

INTERNAL ASSESSORS TRAINING REPORT ON NATIONAL QUALITY ASSURANCE STANDARDS In PRIMARY HEALTH CENTRES

13th - 14th August 2015

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: 13TH To 14TH August 2015

PLACE OF TRAINING: PHI, Nagpur, Maharashtra.

PARTICIPANTS OF TRAINING: Total no. 40

Overview

2-days Internal Assessor training of PHC standards was conducted in state of Maharashtra by National Health System Resource centre in collaboration with National Health Mission (NHM) Maharashtra from 13th to 14th August, 2015.

Main objective of the training was to provide an overview of National Quality Assurance Standards of PHC as well as to prepare the state participants as internal assessors for the implementation of National quality assurance program. The state has nominated 56 participants for the training which include District Program Officers, Principal HFWTC .

Training started with lamp lighting ceremony and an inaugural key note by Principal HFWTC, he discussed about importance of the Quality in Healthcare system. 2 day training was spread in to 09 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 37 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 **37 participants 20 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 (13 th August 2015)		
09:00 am - 09:30 am	Registration	
09:30 am - 10:00 am	Inaugural Address MD NHM	
10:00 am - 12:00 Noon	Overview of National Quality Assurance Programme & Measurement System	Dr. Parminder Gautam
12:00 pm - 1:30 pm	Standards for Service Provision , Patient Rights & Inputs	Dr. Sushant Aggarwal
1:30 pm - 2:15 pm	Lunch	
2:15 pm- 3:00 pm	Exercise – Case Study Labour Room	Ms. Vinny Arora
3:00pm – 3:45 pm.	Standards for Clinical Services	Dr. Parminder Gautam
3:45 p.m. – 5:00 p.m.	Standards for Support Services, Quality Management & Outcome.	Ms. Vinny Arora
5:00 p.m. – 5.30 p.m.	Group activity – Identifying Standards	Ms. Vinny Arora
Day-02 (14 th August 2015)		
09:00 a.m. - 09:15 a.m.	Recap	
09:15 a.m. - 10:30 a.m.	Improvement Cycle-I Quality Team, Baseline assessment and Gap Analysis.	Dr. Sushant Aggarwal.
10:30 a.m. - 11:15 a.m.	Improvement Cycle-II, Prioritization and Action Planning,	Dr. Parminder Gautam
11:15 a.m. - 12:30 p.m.	Improvement Cycle III Periodic Reviews (Prescription and Clinical Audit)	Dr. Parminder Gautam
12:30 a.m. - 1:15 pm.	Measuring and Improving Patient Satisfaction and PHC performance.	Ms. Vinny Arora
01:15 p.m. - 02:00 p.m.	Lunch	
02:00 p.m. - 03:15 p.m.	Infection Control & Patient Safety	Ms. Vinny Arora.
3:15 p.m. - 4:30 p.m.	Post Training Evaluation & Feedback (Tea during the session)	NHSRC team

4:30 p.m. - 5:15 p.m.	Valedictory and Feedback.	
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Session Brief

Topic	Session Brief
Day -1 (13-08-2015)	
Overview of National Quality Assurance Program & Measurement System Dr. Parminder Gautam	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. The measurement system along with scoring & methodology and the differentiation of the system at PHC level is also briefed. Discussion about 6 checklists and its implementation in the system. Session describes about the proposed organization structure required at state and district level for effective implementation of program.
Standards for Service Provision, Patient Rights & Inputs Dr. Sushant Aggarwal	This session elaborate the 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 Clinical Services Dr. Parminder Gautam	Session include standards pertaining to 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, antenatal,

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	Intranatal and postnatal care along with emphasis on 14 National Health Programs implementation.
Standards for Support Services, Quality Management & Outcome Ms. Vinny Arora	Session describes about the importance of support services in public healthcare facilities and detailed discussion on 8 standards of Support services. It encompasses detailed discussion on monitoring of National Health Programs, Maintenance & calibration of equipments, inventory management, dietary services, financial management, contract management & Statutory requirement etc. Discussion on Quality Management system that include preparation & assessment of Quality policy, objective, SOP etc. KPI was also enlisted that need to captured in PHC which was later on discussed in detail in other session.
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 (14-08-2015)	
Improvement Cycle - I (Quality Team , Baseline assessment and Gap analysis) Dr. Sushant Aggarwal	Session describes about formation of quality teams & PDCA cycle and. Steps in Quality improvement is shared along with setting of Quality policies and objectives. How to conduct an initial assessment was discussed and elaborated in the entire session. Gap analysis after the baseline assessment was also described.
Improvement Cycle - II (Prioritization & Action Planning) Dr. Parminder Gautam	The entire session briefs about the prioritization and action planning to be done in the entire Quality Cycle. About the steps for action planning and, how to prioritize these gaps based upon their severity, ease of implementation and level of intervention required for closing these gaps. This session also describes about NHSRC prioritization tool which simplifies the quantum of work of quality team.
Measuring and Improving Patient satisfaction and PHC performance Ms. Vinny Arora	Session includes discussion on Key performance indicators, formulae for calculating it along with significance was discussed, that needs to be monitored at the facility level. It also briefs about the Patient Satisfaction survey methodology and protocol to be followed.

<p>Infection Control & Patient Safety</p> <p>Ms. Vinny Arora</p>	<p>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. Patient safety parameters were also discussed in this session that incorporates medication, physical, chemical, electrical safety etc.</p>
<p>Post Training Evaluation NHSRC team</p>	<p>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.</p>

Training Feedback Evaluation

SESSION	FACULTY	AVERAGE
OVERVIEW OF NATIONAL QA PROGRAM & MEASUREMENT SYSTEM	Dr. Parminder Gautam	4.33
STANDARD FOR SERVICE PROVISION, PATIENT RIGHTS AND INPUTS	Dr. Sushant Aggarwal	3.82
CASE STUDY - LABOUR ROOM	Ms. Vinny Arora	4.06
STANDARDS FOR CLINICAL SERVICES	Dr. Parminder Gautam	3.97
STANDARD FOR SUPPORT SERVICE, QUALITY MANAGEMENT & OUTCOME	Ms. Vinny Arora	4.24
GROUP ACTIVITY FOR IDENTIFYING STANDARDS	Ms. Vinny Arora	4.03
IMPROVEMENT CYCLE -1 (QUALITY TEAM, BASE LINE ASSESSMENT & GAP ANALYSIS)	Dr. Sushant Aggarwal	3.97
IMPROVEMENT CYCLE - 2 (PRIORITIZATION & ACTION PLANNING)	Dr. Parminder Gautam	4.24
MEASURING & IMPROVING PATIENT SATISFACTION & PHC PERFORMANCE	Ms. Vinny Arora	4.12
INFECTION CONTROL & PATIENT SAFETY	Ms. Vinny Arora	4.21

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	AVERAGE	4.1
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DETAILS OF PARTICIPANTS APPEARED IN INTERNAL ASSESSOR EXAM WITH RESULT

Post Training Evaluation of INTERNAL ASSESSOR PHC Training-First Batch (13th to 14th August 2015) Nagpur, Maharashtra							
S.No.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage(%)
1	Dr. A.K. Dhawle	Wardha	Add DHO	9823405675	dhowardha@rediffmail.com	32	80%
2	Dr. V. D. Karanjekar	Amravati	Mo, HFWTC	9372337076	hfwtcamt2015@gmail.com	31	78%
3	Dr. Y. R. Sawai	Nagpur	DHO	9421908087	dhonagpur2015@gmail.com	31	78%
4	Dr. Shashikant Shambharkar	Gadchiroli	DRCHO	9422141016	shashishambharkar@gmail.com	31	78%
5	Dr. R.P. Galhot	Gondia	ADHO	9420683658	dr.rajgahlot@gmail.com	30	75%
6	Dr. Kiran Bakre	Nashik	Principal HFWTC	9623450820	hfwtcnsk@gmail.com	30	75%
7	Dr. C. J. Shinde	Kolhapur	Principal HFWTC	9421382566	cjshinde777@gmail.com	29	73%
8	Dr. Nitin Ambedkar	Akola	DHO	9423125197	nambadekar@yahoo.com	29	73%
9	Dr. S.D. Nimgade	Jalgaon	DHO	9623438530	sdnimgade@gmail.com	28	70%
10	Dr. S.Y. Asole	Amravati	Principal HFWTC	8007959629	hfwtcamt2015@gmail.com	27	68%
11	Dr. Sagar P.Patil	Palghar	DRCHO ZP	9167986665	dhopalghar@gmail.com	27	68%
12	Dr. Sandeep Sangle	Beed	DHO	7588539502	drsandip2002@yahoo.co.in	26	65%

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S.No.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage(%)
13	Dr. P.S. Kapse	Latur	HQ ADHO ZP	9422472107	dr.prashantkapse@gmail.com	25	63%
14	Dr. P. D. Gandal	Ahamadnagar	DHO	9822606249	drpuna.gandal24@gmail.com	25	63%
15	Dr. A.K. Videkar	Kannad, Aurangabad	THO	9420080445	thokannad@rediffmail.com	25	63%
16	Dr. V.C. Wankhede	Gondia	MODTT	9823890123	drvij1960@rediffmail.com	25	63%
17	Dr. Irfan Ahmad	Nagpur	DRCHO	7588421505	drirfanahmad98111@gmail.com	24	60%
18	Dr. Vijay Doifode	Bhandara	DHO	9975493100	drvijaydoifode@gmail.com	24	60%
19	Dr.Nitin Bhalero	Amravati	DHO	9423034199	drbhaleraonitin@gmail.com	24	60%
20	Dr. D. G. Chavan	Wardha	DHO	7722032221	dhowardha@rediffmail.com	23	58%
21	Dr.Satish R. Runwal	Hingoli	DRCHO	9423141806	dhohingoli@gmail.com	23	58%
22	Dr. Dilip K. Mane	Satara	DHO	9423054929	yash12397@rediffmail.com	23	58%
23	Dr. Sudhir K. Meshram	Chandrapur	ADHO	9422838430	sudhir.meshram85@gmail.com	23	58%
24	Dr. G. M. Kudlikar	Jalna	ADHO	9420703008	dr.gopalk@gmail.com	23	58%
25	Dr. S. M. Holey	Amravati	District Ayush Officer	9604351223	drsunilholey@gmail.com	20	50%
26	Dr. S.N. Baradkar	Jalna	EMO ZP	9423453399	dr.snbaradkar@gmail.com	22	55%
27	Dr. Subhitash P. Pawar	Parbhani	DRCHO	9422472107	subhashpawar555@mail.co	21	53%

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S.No.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage(%)
28	Dr. Phulari Shivaji S.	Osmanabad	ADHO	9423444645	shivajiophulari@gmail.com	21	53%
29	Dr. Ajay K Vivchurkar	Nandurbar	DRCHO	9423905448	drchondb@gmail.com	21	53%
30	Dr. S.V. Kale	Sindhudurg	MODTT/ DRCHO	9423766118	rchsindhudurg@yahoo.in	21	53%
31	Dr. H.V. Wadgave	Beed	DRCHO	9405844323	drwadgave@gmail.com	21	53%
32	Dr. R.N. Marathe	Palghar	ADHO	9702712539	dr.mrnarayanrao@gmail.com	19	48%
33	Mr. Sunil S. Nule	Pune	Health Edu Officer, HFWTC	8087459854	sunil.nule@yahoo.com	17	43%
34	Dr. D.T. Ranmale	Yavatmal	ADHO	9420025986	drdilipranmale@gmail.com	16	40%
35	Dr. B. S. Sonwane	Thane	DHO	9920101945	dhozpthane@rediffmail.com	13	33%
36	Pravin Kumar S Kilkarne	Gadchiroli	HTT Medical Officer	9422154115	drpravinskilnake@gmail.com	13	33%
37	Kamlesh R Bhandari	Gadchiroli	DHO	9096734987	drkbhandari25@gmail.com	28	70%
38	Dr. A.V. Deshapande	Nagpur	Principal HFWTC	9850219448	Not appeared		
39	Dr. R.B. Waghmare	Nagpur	Jr. Lecturer, PHI	9975629676	Not appeared		
40	Dr. G.P. Chaudhari	Aurangabad	Principal HFWTC	8275861555	Not appeared		

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Note:- Results of 2 candidates namely Mr. Pravin Kumar SKilkarne & Mr. Kamlesh R Bhandari has been withhold as they had not attended only 2nd day training.

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Group photo of Internal Assessor training PHC (14th August 2015)