



INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING (TOT MODEL) RAJASTHAN - REPORT

23rd - 25th September 2022



VENUE: SIHFW, JAIPUR, RAJASTHAN

Background

A Three days training “Internal Assessors cum Service Providers Training (ToT Model)” was conducted in the State of Rajasthan by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 23rd to 25th September 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 aided 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 State had nominated 79 participants for the training including deputy Directors, Medical Officers, Specialists, Quality Consultants, assistant professors, professors, Hospital managers, Programme Officers, etc. The training constituted thirteen (13) topics with eight (08) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Shri Sudhir Kumar Sharma, Mission Director - National Health Mission, Rajasthan, during which discussed the importance of Quality in Healthcare service delivery and Dr. Mahesh Sachdeva, State Nodal Officer – Quality Assurance, threw light on the current status of the NQAS certifications in the State.

A Post-training evaluation exam was also taken during the training. Post-training evaluation was an open-book exam with 42 multiple-choice questions, related to quality improvement and the NQAS framework. Out of a total of 79 participants, 78 participants (98.7%) cleared the post-evaluation exam and now will be certified master trainers of the NQAP.

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 4.5 on a 5-point Likert scale.

**Training of Trainers on NQAS from
23rd September 2022 to 25th September 2022, Rajasthan**

Day 1 23rd September 2022		
Time	Topic	Resource Person
8:45 AM - 09:15 AM	Registration	State
09:15 AM - 09:30 AM	Inaugural & Welcome Address	State
09:30 AM - 09:50 AM	Key Concepts of Quality	Dr. Mahesh Kumar Sachdeva, State Nodal Officer (QA)
09:50 AM - 10:30 AM	Quality standard under NQAS-An Introduction	Dr. Chinmayee Swain, Sr Consultant-QPS
10.30 AM - 10:45AM	Tea Break	
10:45 AM - 01:00 PM	Measurement system and Assessment Protocols and Checklist	Dr. Chinmayee Swain, Sr Consultant-QPS
01:00 PM - 01:30 PM	Case Study -1 (Measurement System)	NHSRC & State Team
01:30 PM - 02:15 PM	Lunch	
02:15 PM - 02:45 PM	Case Study -2 (Standard Identification)	NHSRC & State Team
02:45 PM-04:15 PM	Group work AOC (A-H)	NHSRC & State Team
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:30 PM	Group work continued	NHSRC & State Team
Day 2 24th September 2022		
09:00 AM - 09:15 AM	Recap	NHSRC
09:15 AM - 10:30 AM	Gap analysis/Action Plan/Prioritization	State
10:45 AM - 11:00 AM	Tea Break	
11:00 AM - 11:45 AM	RCA/Process Mapping	State
11:45 AM - 12:45 PM	7 Basic Quality Tools	Dr. Chinmayee Swain, Sr Consultant-QPS
12:45 PM - 01:30 PM	PSS	State
01:30 PM - 02:15 PM	Lunch Break	
02:15 PM - 03:00 PM	Prescription Audit and Medical Audit	Dr. Mahesh Kumar Sachdeva, State Nodal Officer (QA)
03:00 PM- 03:30 PM	Case Study -1 (Gaps)	NHSRC & State Team
03:30 PM - 04:15 PM	Case Study-2 (Process Mapping)	NHSRC & State Team

04:15 PM – 04:30 PM	Tea Break	
04:30 PM – 05:30 PM	Case Study -3 (Gap Analysis and Application of concepts action planning and prioritization)	NHSRC & State Team
	Day 3 25th September 2022	
09:00 AM - 09:15 AM	Recap	State
09:15 AM - 10:45 AM	Quality Improvement Methodology (PDCA)	Dr. Chinmayee Swain, Sr Consultant-QPS
10:45 AM - 11:00 AM	Tea Break	
11:00 AM – 11:45 AM	Risk Management with exercises	Dr. Chinmayee Swain, Sr Consultant-QPS
11:45 AM – 12:45 PM	Documentation in Quality	State
12:45 PM - 01:30 PM	Overview of LaQshya, MusQan, SUMAN	Dr. Chinmayee Swain, Sr Consultant-QPS
01:30 PM - 02:15 PM	Lunch Break	
02:15 PM – 03:15 PM	IT Initiatives under NQAP	NHSRC
03:15 PM- 04:15 PM	Post-Training Evaluation Test	NHSRC & State Team
04:15 PM – 04:30 PM	Feedback	

SESSION'S BRIEF

Topic	Brief
Key concepts Of Quality Dr. Mahesh Kumar Sachdeva	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.
Quality standard under NQAS-An Introduction Dr. Chinmayee Swain	The session covered a detailed discussion about the quality standards under National Quality assurance standards including the description of 8 Areas of Concern. It also included the functional relationship between various components of quality measurement systems.
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.
Case Study -1 (Measurement System) NHSRC & State Team	conducted a case study exercise in the measurement system
Case Study -2 (Standard Identification) NHSRC & State Team	conducted a case study exercise in the standard identification

Group work AOC (A-H) NHSRC & State Team	Conducted an exercise on Areas of Concern (A-H)
Gap analysis/Action Plan/Prioritization Dr Khushboo	The session included the gap classification methodology followed by gap analysis, action plan, and prioritization of the actions for improvement. The topic covered the stepwise approach of action plans for gap closure with a focus on 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 participants. The session was followed by an exercise.
RCA/Process Mapping Dr Soniya	This session acquainted the participants with the The idea is that process mapping is a vital tool used in service improvement to clearly understand each step of a process. All the Participants were oriented on the symbols used to draw a process map and all process maps must have start and end points. The trainer also presented that a process map needs to draw, identification of the process bottlenecks, the difference between value-adding and non-value-adding activities, and the importance of removing MUDAS (waste) from a process to make it more efficient. The session was followed by an exercise to give a hands-on experience to the participants.
7 Basic Quality Tools Dr Chinmayee Swain	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 to give a hands-on experience to the participants.

Patient Satisfaction Survey Dr Jyothi	<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 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. The session was followed by an exercise to give a hands-on experience to the participants.</p>
Prescription and Medical Audit Dr. Mahesh Kumar Sachdeva	<p>The session included a discussion on the prescription audit and medical audit followed by an exercise with the real-time hospital prescriptions to give a hands-on experience to the participants.</p>
Quality Improvement Methodology (PDCA) Dr Chinmayee Swain	<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.</p>
Risk Management with exercises Dr. Chinmayee Swain	<p>Risk management was discussed during the session. This comprises identifying the risk, calculating the probability and likelihood that the risk will occur, determining how dangerous the risk may be, and then monitoring, controlling, and analyzing the risk.</p>
Documentation in Quality Dr. Chinmayee Swain	<p>The session covered the documentation process to be undertaken at various public health facilities under Quality</p>

Overview of LaQshya, MusQan, SUMAN Dr Chinmayee Swain	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. It also included an overview of MusQan and SUMAN.
IT Initiatives under NQAP Dr Aman Sharma	The session covers the orientation of the GUNAK app for the conduct of NQAS, LaQshya, Kayakalp, and MusQan assessments at the facility, district, state, and national levels. The participants were told the step-by-step process of downloading the app and navigating the process for tracking the status of the assessment at the state level.
Post-Training Evaluation	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.

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

Feedback Analysis of IA cum SPT (TOT model), Jaipur, Rajasthan 23 rd September 2022 to 25 th September 2022			
Day 1			
Sl.NO	Name of the Session	Resource Person	Average
1	Key concepts of Quality	Dr. Mahesh Kumar	4.5
2	Quality standards under NQAS- An Introduction	Dr. Chinmayee Swain	4.5
3	Measurement system and assessment protocols & checklist	Dr. Chinmayee Swain	4.6
Day 2			
4	Recap of Day 1 topics	Dr. Khushboo	4.5
5	Gap Analysis/Action Plan/Prioritization	Dr. Khushboo	4.4
6	RCA/Process mapping	Dr. Soniya	4.2
7	7 Basic Quality tools	Dr. Chinmayee Swain	4.6
8	Patient Satisfaction Survey	Dr. Jyothi	4.5
9	Prescription Audit & Medical Audit	Dr. Mahesh Kumar	4.5
Day 3			
10	Recap of Day 2 Topics	Dr. Soniya	4.4
11	Quality Improvement Methodology	Dr. Chinmayee Swain	4.7
12	Risk Management	Dr. Chinmayee Swain	4.5
13	Documentation in Quality	Dr. Chinmayee Swain	4.5
14	Overview of LaQshya, MusQan & Suman	Dr. Chinmayee Swain	4.6
15	IT initiatives under NQAP	Dr. Aman Sharma	4.4
The average score of Trainers			
Sl.NO	Name of the Trainer	No. of Sessions Covered	Average
1	Dr. Chinmayee Swain	7	4.6
2	Dr. Mahesh Kumar Sachdeva	2	4.5
3	Dr. Khushboo	2	4.4
4	Dr. Soniya	2	4.3
5	Dr. Jyothi	1	4.5
6	Dr. Aman Sharma	1	4.4
Total Average = 4.5			
Average of Content of the Presentation = 4.4			



Government of Rajasthan
National Health Mission, Rajasthan
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F 50(4) NHM/TQA/2022/2234

Date: 27/10/2022

To,

Joint Secretary Policy
MoHFW, GOI


Subject: Regarding result of 1st batch of Internal Assessor cum SPT training in
TOT module - Rajasthan

Respected Sir,

State of Rajasthan has successfully organized 1st batch of 3 days Internal Assessor cum Service Provider Training from 23rd to 25th Sept'22 in SIHFW Jaipur in TOT module.

As guided by NHSRC QPS division, the Post training evaluation of participants has been checked by the state. It gives us pleasure to inform that out of the 79 participants 78 participants have scored the qualifying score in the Internal Assessor exam and hence have been empanelled as **Internal Assessor** by state of Rajasthan as enclosed. We request you to kindly update the details of these assessors in your database

Looking forward for your continued support.



(Sudhir Kumar Sharma)
Mission Director-NHM

Date: 27/10/2022

F 50 (2) NHM/QA/2022/ 2234

Copy to:-

1. PS to Joint Secretary Policy, MoHFW.
2. PS to Director NHM II, MoHFW.
3. PA to MD - NHM, GoR.
4. PS to ED NHSRC.
5. Advisor QPS Division NHSRC, GoI (jn.nhsr@gmail.com)
6. State Nodal Officer - QA & Kayakalp
7. Dr. Chinmayee Swain, Sr. Consultant - Quality & Patient Safety. (Chinmayee.Swain@nhsrindia.org)
8. CSR to email.


(Dr. Mahesh Sachdeva)
Project Director HWC



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National Health Mission, Rajasthan
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Result of 3 Days Internal Assessor cum SPT (TOT Module)
Sep 23-25'22

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