



Feedback Analysis Report

TOT on Internal Assessor and Service Provider Training

Date: 28th to 30th June 2022

Date of reporting: 13th July, 2022

A three (03) days Training of Trainers for Internal Assessor and Service Provider Training was conducted at Hotel Palaash, Bhopal, Madhya Pradesh from 28th to 30th June 2022 to create a pool of trainers and internal assessors under National Quality Assurance Programme. This batch was organized for Medical Officers, Specialists, District Quality Monitors, Nursing In charges and Programme Officers etc. There were total 69 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	4.167
Day-2	4.2
Day-3	4.12
Average	4.18

B. Faculty-wise Feedback Analysis: -

Name	Average	Total Sessions
Dr.Alisha Dub	4.28	4
Dr.Abhay Dahiya	4.15	7
Dr.Yashwant Varma	3.94	1
Dr.Vivek Mishra	4.42	1
Dr.Sanjay Mishra	4.19	1

C. Most liked Session: -

Most liked sessions		Trainer
1	7 Basic quality tools	Dr.Vivek Mishra
2	Patient satisfaction score(PSS)	Dr.Alisha Dub
3	Key concept of quality	Dr.Alisha Dub

D. Suggestion given by the participants: -

All participants came forward to deliver the vote of thanks to the trainers of NHSRC. 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 from 3 days to 5 days
2	To include the facility visit in the training course
3	To include the session on Hospital Infection Control in the training agenda
4	To include the session on Key Performance Indicators

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



Training of Trainers (TOT)

Internal Assessor cum Service Provider Training on National Quality Assurance Standards

Date: 28th June-30th June 2022

Place: Palash Hotel, Bhopal, Madhya Pradesh

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)
Key Concept of Quality	Dr. Alisha Dub					
Quality Standard under NQAS- An Introduction	Dr Abhay Dahiya					
Measurement System and Assessment Protocols and Checklist	Dr. Yashwant Verma					



Recap Day 1 & Day 2	Dr Alisha Dub					
Gap Analysis/ Action Plan/ Prioritization	Dr. Abhay Dahiya					
RCA/Process Mapping	Dr. Abhay Dahiya					
7 Basic Quality Tools	Dr. Vivek Mishra					
Patient Satisfaction Score (PSS)	Dr Alisha Dub					
Prescription Audit ad Medical Audit	Dr Sanjay Mishra					
Quality Improvement Methodology (RIC)	Dr Abhay Dahiya					
Risk Management	Dr Abhay Dahiya					
Documentation in Quality	Dr Abhay Dahiya					
Overview of LaQshya, MusQan, SuMan	Dr Alisha Dub					



Exercises Day 1	Dr Vivek Mishra & Dr Sandeep Sharma					
Exercises Day 2	Dr Vivek Mishra & Dr Sandeep Sharma					
Exercises Day 3	Dr Vivek Mishra & Dr Sandeep Sharma					

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