

TRAINING REPORT
NQAS INTERNAL ASSESSORS TRAINING FOR AFMS OFFICERS
15th to 16th November 2022
Venue: - Chintan Hall, 1st Floor, National Health System
Resource Centre (NHSRC), New Delhi



Training Co-Ordinator: -
Dr. Chinmayee Swain, Consultant- Sr Consultant Quality & Patient Safety, NHSRC
Quality & Patient Safety Team
To: AFMS Officers'
From: National Health System Resource Centre (NHSRC)
Subject: 2 Days Internal Assessor Training.

Overview

A two-day Internal Assessor Training was conducted at National Health System Resource Centre (NHSRC), New Delhi from 15th To 16th November 2022.

The primary objective of training the AFMS Officers' was to provide an overview of the National Quality Assurance Standards to facilitate the implementation of the NQAS Program in Army health facilities.

To accomplish these objectives 25 participants were nominated by the Office of DGMS(Army) for the training which included 20 medical officers and 5 nursing officers from various army health facilities across the country. The list is attached as **Annexure A**.

The training began with a keynote by Dr J N Srivastava, Advisor, QPS, who elucidated upon the significance of quality in healthcare systems and the foundation of NQAS, followed by a welcome address by Dr S Radhakrishnan Brig Med (OPP) who elaborated upon the importance of implementing NQAS standards in military health facilities and shed light upon how this idea was conceived. The inaugural address concluded with Maj. Gen. (Prof.) Atul Kotwal, SM, VSM, ED, NHSRC, informing the AFMS Officers about how the Quality & Patient Safety is ISQua certified. He also added how the knowledge gained during this training can be helpful in their respective facilities.

The two-day training was spread into 12 Topics & 2 exercises for hands-on experience about various methodologies of the assessment.

The training was followed by a Post training evaluation, which was attended by 25 participants. Post-training evaluation contained an open book exam with a question paper having 32 multiple-choice questions and 4 case studies out of which 30 MCQs and 2 case studies were mandatory. The maximum mark for the Question paper is 80. Passing marks for the exam were 70%. Out of **25 participants, 20 have passed, and 5 of them failed to clear the internal Assessor Exam(Attached as Annexure C)**

The training program contained an inbuilt training course evaluation system, where a training feedback form is provided to each participant. The feedback from participants has been analyzed on a 5-point scale. ***The overall score for the training program was 4.64 on a five-point scale. (Attached as Annexure B)***

Training Agenda

NQAS Internal Assessors Training for AFMS Officers 15th to 16th November 2022 Chintan Hall, First Floor, NHSRC, New Delhi

Time	Topic/Activity	Resource Person
Day 01 (15th November 2022)		
09.00 AM – 09.30 AM	Registration	Dr Pavitra Sangwan, Fellow, QPS
09.30 AM – 09.40 AM	Welcome And Aims & Objectives	Dr J N Srivastava, Advisor, QPS
09.40 AM – 09.50 AM	Address By Brig Med (OPP)	Brig S Radhakrishnan Brig Med (OPP) Office Of DGMS(Army)
09.50 AM - 10.00 AM	Inaugural Address	Major General (Prof) Atul Kotwal, SM, VSM Executive Director, NHSRC
10.00 AM – 10.30 AM	Group Photograph & Tea	
10.30 AM – 11.30 PM	Key Concept & Overview Of The National Quality Assurance Standards	Dr J N Srivastava, Advisor, QPS
11.30 AM – 12.45 PM	Standards & Measurement System For Quality Assurance Program	Dr Deepika Sharma Lead Consultant, QPS
12.45 PM – 01.30 PM	Standards For Service Provision, Patient Rights	Ms. Vinny Arora Sr Consultant-CU, QPS
01.30 PM – 02.15 PM	Lunch	
02.15 PM – 02.45 PM	Standards For Inputs	Mr Ranjith R Menon Health Services Quality Assurance Specialist
02.45 PM – 03.15 PM	Exercise - I	Team QPS

03.15 PM – 04.00 PM	Standards For Support Services	Dr Chinmayee Swain Sr Consultant-QPS
04.00 PM – 04.15 PM	Tea	
04.15 PM – 05.00 PM	Standards For General Clinical Services	Dr Arpita Agrawal Consultant-QPS
05.00 PM - 05.30 PM	Exercise – II	Team QPS
Day 02 (16th November 2022)		
09.00 AM – 09.15 AM	Recap	Dr Chinmayee Swain Sr Consultant-QPS
09.15 AM -10.15 AM	Standards For Specific Clinical Services	Dr J N Srivastava, Advisor, QPS
10.15 AM – 10.30 AM	Tea	
10.30 AM - 12.00 PM	Standards For Quality Management	Dr Deepika Sharma Lead Consultant, QPS
12.00 PM – 12.45 PM	Standards For Infection Control	Dr Arpita Agrawal Consultant-QPS
12.45 PM - 01.30 PM	Standards For Outcome Indicators	Dr Abhay Dahiya Consultant-QPS
01.30 PM – 02.15 PM	Lunch	
02.15 PM – 03.00 PM	Overview Of SaQushal: Patient Safety Assessment Tool	Dr Arpita Agrawal Consultant-QPS
03.00 PM - 04.00 PM	Overview Of Maternal Health & Child Health Initiatives (LaQshya & MusQan)	Dr Chinmayee Swain Sr Consultant-QPS
04.00 PM – 05.15 PM	Post-Training Evaluation	Team QPS
05.15 PM – 05:30 PM	Feedback & Vote of Thanks	Participants & Team QPS

Session Brief

Topic	Session Brief
Day -1 (15.11.2022)	
Key Concepts & Overview of National Quality Assurance Programme Dr. J N Srivastava, Advisor, QPS	The session covered concepts of quality, discussion about various definitions of quality, development of National Quality Assurance Standards & their implementation framework at the State & District level.
Standards & Measurement System for Quality Assurance Programme Dr. Deepika Sharma Lead Consultant, QPS	The session covered understanding about measurement system of National Quality Assurance Standards. Elaboration of 8 areas of concerns, standards, measurable elements & checkpoints. It also covers an overview of scoring & its methodology. A detailed discussion was done regarding 18 checklists at the district hospital level.
Standards For Service Provision, Patient Rights Ms. Vinny Arora Sr Consultant, CU-QPS	The session covered an elaborative discussion about the first 2 areas of Concern i.e., Service Provision & Patient Rights. It Includes a thorough understanding of the availability of services such as curative services, diagnostic services, etc., and a discussion on patient rights w.r.t to maintaining the privacy and dignity of patients and providing them with all the required information.
Standards for Inputs Mr. Ranjith R Menon Health Services Quality Assurance Specialist	The session covered an explanation of the 3 rd area of concern i.e., Inputs. It included the availability of infrastructure, human resources, and training, competencies & also the availability of consumables & drugs.
Exercise on Area of Concern & Measurement System Team QPS	MCQs on identifying different areas of concern in a DH and which score to be assigned. A Case Study of the Labour room and the questions were given to participants for a better understanding of the scoring system and assessment. Individually all participants worked on the case study and answered the questions.

Standards for Support Services Dr. Chinmayee Swain Sr Consultant- QPS	The session included the importance of support services in public healthcare facilities as well as a detailed discussion on the 12 standards of Support Services. It also comprised detailed discussions on the maintenance of equipment, calibration, inventory management, dietary services, laundry services, security services, community participation, financial management, contract management, statutory requirement, etc.
Standards For General Clinical Services Dr. Arpita Agrawal Consultant-QPS	The session included the importance of clinical services as well as a discussion on the 9 standards of Clinical Services which comprised an assessment of the Quality of registration, admission, consultation services, assessment & reassessment of inpatients, and their care during transfer & referral. It also included a discussion about nursing care, drug administration, patient record maintenance, the discharge process, etc.
Exercise on Area of Concern, Patient Rights & Inputs Team QPS	Participants were to summarize a scoring for a Labour room case study for a better understanding of the scoring system and assessment. Individually all participants worked on the case study and were assigned the scores.
Day -2 (16.11.2022)	
Standards For Specific Clinical Services Dr. J N Srivastava, Advisor, QPS	The session included a discussion about the assessment of the quality of specific clinical services like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank as well as end-of-life care. It also included a discussion on RMNCHA services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services.
Standards For Quality Management Dr. Deepika Sharma Lead Consultant, QPS	The session included a discussion on the 8 standards of the quality management system. It also included how to assess quality policy, objectives, vision, mission, SOP, quality tools, process mapping, control charts, risk management framework, clinical governance, etc.

Standards for Infection Control Dr. Arpita Agrawal Consultant-QPS	The session included a detailed discussion about standard precautions as well as the Infection Control Committee. It included elaborative details on how to assess the infection control practices at public health care facilities
Standards for Outcome Indicators Dr. Abhay Dahiya Consultant-QPS	The session covered productivity, efficiency, clinical care, and service quality in terms of measurable indicators and how a hospital meets a benchmark set at the State/National level.
Overview of SaQushal: Patient Safety Assessment Tool Dr Arpita Agrawal Consultant-QPS	This session included gave a brief description about 4 areas of concern that stressed upon assessing hospitals from a patient safety perspective wherein due consideration is also given to human ergonomics for safety with mutual respect for service providers and seekers.
Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan) Dr. Chinmayee Swain Sr Consultant-QPS	This session included an overview of LaQshya's envisages improving the quality of care in the labor room and maternity OT. It also discussed MusQan which was designed to ensure the provision of quality child-friendly facility-based services from birth to children up to 12 years of age. It includes Pediatric OPD, Paediatric Ward, SNCU & NRC.
Post Training Evaluation Team QPS	The last post-training evaluation of participants had been conducted. Post-training evolution contained 32 multiple-choice questions and 4 case studies. Participants were allowed to use their notes & assessment guidebook for answering the question paper.
Feedback & Vote of Thanks	The training concluded with a vote of thanks by Dr. J N Srivastava, Advisor, QPS, followed by the distribution of certificates to all participants. Feedback was also collected from them.

Glimpses of the training programme



List of participants:**Annexure A**

Internal Assessor's Training Attendance Sheet Date: 15th-16th November 2022				Contact Details	
S. No.	Name	Designation	Organization	Mobile No.	Email ID
1	Col Prashant Rajauria	Sr Registrar & OC Tps	MH Ambala	9660080402	prajauria@gmail.com
2	Col(Dr) Abhijit Paul Jacob	Sr Registrar & LOC Tps	MH Jabalpur	9176273840	jakesa2@hotmail.com
3	Lt Col (Dr) Sandeep M Ninawe	Cl & Spl Microbiology	MH Dehradun	9871399033	sandeep.ninawe@gmail.com
4	Col (Dr) Lokesh Pai	Col Med Proj DGMS (Army)	DGMS Army	8127710676	pailokesh.160a@gov.in
5	Lt Col Mohit Kumar Aggarwal	CL Spl Pathology	CHECK	8698015173	doc.aggarwal@gov.in
6	Maj (Dr) Arun J	Gd Spl Pharmacology	155 Base Hospital	9894757295	dr.arunj21@gmail.com
7	Lt Col Lavneesh Tyagi	Gd Spl Hospital Adm	MH Meerut	9869700016	drloveneesh_tyagi@yahoo.cpm
8	Lt Col Bipul Kumar Singh	Gd Spl Hospital Adm	166 MH	9473199420	dr.vipul.singh@gmail.com
9	Lt Col (Dr) Shashikant Sharma	Cl Spl Hospital Adm	AFMS	8412821773	shashi0681@gmail.com
10	Maj (Dr) Prashant Sharma	M O 167 MH	AFMS	9622126447	prashantsharma2069@gmail.com
11	Maj Shivang Singh Bhandari	Asst Registrar AICTS, Pune	AICTS, Pune	8901002111	bhandarishivang27@gmail.com

12	Lt Col Khushboo Gaur	158 BH Gd Spl Hospital Adm	158 BH	7030299356	khushugaur@gmail.com
13	Col (Dr) Arvind Kushal	CH WC Chandimandir	CHWC	9622225858	kushal_arvind@yahoo.co.in
14	Maj (Dr) Ankita Grover	CH (SC)	AFMS	7219108999	ankitagrover88@gmail.com
15	Lt Col Brajesh Kumar	CH (CC)	AFMS	7004271029	brajeshkumar1530@gmail.com
16	Col (Dr) Darpan Gupta	CH (NC)	AFMS	9821793823	drdarpangupta@gmail.com
17	Lt Col Narayane Vijaya	M O	MH Kirkee	8976494806	madhura_307@yahoo.com
18	Lt Col Jessy Varghese	Nursing Officer	7 AFH Kanpur	8884034935	jessyvarghese68@gmail.com
19	Lt Col Manjusha V K	Nursing Officer	MH Jaipur	9780372546	manjunair91@gmail.com
20	Lt Col Susannamma V O	Nursing Officer	INHS Asvini Mumbai	8968218701	stephysamo2@gmail.com
21	Lt Col Jyothi Laskshmi	Nursing Officer	MH Bareilly	8948187311	jyothi19720@yahoo.com
22	Col Kiron Jeet	Nursing Officer	IHQ of MOD (ARMY)	9716888584	kironjeet.sidhu@gmail.com
23	Lt Col N Bhagirath Singh	Medical Officer	MH Secunderabad	9284730811	nameirakdgms.186y@gov.in
24	Lt Col Deepika Gulati Manoj	Cl Spl Pathology & Biochemistry	Base Hospital, Delhi	9950380866	deepikamanojf2@gmail.com
25	Lt Col Pankaj Vats	Gd Spl Rad Onco	AH RR	9810946131	pankaj.vats22@gmail.com

Feedback Analysis of IA Training for AFMS Officers
Total Feedback Received: 64% (16 out of 25)

Day-1

Sl. No	Session Name	Name of Speaker	Score out of 5
1	Key Concept & Overview of the NQAS	Dr. J.N Srivastava	4.82
2	Standards & Measurement Systems	Dr. Deepika Sharma	4.87
3	Standards for Service Provision and Patient Rights	Mrs. Vinny Arora	4.80
4	Standards for Inputs	Mr. Ranjith R Menon	4.54
5	Standards for Support Services	Dr. Chinmayee Swain	4.84
6	Standards for General Clinical Services	Dr. Arpita Agrawal	4.62

Day-2

S.No	Session Name	Speaker Name	Score out of 5
1	Standards for Specific Clinical Services	Dr. J.N Srivastava	4.63
2	Standards for Quality Management	Dr. Deepika Sharma	4.78
3	Standards for Infection Control	Dr. Arpita Agrawal	4.05
4	Standards for Outcome Indicators	Dr. Abhay Dahiya	4.48
5	Overview of SaQushal	Dr. Arpita Agrawal	4.33
6	Overview of Maternal Health & Child Health Initiatives	Dr. Chinmayee Swain	4.75

	Trainers Feedback		

	Name of Trainer	Score out of 5	
	Dr. J.N Srivastava	4.72	
	Dr. Deepika Sharma	4.82	
	Mrs. Vinny Arora	4.8	
	Mr. Ranjith Menon	4.54	
	Dr. Chinmayee Swain	4.80	
	Dr. Arpita Agrawal	4.33	
	Dr. Abhay Dahiya	4.48	

List of Participants and Marks- NQAS Internal Assessors Training AFMS Officer			
Sl. No	Name of Participants	Result	Certificate
1	Lt Col Lavneesh Tyagi	Qualified	IA/2022/AFMS/01
2	Maj (Dr) Prashant Sharma	Qualified	IA/2022/AFMS/02
3	Lt Col Khusboo Gaur	Qualified	IA/2022/AFMS/03
4	Col Prashant Rajauria	Qualified	IA/2022/AFMS/04
5	Lt Col Deepika Gulati Manoj	Qualified	IA/2022/AFMS/05
6	Lt Col Jessy Varghese	Qualified	IA/2022/AFMS/06
7	Maj (Dr) Ankita Grover	Qualified	IA/2022/AFMS/07
8	Lt Col Pankaj Vats	Qualified	IA/2022/AFMS/08
9	Col Lokesh Pai	Qualified	IA/2022/AFMS/09
10	Lt Col Susannama	Qualified	IA/2022/AFMS/10
11	Col Abhijit Paul Jacob	Qualified	IA/2022/AFMS/11
12	Col Darpan Gupta	Qualified	IA/2022/AFMS/12
13	Lt Col Mohit Kumar Aggarwal	Qualified	IA/2022/AFMS/13
14	Lt Col Brajesh Kumar	Qualified	IA/2022/AFMS/14
15	Lt Col Bipul Kumar Singh	Qualified	IA/2022/AFMS/15
16	Lt Col Jyoti Lakshmi	Qualified	IA/2022/AFMS/16
17	Maj SS Bhandari	Qualified	IA/2022/AFMS/17
18	Lt Col Nameirakdam Bhagirath Singh	Qualified	IA/2022/AFMS/18
19	Col Arvind Kushal	Qualified	IA/2022/AFMS/19
20	Maj Arun J	Qualified	IA/2022/AFMS/20
21	Lt Col Sandeep M Ninwane	Not Qualified	
22	Lt Col Shashikant Sharma	Not Qualified	
23	Col Kiron Jeet	Not Qualified	
24	Lt Col Narayane Vijaya	Not Qualified	
25	Lt Col Manjusha VK	Not Qualified	

