

Service Provider Training on National Quality Assurance Standards

**25th May to 27th May 2016, Nagpur,
Maharashtra**

Conducted by

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

TRAINING REPORT SERVICE PROVIDER TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS

TRAINING COORDINATOR

Ms. Vinny Arora (Consultant, QI, NHSRC, New
Delhi)
Dr. Mayuri Sankhe (State Programme Officer)
Ms. Anamika Nigwal (State Program Officer)
Dr. Mayur L. Munne (State QA Consultant)

DATE OF TRAINING

25th May 2016 to 27th May 2016

PLACE OF TRAINING

Conference Hall, Public Health Institute, Nagpur

PARTICIPANTS OF TRAINING

Total no. 73 (List attached in *Annexure I*)

COURSE SCHEDULE

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

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OBJECTIVES OF TRAINING

- To equip service provider's with knowledge of key concepts, tools and methodologies of National Quality Assurance Standards.
- To understand basic concepts of quality assurance, standards and how to implement them in their facilities
- Provide skill to service provider to independently assess all departments of the health care facility based on departmental checklist.
- To develop skills and acumen to carry out assessment of hospitals.

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). 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. There is fixed curriculum for the training extended up to period of three days.

EXECUTIVE SUMMARY

The 1st Service Provider training is conducted by NHSRC in collaboration with NHM, Maharashtra from 25th May 2016 to 27th May 2016 at Conference hall, PHI Nagpur.

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 state requirements. Participants were from diverse background including Medical Officers, District Program Managers, District Quality Assurance Coordinators, Matrons, Sister Incharges & Staff Nurse's.

The participants were given-

- A copy of Operational Guidelines.
- A copy of Assessor's guidebook for District Hospital(Volume1 & Volume 2)
- A bag with writing pad & pen.

- Hard copy of guidelines, exercises and material wherever required during training.

The programme had 15 sessions & 4 exercises, 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 **3.93 on a 5** point scale.

DAYWISE SUMMARY OF THE PRESENTATIONS

Day 1

In the first presentation of the training **Ms. Vinny Arora, Consultant, NHSRC** explained “**Key Concepts and Principles of Quality Assurance in Public Health Facilities**”. She 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 Healthcare Facilities

Second session was taken by **Ms. Richa Sharma, Consultant, NHSRC** on “**Overview of National Quality Assurance Program and standards**”. She has explained National Quality Assurance Programme, checklist information, key features of the programme, snapshot of all eight areas of concerns and the standards concerning them. This helped the participants to acquaint themselves with the newly introduced National Quality Assurance Programme.

After the presentation **Ms. Vinny Arora, Consultant, NHSRC** imparted session on “**Quality Team Formulation**”. She explained about definition of team, importance of team, characteristic of team, subcommittees. In this session all participant were distributed into 4 groups for exercise as a Quality Pur, Quality Bad, Quality Nagar, and Quality Ganj on Quality Team Formation. Each group came on the stage and presented the group exercise followed by questions answers by each group.

Next session was imparted by **Ms. Richa Sharma, Consultant, NHSRC**. In this session she has explained about “**Internal assessment and Gap analysis**”. She further explained about PDCA Cycle, Planning of assessment and implementation of quality assurance at facility level.

Session on **“Quality Assurance in Laboratory”** has been imparted by **Dr. Swati Patil, Pathologist, Civil Hospital Wardha**. She explained what all requires for quality in Lab, internal quality control, external quality assurance, error classification, human resource management, equipment management, record maintenance & SOP.

Last session of the day i.e. **“Process Mapping and Exercise”** was imparted by **Ms. Vinny Arora, Consultant, NHSRC**. She explained what is process & process mapping, importance of process mapping, symbols used in process mapping, process bottleneck, functional bottleneck, value/non value adding steps, MUDAS, value stream map etc. After that she gave exercise to all groups on process mapping.

Day 2

Day 2 was initiated with presentation of each group on process mapping exercise & brief recap of all the sessions of day one by **Ms Vinny Arora**.

The topic of **“Prioritization and Action Planning”** was imparted by her. She explained quality assurance cycle, gap analysis, why-why analysis, fish bone diagram, root cause analysis, action planning methodology and prioritization. After the session exercise was given to all 4 groups on action planning and prioritization. Each group presented very well.

Next session was taken by **Dr. Padmaja Jogewar, Principal PHI, Nagpur** on **“Prescription & Clinical Audit”**. She explained what is audit, purpose of it, audit cycle, stages in clinical audit, medical audit, prescription audit, maternal death review.

Next session was on **“Group Exercise on Clinical Audits”** by **Ms. Richa Sharma**. For every group 4 prescription paper were provided for group exercise. After 15 minutes every group performed presentation in front of all.

4th session of the day was imparted by **Ms. Vinny Arora**. Topic was **“Hospital Infection control”**. She has explained Mode of infection, difference between Antiseptic and disinfectant solution, hand hygiene, personal protective equipment, process of sterilization/ disinfectant of instrument, sharp instrument and its safe practice for prevention.

Next session of the day was taken by **Ms. Richa Sharma, Consultant, NHSRC**. She has discussed the topic **“Patient Safety”**. In this session she has shown the photographs and explained through pictures about medical

errors, types of medical errors, adverse events, Sentinel events, , high alert medicine, high risk medication.

Last session of the day was taken by **Dr. Madhuri Thorat, Addl Civil Surgeon , Daga Hospital Nagpur**, on “**Quality Assurance in Labor room & OT**”. She explained pull and push factors for institutional delivery, present scenario of labor room in Maharashtra State, Quality of care in labour room, quality in labour room, ideal labour room, zoning of OT and OT specifications.

DAY 3

Day 3 was started with brief recap of all the sessions of day one and day two by **Ms. Vinny Arora**.

Topic on “**Key Performance Indicators and tools for improvements**” was taken by **Ms. Richa Sharma** in which she explained about all 30 KPIs, data required for KPI, how to calculate it. Even he explained quality tools like brainstorming, cause and effect diagram, fish bone diagram, check sheets, pareto analysis, control chart, run chart, root cause analysis, 5S etc.

The next session was given by **Dr. Ravi Mannadiyar, General Manager, Hospital Administration, Care Hospital, Nagpur** . He has explained about “**Quality Assurance in Accident & Emergency**”. Speaker gives idea about ideal view of department, process in the department, key feature & Triage.

Next session was taken by **Ms. Vinny Arora** on “**Patient Rights & Satisfaction**” in which she explained about pillars of patient rights (availability, accessibility, acceptability and outcome) and standards of patient rights as explained in area of concern B in quality assurance guideline. She also explained about patient satisfaction survey and how to analyze the patient satisfaction survey.

“Standard Operating Procedure” session was taken by **Ms Richa Sharma**. She briefed about what is SOP, how to write SOP and implementation of SOP at facility level. Then each group worked on exercise and then presented.

The last session of the entire 3 day training i.e. **“ Documentation for NQAS”** was imparted by **Ms. Vinny Arora**. She has given a useful insight of all the documents and policies required to be prepared, committees to be formed and action plan to be followed for state & national level certification.

After completion of all session of last day, NHSRC Team declared the result of each exercise performed by 4 groups and finally announced winner.

At last Dr. Jadav (Joint Director NHM Maharashtra) awarded winner group with a gift and thanked all the participants for the overwhelming participation and sincerity towards the training.

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 3.93 out of 5.

Most liked sessions were

Name of Topic & Presenter	Score
Group Exercise on Clinical Audits	4.29
Ms. Richa Sharma	
Prioritization & Action Planning	4.14
Ms. Vinny Arora	
Overview of National Quality Assurance Program &	4.14

Photo shows that Dr. Sangeeta was presenting a topic on “Inventory and drug store management”

Internal Assessment & Gap Analysis	4.14
Ms. Richa Sharma	
Hospital Infection Control	4.10
Ms. Vinny Arora	

Most useful topics

- Infection Control
- SOP Formulation
- Key Performance Indicators
- Medical Audits
- Patient Rights & Satisfaction

Suggestion to improve the training

- Duration of training should be increased from 3 days to 5 days.
- Training could be done at district level rather than at State level.
- How to improve Quality of Partograph session should be included.
- Require more training periodically and evaluation of service provider as per need.
- More demonstration of procedure in the service provider training.
- Legal Aspects of BMWM to be shared.
- Job description of all cadre of staff to be shared.

Annexure I

List of Participants

Service Provider Training			
25th - 27th May 2016			
S.N o.	Name of Participant	Designation	District
1	Ms. Thorat Saraswati Maruti	Matron	Beed
2	Dr. Satish Lingaram Haridas	RMO	Beed
3	Dr. Ranjit Sambhajirao	MS	Georai
4	Ms. Pallavi Kulkarni	IPHS Coordinator	Osmanabad
5	Smt. Shital Subhash Naikare	I/S	Kolhapur
6	Dr. Padmavati ramesh Bhokre	MS	Kolhapur
7	Dr. Sunil Shamlal Bansi	MO	Jalgaon

Service Provider Training

25th - 27th May 2016

S.N o.	Name of Participant	Designation	District
8	Dr. Kirti Tushar Patil	MS	Selu
9	Mr. Yogesh Shalikram Arbat	IPHS Coordinator	Bhandara
10	Dr. Laxman Vithalrao	MS	Higanghat
11	Smt. Gayatri Vilas Bhosale	Ass. Matron	Satara
12	Dr. Vinit B. Zalke	Epideriologist	Wardha
13	Dr. Prashant Shantaram	DQAC	Hingoli
14	Ms. Sunita Jagannath Sid	Staff Nurse	Kolhapur
15	Mrs. Swati Vinayak Tapasvi	Staff Nurse	Pune
16	Dr. Seema Deshmukh	MS	Pune
17	Ms. Sujata Anand Dhoble	Staff Nurse	Pune
18	Mrs. Lata Nandkishore Satao	Sister I/C	Nagpur
19	Dr. Rajeshwar Dhondibarao	DQAC	Nagpur
20	Dr. Pallavi Annarao Reddy	DQAC	Latur
21	Dr. Snehal Shirbhate	DQAC	Thane
22	Dr. Parag Krishna Jiwatode	DQAC	Chandrapur
23	Ms. Sangeeta Hari Wagh	Staff Nurse	Buldhana
24	Ms. Rohini H. Gholave	IPHS Coordinator	Buldhana
25	Dr. Geeta D. Kulkarni	MS	Pune
26	Dr. Vilas Vasant Rao Jadhav	MO	Amravati
27	Dr. Santosh Ramrao Nandurkar	DPM	Beed
28	Dr. Bhayekar Sachin	MO	Parbhani
29	Mrs. Mangala Suresh Khadse	Matron	Thane
30	Mrs. Alka Sanjay Arya	Ass. Matron	Parbhani
31	Mr. Rajesh G. Bure	DPM	Parbhani
32	Ms. Kalpana Ramesh Ratnakar	Staff Nurse	Kolhapur
33	Dr. Priyanka P. Ubhad	DQAC	Yavatmal
34	Mrs. Gadbane Manda Prakash	Matron	Amravati
35	Dr. Sanghmitra Kashinathrao	MO	Ratnagiri
36	Dr. Abhijit H. Dhamale	DQAC	Jalna
37	Dr. Rahul Ramchandra Shinde	DQAC	Ahmednagar
38	Dr. Pankajkumar .P. Patle	DQAC	Gadchiroli
39	Mr. Mahendra Laxmanrao	PA (QA)	Washim
40	Ms. Rathod Ranjana Manohar	Staff Nurse	Beed

Service Provider Training

25th - 27th May 2016

S.N o.	Name of Participant	Designation	District
41	Ms. Alka Bhaskar Jawale	Matron	Jalgaon
42	Ms. Joice Suresh Shinde	Staff Nurse	Kolhapur
43	Dr. Satyendra Shukla	DQAC	Gondia
44	Mr. Kamble Anil Prabhurao	RBSK Coordinator	Nanded
45	Mr. Ingle Arun Balikramji	Matron	Jalna
46	Dr. Shital Ravindra Patil	MO	Kolhapur
47	Smt. Leelabai Sakhrum	Sister I/C	Nashik
48	Dr. Nishigandha Diliprao Kute	DQAC	Nashik
49	Ms. Gandhile Manisha	Staff Nurse	Pune
50	Ms. Karande Mangala	Staff Nurse	Pune
51	Dr. Supriya V. Vetkoli	MO	Nashik
52	Dr. Wasef Iqbal Siddhiqui	DQAC	Aurangabad
53	Dr. Swapnil Fakira More	DQAC	Ratnagiri
54	Mr. Shivshankar B. Latpate	Staff Nurse	Satara
55	Dr. Balachandra Omana	DQAC	Satara
56	Dr. Mangesh Nareshrao Raut	DQAC	Amravati
57	Dr. Mujahid Mansur Alsakar	DQAC	Sindudurg
58	Ms. Sindhutai Kishore Lavate	Sister I/C	Kolhapur
59	Dr. Utpala Udaram	DQAC	Akola
60	Mrs. Sheetal Rajan Khanolkar	Matron	Ratnagiri
61	Dr. Suwarne Kowe	MO	Thane
62	Ms. Rajshri Vilas Jadhav	Staff Nurse	Thane
63	Dr. Sunita S. Badhe	ACS	Ramtek
64	Ms. Rajendra Vasant Butte	M&E	Palghar
65	Mr. Shinde Saraoj rajesh	Staff Nurse	Kolhapur
66	Dr. Bhushan Dashrath Chavan	DQAC	Raigad
67	Mrs. Rekha Milind Kale	Ass. Matron	Hingaghat
68	Mr. Mayur L. Munne	State Consultant	Mumbai
69	Ms. Animaka Nigwal	State Programme	Mumbai
70	Dr. Mayuri Vilas Sankhe	State Programme	Mumbai
71	Dr. S K Jadhav	Joint Director	Mumbai
72	Mr. Sajjad Ahmad Lodhi	PA (QA)	Nagpur
73	Dr Hirakani Madnaik	DQAC	Sangli

Annexure II



Agenda

**Service Provider Training on National Quality Assurance
Standards
25th - 27th May 2016
Maharashtra
Agenda**

Day-1		
Time	Topic	Resource Person

09:00AM-09:30AM	Registration	
09:30AM - 10:00AM	Inaugural Address MD NHM/State representative	MD NHM
10:00AM - 11:15AM	Key Concepts and Principles of Quality Assurance in Public Health Facilities	Ms. Vinny Arora
11:15AM - 11:30AM	TEA	
11:30AM - 12:30PM	Overview of National Quality Assurance Program and standards	Ms. Richa Sharma
12:30PM - 01:30PM	Quality Team Formulation and Role Play	Ms. Vinny Arora
01:30PM - 02:15PM	LUNCH	
02:15PM - 03:15PM	Internal Assessment and Gap Analysis (Tea during the session)	Ms. Richa Sharma
03:15PM - 04:30PM	Quality Assurance in Laboratory	Dr. Swati Patil
04:30PM - 05:30PM	Process mapping & exercise	Ms. Vinny Arora
Day-2		
09:00AM - 09:30AM	Recap	NHSRC team
09:30AM-10:45AM	Prioritization and Action Planning	Ms. Vinny Arora
10:45AM - 11:15AM	Prescription and Clinical Audit (Tea during the session)	Dr. Padmaja Jogewar
11:15AM- 11: 45 PM	Group Exercise on Clinical Audits	Ms. Richa Sharma
11:45 PM - 01:15 PM	Hospital Infection Control	Ms. Vinny Arora
01:15 PM - 02:15PM	LUNCH	
02:15PM- 03: 15 PM	Patient Safety	Ms. Richa Sharma
03: 15 PM - 03: 30PM	TEA	

03: 30PM - 04:30PM	Quality Assurance in OT & Labour Room	Dr. Madhuri Thorat
Day-3		
Time	Topic	Resource Person
09:00AM - 09:30AM	Recap	NHSRC team
09:30AM - 10:15AM	Key Performance Indicators and tools for improvements	Ms. Richa Sharma
10:15AM - 11:00 AM	Quality Assurance in Accident & Emergency	Dr. Ravi Mannadiyar
11:00AM - 11:15AM	TEA	
11:15AM - 12:15PM	Patient Rights and Satisfaction	Ms. Vinny Arora
12:15PM - 1:45PM	Standard Operating Procedures	Ms. Richa Sharma
01:45PM - 02. 30PM	LUNCH	
02: 30PM - 03:15PM	Documentation for NQAS	Ms. Vinny Arora
03:15 PM- 04:00PM	Post Training Evaluation	NHSRC team
04:00PM- 04:15PM	Valedictory and Feedback (Tea)	

Annexure III

Teams for Exercise

Groups were divided by slip distribution randomly between Service Providers

**QUALIT
Y PUR**

**QUALIT
Y GANJ**

QUALIT
Y BAD

QUALIT
Y
NAGAD

Annexure IV

**SERVICE PROVIDER TRAINING ,
MAHARASHTRA
(FEEDBACK EVALUATION)**

25th to 27th May 2016, Nagpur, Maharashtra

SESSION	FACULTY	AVERAGE
Key concepts and Principles of Quality Assurance in Public Health Facilities	Ms. Vinny Arora	3.95
Overview of National Quality Assurance Program & Standards	Ms. Richa Sharma	4.14
Quality Team Formulation & Role Play	Ms. Vinny Arora	3.98
Internal Assessment & Gap Analysis	Ms. Richa Sharma	4.12
Quality Assurance in Laboratory	Dr. Swati Patil	3.48
Process Mapping & Exercise	Ms. Vinny Arora	3.81
Prioritization & Action Planning	Ms. Vinny Arora	4.14
Prescription & Clinical Audit	Dr. Padmaja Jogewar	3.98
Group Exercise on Clinical Audit	Ms. Richa Sharma	4.29
Hospital Infection Control	Ms. Vinny Arora	4.10
Patient Safety	Ms. Richa Sharma	3.95
Quality Assurance in OT & Labour Room	Dr. Madhuri Thorat	3.81
Key Performance Indicators & Tool for improvements	Ms. Richa Sharma	3.69
Quality assurance in Accident & Emergency	Dr. Ravi Mannadiyar	3.81
Patient Rights & satisfaction	Ms. Vinny Arora	3.88
Standard Operating Procedures	Ms. Richa Sharma	3.86
Documentation for NQAS	Ms. Vinny Arora	3.78
	AVERAGE	3.93

Photo Gallery



Group Exercise on SOP Preparation by Quality Ganj Group



Dr. Padmaja Jogewar describing about Clinical Audits



Participants in the training



Group Photo