

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

11th -12th August 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: 11TH To 12TH JULY 2015

PLACE OF TRAINING: PHI, Nagpur, Maharashtra.

PARTICIPANTS OF TRAINING: Total no. 56

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 11th to 12th 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 and MODTT .

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 55 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 **56 participants 52 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 3.8 on a Five-point scale.**

Training Agenda

Time	Topic	Resource Person
Day-01 (11th 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 (12th 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	Infection Control & Patient Safety	Ms. Vinny Arora.

p.m.		
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.	

Session Brief

Topic	Session Brief
Day -1 (11-08-2015)	
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

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	patients, their care during transfer & referral. It also include discussion about nursing care, drug administration, patient record maintenance and discharge process, antenatal, 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 (12-08-2015)	
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	Session includes discussion on Key performance indicators, formulae for calculating it along with significance was

Ms. Vinny Arora	discussed, that needs to be monitored at the facility level. It also briefs about the Patient Satisfaction survey methodology and protocol to be followed.
Infection Control & Patient Safety 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. Patient safety parameters were also discussed in this session that incorporates medication, physical, chemical, electrical safety etc.
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	FACULTY	AVERAGE
OVERVIEW OF NATIONAL QA PROGRAM & MEASUREMENT SYSTEM	Dr. Parminder Gautam	4.05
STANDARD FOR SERVICE PROVISION, PATIENT RIGHTS AND INPUTS	Dr. Sushant Aggarwal	3.53
CASE STUDY - LABOUR ROOM	Ms. Vinny Arora	3.58
STANDARDS FOR CLINICAL SERVICES	Dr. Parminder Gautam	3.93
STANDARD FOR SUPPORT SERVICE, QUALITY MANAGEMENT & OUTCOME	Ms. Vinny Arora	3.60
GROUP ACTIVITY FOR IDENTIFYING STANDARDS	Ms. Vinny Arora	3.83

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IMPROVEMENT CYCLE -1 (QUALITY TEAM, BASE LINE ASSESSMENT & GAP ANALYSIS)	Dr. Sushant Aggarwal	3.65
IMPROVEMENT CYCLE - 2 (PRIORITIZATION & ACTION PLANNING)	Dr. Parminder Gautam	4.28
IMPROVEMENT CYCLE - 3 (PERIODIC REVIEWS CLINICAL & PRESCRIPTION AUDIT) (Printing Error, Not captured)	Dr. Parminder Gautam	0.00
MEASURING & IMPROVING PATIENT SATISFACTION & PHC PERFORMANCE (Printing Error, Not captured)	Ms. Vinny Arora	0.00
INFECTION CONTROL & PATIENT SAFETY (Printing Error, Not Captured)	Ms. Vinny Arora	0.00
	AVERAGE	3.80

DETAILS OF PARTICIPANTS APPEARED IN INTERNAL ASSESSOR EXAM WITH RESULT

Post Training Evaluation of INTERNAL ASSESSOR PHC Training-First Batch (11th to 12th August 2015) Nagpur, Maharashtra							
S.No.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage (%)
1	Dr. Sana Amreen	Pune	DQAC	8856031271	sanasanaamreen@gmail.com	38	95%
2	Dr. P.H. Uikey	Bhandara	MODTT	7588491464	uikeyprashant@gmail.com	38	95%
3	Dr. Sagar R Mali	Nandurbar	DQAC	9881830248	drsagarmali@gmail.com	36	90%
4	Dr. Mujahid M. Alaskar	Sindhudurg	DQAC	8149762735	mujahid41025@gmail.com	36	90%
5	Dr. Y.B. Badge	Nagpur	MODTT	9175158780	modttnagpur@gmail.com	36	90%
6	Dr. Sanghamitra.K.Phule(Gawde)	Ratnagiri	MOHTT	9423297204	sanghmitra.gawde@gmail.com	35	88%
7	Dr. S.S.Kurundwade	Kolhapur	DQAC	9850410030	drsmetakurundwade@gmail.com	35	88%
8	Dr. Nishigandha D. Kute	Nasik	DQAC	9923954888	nishigandha.kute@gmail.com	35	88%
9	Dr. N.N. Jiwane	Chandrapur	MODTT	9028380268	dr.niwrutti.n.jiwane@gmail.com	35	88%
10	Dr. R.R. Chaudhary	Gadchiroli	MODTT	9604525153	-	35	88%
11	Dr. J. R.Khadse	Amravati	MODTT	8007630593	jiyoti_khadse@rediffmail.com	35	88%

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S.N o.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage (%)
12	Dr. Abhijeet Dhamale	Jalna	DQAC	9423452394	gac.jalna@gmail.com	35	88%
13	Dr. Suraj Bobade	Washim	DQAC	8793425952	dr.surajbobade@gmail.com	34	85%
14	Dr. M.P. Rewatkar	Wardha	MODTT	9766863081	mangeshrewatkar@gmail.com	34	85%
15	Dr. Pradeep D. Borse	Osmanabad	DQAC	9766531478	pradeepborse274@gmail.com	34	85%
16	Dr. Vandana.C.Lohana	Wardha	DQAC	9421861106	vclohana@gmail.com	34	85%
17	Dr. Smita A. Gharde	Buldana	DQAC	9764262754	smitagharde86@gmail.com	34	85%
18	Dr. Pradnya V. Sonwane	Beed	DQAC	8983069555	drpradnya.sonwane@gmail.com	34	85%
19	Dr. Snehal Shirbhate	Thane	DQAC	9820381568	snehal.shirbhate1@gmail.com	34	85%
20	Dr. Supriya Vetkoli	Nasik	MODTT	7720942525	modtc.nasik@yahoo.com	34	85%
21	Dr. Mayuri Sankhe	Mumbai	PO, Quality Assurance	7507200531	dr.mayuri87sankhe@gmail.com	33	83%
22	Dr. P.A.Reddy	Latur	DQAC	9527877591	dr.pallavi_reddy@rediffmail.com	33	83%
23	Dr. Hirkani S. Madnaik	Sangli	DQAC	9922567802	madnaikhirkani@gmail.com	32	80%
24	Dr. Mangesh N. Raut	Amravati	DQAC	9970335655	dr.mangeshraut84@gmail.com	32	80%
25	Dr. P.S. Chavan	Yavatmal	MODTT	9422169286	drpscharan17@gmail.com	32	80%

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S.N o.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage (%)
26	Chandrakant Pande	Parbhani	DQAC	8983759414	cpande36@gmail.com	31	78%
27	Dr. Rajeshwar Debadwar	Nagpur	DQAC	9890929987	drajeshvar@gmail.com	31	78%
28	Mr. Amrit Singh Hanspal	Jalgaon	DQAC	9637181595	hanspal.amrit@gmail.com	31	78%
29	Dr. Parag K. Jiwatode	Chandrapur	DQAC	9421717390	paraj_kkj@rediffmail.com	31	78%
30	Dr. Pankaj P. Patle	Gadchiroli	DQAC	827539837	pppankajkumar7@gmail.com	31	78%
31	Dr. Mrs. Meena Tarachand Pujari	Ratnagiri	MODTT	9421233233	ratnagiri.modtt@gmail.com	31	78%
32	Dr. Meena S. Shiwal	Akola	HTT, MO	9326152394	drmeenashiwal@gmail.com	31	78%
33	Dr. Bhushan Chavan	Raigad	DQAC	9833000941	garaigad@gmail.com	31	78%
34	Dr. Swapnil More	Ratnagiri	DQAC	9923456002	swap.more@gmail.com	30	75%
35	Dr. Rahul R. Shinde	Ahmednagar	DQAC	9011050884	dr.rrshinde@gmail.com	30	75%
36	Dr. Satyendra Shukla	Gondia	DQAC	9028815067	satyendrashuklaemri@gmail.com	30	75%
37	Dr. Harshada B. Pawar	Dhule	DQAC	860087906	dqacdihule@gmail.com	30	75%
38	Dr. Priyanka Ubhad	Yavatmal	DQAC	9561120754	drpriyau@gmail.com	29	73%
39	Dr. Charulata Pawar	Dhule	MODTT	7350775791	modtt.dhule@gmail.com	29	73%
40	Dr. D.G. Pawar	Sangli	MODTT	9850802158	dttsangli@yahoo.com	29	73%

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41	Dr. M.S. Parik	Amravati	MOHTT	9922476167	cs_amaravati@gmail.com	29	73%
42	Dr. R.V. Birajdar	Thane	MODTC	9320592654	radhakrishnabirajdar@gmail.com	29	73%
43	Dr. Sunil Kurundwade	Kolhapur	Med. Suppt, MOHTT	9422414422	drkurundwadesunil@gmail.com	29	73%
44	Dr. Prashant S. Putthawar	Hingoli	DQAC	7709526585	prashantshantaram@gmail.com	28	70%
45	Dr. Umesh Kawalkar	Akola	ADHO	9730196442	umeshkawalkarol@gmail.com	28	70%
46	Dr. Bhalachandra Pradhan	Satara	DQAC	9503958328	bhalachandrapradhan@gmail.com	27	68%
47	Dr. S.C. Gavhane	Beed	MODTT	9421272500	dtb_beed@yahoo.com	26	65%
48	Dr. D. R.Khadase	Washim	MODTT	9420117836	drdnyaneshrkhadse@gmail.com	25	63%
49	Dr. S. K. Shinde	Renapur	THO	9422703733	thorenapur@gmail.com	25	63%
50	Dr. Jagdish D. Divkar	Raigad	MODTT	9764187673	modttraigad@yahoo.com	25	63%
51	Smt. Anamika Nigwal	Mumbai	PO, Quality Assurance	7304103530	anamika.nigwal@gmail.com	24	60%
52	Dr. Sunanda Madge Patil	Aurangabad	MODTT	9421672221	dtb_abad@yahoo.com	24	60%
53	Dr. B.R. Patil	Jalgaon	MODTT	9420348704	modttjal@gmail.com	22	55%
54	Mr. Murlidhar O. Varma	Aurangabad	RKSK Dist.	9422703733	dpmaurangabad1@gmail.com	21	53%

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S.No.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40	Percentage (%)
			Coordinator				
55	Dr. N.B. Patel	Beed	MO Class I HTT	9130742382	cs_beed@rediffmail.com	16	40%
56	Dr. Piyush Jakkal	Bhandara	HTT	8888865848	-	Not appeared	

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Group photo of Internal Assessor training PHC (12th August 2015)