

Training on National Quality Standards of Urban PHCs

19th to 20th March 2019, Tamilnadu

Conducted by
**National Health System Resource Centre in
collaboration with Tamilnadu Urban Health
Mission**

TRAINING REPORT

TRAINING COORDINATOR

Dr. Jyotshana (Consultant Urban Health QA,
Tamilnadu)
Dr Parminder Gautam (Sr. Consultant QI, NHSRC,
New Delhi)

DATE OF TRAINING

19th to 20th March 2019

PLACE OF TRAINING

State Health Society, NHM, Tamilnadu

PARTICIPANTS OF TRAINING

Total no. 60 (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 3rd training under National Quality Assurance Programme for Urban health facilities in the State of Tamilnadu. 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 Medical Officers and Staff nurses from 60 Urban PHCs of Tamilnadu.

The participants were given-

- A Xerox copy of Quality Standards for Urban PHC.
- Case study and exercises printouts

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 Rita, Director, Tamilnadu.

Dr Rita, first explained the participants about the objectives of this training to certify these UPHCs in NQAS as soon as possible. After this Dr Parminder asked the participants about the expectations from the training, which he can incorporate during this training. Most of the participants replied they wanted to know about NQAP, Changes in New BMW Rules and best infection control practices.

The training started with the first presentation from **Dr. Parminder Gautam, Sr. 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.

Dr. Gautam defined Quality in many terms like Quality is minimising variation, Meeting and surpassing customer expectations. Then he also explained why Quality required in public health facilities. He also discussed about the Donabedian model of Quality i.e. Structure, Process and Outcome. Participants were also involved in their own way to define Quality. He discussed various approach of Quality like Certification, Quality Management system, Quality Improvement, Quality Assurance and Quality Control. He also explained about the objective of this training and role of participants in implementing QA program in their health facilities.

He explained National quality assurance standard programme, checklist information, key features of the programme. In the later part of the presentation

After this session **Dr Sushant Agrawal, Consultant ADB for NHSRC** took session on **“Measurement Systems, Standards and Assessment Protocols”**. 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.

Next session was taken by **Dr Parminder Gautam** 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 initiated by **Dr Sushant Agrawal** and he took session 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 session **Dr. Sushant Agrawal** involved the participants in a group activity. Participants were first distributed in to **four groups- P, D , C, and A**. After this exercise named “ **Maternal Health Services**” was conducted. 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. Dr Sushant clear their doubts and shown them process of filling checklists in excel sheet.

After this **Dr Parminder Gautam** took last session for the day on “**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 Sushant Agrawal.

After this **Dr Sushant had taken session on “Infection control and BMW Management’**. This session raised many issues pertaining to infection control and BMW and Dr Sushant and Parminder Gautam clears doubts of participants. Dr Sushant 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. He also discussed in details about the changes in BMW Rule 2016 and its subsequent amendments in 2018 and 2019. This session was well appreciated by the participants.

Followed by this Dr Parminder Gautam took session on **“Prescription Audit and Patient satisfactions”** and explained the importance of Patient satisfaction survey in the hospital, and explained various steps for conducting patient satisfaction survey in the hospital.

Followed by this, by **Dr Gautam** covered Prescription audits. He described about the general rule for conducting audits and said it is fact finding exercise and not fault finding, focus of audit should always be on improving the quality of current process based upon the findings.

Dr Gautam distributed four OPD prescriptions from UPHCs of Tamilnadu to each four group. He also distributed format for conducting prescription audit to each group. Dr Gautam had given an exercise to all four group for conducting prescription audit. Then all groups made presentation one by one. Each group shared their audit findings and Dr Gautam explained them to conclude the audit process after the audit.

Dr Gautam also distributed filled Patient satisfaction forms to each four groups, and participants were instructed to analyse the finding and select two to three attributes which are having low scores.

After these exercise **Dr Sushant Agrawal** took 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.

Post lunch session was taken by **Dr Parminder Gautam** , on ***“Improvement Cycle- Gap analysis, Prioritization and action Planning”***. In this session Dr Gautam 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. He 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 Gautam.

After this **“POST TRAINING EVALUATION”** was done to provide “Internal Assessor” certificates to all successful participants. 56 Participants out of 60 were declared pass after evaluation of marks.

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 3.94 in five points Likert’s scale**. Analysis of feedbacks has been placed at Annexure-iii.

Lastly, facilitation was done for group exercise winners by Dr Rita and her team.

Annexure I
List of Participants

S.No.	Name of the UPHC	Designation	Name of the M.O
1	Chidambaram	M.O	Dr.Kumaravel
2	Kallukulam	M.O	Dr.Muthukumar
3	Paruthipattu	SN	Ms/Mrs.Banupriya
4	Gandhipuram	M.O	Dr.Vimala
5	Beerangikulam	M.O	Dr.Sharmili priscilla kalamani
6	Pudupet	MO	Dr.Jebakani Christella
7	Thudiyalur	M.O	Dr.Nandita
8	Emaneswaram	MO	Dr.Jenson moses
9	Udagamandalam	M.O	Dr.Gokulakrishnan
10	Thandurai	M.O	Dr.Abirami
11	Tiruvarur	M.O	Dr.Aravind Selvan
12	Central	M.O	Dr.Naveen Kumar
13	Lakshmipuram	M.O	Dr.Adhithya
14		MCHO	Mrs.Preethi
15	Mettupalayam	MO	Dr.P.Vinothkumar
16	Gobichettipalayam	M.O	Dr.Rajathi
17	Perambalur	M.O	Dr.Valavan
18	Kamarajapuram	M.O	Dr.Vennila
19	Arisipalayam	M.O	Dr.Kiruthika
20	Villupuram	M.O	Dr.Nedunchezhiyan
21	Sathangadu	MO	Dr.Princy
22	Periyar Nagar	M.O	Dr.Danita Edwin
23	KVR Nagar	M.O	Dr.Prema.K
24	Villupuram	SN	M.Thariga
25	Ashoknagar	MO	Dr.C.T. Shanthi

26	Pillayarpalayam	M.O	Dr.Saraswathi.D.P.
27	Appavunagar	M.O	Dr.Lakshmi
28	Appavunagar	Regional Consultant	Dr.Surabi
29	Mudalaipatti	M.O	Dr.Sivachandran
30	Rasipuram	SN	Ms/Mrs.Vasanthi
31	Ukkirankottai	SN	Ms/Mrs.Ultaroseline Mentor
32		MCHO	Mrs.Uma
33		Qualtiy Consultant	V.Poornima
34	Dharmapuri	SN	A.Soniya (i/c)
35	Vattavilai	SN	Ms/Mrs.Mary juditha rose
36	Emaneswaram	SN	Ms/Mrs.Manjula
37	Banavaram	SN	Ms/Mrs.Asha Mary Mentor
38	Thiruvannamiyur	MO	Dr.Krishnaveni
39	T.Mannarai	SN	Ms/Mrs.M.R.Abisha
40	Aruppukottai	M.O	Dr.Gomathi
41	Myladuthurai	M.O	Dr.Ravikumar
42	Anna hospital	SN	N.Gopalakrishnan
43	Palayapettai	M.O	Dr.PerathiSelvi
44	Chinthamani	M.O	Dr.Evanjeline Mercy
45		SN	Mrs.Chithra
46		APO	Dr.S.Anitha Sundari
47	Udagamandalam	SN	Ms/Mrs.Senthilselvi
48	Sevilimedu	SN	Ms/Mrs.Bharathi
49	Krishnagiri	SN	Ms/Mrs.Ramani
50	Vadiveeswaram	M.O	Dr.Kalaiselvi
51	Senjai	M.O	Dr.Karthikeyan
52	Kumbeswaram South	SN	Vijayapandiyammal
53		MCHO	Mrs.Senthamil selvi
54	Bodi	M.O	Dr.Maheswari
55	Aruppukottai	SN	Ms/Mrs.G.Buvaneswari
56		MCHO	Mrs.R.Nagalakshmi
57	Pasupathipalayam	M.O	Dr.Chandrasekaran

58	Kamalanehru	M.O	Dr.Harikrishnan
59	Sriram Nagar	M.O	Dr.Umaselvi
60	Nerkundram.1	MO	Dr.K.Karpagam

Annexure II

Agenda

Training on Quality Assurance in Urban Health Facilities

19th to 20th March 2019

Tamilnadu

Time	Session	Speaker
Day 01 (19th March 2019)		
9:00 am - 9:30 am	Registration	
9:30 am - 10:00 am	Inaugural Address	NUHM Tamilnadu
10:00am -11:00 am	Key concept of Quality, overview National Quality Assurance Program & National Urban Health Mission	Dr Parminder Gautam
11:00 am - 11:15 am	Tea	
11:15 am - 12:15 am	Measurement System, standards & Assessment Protocol	Dr. Sushant Agrawal
12:15 am - 1:00 pm	Area of Concern A&B (Service Provision & Patient Rights)	Dr Parminder Gautam
1:00 pm - 2:00 pm	Lunch	
2:00 pm - 3:00pm	Area of Concern C & D (Inputs & Support Services)	Dr. Sushant Agrawal
3:00 pm -4:00 pm	Exercise on Area of concern A,B, C, & D	
4:00pm -4:15 pm	Tea	
4:15am-5:15 pm	Area of concern E (Clinical Services)	Dr Parminder Gautam

	Day 2 (20th March 2019)	
9:00 am-9:15 am	Recap	
9:15 am- 10:15 am	Infection Prevention & BMW rules 2016 (Area of concern F)	Dr. Sushant Agrawal
10.15 am - 11:15 am	Patient Satisfaction & Prescription Audit	Dr Parminder Gautam
11:15 am- 11:30 am	Tea	
11:30 pm-12:15 pm	Exercise Patient Satisfaction and Prescription Audit.	
12:15 pm-1:00 pm	Area of Concern G (Quality Management and H (Outcome)	Dr. Sushant Agrawal
1:00pm- 1:45 pm	Lunch	
1:45 am -2:45 pm	Improvement Cycle- Gap analysis, Prioritization and action Planning	Dr Parminder Gautam
2:45 pm- 3:30 pm	Exercise-RCA, Prioritization and action Planning	Dr Parminder Gautam
3:30 pm- 4:30 pm	Post Training Evaluation & working tea	
4:30pm - 5:00pm	Thanks & valedictory	

Annexure III

Feedback Analysis

	Session	Trainers	Average Score
1	Key concepts of Quality Overview, National Quality Assurance Program & National Urban Health Mission	Dr. Parminder Gautam	3.76
2	Measurement SYstem, Standards & Assessment Protocol	Dr.Sushant Agrawal	3.75
3	Area of concern - (A&B) Service provision and patient rights	Dr. Parminder Gautam	3.81
4	Area of concern - (C&D) Inputs and support services	Dr.Sushant Agrawal	3.9
5	Area of concern - Clinical Services	Dr. Parminder Gautam	3.76
6	Infection Prevention & BMW rules 2016 (Area of Concern F)	Dr.Sushant Agrawal	4.17
7	Patient Satisfaction & Prescription Audit	Dr. Parminder Gautam	4.17
8	Area of concern - (G&H) Quality Management and Outcome	Dr.Sushant Agrawal	4
9	Improvement Cycle - Gap Analysis, Prioritization and Action Planning	Dr. Parminder Gautam	4.06
10	Exercise - RCA, Prioritization and Action Planning	Dr. Parminder Gautam	4.02
		Overall Training Score	3.94

Most liked sessions	Trainer
Infection Prevention & BMW rules 2016 (Area of Concern F)	Dr Sushant Agarwal
Area of concern - (G&H) Quality Management and Outcome	Dr Sushant Agarwal
Patient Satisfaction & Prescription Audit	Dr. Parminder Gautam

SUGGESTIONS TO IMPROVE TRAINING

1. Need training facility
2. Include Hospital Visits
3. Extend the duration of the programme
4. Add more Video Clips
5. Include more Exercises
6. Issue SOPs and SOTs in training

Suggestions of Participants for any topic inclusion

1. Hand washing technique
2. Infection Control
3. Personal Protection
4. Instrument Processing , Demonstation & Sterilization

Annexure-IV

Photo Gallery



Figure 1- Participants during group exercise



Figure 2- Dr Parminder taking session



Figure 3-Participants giving Post training evaluation exam



Figure 4-Dr Rita facilitating group exercise-winners