

# **Training on National Quality Standards of Urban PHCs**

**13<sup>th</sup> to 14<sup>th</sup> March 2019, Punjab**

**Conducted by**

**National Health System Resource Centre in  
collaboration with Punjab Health System  
Corporation, Punjab**

## **TRAINING REPORT**

### **TRAINING COORDINATOR**

Dr. Parvinder Pal Kaur (Nodal Officer QA, Punjab)  
Dr Sushant Agarwal (Consultant ADB for QI,  
NHSRC, New Delhi)

### **DATE OF TRAINING**

13<sup>th</sup> to 14<sup>th</sup> March 2019

### **PLACE OF TRAINING**

The Auditorium, State Institute of Health & Family  
Welfare, Mohali, Punjab

### **PARTICIPANTS OF TRAINING**

Total no. 65 (List attached in *Annexure I*)

### **COURSE SCHEDULE**

The course schedule (Attached in *Annexure II*)

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## **OBJECTIVES OF TRAINING**

- To understand basic concepts of quality assurance, standards and their importance for improvement in UPHCs.
- To equip participants with knowledge of key concepts, tools and methodologies of National quality assurance standards of UPHCs.
- Provide skill to participants for independently assess different area of concern, measurable elements & checklist of Urban PHC Standards.
- To develop skills and acumen to carry out Baseline assessment of Urban PHC and initiation of Quality activities like Patient Satisfaction Survey, Prescription audits etc.
- To achieve NQAS certification within 1 year for selected UPHCs.

## **BACKGROUND**

Under National Health Mission, to improve the quality of Health care services at public hospitals, Ministry of Health & Family welfare, Government of India, has launched National Quality Assurance Standards. To comply these standards, GoI has launched operational Guidelines as well as Assessor's Guidebook for District hospitals, CHC (FRU) and PHC (24X7) and Urban PHCs. Quality Assurance Standards for the Urban Primary Health Centres have been developed to measure the quality of services at the Urban PHC's. These Standards intend helping the states in building an in-house credible quality management system. These standards offer a standardize process for monitoring and evaluation of quality of services by the facility staff, district health administrator and certification bodies

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 days service provider training and five days external assessor training.

For Urban PHCs NHSRC has developed a 2 Day training under QA, and its Internal Assessor cum Service Provider Training. Objective of this training was to aware participants about National Quality Assurance Standards with special focus on assessment of UPHCs as per NQAS and initiation of QA activities like formation of Quality team, PSS, Prescription audits and usage of Quality tools like PDCA, Brainstorming, PICK chart etc.

The first step is to assess the Urban Primary health Centre against these standards so that the gaps at the facilities are known, and a time bound action plan for the gap closure is developed.

The National Quality Assurance Programme for the UPHC consists of 35 standards, 8 areas of concern with 198 measurable elements. There are 12 checklists specific to the UPHC setup. The assessment process generates scores for the UPHC department wise, and against each area of concern and standards. These scores can be used as an objective parameter for assessing status and progress of quality assurance at the UPHC. These standards help in improving the quality of services at the UPHC, optimal utilization of resources and building a credible, sustainable and intrinsic quality management system.

## EXECUTIVE SUMMARY

It was 2<sup>nd</sup> training for National Quality Assurance Programme for Urban health facilities. This year in the State of Punjab 39 UPHCs had achieved Kayakalp awards. After discussion with NHSRC team State decided to take all award winner UPHCs for NQAS certifications. For orientation of staff of these award winners facility state have planned to do NQAS training. Out of 39 UPHCs, 18 UPHCs were selected for this training. It was conducted by NHSRC in collaboration with Punjab Health Systems Corporation, from 13<sup>th</sup> to 14<sup>th</sup> March 2019.

The aim of training was to strengthen participant's knowledge of key concepts, tools, and methodologies for assessment of National Quality Assurance Standards and initiation of QA activities to achieve NQAS certification within 1 year. Course curriculum for training was prepared by the NHSRC and was duly syndicated with state. Participants were from diverse background including Nodal Officer QA from districts, Medical Officers, Pharmacists, Lab technicians and Staff nurses from 18 Urban PHCs of Punjab.

The participants were given-

- A Xerox copy of Quality Standards for Urban PHC.
- Case study with checklist printed

The programme had 12 sessions, spread over the two days along with exercises. (Annexure iii)

## SUMMARY OF THE PRESENTATIONS

The training started with a brief introduction from each participants and resource person from NHSRC, it was coordinated by Dr Babandeep Kaur, State Consultant Quality Assurance.

The training started with the first presentation from **Dr. Sushant Agrawal, ADB Consultant with QI NHSRC**. He explained “**Key Concepts and Principles of Quality Assurance in Public Health Facilities**”. He had explained following things in his session

- Definition of Quality
- Perspectives of the Quality
- Key Concept of Quality
- Principles of Quality Management
- National Quality Assurance Standard for Urban PHC.

He explained National quality assurance standard programme, checklist information, key features of the programme. In the later part of the presentation Dr. Sushant talked about the Measurement system for the Quality Assurance Program. He explained that the Checklist is divided into Area of Concern, Standards, Measurable Elements and Checkpoints. He explained the anatomy of the checklist to the participants and the relationship between these various components; he also mentioned the numbers of these components. He explained the four important assessment methods i.e. Patient interview, staff interview, record review and observation which will be used by the assessor to assess particular department. The compliance as well as the scoring rules was also explained by him.

This helped the participants to acquaint themselves with the newly introduced National Quality Assurance Programme for Urban PHC.

After this session Dr Parmit from UPHC Bishan Singh Nagar, was called on Dias by Dr Babandeep Kaur, State QA consultant Punjab. UPHC Bishan Singh Nagar was the first NQAS certified UPHC in the State. Dr Parmit shared her experience during implementation of NQAS and challenges faced during the journey.

Next session was taken by **Dr. Arvind Srivastava, Consultant QI NHSRC**, He had taken session on “**Understanding standards and area of concern**”. He explained about all eight areas of concerns as per NQAS. In this session he explained about the difference between Standards,

Measurable elements and checkpoints. Then he explained all eight areas of concerns like Service Provision, Patient Rights, Inputs, Support Services, Clinical Services, Infection Control, Quality Management system and outcome briefly. He covered all 35 Standards of Urban PHC in this session also. Dr Lal also explained all 12 **Checklists** in this session briefly. He explained each checklist one by one.

Next session was taken by **Dr Sushant Agrawal on “Area of concern A&B”**. He explained about the importance of area of concern A, i.e Service provision and Area of concern B, i.e Patient rights. He briefly discussed all 5 and 3 standards of Service Provision and patient rights in this session.

Post lunch session was taken by **Dr. Sushant Agrawal**. In this session he had taken one group exercise **named “ Maternal Health Services”**. Here participants were provided with one Checklist # 2, Maternal Health. It was a small short story about the assessment of Urban PHC. Participants were instructed to fill checklist of maternal health from area of Concern Service Provision, Patient Rights and Inputs. They had to fill scores in compliance column of checklist as per the write up provided. All participants were involved during this session

Last session for the day was taken by **Dr Arvind Srivastava on Area of concern C & D**. These areas of concern are inputs and support services. He briefly explained about the necessity of adequate infrastructure, drugs, consumable and human resource for quality of services. He also emphasised on importance of support services like safe and comfortable environment, Inventory management, Community participation, and medical records and reporting in this session. After this Dr Arvind also continued and discussed **“Area of concern E”**, i.e. clinical services. He explained all 9 standards starting from registration, Primary management, drug administration, STGs, Diagnostic services, RMNCH+A and other important National health programme during this session.

## **DAY-2**

Day begins with a quick recap from the last day and it was done by Dr Sushnat Agrawal.

After this **Dr Sushant had taken session on “Area of Concern G&H”**. He explained about the Quality Management System, PDCA, requirements of Quality team, SOPs and Patient and employee satisfaction survey. With the continuation of this Dr Sushant also discussed all outcome and Key

Performance indicators required for Urban PHCs. He explained in details about formula for all 16 Key Performance indicators in details.

After this next session was taken by **Dr Arvind Srivastava and he explained about infection control** programme for UPHCs. He discussed about the importance of Hand hygiene, Personal protective equipment, Disinfection & Sterilization of equipment and Management of Bio Medical waste in details.

After this **Dr Sushant** took session of “**Medical Audit with exercise on Prescription Audit**”. During this session after discussion on medical audit and importance of audit Dr Sushant distributed few filled prescriptions and one prescription audit format to all participants. Participants were encouraged to fill the format based on observation of prescriptions. All participants were divided into 4 groups and they were provided with a written prescription from UPHCs of Punjab. They were provided with a format to do audit of all these prescription in a group. After this one by one all groups presented their findings.

Post lunch session was taken by **Dr Arvind, on internal assessment, Gap analysis and its was continued by Dr Sushant for action planning and prioritisation**. In this session Dr Sushant gave an overview of analysing a gap. While explaining Gap analysis he highlighted that Gap should be as specific as possible, Gap should not be generic in nature, Adjectives are not allowed in paradigm of Quality, Gap should be actionable. He explained the process, that after gap identification gap statement need to be written, gap closure activity need to be mentioned along with the timeline as responsibility. Dr. Sushant shared the format of gap with the participants. He showed four gap slides to the participants and asked them to write their observations in the format. This exercise helped the participants to write specific gaps. After this action planning and prioritising these gaps were also explained by Dr Sushant.

After this Dr Sushant explained about **Patient satisfaction survey** briefly. He discussed PSS Format provided in the annexure of UPHCs standards. He emphasised on action planning after each cycle of PSS. Participants were again divided into groups and they were provided with filled Patient Feedbacks. They were instructed to analyse the feedback after entering data into the excel sheets. Analysis were done using “average formula” of



excel. Corrective and preventive actions were also discussed based on analysis. AHAs of Punjab were involved for this exercise.

After this “**POST TRAINING EVALUATION**” was done to provide “Internal Assessor” certificates to all successful participants.

At last feedback form for this training were provided to all participants, and filled feedback s from all participants were collected. Overall training was found to be very good and overall scores of the training **was 4.39 in five points Likert’s scale**. Analysis of feedbacks has been placed at Annexure-iii.

## Annexure I

### List of Participants

<b>Sr.n o.</b>	<b>Name of Participants</b>	<b>Designation</b>
1	Dr. Neha Sharma	Medical Officer
2	Ms. Narinder	MLT
3	Ms. Gursimarpreet Kaur	SN
4	Dr.Rahul Bansal	Medical Officer
5	Dr. Garish Garg	Medical Officer
6	Mr.Karamjit Singh	Pharmacist
7	Ms. Suraj Kaur	ANM
8	Dr Tushti	Medical Officer
9	Dr. Rekha	Medical Officer
10	Dr.Harjot Kaur	Medical Officer
11	Sh.Sushil Kumar	Pharmacist
12	Mr. Gajan Singh	MLT
13	Dr. Indrjeet Sonia	Medical Officer
14	Dr. Guntas	Medical Officer
15	Mr. Amandeep	MPHW
16	Ms. Kulwinder Kaur	LHV
17	Dr. Sandeep Singh	Medical Officer
18	Ms. Manju	MLT
19	Ms. Promila Devi	ANM
20	Dr. Manpreet Singh	Medical Officer
21	Ms. Sukhwinder Kaur	ANM
22	Ms. Kamaljit Kaur	LHV
23	Dr. Priya Sehgal	Medical Officer
24	S. Kulwinder Singh	LT
25	Ms. Balvir Kaur	ANM
26	Ms. Paramjit Kaur	ANM
27	Ms. Satwinder Kaur	Pharmacist
28	Dr Manrit Benipal	Medical Officer
29	Ms. Kirandeep Kaur	SN
30	S. Harpreet Singh	LT
31	Dr. Neeru	Medical Officer
32	Ajay Sharma	MLT
33	Sham Rani	LHV
34	Dr. Mohit Dang	Medical Officer

35	Mr. Raj Kumar	SI
36	Dr. Rubina	AMO
37	S. Kewal Singh	SI
38	Ms. Manpreet Kaur	ANM
39	Dr. Prabhjot Singh	Medical Officer
40	Sh. Sudhir Singla	Pharmacist
41	Ms. Jaspreet Kaur	LT
42	Dr.Sarbdeepak Riar	DNO Quality, Amritsar
43	Dr. Sarita	DNO Quality, Bathinda
44	Dr. Shilpi	DNO Quality, Fatehgarh Sahib
45	Dr.Deshinder Sharma	DNO Quality, Gurdaspur
46	Dr. Laxmikant	DNO Quality, Hoshiarpur
47	Dr. Rajiv Bhagat	DNO Quality, Kapurthala
48	Dr. Chandan Jain	DNO Quality, Moga
49	Dr.Harpreet Kaur Oberoi	DNO Quality, Mohali
50	Dr. Barinder Pal singh	DNO Quality, Nawashahr
51	Dr. Raghav	DNO Quality, Pathankot
52	Dr. Gaurav Kaushal	DNO Quality, Ropar
53	Dr. Nancy Garg	DNO Quality, Sangrur
54	Dr. Neeraj Sehgal	DNO Quality, TarnTaran
55	Dr. Varun Joshi	AHA, Amritsar
56	Ms. Sheenu Goyal	AHA, Bathinda
57	Dr. Isha Sharma	AHA, Fatehgarh Sahib
58	Dr. Arpit Sharma	AHA, Fazilka
59	Dr. Subhra	AHA, Kapurthala
60	Dr. Sinia Bhardwaj	AHA, Ludhiana
61	Ms. Kajal Jumrani	AHA, Mansa
62	Dr. Gurmanpreet Kaur	AHA, Mohali
63	Dr. Arshnoor Kaur	AHA, Patiala
64	Dr. Jashanmeet Kaur	AHA, Ropar
65	Ms. Suhani Heena	AHA, Sangrur

## Annexure II

### Agenda

#### Training on Quality Assurance in Urban Health Facilities

13<sup>th</sup> to 14<sup>th</sup> March 2019

#### Punjab

Time	Session	Speaker
<b>Day 01 (13<sup>th</sup> March 2019)</b>		
<b>9:00am - 10:00am</b>	<b>Registration</b>	
<b>10:00am - 11:30am</b>	overview National Quality Assurance Program & National Urban Health Mission Measurement System and Assessment Protocol	Dr Sushant Agrawal
<b>11:30am - 11:45am</b>	<b>Tea</b>	
<b>11:45am - 12:30pm</b>	Understanding Standards and Checklists of Urban PHCs	Dr Arvind Srivastava
<b>12:30pm- 01:15pm</b>	Area of Concern A&B (Service Provision and Patient Rights)	Dr Sushant Agrawal
<b>01:15pm - 02:00pm</b>	<b>Lunch</b>	
<b>02:00pm - 02:45pm</b>	Area of Concern C&D (Inputs and Support Services)	Dr Arvind Srivasatava
<b>02:45pm - 03:30pm</b>	Case Study	NHSRC Team
<b>03:30pm - 04:15 pm</b>	Area of Concern E (Clinical Services)	Dr Arvind Srivastava
<b>04:15pm - 04:30pm</b>	<b>Tea</b>	
<b>04:30pm - 05:15pm</b>	Area of concern G&H (QMS and Outcome)	Dr Sushant Agrawal
<b>Day 02 (14<sup>th</sup> March 2019)</b>		
<b>09:15am - 09:30am</b>	<b>Recap</b>	
<b>09:30am -</b>	Area of concern F (Infection Control)	Dr Arvind Srivastava

<b>10:15am</b>		
<b>10:15am - 11:15am</b>	Prescription Audit with exercise	Dr Sushant Agrawal
11:15am - 11:30am	<b>Tea</b>	
11:30am - 12:30pm	Internal Assessment and Gap Analysis	Dr Arvind Srivastava
12:30 pm - 01:15 pm	Prioritisation and Action Planning	Dr Sushant Agrawal
01:00 pm - 02:00pm	<b>Lunch</b>	
02:00pm - 03:00pm	Patient Satisfaction Survey with exercise	Dr Sushant Agrawal
03:00pm - 03:15pm	<b>Tea</b>	
03:15pm - 04:00pm	Post Training Evaluations	NHSRC Team
04:00pm- 04:30 pm	Road Map for UPHC assessments	Nodal officer State
	<b>Valedictory</b>	

### Annexure III

#### Feedback Analysis

	<b>Session</b>	<b>Trainers</b>	<b>Average Score</b>
1	Key concepts and principles of Quality Assurance, NQAS Programme and measurement system	Dr.Sushant Agrawal	4.43
2	Understanding standards and checklists of Urban PHC's	Dr. Arvind Srivastava	4.28
3	Area of concern - Service provision and patient rights	Dr.Sushant Agrawal	4.3
4	Area of concern - Inputs and support services	Dr. Arvind Srivastava	4.22
5	Exercise - Maternal Health Services	Dr.Sushant Agrawal	4.4
6	Area of concern - Clinical Services	Dr. Arvind Srivastava	4.43
7	Area of concern - QMS and Outcome	Dr.Sushant Agrawal	4.22
8	Area of concern - Infection Control	Dr. Arvind Srivastava	4.39
9	Medical Audit with exercise on Prescription Audit	Dr.Sushant Agrawal	4.57
10	Internal Assessment and Gap Analysis	Dr. Arvind Srivastava	4.51
11	Prioritization and Action Planning	Dr.Sushant Agrawal	4.49
12	Patient Satisfaction Survey in UPHC	Dr.Sushant Agrawal	4.51
		<b>AVERAGE</b>	4.39

#### **Most liked sessions**

Area of concern -

Infection Control

Area of concern - Clinical Services

Area of concern - QMS and Outcome

#### **Trainer**

Dr Arvind Srivastava

Dr Arvind Srivastava

Dr Sushant Agarwal

#### **SUGGESTIONS TO IMPROVE TRAINING**

1. Mathematical preparation of solutions
2. More time is required (3-4 days) for gaining better knowledge about every topic
3. Videos should be increased
4. More examples should be included, Summary should be given
5. Exercise should be included for every topic

**Suggestions of Participants for any topic inclusion**

1. How to make chlorine solution
2. Role plays regarding how to train the subordinate staff
3. Exercise for checklists and standards
4. Details of infection control protocol
5. Maintenance of UPHC records protocol
6. Outcome indicators department wise formats
7. Formulas of outcome indicators
8. More focus on BMW
9. More elaboration on quality tools

## Annexure-IV

### Photo Gallery



Figure 1 Dr Sushant during Introductory session



Figure 2 Dr Parmit MO incharge Bishan Singh Nagar UPHC-Talking on her experience of QA under NUHM





**Figure 3-Participants actively listening the sessions**



**Figure 4-Dr Avind during session**