



INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING FOR THE IMPLEMENTATION OF NATIONAL QUALITY ASSURANCE STANDARDS UNION TERRITORY OF LADAKH

DATE: 31st October 2022 - 2nd November 2022

Venue: Hotel Abdus, Leh



After the bifurcation of Jammu and Kashmir into two union territories (UT of Jammu & Kashmir and UT of Ladakh), a need was brought to strengthen the public health system in the UT of Ladakh.

To capacitate the healthcare staff and officials of UT of Ladakh. A Three-day training “Internal Assessors cum Service Providers Training” was conducted in the UT of Ladakh by the National Health System Resource Centre in collaboration with the UT’s National Health Mission from 31st October – 2nd November 2022.

The objective of the training was to train the nominated officials of the UT for the implementation of the National Quality Assurance Standards, by mentoring the facility staff and State officials as per the action plan defined by the UT. This training will aid participants with the tools, techniques, and support to health professionals to enable them to implement NQAS at a healthcare facility and thereby, take ownership of improving, sustaining, and creating a culture of quality care.

The UT had nominated 25 participants for the training including Medical Superintendents, Medical Officers, Specialists, Program Officers, and Nursing staff. The training constituted twenty (20) topics with three (03) exercises for hand on experience in the application of certain quality tools.

The training was initiated with an inaugural address from the officials from NHM, UT of Ladakh, during which a discussion was held on the importance of Quality in healthcare service delivery and the current status of the NQAS implementation in the UT.

To check the competency of participants, a post-training evaluation was taken, which is an open book. There are around 42 multiple-choice questions, related to quality and patient safety and the overall NQAS framework. Out of a total of 25 participants, 23 participants (nearly 92%) cleared the post-evaluation exam and now will be empaneled internal assessors under the existing pool of NQAS.

QA training programs have an inbuilt training evaluation system, where a feedback form is provided to each participant. Feedback from the participants is analyzed on a 5-point Likert- scale. The overall rating of the training as per the analysis of the feedback from the participants was 4.61 on a 5-point Likert scale.

Agenda



Agenda IA Cum SPT for National Quality Assurance Programme Ladakh Date: 31st Oct 2022 to 2nd Nov 2022 Leh

Day - 1, 31st October 2022

Time	Topic	Resource Person
10.30 AM - 10.45 PM	Inaugural Address	NHM, Ladakh
10.45 AM - 11.45 AM	Key concepts of Quality and Introduction to NQAS with exercises	Dr. Chinmayee Swain, NHSRC
11.45 AM - 12.00 PM	Tea Break	
12.00 PM - 1.00 PM	Measurement system under NQAS	Dr. Chinmayee Swain, NHSRC
1.00 PM - 1.45 PM	Lunch Break	
1.45 PM - 3.00 PM	Area of concern A (Service Provision) & B (Patient Rights)	Mr. Anand Yadav, NHSRC
3.00 PM - 4.30 PM	Area of concern C (Inputs) & D (Support Services)	Dr. Chinmayee Swain, NHSRC
4.30 PM - 4.45 PM	Tea Break	
4.45 PM - 5.15 PM	Area of Concern F (Infection Control)	Mr. Anand Yadav, NHSRC

Day - 2, 1st November 2022

9.00 PM - 09.15 AM	Recap	Dr. Chinmayee Swain, NHSRC
09.15 AM - 10.30 AM	Area of Concern G (Quality Management)	Dr. Chinmayee Swain, NHSRC
10.30 AM - 11.00 AM	Area of Concern H (Outcome Indicator)	Mr. Anand Yadav, NHSRC
11.00 AM - 11.15 AM	Tea Break	
11.15 AM - 12.15 PM	Area of concern E (Clinical Services)	Dr. Chinmayee Swain, NHSRC
12.15 PM - 12:45 PM	Internal Assessment	Mr. Anand Yadav, NHSRC
12.45 PM - 01.30 PM	Lunch Break	
01.30 PM - 2.15 PM	Root Cause Analysis, Action planning & Prioritization	Mr. Anand Yadav, NHSRC

02.15 PM-2:45 PM	Patient Satisfaction Survey (PSS) with exercises	Mr. Anand Yadav, NHSRC
02: 45 PM - 3.00 PM	Tea Break	
03.00 PM - 3.45 PM	Medical & Prescription Audit	Dr. Chinmayee Swain, NHSRC
03:45 PM-4.15 PM	Exercise on Prescription Audit	Mr. Anand Yadav, NHSRC
4.15 PM - 5.15 PM	Procedure & Documentation for certification	Dr. Chinmayee Swain, NHSRC
Day - 3, 2nd November 2022		
9.00 AM - 10.00 AM	Quality Tools	Dr. Chinmayee Swain, NHSRC
10.00 AM - 10.30 AM	Eco friendly Kayakalp	Mr. Anand Yadav, NHSRC
10.30 AM - 11.30 AM	Overview of LaQshya, SUMAN & MusQan Schemes	Dr. Chinmayee Swain, NHSRC
11.30 AM - 11.45 AM	Tea Break	
11.45 AM - 12.15 PM	Quality Improvement Cycle (PDCA)	Mr. Anand Yadav, NHSRC
12.15 PM - 1.00 PM	Exercise on PDCA	NHSRC
1.00 PM – 01:45 PM	Lunch Break	
1.45 PM - 3.00 PM	Road map for NQAS/LaQshya/MusQan certification	UT officials
3.00 PM - 3.15 PM	Tea Break	
3.15 PM - 4.15 PM	Post-training evaluation test	NHSRC
4.15 PM - 4.45 PM	Feedback	Participants

Brief of the sessions

Topic	Brief
Key concepts & Overview of the National Quality Assurance Program Dr. Chinmayee Swain	The topic covered key concepts of Quality, the importance of Quality in healthcare, the Evolution of the National Quality Assurance Standards & their implementation framework, Various initiatives/schemes under the National Quality Assurance Program, rationale and context, etc.
Measurement System and Assessment Protocols and Checklist Dr. Chinmayee Swain	It covered the concepts of the Measurement system under the National Quality Assurance standards. Description of the 8 Areas of Concern, Standards, Measurable Elements, Checkpoints, and Means of Verifications defined under the NQAS. It also included the scoring system with a discussion of the different assessment methods and departmental checklists at various levels of the health facilities.
Area of Concern (A & B) Service Provision and Patient Rights Mr. Anand Yadav	The topic covered an elaborative discussion about the first two areas of concern i.e. Service Provision (A) and Patient Rights (B). It included a brief of the availability of services in a public health facility as per the scope of the hospital and the importance of patient rights while availing the services in a hospital. The session was followed by an exercise to give a hands-on experience to the participants.
Area of Concern (C & D) Inputs and Support Services Dr Chinmayee Swain	It included the inputs required by a facility for the healthcare service delivery, which mainly covers the availability of adequate infrastructure, human resources, training, competencies, and the availability of essential drugs and consumables. Under the support services, a detailed discussion of its 12 standards was undertaken which included the maintenance of equipment, calibration, inventory management, dietary services, laundry services, security services, community participation, financial management, contract management, legal & statutory requirement, etc. Additionally, the speaker also explained the importance of each of the respective areas of concern to the participants, with a brief of their interlinkage with the other areas of concern under the NQAS.

Infection Control & Bio-Medical Waste Management Mr. Anand Yadav	<p>The session covered a detailed discussion about infection control practices and the standard precautions to be taken into consideration. It included a discussion on the latest biomedical rules and the amendments with a focus on the implementation and assessment of infection control practices at public health care facilities. In addition, the key concepts of an Infection Control Audit were also briefed as requested by the participants.</p>
Quality Management Dr. Chinmayee Swain	<p>The session covered a detailed discussion about standards related to Quality Management under National Quality Assurance Standards. It includes Quality Teams, SOPs, Internal Quality, External Quality Assurance, etc. The trainer also briefed about the process of enrollment with the CMC Vellore for the conduct of External Quality Assurance in the laboratory.</p>
Outcome Indicators & Key Performance Indicators Mr. Anand Yadav	<p>The session included a discussion on the KPIs and Outcome indicators under the NQAS along with their calculation, reporting, and analysis at the facility, district & state levels.</p>
Area of Concern (E) Special Clinical Services Dr Chinmayee Swain	<p>The session included the importance of quality of clinical services with a discussion on the standards of special Clinical services which covered the aspects of nursing care, drug administration, patient record maintenance, discharge process, etc. The trainer also discussed the specific clinical services like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank, and end-of-life care.</p>
Internal Assessment & Gap Analysis Mr. Anand Yadav	<p>The session covered the internal assessment framework and the gap classification methodology, to ensure the execution of a systematic internal assessment in the respective health facilities, followed by the gap analysis. The topic covered the stepwise approach of action plans for gap closure with a focus on prioritizing the key actionable gaps. One of the key tools of prioritization i.e., the PICK chart and its matrix was explained with real-time examples with the</p>

<p>Patient Satisfaction Survey/Overview of Mera-Aspataal</p> <p>Mr. Anand Yadav</p>	<p>During this session, the participants were acquainted with the idea that a key component for understanding and improving patients' experience is ensuring that what is measured reflects. More emphasis was reflected on the whole idea that it is not about just collecting the PSS on a pre-defined attribute, but after the collection of responses, data should be analyzed to identify the lowest attributes and prepare an action plan for the closure of gaps identified followed by an exercise to give a hands-on experience to the participants. during the survey. There could be more than one identified problem, the prioritization rule can be applied based on identified attributes and corrective and preventive action can be taken accordingly. Later, a short orientation was done on the Mera-Aspataal initiative.</p>
<p>Improving the quality through Audits and Exercises</p> <p>Dr Chinmayee Swain</p>	<p>The speaker covered the different types of audit (Medical/Clinical/Prescription/Death) envisaged under the framework of NQAS along with the guiding principles and rules for the conduct of the audit. This was followed by the various attributes of a legible prescription with a detailed methodology for the conduct of a Prescription Audit, which was followed by an exercise (with real-time hospital prescriptions) to give a hands-on experience to the participants.</p>
<p>Procedures and Documentation for Certification</p> <p>Dr. Chinmayee Swain</p>	<p>The phases of certification with a detailed discussion on each of the respective steps of the entire process were discussed during this session. It also covered the prerequisites of the National and State Certifications under the NQAS with a brief about the certification criteria, incentives, and awards for the NQAS and LaQshya Certifications, respectively. Further to this, the operational issues in the various phases of the certification process were also discussed in detail. The session included the key components of an SOP with the importance of framing an SOP in improving the quality of services.</p>

Quality Tools Dr. Chinmayee Swain	<p>It covered the basics of an established Quality Management System and the rationale of its implementation in a healthcare institution. The second part of the session covered the seven basic tools of quality with examples. The session was followed by an exercise (with real-time hospital prescriptions) to give a hands-on experience to the participants.</p> <p>The speaker also presented the current status and the road map of the State for implementation of NQAS followed by the National Certifications of the targeted Public Health Facilities.</p>
Eco-Friendly Scheme under Kayakalp Mr. Anand Yadav	<p>The session briefed about the newly added theme under Kayakalp. Special emphasis was given to the newly added theme of Eco-friendly and also other concepts under Kayakalp. Also, adhere to Kayakalp Activity Calendar explain to the participants.</p>
Overview of LaQshya, SUMAN & MusQan Dr. Chinmayee Swain	<p>It covered the orientation of the LaQshya programme to improve intrapartum and immediate post-partum care around birth. Critical components envisaged under the LDR concept were discussed in detail along with the zoning in OT, the importance of respectful maternity care, and certification norms under LaQshya.</p> <p>Government of India has recently launched Quality initiatives for Child-friendly services (MusQan) at public health facilities and SUMAN to assure BEmonC and CEmonC facilities at public health facilities</p>
PDCA Cycle Mr. Anand Yadav	<p>The session covered the importance of running the Plan, Do Check, Act cycle for improvement and sustenance of progress achieved after the incorporation of intervention/change in the process for the achievement of set objectives. The concept was well-illustrated with the help of a real-time example of reducing consultation</p>
Post-Training Evaluation	<p>The Post training Evaluation of participants was undertaken at the end, based on which the qualified candidates shall be empaneled as the Internal Assessors under the NQAS.</p>

The meeting ended with a Vote of Thanks

Feedback from the participants

A. The average score of feedback analysis is given below: -

Day-1	4.63
Day-2	4.52
Day-3	4.68
Average	4.61

B. Faculty-wise Feedback Analysis: -

Name	Average
Dr. Chinmayee Swain	4.75
Mr. Anand Yadav	4.50

C. Most liked Session: -

	Most liked sessions	Trainer
1	Key Concept of Quality and Introduction of NQAS	Dr. Chinmayee Swain
2	PDCA Cycle	Mr. Anand Yadav
3	Quality Tools	Dr. Chinmayee Swain

Suggestions were given by participants

Sl. No	Suggestions
01	Include more exercises and tasks against each session to be solved by the groups.
02	Provide training material before training

List of Participants

Registration of participants for three days training Programme on implementation of National Quality Assurance Standards (NQAS) in UT Ladakh from 31st Oct to 2nd Nov-2022 at Conference hall, the Abdur Hotel, Leh

S.No	Name of the trainee	Designation	Place of Posting	Day 1st 31/10/2022 Signature	Day 2nd 01/11/2022 Signature	Day 3rd 02/11/2022 Signature
11	Delina Chetser	Medical officer	Free Livers			
12	Kinchon Dikhar	RUNCH 4 Major	CMD Office Leh			
13	Dr. Jando And	Dr. Jando	QMS room			
14	Dr. Jangar Khumel	Deputy Surgeon	SNM Hospital			
15	Dr. Yangden Rino	Consultant Pathologist	Sam Hospital			
16	Dr. Jamiel Ramser	Dr. Jamiel	Leh District			
17	Dr. Syed Mus Tawari	Deputy Surgeon SDH NUBRA	SDH NUBRA			
18	Dr. Lunkun Dargun	State counselor	NHM,			
19	Dr. Tsering Chenel	N.S	SNM Hospital			
20	Puneet Chugh	Jo. Asst.	SNM Hospital			

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1	Dr. Kotozay Chusda	Dentist Surgeon	Leh/Ladakh			
2	Dr. Teginat Wangchuk	Jr BMO Public	Tangste/Pubuk			
3	Dr. Zahir Hussain	Lab. Tech. Neph	SOH Dohel			
4	Dr. Lehmat Ato	Nto (Phc Ntoma)	Phc Ntoma			
5	Tashi Dolkar	Jr Pharmacist	Phc Tangste			
6	Dr. Chandra Lalpai	Therap. Lab. Tech	Leh/Ladakh			
7	Dr. Sonam Dawa	Phc	Kangri			
8	Dr. Nared Gumbir	M/O (Cric. Division)	Kangri			
9	Dr. Snowmest Ahum	M/O Phc Pamthun	Kangri			
10	Zahir Abbas	Asst. Epidemiologist	Kangri/Phc			

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21	Dr. Ashwathi	CA. D	SOA Bawys			
22	Dr. Sajod Hussain	Deputy Surgeon	PHE Hunderas			
23	Dr. Stanzi Ladnu	MO	PHE Lumbur			
24	Dr. NAREEN FATIMA	MO (Gyn/Obs)	CRC SAKKOO			
25	Dr. Manjiv Chandra	MOZKR	CRC ZAWASKAN			
26	Hakima Bano	State IEC Consultant	NHM, UT Ladakh			
27						
28						
29						
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NQAS INTERNAL ASSESSORS TRAINING: LADAKH**List of Qualified Participants**

S.NO	Name of the Participants	Designation
1	Dolma Choskit	Medical Officer
2	Rehmat Ali	Medical Officer
3	Showkat Ahmad Para	Medical Officer
4	Dr. Ahsan Ali	Medical Officer
5	Sajad Hussain	Dental Surgeon
6	Zahir Abass	Epidemiologist
7	Yangchen Dolma	Consultant Pathologist
8	Jigmet Wangchuk	BMO Tangtse
9	Rinchen Dolkar	RMNCHA- MNGR
10	Mohd Ishaq Khan	DPO- Kargil
11	Syed Mustansir Ul Hassnain	Dental Surgeon
12	Dr.Rinchen Angmo	State Consultant
13	Fayaz Ahmad	Dental Surgeon
14	Naveed Bashir	Medical Officer
15	Chamba Laskit	YC BMO
16	Nasreen Fatima	Medical Officer
17	Dr.Tsewang Choral	Medical Superintendent
18	Jamila Parveen	Block Medical Officer
19	Hakima Banoo	State IEC Consultant
20	Lobzang Chosdol	Dental Surgeon
21	Zahid Hussain	Pediatrician
22	Javed Ahmad	Block Medical Officer- Nubra