

# **Internal Assessor cum Service Provider Training on National Quality Assurance Standards**

**2<sup>nd</sup> August to 4<sup>th</sup> August 2016, Daman**

**Conducted by**

**National Health System Resource Centre in  
collaboration with National Health Mission  
Daman**

## **TRAINING REPORT DAMAN INTERNAL ASSESSOR CUM SERVICE PROVIDER TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS**

### **TRAINING COORDINATOR**

Dr. Trushar Parmar (SPM, Quality Assurance, UT  
of Daman & Diu)  
Ms. Vinny Arora (Consultant, QI, NHSRC, New  
Delhi)

### **DATE OF TRAINING**

4<sup>th</sup> August 2016. 2<sup>nd</sup> August 2016 to

### **PLACE OF TRAINING**

Moti Daman, Daman. Conference Hall, CHC

### **PARTICIPANTS OF TRAINING**

attached in *Annexure I*)

Total no. 25 (List

## **COURSE SCHEDULE**

(Attached in *Annexure II*)

contents and learning

The course schedule  
outlines the day to day  
methods.

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## **OBJECTIVES OF TRAINING**

- To understand basic concepts of quality assurance, standards and how to implement them in their facilities.
- To acquaint the trainees with National Quality Assurance standards, measurable elements, departmental checklists and scoring system along with scoring methodology.
- To develop skills and acumen to carry out assessments, gap analysis and gap closure activities in the hospital.
- Provide skill to service provider to independently assess different area of concern, measurable elements & checklist

## **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 with these standards, Government of India has launched operational Guidelines as well as Assessor's Guidebook for District hospitals, CHC (FRU) and PHC (24X7) & UPHC. 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. Three day service provider training is for service providers who are working in hospitals and by implementing good practices or process part will helps in to the internal assessor to conduct certification audit for facilities applying for NQAS certification/National level certification. National level certification process is organized by MOHFW or technical resource institution. Main aim of training is to understand basic concepts of quality assurance, standards and how to implement them in their facilities to aspiring Service Provider.

## **EXECUTIVE SUMMARY**

This was 1<sup>st</sup> Internal Assessor cum Service Provider training that was conducted by NHSRC in collaboration with NHM, Daman & Diu from 2<sup>nd</sup> to 4<sup>th</sup> August 2016 at Conference hall, CHC Moti Daman, Daman.

The aim of training was to strengthen service provider's knowledge of key concepts, tools, and methodologies for assessment of National Quality Assurance Standards. Course curriculum for training was prepared by the NHSRC and was duly syndicated with UT requirement. Participants were from diverse background including Medical Officers, Sister Incharges, Staff nurse, OT Technician, Medical Record Technician from 8 Health Care facilities (2DH, 2 CHC & 4 PHC) from UT of Daman & Diu.

The participants were given-

- A copy of Operational Guideline for National Quality Assurance in Public Health Care to all service providers
- A copy of Assessor's guidebook for District Hospital.(Volume1 & Volume 2) to all service providers
- A bag with writing pad, pen.
- Hard copy of guideline, exercises and material wherever required during training.

The programme had 13 sessions along with 3 exercises and a field visit to DH Daman, spread over a period of three days.

Feedback from the participants was taken and the report contains analysis and suggestions given by the participants. The overall rating of the programme in feedback has been average with an overall score of 3.97 on a 5 point scale.

## DAYWISE SUMMARY OF THE PRESENTATIONS

### Day 1

Topic	Session Brief
<b>Day -1 (02-08-2016)</b>	
Overview of National Quality Assurance Program 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. Session also describes about the proposed organization structure required at state and district level for effective implementation of program.
Measurement System for Quality Assurance, Standards and Assessment Protocol Dr. Deepika Sharma	This session elaborate the measurement system and scoring methodology. It also gives an overview of 8 Area of Concerns and its Standards. A detailed discussion about 18 checklists of District Hospital Level is done during the session.
Standards for Service Provision , Patient Rights & Inputs Ms. Vinny Arora	Session cover an elaborative discussion about first 3 area of concern i.e. Service Provision, Patient rights & Input. It includes thorough understanding about

	availability of services & discussion on patient rights. Inputs includes availability of infrastructure, human resource and their training, competencies & also availability of consumables & drugs were also discussed.
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 Support Services Dr. Deepika Sharma	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.
Standards for General & Specific Clinical services Dr. Parminder Gautam	Session include importance of clinical services as well as discussion on 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 include discussion about nursing care, drug administration, patient record maintenance and discharge process etc. Specific Clinical Standards were also discussed that comprises of Assessment of quality of specific clinical services like Emergency, ICU/SNCU, OT, Anaesthesia services, Diagnostic services, Blood bank as well as end of life care.
<b>Day -2 (03-08-2016)</b>	
Standards for RMNCH+A	It also include discussion on RMNCHA

Services Dr. Deepika Sharma	services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services along with standards for Quality of National Health Programs.
Standards for Infection Control Ms. Vinny Arora	Session includes detailed discussion about 6 standards. It includes elaborative details on how to assess the infection control practices at public health care facilities. Discussion of New Bio Medical Waste Management rules forms the part of the session. Methods of Donning and removing PPE, Sterilization and Decontamination Protocols were also discussed in the session.
Key Performance Indicators & Patient Satisfaction Survey Dr. Parminder Gautam	Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI. How to calculate Patient Satisfaction Score was also briefed during the session.
Standards for Quality Management & Road Map Ms. Vinny Arora	Session include discussion on 8 standards of Quality Management system. Approaches to quality, (Control, Assurance, Improvement, Accreditation) were discussed along with formulation of Quality Teams, their responsibilities. How to prepare Quality policy and Quality objectives, established mechanism for Patient Satisfaction Survey, Preparation of SOP and how to conduct an assessment and prepare a time bound action plan was also shared during the session. Road map session include compilation of all standards & step need to take for assessment as well as guideline for implementation after gap finding. It also include guidance about activities that can be started at facility along with assessment process.

#### **Field Visit to District Hospital Daman.**

Participants were divided into 4 groups and were allotted with department checklist for assessment in the District Hospital Daman and format for report preparation was shared with them. This is done to provide hands on training to the participants on conducting assessment.

Presentation of Field visit	All the 4 group prepared the reports and presented well in front of all the participants.
Preparation of NQAS Dr. Deepika Sharma	The documents required for certification i.e. list of Policies & SOPs , Manual, Checklist , Score cards required were shared. Discussion about how to apply for State & national level certification was also discussed in the session.
Tools & Methods of Quality Improvement Dr. Parminder Gautam	Dr. Gautam briefed about various tools of Quality with a focused approach towards Why- Why tool for RCA. Fish Bone Diagram, Run Charts & other tools were briefly shared with a detailed discussion on Pick chart for prioritization.
National Quality Assurance Standards for Primary Health Care Dr. Deepika Sharma	The requirement for developing QA urban Standards were discussed along with that a detailed discussion about 12 checklist was done. The different components in UPHC checklist were briefed during the session.
Overview of Kayakalp Ms. Vinny Arora	Session include a brief on Kayakalp Program along with detailed discussion about its scoring methodology to be applied in the tool. Scaling up of the program to PHC & CHC level in current FY was also shared. A brief discussion on 6 thematic areas of Kayakalp tool forms the part of session.
Post Training Evaluation NHSRC team	At last Post training Evaluation of participants has been conducted. Post training evaluation contain 42 Multiple choice Questions. Participants are allowed to use their notes & assessment guidebook for answering question paper.

## PARTICIPANT FEEDBACK

Overall Average scoring was of 3.97 out of 5. Evaluation of participant feedback is taken on 5 point scale.

Analysis of Participant feedback is attached in Annexure IV.

### Most scored maximum

Name of Topic & Presenter	Score
Tools & Method of Quality Improvement	4.43
Dr. Parminder Gautam	
Key Performance Indicators	4.17
Dr. Parminder Gautam	
Standards of RMNCH+A services	4.22
Dr. Deepika Sharma	
Overview of Quality & National Quality Assurance Program	4.17
Dr. Parminder Gautam	
Measurement System for Quality Assurance its assessment protocol & Standards	4.13
Dr. Deepika Sharma	
Hospital Infection Control	4.09
Ms. Vinny Arora	

### Suggestion to improve the training

- Duration of training should be increased
- SWOT analysis should be explained
- Doctor Patient ratio should be described
- How to conduct Employee Satisfaction Analysis
- Training could be done at district level

## Annexure I

### List of Participants

<b>Internal Assessor cum Service Provider Training , Daman</b>
<b>2nd - 4th August 2016</b>

S.No	Name of Participant	Designation	Contact Number
1	MS. ANEETHA ABRAHAM	PHN, DAMAN	7574829817
2	DR. ANUJA VAGHELA	MO, GOVT. HOSPITAL DIU	8140455939
3	DR. MRUNAL OZA	DISTRICT PROGRAM MANAGER, DIU	8758318040
4	DR. TAPAN DESAI	MO, CHC MOTI DAMAN	8238399100
5	DR. PRITI HALPATI	MO, GOVT. HOSPITAL DAMAN	7567509260
6	MS. ARUNA DARJI	I/C WARD SISTER, GOVT. HOSPITAL DAMAN	9927801346
7	DR. HINAL PATEL	DISTRICT EPIDEMIOLOGIST, DAMAN	9033492982
8	MR. RAJESH GOSWAMI	MRT,GOVT. HOSPITAL DAMAN	9725200145
9	MS. GARIMA GUPTA	MICROBIOLOGIST, CHC MOTI DAMAN	9904855771
10	MS. ARTI PANDYA	OT TECHNICIAN, CHC MOTI DAMAN	9537333624
11	MS. ROSHNI D'COSTA	SN, PHC DABHEL, DAMAN	8000920066
12	MS. VIJAL PATEL	SN, PHC BHIMPORE, DAMAN	8238726293
13	DR. RICHA JOG	DISTRICT PROGRAM MANAGER, DAMAN	7574829802
14	DR. TRUSHAR PARMAR	STATE PROGRAM MANAGER, UT OF DAMAN & DIU	7574888408
15	MR. BHAVYESH VAJA	WARD SISTER, GOVT. HOSPITAL DAMAN	9898458985
16	MS. ELSEMMA K.C. MATHEW	LHV, DAMAN	9978930850
17	MS. SINI MATHEW	SN, GOVT. HOSPITAL DAMAN	9429530879
18	MS. SAVITA PATEL	WARD SISTER, GOVT. HOSPITAL DAMAN	995572648
19	MR. SALIM VADAVIYA	SN CHC GHOGHLA, DIU	9429549141
20	MR. TEJAS PATEL	EXTENSION EDUCATOR, DAMAN	9998963063
21	MS. CORINA M.F. NORONHA	SN CHC MOTI DAMAN	9879479194
22	MS. JASMINE JOHN	SN, CHC MOTI DAMAN	9979085524
23	MS. MELBA LOPES	WARD SISTER, CHC MOTI DAMAN	9898792858

24	MS. ALENA ALMEIDA	WARD SISTER, GOVT. HOSPITAL DIU	9727321850
25	DR. SANGEETA JOSHI	DISTRICT PROGRAM OFFICER, DAMAN	9978930863



## Annexure II

### Agenda

# Internal Assessor cum Service Provider Training on National Quality Assurance Standards Daman & Diu 2<sup>nd</sup> - 4<sup>th</sup> August 2016 Agenda

Time	Topic	Resource Person
Day-01		
09:00 - 09:30	Registration	
09:30 - 10:00	Inaugural Address by MD NHM	
10:00 - 10:45	Overview of Quality & National Quality Assurance Program	Dr Parminder Gautam
10:45 - 11:00	Tea	
11:00 - 12:00	Measurement System for Quality Assurance its assessment protocol & standards	Dr Deepika Sharma
12:00 - 13:00	Standards for Service Provision, Patient Rights & Inputs	Ms. Vinny Arora
13:00 - 14:00	Lunch	
14:00- 14:45	Exercise on Area of Concern-A, B, C (Case study-01)	Ms. Vinny Arora
14:45 - 15:45	Standards for Support Services	Dr Deepika Sharma
15:45 - 16:00	Tea	
16.00 - 17:00	Standard for Specific Clinical Services	Dr Parminder Gautam
17:00 -18:00	Identification of Standards Exercise	Ms. Vinny Arora
Day-02		
09:00 - 09:30	Recap	
09:30 - 10:30	Standards of General Clinical &	Dr. Deepika Sharma

	RMNCH+A Services	
10:30 - 11:15	Standard for Infection Control	Ms. Vinny Arora
11:15 - 11:30	Tea	
11:30 - 12:30	Key Performance Indicators & Patient Satisfaction Survey	Dr. Parminder Gautam
12:30 - 01:30	Standards for Quality Management	Ms. Vinny Arora
13:30 - 14:30	Lunch	
14:30 - 17:30	Field Visit to District Hospital Daman	State
Day-03		
09:00 - 11:00	Presentation of field visit	
11:00 - 11:15	Tea	
11:15 - 01:30	Preparation of NQAS	Dr. Deepika Sharma
01:30 - 02:15	Lunch	
02:15 - 04:00	Tools & Method of Quality Improvement	Dr. Parminder Gautam
04:00 - 04:45	National Quality Assurance Standards for Primary Health Care	Dr. Deepika Sharma
04:45 - 05:30	Overview of Kayakalp	Ms. Vinny Arora
05:30	Post Training Evaluation	

### Annexure III

<b>SERVICE PROVIDER TRAINING , Daman &amp; Diu (FEEDBACK EVALUATION)</b>		
<b><i>02nd to 04th August 2016, Daman</i></b>		
SESSION	FACULTY	AVERAGE
Overview of Quality & National Quality Assurance Program	Dr Parminder Gautam	4.17
Measurement System for Quality Assurance its assessment protocol & Standards	Dr Deepika Sharma	4.13
Standards for Service Provision, Patient Rights & Inputs	Ms. Vinny Arora	3.74
Exercise on Area of Concern- A, B, C (Case study-01)	Ms. Vinny Arora	3.48
Standards for Support Services	Dr Deepika Sharma	3.91
Standard for Specific & General Clinical Services	Dr Parminder Gautam	3.87
Standards of RMNCH+A Services	Dr. Deepika Sharma	4.22
Standard for Infection Control	Ms. Vinny Arora	4.09
Key Performance Indicators & Patient Satisfaction Survey	Dr. Parminder Gautam	4.17
Standards for Quality Management	Ms. Vinny Arora	3.83
Preparation of NQAS	Dr. Deepika Sharma	3.83
Tools & Method of Quality Improvement	Dr. Parminder Gautam	4.43
National Quality Assurance Standards for Primary Health Care	Dr. Deepika Sharma	4.09
Overview of Kayakalp	Ms. Vinny Arora	3.61
	<b>AVERAGE</b>	<b>3.97</b>



## Photo Gallery



## Participants of the training



**Discussion on Labour Room Case Study**



**Field Visit in DH Daman**

## Photo Gallery



**Laboratory Visit and filling of Checklist**



**Preparation of Presentation**



**Team giving a presentation of Field visit**



**Dr. Tushar briefing about available infrastructure in UT**

## Photo Gallery



**Dr. Deepika briefing about preparation of NQAS**



**Valedictory**