

Awareness Training on National Quality Standards of Urban PHC

20th to 21st January 2016, Uttarakhand

Conducted by
**National Health System Resource Centre in
collaboration with National Health Mission,
Uttarakhand**

TRAINING REPORT AWARENESS ON NATIONAL QUALITY STANDARDS OF URBAN PHC

TRAINING COORDINATOR

Dr. Abhay Kumar (Nodal Officer Urban Health,
Uttarakhand)
Dr. Sushant Agarwal (Consultant, QI, NHSRC, New
Delhi)

DATE OF TRAINING

20th to 21st January 2016.

PLACE OF TRAINING

Conference Hall, Uttarakhand Health & Family
Welfare Society,
Directorate of Medical, Health & Family Welfare,
Dehradun

PARTICIPANTS OF TRAINING

Total no. 22 (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 how to implement them in their urban PHC.
- To equip participants with knowledge of key concepts, tools and methodologies of National quality assurance standards with special focus on Urban PHC.
- 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.

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.

Since now, no training was designed for Urban PHC as per NQAP, a single day module designed and implemented for Uttarakhand. Objective of this training was to aware participants about National Quality Assurance Standards with special focus on Urban PHCs.

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. 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

This was 1st training for National Quality Assurance Program of Urban PHC. It was conducted by NHSRC in collaboration with Urban Health division of Uttarakhand, on 20th January 2016 followed by one day field visit of three urban PHC for live assessment of facilities on 21st January 2016.

The aim of training was to strengthen participant'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. Participants were from diverse background including urban city manager, Public health managers and Staff nurses from 16 Urban PHCs of Dehradun.

The participants were given-

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

The programme had 6 sessions, spread over the whole day along with exercises. Followed by this next day was planned for a field visit of three Urban PHC of Dehradun. (Annexure iii)

SUMMARY OF THE PRESENTATIONS

In the first presentation of the training **Dr. Parminder Gautam, Sr.Consultant, NHSRC** 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.
- How Hazardous is healthcare
- He also explained a brief introduction about twelve checklists given in Quality Standards for Urban PHC.

He has explained National quality assurance standard programme, checklist information, key features of the programme, snapshot of all eight areas of concerns and the standards concerning them. In the later part of the presentation Dr.Parminder 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. Sushant Agarwal, Consultant,NHSRC** taken session on “**Understanding “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.

Next session was taken by **Dr. Parminder Gautam, Sr.Consultant, NHSRC** and he explained “**Understanding Checklists**”. In this session he

explained about all 12 checklist of Urban PHC briefly. He explained each checklist one by one.

Post lunch session was taken by **Dr. Sushant Agrawal, Consultant, NHSRC**. In this session he had taken one group exercise named **“Improvement Cycle-1 Gap assessment exercise”**. 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

Next session was taken by **Dr Parminder Gautam , Consultant, NHSRC**. In this session he gave an overview of analysing a gap. While explaining Gap analysis she 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. Dr.Parminder 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.Parminder 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.

The last topic of the training session was delivered by **Dr.Sushant Agrawal, Consultant QI, NHSRC on “Format of GAP Assessment Report”**. He discussed what actions the facilities need to take for the roll out of the National Quality Assurance Program. He highlighted that following steps need to be taken:-

1. Formation of one Quality team at Urban PHCs.
2. Formation of Internal Assessment Team.
3. Conduct Baseline assessment.
4. Preparation of Baseline Assessment Report
5. Identification of gaps and action planning for traversing gaps.

He also stressed upon the timelines, and mentioned that all these activities need to be done in a time bound manner approach. He also discussed a

reporting format with the participants, which can be used for preparing an UPHC report.

The training came to an end with the feedback from the State NUHM as well as Quality Cell. The participants were divided into three batches, for carrying out assessment of 3 UPHC namely:-

- UPHC Kargi
- UPHC Bhagat Singh Colony
- UPHC Majra

The assessment was carried out on 21st January 2016. Each team was accompanied by a team leader .The assessment exercise helped the participants in gaining hands on experience what they learnt during the awareness training.

General discussions were made between the groups led by respective team leaders Dr.Sushant Agrawal, Dr.Arvind Srivastava and Dr. Abhay Kumar from State Quality Cell of Uttarakhnad..

Annexure I

List of Participants

Sr. No.	Name of Participant	Name of facility
1	Dr.Abhay Kumar	State Urban Division, Uttarakhand
2	Dr. Abhay Kumar	State Quality Cell, Uttarakhand
3	Dr.Arvind Srivastava	State Quality Cell, Uttarakhand
4	Mr Girish Khandoori	State Quality Cell, Uttarakhand
4	Mr Madhav Gaur	Kargi
5	Ms Pushpa Khanduri	Reetha
6	Mr Nirmal Singh	K. Nagar
7	Mr Rakesh Bist	Dehradun
8	Mr Subhash	D. L. Road
9	Mr Ashwani Singh	SDP
10	Mr Kaushal Pal	Bhagat Singh Colony
11	Mr Umang Pandey	Gandhi Gram
12	Ms Tanya Walia	Masoori
13	Mr Vishal Chachra	Jakhran
14	Ms Sunita	Rishikesh
15	Mr Neeraj Uniyal	Seema
16	Mr Atul Dwivedi	
17	Mr Anil Singh Negi	Chukkhuwala
18	Ms Neetu Walia	Majra
19	Mr S P Pokrial	Samarpan
20	Ms Rekha Bist	Deep Nagar
21	Mr Anil Dabhu	Bakralwala
22	Ms Sunita Malik	Shanti Nagar

Annexure II

Agenda

AWARENESS ON NATIONAL QUALITY STANDARDS OF URBAN PHC Day-1			
Time	Topic	Discussion Points	Resource Person
9:00AM-9:30 AM	Registration		
09:30AM - 10.00AM	Inaugural Address State Nodal Officer Urban Health and Quality Assurance		State
10.00 AM-11.00 AM	Overview of Quality Assurance Program in context of Urban Health	Overview of QA program and introduction about Quality Standards and Measurement system of Urban PHC	Dr.Parminde r Gautam
11:00 AM-11:15 AM	Tea Break		
11:15 AM-12:15 AM	Understanding “Area of concern”	Short description about all 8 Areas of concerns and 35 Standards	Dr.Sushant Agrawal
12:15 PM-1:15 PM	Understanding “checklists”	Short description about all 12 checklists of Urban PHC	Dr.Parminde r Gautam
1:15 PM - 2:00 PM	LUNCH		
2:00 PM - 3:00 PM	Improvement Cycle-1 assessment exercise	Short write up about assessment of Urban PHC	Dr.Sushant Agrawal
3:00 PM-4:00 PM	Improvement Cycle-2 Analysis Prioritization	Pictorial exercise for gap identification, analysis and Prioritization	Dr.Parminde r Gautam
4:00 PM-4:30 PM	Discussion on Format of GAP Assessment Report	Discussion on action planning for submission of report and final format of GAP assessment	Dr.Sushant Agrawal
4:30 PM-4:45 PM	Feedback and valedictory	State	
Day-2			

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| <ol style="list-style-type: none">1. Facility visit to Urban PHCs of Dehradun and hand on training will be provided during ongoing assessment of facility.2. Participants will be divided into 4 batches and will go for assessment of 4 different urban PHC with their team leader.3. 1 batch will be made with one team leader and 8 participants.4. NHSRC representatives and Consultants from SQU will be the team leader. | |
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Annexure III

Field Visit Plan



TEAM FOR ASSESSMENT ON 21-1-16

URBAN HEALTH FACILITY ASSESSMENT TEAM-21-1-2016						
TEAM	TEAM LEADER		NAME OF PERSON	CONTACT NO.	URBAN HEALTH FACILITY	UPHC ASSESSMENT on 21-1-16
TEAM -1	DR. SUSHANT KUMAR (CONS-NHSRC) & MR. GIRISH KHANDURI (CONS-QM)	1	MR MADHAV GAUR	9639937284	KARGI	KARGI
		2	MS PUSHPA KHANDURI	7088234000	REETHA	
		3	MR.NIRMAL SINGH	8126700911	K. NAGAR	
		4	MR RAKESH BIST	8753997767	DEHRADUN	
		5	MR SUBHASH	9410961470	D.L.ROAD	
		6	MR. ASHWANI SINGH	9456733178	SDP	
TEAM -2	DR. ARVIND SRIVASTAVA (CONSULTANT-QA,NHM)	1	MR KAUSHAL RAL	9756812112	BHAGAT SINGH COLONY	BHAGAT SINGH COLONY
		2	MR. UMANG PANDEY	7417119883	GANDHI GRAM	
		3	MS TANIYA WALIA	8937976297	MASOORI	
		4	MR VISHAL CHACHRA	8476012011	JAKHRAN	
		5	MS SUNITA	9917743619	RISHIKESH	
		6	MR. NEERAJ UNIYAL	9897863625	SEEMA	
		7	ATUL DWIVEDI	9431746487		
TEAM -3	DR. ABHAY KUMAR (CONSULTANT-PH, NHM)	1	MR ANIL SINGH NEGI	7893669948	CHUKKHUWALA	MAJRA
		2	MS NEETU WALIA	9759931643	MAJRA	
		3	MR S. P. POKRIYAL	7409438319	SAMARPAN	
		4	MS REKHA BIST	8443333686	DEEPNAGAR	
		5	MR ANIL DASHU	9760404370	BAKRALWALA	
		6	MS SUNITA MALIK	7253044147	SHANTI NAGAR	