



Feedback Analysis Report

NQAS Internal Assessor Training, Thiruvananthapuram, Kerala

Date: 8th to 9th December 2022

Date of reporting: 20th December, 2022

A two (02) days NQAS Internal Assessor Training was conducted at Hotel Classic Sarovar Portico, Thampanoor, Kerala from 8th to 9th Decemeber 2022 to create a pool of trainers and internal assessors under National Quality Assurance Programme. This batch was organized District Programme Managers, Medical Superintendent, State and District Quality Assurance Officers, Medical Officers, Specialists, Nursing In charges and Public relation officers etc. There were total 52 participants from the state, who were nominated by the State Quality Assurance Unit. At the end of the training, a feedback form was circulated to the participants (attached as Annexure-A). These responses were then analysed, opportunities for further improvement were identified and based on which, an action plan is prepared for further actions.

I. Feedback by the Participants: -

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

Day-1	3.5
Day-2	3.66
Average	3.58

B. Faculty-wise Feedback Analysis: -

Name	Average	Total Sessions
Dr Vinoj	4.04	1
Mrs Shaharbanath	4.03	2
Dr Sachin KC	4.10	2
Dr.Abhay Dahiya	3.8	6
Mrs Nigini	3.8	1
Mr.Augustine Joseph	3.09	1
Dr Dev Kiran	3.04	1

C. Most liked Session: -

Most liked sessions		Trainer
1	Standards for Support Services	Mrs Shaharbanath
2	Standards for Outcome Indicators	Dr Vinoj
3	Standards for Inputs	Dr.Sachin KC

D. Suggestion given by the participants: -

All participants came forward to deliver the vote of thanks to the trainers of NHSRC and State. They expressed that they are well satisfied with the training. They have learned many new subjects, acquired a number of new technical skills to conduct an assessment. They expressed that after going through this program their knowledge and skills both have been upgraded in respect to Healthcare Quality, which they will implement at their respective working units / Hospitals. Each participant provided their suggestions improve the training. Major suggestions are listed below for further action:

S.no	Suggestions to improve training
1	To Extend the training days to 3 or 4 days
2	To send the training material one week prior to the training
3	To have more exercises and activities on implementation of Quality Tools
4	To include correlation of the topics with the clinical settings

Conclusion and Action taken

The result obtained from feedback highlights that overall the participants were satisfied with the time duration of the session, content and resource material. Sessions were understandable, usable, and useful to improve the quality of care provided at public health facilities. All presenters were skilled, knowledgeable and competent enough to impart the training in clear, concise and meaningful way. However, based on the suggestions and recommendations given by participants, an action plan will be prepared and suggestions will be incorporated to improve the training program



TRAINING COURSE EVALUATION



Internal Assessor Training on National Quality Assurance Standards

Date: 8th December-9th December 2022

Place: Classic Sarovar Portico, Thampanoor, Thiruvananthapuram, Kerala

Please provide your valuable feedback to the training team about the course. Please provide an anonymous feedback without mentioning any details of your designation & organization. The data shall be kept confidential & be utilized for improvement purpose only. It will not affect the individual performance in any manner.

1. What are your views about the presenters in terms of knowledge, training skills, style of teaching & clarity on topics?

TRAINER'S FEEDBACK:

(Please rate the trainer/s on the scale of 0 to 5; 5-Excellent, 4-Very good, 3- Good, 2-Fair, 1-Poor)

Sessions conducted	Name of the Trainer	POOR (1)	AVERAGE (2)	GOOD (3)	V.GOOD (4)	EXCELLENT (5)
Overview of NQAS and Quality Standards under	Dr. Abhay Dahiya					
Standards for Service	Mr Augustine Joseph					
Measurement System and Assessment Protocols and Checklist	Dr Abhay Dahiya					



Standards for Patient Rights	Dr Sachin KC					
Standards for Inputs	Dr Sachin KC					
Quality Implementation process	Dr Dev Kiran					
Standards for Support Services	Mrs. Shaharbanath					
Exercise Day 1	Dr Abhay Dahiya					
Recap of Day 1	Dr Abhay Dahiya					
Standards for Clinical Services	Dr Abhay Dahiya					
Quality Improvement Methodology (RIC)	Dr Abhay Dahiya					
Standards for Infection Control	Mrs Shaharbanath					
Standards for Quality	Dr Abhay Dahiya					
Quality Tools	Dr Abhay Dahiya					
Standards for Outcome	Dr Vinoj					



Documentation in Quality / Application Requirements	Mrs Nigini					
Overview of Maternal Health and Child Health Initiatives	Dr Shreehari					

2. Content of the presentations was relevant to the topics. (Tick all that apply)

Strongly Disagree	Disagree	Average	Agree	Strongly Agree

3. Your suggestion for inclusion of topics which could also be included for improvement of training

4. Please indicate how this training will help you in your work (during the entire assessment process). Give specific situations, if possible

5. Suggestions to improve the training

THANK YOU FOR YOUR VALUABLE FEEDBACK