



INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING REPROT JHARKHAND 07th to 09th June 2022

Venue: IPH Conference Hall, Ranchi, Jharkhand



Background

A Three days training “Internal Assessors cum Service Providers Training” was conducted in the state of Jharkhand by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 7th to 9th June’ 2022.

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

The State had nominated 58 participants for the training including State Consultants, Medical officers, District programme managers, Community Health officers etc. The training constituted eighteen (18) topics with five (05) exercises for hands on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Dr. Deepawali, Director Maternal Health, Jharkhand discussed about the importance of Quality in Healthcare service delivery and the current status of the NQAS and LaQshya certifications in the State.

A post training evaluation were also taken during the training, post-training evaluation was an open book exam with 42 multiple choice questions, related to the quality improvement and the NQAS framework. Out of total 58 participants, 30 participants (nearly 51.2%) cleared the post evaluation exam and now will be an empanelled internal assessor under the existing pool of NQAS.

QA training programmes have an inbuilt training evaluation system, where feedback form is provided to each participant. Feedback of the participants is analysed on a 5 point likert scale. The overall rating of the training as per the analysis of the feedback from the participants was 4.03 in a 5 point likert scale.



Tenative IA Cum SPT for National Quality Assurance Programme Jharkhand

Date : 7th June 2022 to 9th June 2022

Venue: Conference Hall, GVI campus - Ranchi, Jharkhand



Day - 1, 7th June 2022

Time	Topic	Resource Person
10.30 am - 10.45 am	Inaugural Address	NHM, Jharkhand
10.45 am - 11.45 am	Key cocepts of Quality and Introduction to NQAS	Dr Chinmayee Swain
11.45 am - 12.00 pm	Tea Break	
12.00 pm - 1.00 pm	Measurement system under NQAS	Dr Annapoorna K N
1.00 pm - 1.45 pm	Lunch Break	
1.45 pm - 3.00 pm	Area of concern A (Service Provision) & B (Patient Rights)	Dr Sushanth Agarwal, State Representative
3.00 pm - 3.30 pm	Area of concern C (Inputs) & D (Support Services)	Dr Jagjeet, State Representative
3.30 pm - 3.45 pm	Tea Break	
3.45 pm - 4.15 pm	Area of Concern F (Infection Control)	Dr Jagjeet, State Representative
4.15 pm - 4.45 pm	Area of Concern H (Outcome Indicator)	Dr Sushanth Agarwal, State Representative
4.45 pm - 5.30 pm	Area of Concern G (Quality Mamagement)	Dr Chinmayee Swain
5.30pm - 6.00 pm	Exercise on Area of Concern & Measurement System	NHSRC

Day - 2, 8th June 2022

9.00 am - 09.15 am	Recap	Dr Chinmayee Swain
09.15 am - 09.45 am	Internal Assessment	Dr Annapoorna K N
9.45 am - 10.15 am	Case study on Assessment	NHSRC
10.15 am - 11.15 am	Area of concern E (Clinical Services)	Dr Deepawali - NO , MH
11.15 am - 11.30 am	Tea Break	
11.30 am - 12.45pm	Root Cause Analysis, Action planning & Prioritization	Dr Sushanth Agarwal, State Representative

12.00 pm - 12.45 pm	Patient Satisfaction Survey (PSS)	Dr Annapoorna K N
12.45 pm - 1.15 pm	Exercise on prioritization & PSS	NHSRC
1.15 pm - 2.00 pm	Lunch Break	
2.00 pm - 2.45 pm	Medical & Prescription Audit	Dr Chinmayee Swain
2.45 pm - 3.15 pm	Exercise on Prescription Audit	NHSRC
3.15 pm - 3.30 pm	Tea Break	
3.30 pm - 4.15 pm	Procedure & Documentation for certification	Dr Chinmayee Swain
4.30 pm - 5.30 pm	Quality Tools	Dr Sushanth Agarwal, State Representative
Day - 3, 9th June 2022		
9.00 am - 9.30 am	Recap	Dr Annapoorna K N
9.30 am - 10.30 am	Overview of LaQshya, SUMAN & MusQan Schemes	Dr Chinmayee Swain
10.30 am - 11.15 am	Eco friendly Kayakalp	Dr Sushanth Agarwal, State Representative
11.15 am - 11.30 am	Tea Break	
11.30 am - 12.30 pm	Quality Improvement Cycle (PDCA)	Dr Chinmayee Swain
12.30 pm - 1.15 pm	Exercise on PDCA	NHSRC
1.15 pm - 2.00 pm	Lunch Break	
2.00pm - 3.15 pm	Ensuring Patient Rights & Legal Requirements	Dr Jagjeet, State Representative
3.15 pm - 3.30 pm	Tea Break	
3.30 pm - 4.30 pm	Post training evaluation test	NHSRC
4.30 pm - 5.00 pm	Feedback	Participants

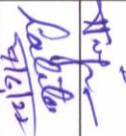


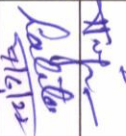


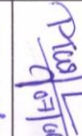



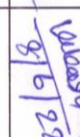





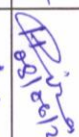


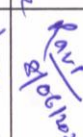





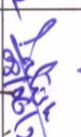




SESSION'S BRIEF

Topic	Brief
Key Concepts of Quality and Introduction to National Quality Assurance Standards Dr Chinmayee Swain	The topic covered key concepts of Quality, importance of Quality in healthcare, 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 under National Quality Assurance Standards Dr Annapoorna K N	It covered the concepts of 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 the discussion of the different assessment methods and departmental checklist at various level of healthcare facilities.
Area of Concern (A & B) Service Provision and Patient Rights Dr Sushant Agrawal	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.
Area of Concern (C & D) Inputs and Support Services Dr Jagjeet	It included the inputs required by a facility for the healthcare service delivery, which mainly covers the availability of adequate infrastructure, human resources, their training, competencies and the availability of essential drugs and consumables. Under the support services, detailed discussion on 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.
Area of Concern F (Infection Control) Dr Jagjeet	Session covered a detailed discussion about infection control committee formation and its practices and the standard precautions to be taken into consideration. In addition, the key concepts of an Infection Control Audit were also briefed as requested by the participants.
Area of Concern H (Outcome Indicator) Dr Sushanth Agarwal	Session included the discussion on the KPIs and Outcome indicators under the NQAS along with their calculation, reporting and analysis at facility.
Area of Concern G (Quality Management) Dr Chinmayee Swain	It covered the steps in formation of quality team in the facility, importance of recording minutes of meeting (MOM) after every meeting. All the Participants were oriented on the symbols used to draw a process map and all process maps must have start and end points. End of the day exercise on Area of Concern and Measurement system was conducted to participants successfully
Internal Assessment Dr Annapoorna K N	The session covered the levels of assessment to achieve National Certification and Pre assessment, Assessment & Post-assessment activities. After this session exercise on Case study was taken.







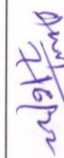

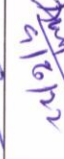



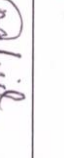
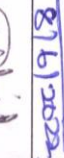
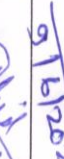
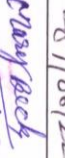


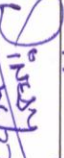
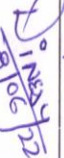
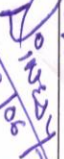



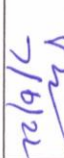


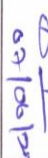





Area of Concern E (Clinical services) Dr Deepawali	Session was covered about the Clinical Services which includes registration, admission, consultation, assessment etc., Specific Services which includes ICU, Blood Bank, Emergency and RMNCH+A services along with National Health Programmes.
Root Cause Analysis, Action Planning & Prioritization Dr Sushanth Agarwal	This Session explained in detail about identifying gap statement, Gap severity, RCA, and action plan for statement on priority basis.
Patient Satisfaction Survey Dr Annapoorna K N	It Covered topics about identifying Patient satisfaction score for each department along with action plan for low attributes. Followed by solving an exercise where participants were asked to calculate score both attribute wise & overall for given sample of patient satisfaction survey and Prioritization for given conditions was identified by participants.
Medical & Prescription Audit Dr Chinmayee Swain	It covered how to conduct medical and prescription audit at the facility and elaborated on documents needed to apply certification and criteria's to get facility certified. Later exercise and prescription audit was conducted to the participants
Quality Tools Dr Sushanth Agarwal	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.
Overview of LaQshya, SUMAN & MusQan Schemes Dr Chinmayee Swain	It covered orientation of LaQshya and MusQaan programme to improve intrapartum, immediate postpartum care around birth and ensuring child friendly services respectively. Later Rapid Improvement cycles also covered in this session.
Eco-friendly Kayakalp Dr Sushanth Agarwal	It covers explanation on newly added Thematic area under Kayakalp scheme
Quality improvement Cycle (PDCA) Dr Chinmayee Swain	The session covered importance of running Plan, Do, Check, Act cycle for improvement and sustenance of progress achieved after the incorporation of intervention/change in the process for achievement of set objectives. Concept was well-illustrated with the help of examples.
Ensuring Patient rights & Legal requirements Dr Jagjeet	It covered statutory compliances required for each level of facilities.
Post Training Evaluation	The Post training Evaluation of participants was undertaken at the end, based on which the qualified candidates shall be empanelled as the Internal Assessors under the NQAS.







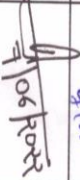



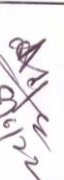





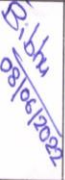

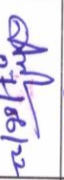


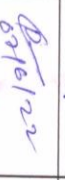
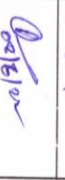
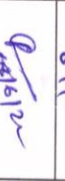









The training ended with a vote of thanks to all participants.

LIST OF PARTICIPANTS

Date: 07-09 June, 2022					Registration List of Participants for Internal Assessor Cum Service Provider					Venue: RCH Conference Hall		
SL No.	District	Name	Designation and Place of Posting	Contact No.	Signature of Participant who attended Training Materials (Pan, Pad, Folder, Manuals)							
					07-Jun-22	08-Jun-22	09-Jun-22					
1	Bokaro	Nilam Kujar	CEO (HWC-clando)	7352109633								
2		Lalita Tixey	CHO (HWC Araria)	9155117773								
3	Chatra	MARUOF KHAN	BPM CHC ITKHORI	8210072781								
4		VIKASH KUMAR	GNM Sadar Chaptan	9798370633								
5	Beoghar											
6												
7	Dhanbad	Shalini K. Singh	DNM	8340779125								
8		HIRA CH RASTAR	HM (Sadar Hospital Dhanbad)	9835551116								
9	Dumka	Ravi Ranjan Kumar Singh	DNM (P), NURM, Dumka	9431296691								
10		Saadesh Kr Sinha	RKSK coordinate Dumka	9835378125								
11	East Singhbhum	SATISH KR VERMA	BPM, CHC CHAKULIA	7903431993								
12		Mayank Kishor	WMM, SON Chakulia	7762888844								

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					07-Jun-22	08-Jun-22	09-Jun-22
13	Garhwa	Dr. Shubha Jayant Puroa	OPC-A13-PM3AY, Sadra Hospital, Gadhwa	9210668399			
14							
15	Giridih	Mukul Kumar	DRCDC, DRCDC Office Giridih	9421119192			
16		Roshni Prasad	DPC, Giridih	9308334091			
17	Gumla	Taufique Alam	MPW CHC chairperson	9835147331			
18		Abhinav Amard	DPC, NTHM, Gumla	9576357879			
19	Goddā	Dr Jantosh Kumar	NPPCF consultant	9931829433			
20		Kemanshi Prigyantra	D. H. Godda	8051433949			
21	Hazaribagh	Ranait Kumar Sarda	CHC Barkatha	9955390059			
22		Pusko Sarawatna	CHC Biskarpara	9693797973			
23	Jamtara	SANGITA LUEY	D PM JAMTARA	9949483831			
24		SANJU KUMARI	C.H.O., HMC-Situbidi	9031729620			

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					07-Jun-22	08-Jun-22	09-Jun-22
25	Koderma	Mary Tamara Bayal	C.A.N.M. DH Koderma	9801828709			
26		SIYA RAM MEENA ex. Apueba block.	CH.O HULC Jagdipkula M.O. Ute Topra.	6205108373 9934321489			
27	Khunti	Arul Topra	DeAC, Khunti	9608933404			
28		Nishal Mishra	BPRT, Chandasa	8935915279			
29	Latehar	Dr. Ram Bilash Thakur	M.O. (SHF), Manika Latehar	8789116033			
30		M. K. Zahid	DDM, NMM Lohardaga	8709472809			
31	Lohardaga	MARY NIRMALA JAMES BECK	BPM CHC Bhandra	7903314306			
32		DINESH KUMAR	CH.O, FATHERPUR AMRAPARA, Pakur	9460095514			
33	Pakur	SARDAR MAL JAT	CH.O HUC Pakuria Pakur	9571210756			
34		Santosh Kumar	DBAC Palamu.	7072002631			
35	Palamu	Piyush Singh	DEAC Manager	8839774989			
36							

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					07-Jun-22	08-Jun-22	09-Jun-22
37	Ramgarh	ANGELINE	CHO, UPHC PATRATU BASTI, RAMGARH	8709329792			
38		Priyanka Kumari	GNM	7481099.053			
39	Ranchi	RASNI KUMARI	BPM, CHC NAMKUTI RANCHI	8910331360			
40		SIXA KANTI MEENA	CHO				
41	Sahibganj	Anit Hughes	DPC, Sahibganj	8709682694			
42		Sailesh Kumar	District coordinator, NPPCE Sahibganj	8789253712			
43	Saraikela	Bibha Priyadarshi	BPM, CHC Ichaganah	7250698399			
44		Ateesh Kumar	BPM, CHC Kharsawan	8235314203			
45	Simdega	Radheep Kumar Singh	1/c BPM, Simdega	7693249496			
46		Alka Kulka	HM, DH Simdega	8080859837			
47	West Singhbhum	Ranjan Chandra Mandal	Deo Manager	9006569109			
48		Hem, Shankar Pd. Sol	DDA-NCB	9304109666			

SL No.	District	Name	Designation and Place of Posting	Contact No.	Signature of Particpant who attended Training Materials (Pan, Pad, Folder, Manuals)		
					07-Jun-22	08-Jun-22	09-Jun-22
49	State HQ	Rahul Kumar Singh	Clinical Est.	7759048442			
50		Sagar Das	Child Health-Cell	9085523502			
51		Lalit Lata Toppo	Prog. Coordinator	8507840282			
52		Ekti Shabnam	SPO Nursing- Cell	-			
53		Subodh Kumar	SDM	-			
54		DR. PRAFULLA KUMAR MALLIK Debashish Jana	STATE NQE SDM Consultant NHM, Naktawa, Barak	9431352263			
55		Ritesh Kumar	SPM- Cell	970924459			
56		Dr. Ratnesh	TMMC	9113799958			

Date: 07-09 June, 2022

Registration List of Participants for Internal Assessor Cum Service Provider

Venue: RCH Conference Hall

SL No.	District	Name	Designation and Place of Posting	Contact No.	Signature of Participant who attended Training Materials (Pen, Pad, Folder, Manuals)		
57	SHB	Rahul Kumar	RCSA	9431116040	Rahul Kumar	Rahul Kumar	Rahul Kumar
58	SHB	D. Puelu	State consultant - MH, UNICEF	7290827521	Puelu	Puelu	Puelu
59	Gandla	Kanaka Kallala	Staff Nurse DH Gandla	9110032192	Kallala	Kallala	Kallala
60	Ranchi	FLORISH BHENAGRA	Staff Nurse DH Ranchi	9905709050	Bhenagra	Bhenagra	Bhenagra
61	RANCHI	SHANTI SUNITA KHALKHO	STAFF NURSE DH. RANCHI	8809989896	Khalcho	Khalcho	Khalcho
62	Ra SHB	Ram Krishna Kumar	Senior Programme officer, SHB	7290065337	Kumar	Kumar	Kumar
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