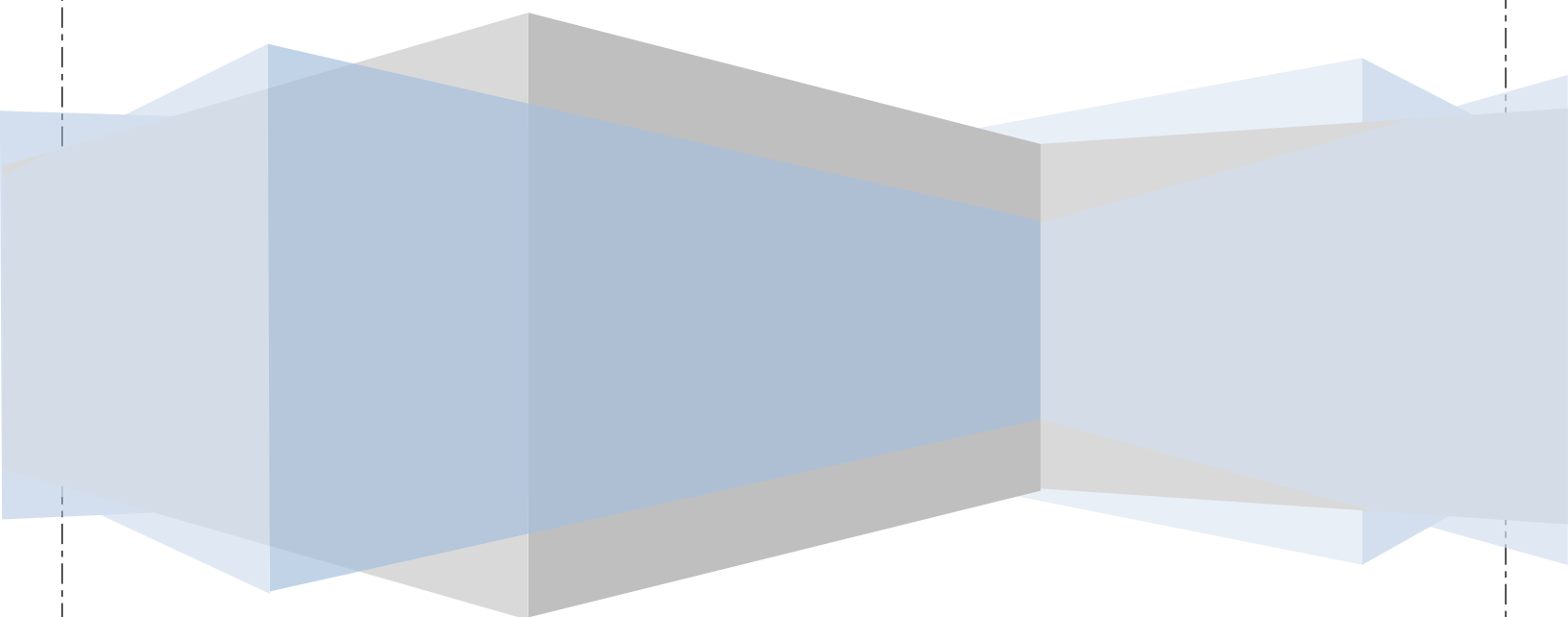


West bengal Internal Assessor's Training Report

21ST TO 22ND november 2019

Dr.Chinmayee Swain



Internal Assessor Training

Date-21st to 22nd November 2019

Venue:-Conference Hall, Swasthya Bhawan, Kolkata

Training Co-ordinator:-

Dr.Sandip Sanyal, State Nodal Officer, Quality Assurance, West Bengal

Dr.Chinmayee Swain, Consultant-Quality Improvement, NHSRC

Dr Urbi SCQA

Dr Arijit Banerjee SCPH

Puspita Ghanta

To: District & Facility level Consultant Quality Assurance, Hospital managers, Dy.Supt.,Medical Officers, of **West Bengal.**

From: National Health System Resource Centre (NHSRC)

Subject: 2 Days Internal Assessor Training.

Overview:

2-days Internal Assessor training was conducted in state of Himachal Pradesh by National Health System Resource centre) in collaboration with National Health Mission (NHM), West Bengal from 21st to 22nd 2019.

Main objective of the training was to provide an overview of National Quality Assurance Standards as well as to develop state internal Assessor for the NQAS program. To fulfil the main objective state nominated 47 participants for the training which include Medical Officer, Hospital Superintendents, Specialists, Quality consultants, Hospital managers & Programme officer of NUHM & development partners & other health care providers (staff nurses etc)

Training started with inaugural Key note by Dr. Sandip Sanyal, State Nodal Officer, Quality Assurance, who discussed about importance of the Quality in Healthcare system & assured participants about state support for Quality assurance in state. 2 day training was spread into 12 Topics & 2 exercises for Hands on experience about various methodologies of the assessment.

Training was followed by Post training evaluation, which is attended by 47 participants. Post training evaluation contains open book exam with Question paper having 42 multiple-choice Questions. Maximum Marks for Question paper is 40. Passing marks for exam was 27.65%. **Out of 47 participants 13 has passed, and 34 of them failed to clear the internal Assessor Exam**

Training program has inbuilt training course evaluation system, where training feedback form is provided to each participant. Feedback of participants has been analyzed on 5 point scale. Overall score for training program was 4.11 on a Five-point scale.

Training Agenda:-

**Internal Assessors Training on National Quality Assurance
Standards
21st to 22nd November, 2019
Agenda**

Time	Topic	Resource Person
Day-01 (21st November 2019)		
09:00 am - 09:30 am	Registration	
09:30 am - 10:00 am	Inaugural Address MD NHM / State Programme Officer (QA)	Dr. Sandip Sanyal
10:00 am - 11:00 am	Key Concept & Overview of National Quality Assurance Programme	Dr. Chinmayee Swain
11:00 am - 11:15 am	Tea	
11:15 am - 12:15 pm	Standards & Measurement System for Quality Assurance Program	Dr. Chinmayee Swain
12:15 pm - 01:15 pm	Standards for Service Provision, Patient Rights & Inputs	Dr. Chinmayee Swain
01:15 pm - 02:00 pm	Lunch	
02:00 pm - 02:45 pm	Labour Room - Exercise	State Resource
02:45 pm - 03:30 pm	Standards for Support Services	Dr. Chinmayee Swain
03:30 pm - 03:45 pm	Tea	
03:45 pm - 04:30 pm	Standards for General Clinical Services	Dr. Chinmayee Swain
04:30 pm - 05:30 pm	Standards for Specific Clinical Services	Dr. Sandip Sanyal
Day-02 (22nd November 2019)		
09:00 am - 09:30 am	Recap	State Resource
09:30 am - 10:30 am	Internal Assessment & Gap Analysis	State Resource
10:30 am - 11:15 am	Action Planning & Prioritization	Dr. Chinmayee Swain
11:15 am - 11:30	Tea	

am		
11:30 am - 12:15 pm	Standards for Infection Control	Dr. Chinmayee Swain & State Resource
12:15 pm - 01:00 pm	Key Performance Indicators	State Resource
01:00 pm - 01:45 pm	Standards for RMNCHA Services	Dr. Sandip Sanyal
01:45 pm - 02:30 pm	Lunch	
02:30 pm - 03:15 pm	Standards for Quality Management	Dr. Chinmayee Swain
03:15 pm - 04:00 pm	Kayakalp Programme & Measurement system (Tea during the session)	State Resource
04:00 pm - 04:50 pm	Post Training Evaluation & Feedback	NHSRC & State team
04:50 pm - 05:30 pm	Roadmap for Quality Assurance & State Specific Requirements	Dr. Sandip Sanyal

Session Brief

Topic	Session Brief
Day -1 (21.11.2019)	
Key concepts & Overview of National Quality Assurance Program Dr. Chinmayee Swain	Session covers concepts of Quality, discussion about various definitions of Quality, Development of National Quality Assurance Standards & their implementation framework at state & district level.
Measurement System for Quality Assurance & Assessment Protocol Dr.Chinmayee Swain	Session covers understanding about Measurement system of National Quality Assurance standards. Elaboration of 8 Area of Concerns, Standards, Measurable Elements & checkpoints. It also cover overview about scoring & their methodology. A detailed discussion about 18 checklists of District Hospital Level
Standards for Service Provision , Patient Rights & Inputs Dr.Chinmayee Swain	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. It includes availability of infrastructure, human resource and their training, competencies & also availability of consumables & drugs.
Labour Room - Exercise By Dr.Urbi	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 discussion about all the checkpoints
Standards for Support Services Dr.Chinmayee Swain	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 Clinical Services Dr.Urbi	Session include importance of clinical services as well as discussion on 9 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.
Standards for Specific clinical Services Dr.Sandip Sanyal	Session include discussion about Assessment of quality of specific clinical services like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank as well as end of life care. It also include discussion on RMNCHA services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services
Day -2 (22.11.2019)	

Standards for RMNCHA services Dr.Chinmayee Swain	It included discussion on RMNCHA services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services
Internal Assessment & Gap Analysis Dr. Urbi	The session covers how to do the unbiased assessment in their respective health facilities & based on the internal score
Action Planning & Prioritization Dr. Chinmayee Swain	Its covers the prioritization of gaps & how to prepare the Time Bound Action Plan(TBAP)
Standards for Infection Control Dr.Chinmayee Swain	Session includes detailed discussion about standards precautions as well as infection control committee. It includes elaborative details on how to assess the infection control practices at public health care facilities
Key Performance Indicators Ms.Puspita	Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI at facility, district & state level
Standards for Quality Management Dr.Chinmayee Swain	Session include discussion on 8 standards of Quality Management system. It also include how to assess Quality policy, objective, SOP, PSS, process mapping etc
Kayakalp Programme & Measurement system (Tea during the session) Dr. Chinmayee Swain	
Roadmap for Quality Assurance State Team	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.
Post Training Evaluation	At last Post training Evaluation of participants has been conducted. Post training evolution contain 40 Multiple choice Questions. Participants are allowed to use their notes & assessment guidebook for answering question paper.

List of participation & Result of post training evaluation :-

S. N O.	NAME OF PARTICIPANTS	DESIGNATION	FACILITY / DISTRICT	MARKS OBTAINED	MAX. MARKS	PERCENTAGE (%)	RESULT
1	E.Sridevi	Fellow-QI Division	NHSRC	37	40	92.5	PASS
2	D.Jayathra	Fellow-QI Division	NHSRC	38	40	95	PASS
3	Dr Syamal Kumar Biwas	Dy CMO	Basirghat	29	40	72.5	PASS
4	Dr Joydeep Acharjee	District Consultant-Public Health	Uttar Dinajpur	26	40	65	PASS
5	Dr Anupam Hazra	DCQA	Bishnupur District	30	40	75	PASS
6	Dr Tridip Mustaphi	Dy CMO	Rampurhat	30	40	75	PASS
7	Dr Sajal Biswas	Dy CMO	Bankura	34	40	85	PASS
8	Dr Asraf Siddique	DCQA	Malda	24	40	60	PASS
9	Partha Sarathi Kundu	FLQM	Howrah District Hospital	28	40	70	PASS

10	Dr Mamata Rani Panda	DCPH	Nandigr am Health District	26	40	65	PASS
11	Dr Arunabha Das	BMOH	Phansid ewa Rural Hospital	24	40	60	PASS
12	Dr Sanjukta Liu	Dy CMO	Darjeeli ng	29	40	72.5	PASS
13	Dr Durga Das Ray	DCQA	Diamond Harbour HD	25	40	14	PASS
14	Poulomi Sen	DCPH	Bishnup ur	31	40	77.5	PASS
15	Dr Nanda Kumar Mallik	Dy CMO	Jhargra m	24	40	60	PASS
16	Dr Shyamali Rudra Basu	Dy CMO	Howarh	31	40	77.5	PASS
17	Shampa Banerjee	FLQM	Khatra SDH	29	40	72.5	PASS
18	Debojit Ghosh	FLQM	DH- Nadia	25	40	62.5	PASS
19	Tamal Basu	FLQM	Bishnup ur DH	29	40	72.5	PASS
20	Dr Tapas Kumar Roy	Medical Officer	Rambhi BPHC,K alimpon g	25	40	62.5	PASS
21	Sudarshan Karkee	FLQM	Kalimpo ng DH	27	40	67.5	PASS
22	Surya Kanta Halder	DCQM	Bishnup ur District	32	40	80	PASS
23	Mousam sarkar	FLQM	Bolpur SSH	31	40	77.5	PASS
24	Dr Nirvik Ghosh	DCQA	CMOH Nadia Office	28	40	70	PASS
25	Sudip Nandan	FLQM	Suri SSH	26	40	65	PASS

26	Dr Kumar Kanti Das	Dy CMO	Bishnupur District	31	40	77.5	PASS
27	Dr Priya Banerjee	FLQM	Jangipur SDH	27	40	67.5	PASS
28	Arin Nandi	DCQA	CMOH Nandigram Office	26	40	65	PASS
29	Rinchen Ongmo Bomjan	FLQM	Darjeeling DH	27	40	67.5	PASS
30	Satabdi Roy	ICN	Birapara State General Hospital	25	40	62.5	PASS
31	Subrata Sen Sharma	Dy CMO	Hooghly	34	40	85	PASS
32	Suvrajit Samanta	FLQM	Barsighat DH	33	40	82.5	PASS
33	Dr Omkar Nath Mandal	Dy CMO	Balurghat	24	40	60	PASS
34	Dr Anirban Jana	DCQA	CMOH Office-Mursidabad	29	40	72.5	PASS
35	Dr Bhaskar Baishnab	Dy CMO	South 24 Parganas	29	40	72.5	PASS
36	Dr Sudip Das	Dy CMO	Kalimpong	26	40	65	PASS
37	Dr Mrinal Kanti Ghosh	Dy CMO	Malda	20	40	50	Not qualified
38	Dr Goutam Kumar Mandal	Dy CMO	Uttar Dinajpur	21	40	52.5	Not qualified
39	Dr Prithwis Akhvli	Dy CMO	Purulia	16	40	40	Not qualified
40	Dr Parna	FLQM	Ranaghat	23	40	57.5	Not

	Gayen		t SDH				qualifie d
41	Ratna Majumdar	LR In Charge	Balurghat DH	18	40	45	Not qualifie d
42	Dr Subrata Mukherjee	Medical Officer	Gorubathan BPHC	23	40	57.5	Not qualifie d
43	Sayan Haldar	BMOH	Pedong BPHC	21	40	52.5	Not qualifie d

Training Course Evaluation

Topic	Score
	3.92
OVERVIEW OF NATIONAL QA PROGRAM	
MEASUREMENT SYSTEM FOR QUALITY ASSURANCE & ASSESSMENT PROTOCOL	3.64
STANDARD FOR SERVICE PROVISION, PATIENT RIGHTS AND INPUTS	4.08
	3.94
CASE STUDIES	
STANDARD FOR SPECIFIC CLINICAL SERVICES	4.06
STANDARD FOR GENERAL CLINICAL SERVICES	4.02
GROUP ACITIVITY-IDENTIFYING STANDARDS	3.57
STANDARDS FOR RMNCHA	3.44
STANDARDS FOR SUPPORT SERVICES	3.52
KEY PERFORMANCE INDICATORS	4.12

STANDARDS FOR QUALITY MANAGEMENT	3.83
STANDARDS FOR INFECTION CONTROL	4.14
OVERVIEW OF NATIONAL QA PROGRAM	3.92

