & Inventory Management.”** He has given detail explanation about forecasting & indenting of drugs, procurement of drugs & various Inventory Management techniques. He has also given emphasis on management of expiry & near expiry drugs.

Dr. Nikhil Prakash, Senior Consultant NHSRC took the next session on “Patient Rights & Satisfaction” which explain about availability & accessibility, Privacy & confidentiality, Active participation of the patients & their relatives. Also given emphasis on free services under JSSK. Participants were shown numerous pictures from the different public health hospitals which are handful for the delegates to improve their respective health facility more user friendly.

Next session of the day was taken by **Dr. Nikhil Prakash, Senior Consultant NHSRC on “Quality Assurance in Maternal Health Services”.** Dr. Nikhil had shared the cause of the maternal deaths & discussions were done on how to prevent and manage the preliminary causes of the maternal deaths including hypertension, haemorrhage and sepsis etc. Also given emphasis on identification and management of moderate & severe anaemia & counselling of pregnant women.

Ms. Surbhi Sharma Consultant NHSRC took the next session on “Group Work on Quality Team Meeting”. Participants were divided into four groups & each group has been provided with agenda points concerning Internal Assessment, PSS, KPI, Time bound action plan, CAPA & paper cuttings. Based on provided agenda, each group has performed Quality team meeting & discussed their agenda points & finally specific work has been allotted to each team member which was supposed to complete in a stipulated time frame.

Final technical Session for the day was taken by **Dr. Nikhil Prakash, Senior Consultant NHSRC who took the session on “Road Map for Quality Assurance”.** He has given detail explanation for implementing Quality Management System at District Hospitals based on NQAS.

Training concluded with a good note by fruitful speech by Joint Secretary NHM, Odisha & takes a note of District Specific issues along with vote of thanks to trainer & trainee



Speech by Joint Secretary, NHM, Bhubaneswar, Odisha

BATCH 2

DAY 1- 28/01/15

In the first presentation of the training **Dr. Parminder Gautam , Senior Consultant, QI, NHSRC gave in detail about the “Principles and steps in Implementation of Quality Assurance Programme”**. He discussed about four basic Principles of Quality Assurance viz.

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Ms. Richa Sharma Consultant NHSRC took the next session on “Key Performance Indicators”. Participants were explained about all the 30 indicators mentioned in the operational guidelines and were given exercises to calculate each indicator. This session was participative as it engaged all the participants in doing the calculations for solving the exercises.

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DAY 2- 29/01/15

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DAY 3- 30/01/15

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First session of the day was taken by **Dr. Parminder Gautam** on **“Free Drugs & Inventory Management.”** He has given detail explanation about forecasting & indenting of drugs, procurement of drugs & various Inventory Management techniques. He has also given emphasis on management of expiry & near expiry drugs.

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PARTICIPANT FEEDBACK

Following examination feedback was taken from participants. Evaluation of participant feedback is taken on 5 point scale. Analysis of Participant feedback is attached in *Annexure IV*. Overall Average scoring was of **3.86 for Batch 1 & 3.88 for Batch 2** respectively out of 5.

MOST LIKED SESSIONS WERE:

Batch - 1	
Name of Session & Presenter	Score
Free Drugs & Inventory Management presented by Dr. Parminder Gautam	4.21
Principles & steps in Implementation of Quality Assurance Programme presented by Dr. Parminder Gautam	4.09
Prioritization & Action Planning for Improvement presented by Dr. Parminder Gautam	4.06
Hospital Infection Control presented by Dr. Deepika Sharma	4.0

Batch - 2	
Name of Session & Presenter	Score
Prioritization & Action Planning for Improvement presented by Dr. Parminder Gautam	4.31
Principles & steps in Implementation of Quality Assurance Programme presented by Dr. Parminder Gautam	4.3
Free Drugs & Inventory Management presented by Dr. Parminder Gautam	4.13
Documentation for Quality Assurance - Standard Operating Procedure (SOPs) presented by Dr. Parminder	4.08

Gautam	
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SUGGESTIONS FROM BATCH 1 TO IMPROVE THE TRAINING

- (1) Pharmacists, Laboratory Technician, Pathologists may participate in Service Provider Training.
- (2) Field visits to a nearby Hospital may also improve the training protocols.
- (3) Orientation training for housekeeping & Grade IV staffs may be provided.
- (4) Sig sigma topic may be included.
- (5) Some topics may be included for safety of Doctors.
- (6) Emphasis may be given on practical aspects rather than theoretical.
- (7) Following topics may be included: Emergency services, Immunization services, Diet & nutrition & Kangaroo Mother Care counseling.

SUGGESTIONS FROM BATCH 2 TO IMPROVE THE TRAINING

- (1) NRC related topics may be included.
- (2) Management of Sick new born baby topic may be included.
- (3) Process mapping topic may be included.
- (4) Soft skills topic may be included.
- (5) Antenatal care & Nursing care topic may be included.

VALEDICTORY

At last Joint Secretary, NHM Odisha acknowledges & appreciated the contribution of NHSRC – QI Division for conducting the training & thanked all the participants for the overwhelming participation and sincerity towards the training.

Batch 1

Annexure I

Sr. No	Name & Designation	Phone Number
1	Dr Chhayakanta Gowda, Pediatric Specialist DHH Koraput	09937160652
2	Dr Amar Kumar Das OBG Specialist DHH Koraput	09437119050
3	Dr Kambhupani Naik OBG Specialist DHH Kalahandi	09437433571
4	Dr Palam Pradhan Pediatric Specialist DHH Kalahandi	09437092335
5	Dr Chinmayee Swain Hospital Manager DHH Kalahandi	09439980004
6	Ms Sabitri Nayak Nursing Sister DHH Angul	09937035821
7	Ms Sasmita Biswal Staff Nurse DHH Balasore	09437803667
8	Ms Satyashama Behera Staff Nurse DHH Keonjhar	09438032242
9	Ms Temerin Sanga Staff Nurse DHH Koraput	09437784620
10	Mr. Devasis Mandal Hospital Manager DHH Keonjhar	09439987009
11	Ms Rosalia Barla Assistant Matron DHH Puri	09937088750
12	Dr B.P. Chatray OBG Specialist DHH Puri	09437222718

13	Mr Sachin Kumar Sahoo Hospital Manager DHH Puri	09439994067
14	Dr Uthittunanjan Kumar Pediatric Specialist DHH Puri	09437281832
15	Dr U.R.Pati OBG Specialist DHH Angul	09438803081
16	Mr. Lalit Mohan Sahu Hospital Manager DHH Koraput	09439972974
17	Dr M.A. Rashid OBG Specialist DHH Keonjhar	09437680571
18	Ms Saumyasree Pradhan Hospital Manager DHH Jajpur	09439992262
19	Dr Sunil Kumar OBG Specialist DHH Balangir	09437243054
20	Ms Rojalia Sorery Assistant Matron DHH Bhawanipatna	09439422886
21	Dr D. Brmjani Hospital Manager DHH Balangir	09439287163
22	Dr S.B. Mishra Hospital Manager DHH Rayagada	09439983499
23	Ms Hemlata Raut Assistant Matron DHH Balangir	09861121316
24	Dr Shriram Mohanty Hospital Manager DHH Balasore	09479952004
25	Ms Rajkishori Kerketta Staff Nurse DHH Rayagada	08895671394
26	Dr Hemanta Kumar Mishra Pediatric Specialist DHH Keonjhar	09437793648

27	Dr S.K.Tiady Pediatric Specialist DHH Balangir	09437150147
28	Dr. A.K.Patra OBG Specialist DHH Balasore	09438009094
29	Dr G.V.Rond Pediatric Specialist DHH Rayagada	09437234020
30	Dr M.R Hospital Manager CHB	09429991156
31	Dr Bijaya Panda OBG Specialist (HOD) Capital Hospital, Bhubaneswar	09437090760
32	Ms Santi Lata Jena Staff Nurse Capital Hospital, Bhubaneswar	09040136373
33	Dr Mritunjay Sahu Pediatrics Specialist (HOD) Capital Hospital, Bhubaneswar	09337662488
34	Dr Subhendu Mahesh Assistant Surgeon DHH Balasore	09437294656
35	Dr Prafulla Kumar Padhi OBG Specialist Rayagada	09437298817

Batch 2

Annexure I

Sr. No	Name & Designation	Phone Number
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1	Dr Satyaranjan Mallick Pediatric Specialist DHH Kandhamal	09937185357
2	Dr Deepak Kumar Nayak Hospital Manager DHH Bhadrak	09439986822
3	Mr. Bharat Bhusan Hospital Manager DHH Nayagarh	09439991602
4	Ms Subasini Devi Staff Nurse DHH Nayagarh	09938634123
5	Mr Kumar Abhishek Hospital Manager DHH Nabarangpur	09439990206
6	Dr Dinabandhu Panda Pediatric Specialist RGH, Rourkela	09437366145
7	Ms Mary Kerketta Assistant Matron RGH, Rourkela	09938572312
8	Dr Sanjeev Pandey Hospital Manager DHH Sundargarh	09938616136
9	Dr Sanjeev Ranjan Mohapatra Hospital Manager RGH, Rourkela	09437344445
10	Dr T.K. Das OBG Specialist RGH, Rourkela	09861304943
11	Dr Saumya Kanta Patro Hospital Manager DHH Kendrapara	09439996008
12	Ms Sukantilata Maharaj Assistant Matron DHH Nabrangpur	09437264362
13	Dr Rukmani Devi OBG Specialist DHH Kendrapara	09437228028
14	Ms Chulamani Hembram Staff Nurse DHH Paralakhemundi	09438431484

15	Mr. Shaktimayee Samal Hospital Manager DHH Jagatsinghpur	09439991453
16	Ms Hemalata Sahay Staff Nurse DHH Jagatsinghpur	09861062788
17	Dr Biswajit Panda Pediatric Specialist DHH Sambalpur	09439986128
18	Dr Sudeep Dutta Hospital Manager DHH Sambalpur	09439986008
19	Dr Pramod Kumar Panda Pediatric Specialist DHH Paralekhemundi	09437645251
20	Dr Kiran Kumar Rath OBG Specialist DHH Bhadrak	Not given
21	Dr Binod Bihari Panda Pediatric Specialist DHH Bhadrak	09438759305
22	Mr. Satarupa Mishra Hospital Manager DHH Dhenkanal	09439981100
23	Dr Bibhudatta Nayak Medical Officer (SNCU) DHH Sundargarh	09437586227
24	Dr Santosh Kumar Swain Pediatric Specialist DHH Kendrapara	09437318991
25	Dr R. Mahapatra Medical Officer DHH Sundargarh	09861643838
26	Ms Sebastina Bolang Assistant Matron DHH Sundargarh	09938166199
27	Ms Nalini Pattnaik Staff Nurse DHH Kendrapara	09040388454

28	Dr C.K. Parida Pediatric Specialist DHH Dhenkanal	09861475099
29	Dr Biswajit Das OBG Specialist DHH Kandhamal	08895331662
30	Dr S.K. Sahu Hospital Manager DHH Paralekhemundi	09439990207
31	Dr Uma Shankar Dalal OBG Specialist DHH Sambalpur	09437332599
32	Dr Anupama Mahan OBG Specialist DHH Malkangiri	09437236769
33	Dr Leena Kar Hospital Manager City Hospital, Behrampur	09439985017
34	Ms Mariam Lakra Staff Nurse City Hospital, Behrampur	09439058708
35	Ms Elisaba Kundulna Staff Nurse DHH Sambalpur	09437737026
36	Dr Saroj Kumar Jena Senior OBG Specialist DHH Jagatsinghpur	09437062397
37	Dr B.K. Patnaik OBG Specialist DHH Dhenkanal	09861052207
38	Ms Pramila Bala Pani Staff Nurse (OBG In charge) DHH Dhenkanal	09778427014
39	Dr D.R. Satapathy Pediatric Specialist DHH Nabrangpur	09437378164
40	Mr. Arun Kumar Patro Hospital Manager DHH Kandhamal	09439990208
41	Mr. Manu Ranjan Mahapatra Hospital Manager DHH Mayurbanj	09439995514

Annexure II

**Service Provider Training on National Quality Assurance
Standards**

27th- 29th January 2015, Orissa.

Batch 1

Day-1

Day-1		
Time	Topic	Resource Person
9:00AM- 9:30 AM	Registration	
09:30AM -10:00AM	Inaugural Address MD NHM	
10:00 AM	Principles and steps in Implementation of Quality	Dr. ParminderGautam

-11:00 AM	Assurance Programme	
11:00 AM - 11:15 AM	Tea	
11:15 AM - 12:00 NOON	Overview of National Quality Assurance Standards and Measurement System	Dr. Deepika Sharma
12:00 NOON - 1:00 PM	Group exercise (Formation of QI team)	Dr. Jagjeet Singh
1:00 PM - 1:45 PM	Lunch	
1:45 PM - 2:30 PM	Key Performance Indicators (KPI) - Measurement & Analysis	Dr. Sushant Agarwal
2:30 PM - 3:15 PM	Quality Assurance in Laboratories	Dr. Deepika Sharma
3:15 PM - 3:30 PM	Tea	
3:30 PM - 4:00 PM	Internal Assessment	Dr. Deepika Sharma
4:00 PM - 4:45 PM	Exercises on Assessment & Gap Analysis	Dr. Deepika Sharma
4:45 PM - 5:30 PM	Prioritization & Action Planning for Improvement	Dr. Parminder Gautam
Day-2		
9:00 AM - 9:30 AM	Recap	
9:30 AM - 10:15 AM	Hospital Infection Control	Dr. Deepika Sharma
10:15 AM - 10:30 AM	Tea	
10:30 AM - 11:15 AM	Clean Hospital - Waste & Facility Management	Ms. Surbhi Sharma
11:15 AM - 12:00 NOON	Patient Safety	Dr. Nikhil Prakash
12:00 NOON - 12:45 PM	Clinical Audits (Medical, Death, Prescription and Infection Control Audits)	Dr. Parminder Gautam
12:45 PM - 1:30 PM	Lunch	
1:30 PM - 2:15 PM	Exercises on Clinical Audit	Dr. Parminder Gautam
2:15 PM - 3:15 PM	Hospital Infection Control	Dr. Deepika Sharma
3:15 PM - 3:30 PM	Tea	
3.30-4.30	Quality Assurance In Newborn and Child Health Services	Dr. Renu Srivastava
4.30-5.00	Documentation for Quality Assurance - Standard Operating Procedure (SOPs)	Dr. Nikhil Prakash

5.00-5.30	Exercise on Drafting & Review of Standard Operating Procedure (SOPs)	Dr. Nikhil Prakash
Day-3		
Time	Topic	Resource Person
9:00 AM - 9:30 AM	Recap	
09:30 AM -10:15 AM	Free Drugs & Inventory Management	Dr. ParminderGautam
10:15 AM -11:00 AM	Patient Rights & Satisfaction - Measuring & Improving	Dr. Nikhil Prakash
11:00 AM - 11:15 AM	Tea	
11:15 AM-12:00 NOON	Quality Assurance in Maternal Health Services	Dr. Nikhil Prakash
12:00 NOON - 1:15 PM	Group Work on Quality Team meeting	Ms. Surbhi Sharma
1:15 PM - 2.00 PM	Lunch	
2:00 PM - 3:15 PM	Road Map for Quality Assurance	Dr. Nikhil Prakash
3:15 PM - 4:15 PM	State Specific issues	
4:15 PM- 4:30 PM	Tea	
4:30 PM - 5:00 PM	Feedback & Valedictory	

Service Provider Training on National Quality Assurance Standards

28th- 30th January 2015, Orissa.

Batch 2

Day-1		
Time	Topic	Resource Person

9:00 AM - 9:30 AM	Registration	
09:30 AM -10:00 AM	Inaugural Address MD NHM	
10:00 AM -11:00 AM	Principles and steps in Implementation of Quality Assurance Programme	Dr. Parminder Gautam
11:00 AM - 11:15 AM	Tea	
11:15 AM-12:00 NOON	Overview of National Quality Assurance Standards and Measurement System	Dr. Deepika Sharma
12:00 NOON - 1:00 PM	Group exercise (Formation of QI team)	Dr. Sushant Agarwal
1:00 PM - 1.45 PM	Lunch	
1:45 PM - 2:30 PM	Patient Rights & Satisfaction - Measuring & Improving	Dr. Nikhil Prakash
2:30 PM - 3:15 PM	Key Performance Indicators (KPI) - Measurement & Analysis	Ms. Richa Sharma
3:15 PM- 3:30 PM	Tea	
3:30 PM - 4:00 PM	Internal Assessment	Dr. Sushant Agarwal
4:00 PM- 4:45 PM	Exercises on Assessment & Gap Analysis	Dr. Sushant Agarwal
4:45 PM - 5:30 PM	Prioritization & Action Planning for Improvement	Dr. Parminder Gautam
<h2>Day-2</h2>		
9:00 AM - 9:15 AM	Recap	
9:15 AM - 10:15 AM	Hospital Infection Control	Ms. Surbhi Sharma
10:15 AM -10:30 AM	Tea	
10:30 AM -11:15 AM	Clean Hospital - Waste & Facility Management	Dr. SushantAgarwal
11:15 AM - 12:00 NOON	Patient Safety	Dr. Nikhil Prakash
12:00 NOON- 12:45 PM	Clinical Audits (Medical, Death, Prescription and Infection Control Audits)	Dr. Parminder Gautam
12:45 PM - 1.30 PM	Lunch	
1:30 PM - 2:15 PM	Exercises on Clinical Audit	Ms. Richa Sharma
2:15 PM - 3.15 PM	Quality Assurance in Laboratories	Ms. Richa Sharma

3:15 PM - 3:30 PM	Tea	
3:30 PM - 4:15 PM	Documentation for Quality Assurance - Standard Operating Procedure (SOPs)	Dr. ParminderGautam
4:15 PM to 4:45 PM	Exercise on Drafting & Review of Standard Operating Procedure (SOPs)	Dr. Nikhil Prakash
Day-3		
Time	Topic	Resource Person
9:00 AM - 9:30 AM	Recap	
09:30 AM -10:15 AM	Free Drugs & Inventory Management	Dr. Parminder Gautam
10:15 AM -11:00 AM	Quality Assurance in Maternal Health Services	Dr. Nikhil Prakash
11:00 AM - 11:15 AM	Tea	
11:15 AM-12:00 NOON	Group Work on Quality Team meeting	Dr. Jagjeet Singh
1:15 PM - 2.00 PM	Lunch	
2:00 PM - 3:15 PM	Road Map for Quality Assurance	Dr. Nikhil Prakash
3:15 PM - 4:15 PM	State Specific issues	
4:15 PM- 4:30 PM	Tea	
4:30 PM - 5:00 PM	Feedback & Valedictory	

Annexure IV

Odisha Service Provider Training Participants' Feedback Evaluation

27th - 29th January 2015, Batch 1

DAY -1

Topic	Resource Person	Average
Principles and steps in Implementation of Quality Assurance Programme	Dr. Parminder Gautam	4.09
Overview of National Quality Assurance Standards and Measurement System	Dr. Deepika Sharma	3.64
Group exercise (Formation of QI team)	Dr. Jagjeet Singh	3.67
Key Performance Indicators (KPI) - Measurement & Analysis	Dr. Sushant Agarwal	3.61
Quality Assurance in Laboratories	Dr. Deepika Sharma	3.67
Internal Assessment	Dr. Deepika Sharma	3.63
Exercises on Assessment & Gap Analysis	Dr. Deepika Sharma	3.69
Prioritization & Action Planning for Improvement	Dr. Parminder Gautam	4.06

Day-2

Hospital Infection Control	Dr. Deepika Sharma	4
Clean Hospital - Waste & Facility Management	Ms. Surbhi Sharma	3.51
Patient Safety	Dr. Nikhil Prakash	3.75
Clinical Audits (Medical, Death, Prescription and Infection Control Audits)	Dr. Parminder Gautam	3.94
Exercises on Clinical Audit	Dr. Parminder Gautam	3.85
Quality Assurance In Newborn and Child Health Services	Dr. Renu Srivastava	3.88
Documentation for Quality Assurance - Standard Operating Procedure (SOPs)	Dr. Nikhil Prakash	3.79
Exercise on Drafting & Review of Standard Operating Procedure (SOPs)	Dr. Nikhil Prakash	3.9

Day-3

Topic	Resource Person	Average
Free Drugs & Inventory Management	Dr. Parminder Gautam	4.21
Patient Rights & Satisfaction - Measuring & Improving	Dr. Nikhil Prakash	3.88
Quality Assurance in Maternal Health Services	Dr. Nikhil Prakash	3.82
Group Work on Quality Team meeting	Ms. Surbhi Sharma	3.94

Road Map for Quality Assurance	Dr. Nikhil Prakash	3.94
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Odisha Service Provider Training Participants' Feedback Evaluation

28th - 30th January 2015, Batch 2

DAY - 1		
Topic	Resource Person	Average
Principles and steps in Implementation of Quality Assurance Programme	Dr. Parminder Gautam	4.3
Overview of National Quality Assurance Standards and Measurement System	Dr. Deepika Sharma	3.75
Group exercise (Formation of QI team)	Dr. Sushant Agarwal	3.8
Patient Rights & Satisfaction - Measuring & Improving	Dr. Nikhil Prakash	3.8
Key Performance Indicators (KPI) - Measurement & Analysis	Ms. Richa Sharma	3.64
Internal Assessment	Dr. Sushant Agarwal	3.81
Exercises on Assessment & Gap Analysis	Dr. Sushant Agarwal	3.80
Prioritization & Action Planning for Improvement	Dr. Parminder Gautam	4.31
Day-2		
Hospital Infection control	Ms. Surbhi Sharma	3.79
Clean Hospital - Waste & Facility Management	Dr. Sushant Agarwal	3.77
Patient Safety	Dr. Nikhil Prakash	3.73
Clinical Audits (Medical, Death, Prescription and Infection Control Audits)	Dr. ParminderGautam	3.92
Exercises on Clinical Audit	Ms. Richa Sharma	3.74
Documentation for Quality Assurance - Standard Operating Procedure (SOPs)	Dr. Parminder Gautam	4.08
Quality Assurance in Laboratories	Ms. Richa Sharma	3.83
Exercise on Drafting & Review of Standard Operating Procedure (SOPs)	Dr. Nikhil Prakash	3.9
Day-3		

Topic	Resource Person	Average
Free Drugs & Inventory Management	Dr. Parminder Gautam	4.13
Quality Assurance in Maternal Health Services	Dr. Nikhil Prakash	3.84
Group Work on Quality Team meeting	Dr. Jagjeet Singh	3.71
Road Map for Quality Assurance	Dr. Nikhil Prakash	3.81