



INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS FOR DEVELOPMENT PARTNERS

DATE: 13th December 2022 – 15th December 2022

Venue: Chintan Hall, NHSRC Office, New Delhi



DECEMBER 2022
New Delhi

Quality of care at public health facilities is key block of health system in India. There are various development partners working with government of India for the implementation of National Quality Assurance Program in the country.

To understand the role development partners are playing in the implementation of quality assurance activities in the country and also to synergize efforts of Ministry of Health in implementation of NQAS, a one-day consultative workshop was organized on 12th September 2022, by Quality and Patient Safety Division, NHSRC at India International Centre, New Delhi.

During the consultative workshop a need was brought out by development partners to sensitize them regarding the recent developments in the National Quality Assurance Program and its assessment protocols. To address this need, a three-day Internal Assessors cum Service Providers Training on NQAS was conducted by Quality and Patient Safety Division, NHSRC at New Delhi office.

The Objectives of the training was to train the nominated participants from development partners for the implementation of the National Quality Assurance Standards. 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.

There are in total 6 development partners and 43 participants for the training, most of the participants are programme managers in the various States/UTs. The training constituted fourteen (14) topics with four (04) exercises for hand on experience in the application of certain area of concerns and quality tools.

The training was initiated with a welcome address by Dr. Deepika Sharma, Lead Consultant, QPS followed by address of our chief guest Major Gen Prof Atul Kotwal, Executive Director, NHSRC. During his address General Kotwal congratulate the participation for their involvement and by defining current status of quality improvement at facility level, also he discussed how development partners can help us in achieving the target given by Ministry of Health and Family Welfare.

To check the competency of participants, a post-training evaluation was taken, which is an open book. There are around 42 multiple-choice questions, related to quality and patient safety and the overall NQAS framework. Out of total 43 participants, 27 participants (nearly 62.7%) cleared the post-evaluation exam and now will be an empaneled internal assessor under the existing pool of NQAS.

QA training programs have an inbuilt training evaluation system, where a feedback form is provided to each participant. Feedback of the participants is analyzed on a 5-point Likert- scale. The overall rating of the training as per the analysis of the feedbacks from the participants was 4.54 in a 5-point Likert scale.



**Internal Assessors cum Service Providers Training on National Quality Assurance
Standards for Development Partners
Chintan Hall, First floor, NHSRC, New Delhi
Date: 13th to 15th December 2022**

Agenda

Time	Topic/Activity	Resource Person
Day 01 (13 th December 2022)		
09.30 AM – 10.00 AM	Registration	Team QPS
10.00 AM - 10.10 AM	Welcome and Aims & Objectives	Dr. Deepika Sharma Lead Consultant QPS
10.10 AM - 10.20 AM	Address by Chief Guest	Major General (Prof) Atul Kotwal, SM, VSM Executive Director, NHSRC
10.20 AM - 10.50 AM	Group photograph & Tea	
10.50 AM - 11.50 PM	Improving Quality in Public Healthcare Facilities: An overview	Dr. Deepika Sharma Lead Consultant QPS
11.50 PM - 01.30 PM	Standards & Measurement System for Quality Assurance Program	Ms. Vinny Arora Senior Consultant, Certification Unit QPS
01.30 PM – 02.15 PM	Lunch	
02.15 PM – 02.45 PM	Exercise on Standard Identification & Measurement System	
02.45 PM – 03.45 PM	Standards for Service Provision and Patient Rights	Dr. Annapoorna KN Consultant QPS
03.45 PM – 04.00 PM	Tea	
04.00 PM – 05.00 PM	Standards for Inputs and Support Services	Dr. Chinmayee Swain Senior Consultant QPS
05:00 PM – 05.45 PM	Exercise on Area of Concern-A & B	
Day 02 (14 th December 2022)		
09.00 AM – 09.15 AM	Recap	Team QPS
09.15 AM -10.15 AM	Standards for Clinical Services	Dr. Arpita Agrawal Consultant QPS

10.15 AM – 11.00 AM	Assessment of National Health Programme	Dr. Utsuk Dutta Consultant, NIHFW
11.00 AM – 11.15 PM	Tea	
11.15 PM – 12.00 PM	Assessment of National Health Programme	Dr. Utsuk Dutta Consultant, NIHFW
12.00 PM – 01.00 PM	Standards for Infection Control	Dr. Neeraj Gautam Consultant, Certification Unit QPS
01.00 PM – 01.45 PM	Lunch	
01:45 PM – 02:15 PM	Exercise on Area of Concern C & D	
02.15 PM – 03.15 PM	Internal Assessment, Gap Identification, Prioritization and Action plan	Dr. Naveen Kumar Consultant QPS
03.15 PM – 04.15 PM	Documentation in Quality Management System	Dr. Abhay Dahiya Consultant QPS
04.15 PM – 04.30 PM	Tea	
04.30 PM – 05.30 PM	Exercise on Gap Identification, Prioritization and Action plan	
Day- 3, Thursday,15 th December 2022		
09.00 AM – 09.30 AM	Recap	Team QPS
09.30 AM – 11.00 AM	NQAS for Secondary Care	Dr. Arpita Agrawal Consultant QPS
11.00 AM – 11.15 AM	Tea	
11.15 AM – 12.00 PM	Overview of LaQshya & MusQan	Dr. Chinmayee Swain Senior Consultant QPS
12.00 PM – 12.30 PM	Standards on Outcome Indicators	Dr. Vineeta Dhankhar Consultant QPS
12.30 PM – 01.30 PM	Ayushmann Bharat Health and Wellness Centre	Dr. Atul Raiker Consultant CP-CPHC
01.30 PM – 02.00 PM	Lunch	
02.00 PM – 3.00 PM	Documentation for NQAS Certification	Mr. Gulam Rafey Consultant Certification Unit QPS
3.00 PM – 4. 00 PM	Post Training Evaluation	
04.00 PM – 05:00 PM	Feedback & vote of thanks	

Details of Sessions

Topic	Brief
Improving Quality in Public Healthcare Facilities: An Overview Dr. Deepika Sharma, Lead Consultant, QPS	<p>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.</p>
Standards& Measurement System for Quality Assurance Program Ms. Vinny Arora, Senior Consultant, QPS	<p>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 levels of the health facilities.</p>
Area of Concern (A & B) Service Provision and Patient Rights Dr. Annapoorna K.N	<p>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. The session was followed by an exercise to give a hands-on experience to the participants.</p>
Area of Concern (C & D) Inputs and Support Services Dr Chinmayee Swain	<p>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. Additionally, the speaker also explained the importance of each of the respective area of concern to the participants, with a brief of their inter-linkage with the other areas of concern under the NQAS.</p>

<p>Area of Concern (E) Clinical Services</p> <p>Dr Arpita Agrawal, Consultant, QPS</p>	<p>The session included the importance of quality of clinical services with a discussion on the standards under Clinical services which covered the aspects of Initial assessments, nursing care, drug administration, patient record maintenance and discharge process etc.</p>
<p>Assessment of National Health Programme</p> <p>Dr. Utsuk Dutta, Consultant, NIHFV</p>	<p>The session was planned mainly to give overview of National Health Programme in India, and how it has been structure under National Quality Assurance Standards. The are of concern E covers clinical aspects of National Health Programme and area of concern A covers availability of services.</p>
<p>Infection Control & Bio-Medical Waste Management</p> <p>Dr. Neeraj Gautam</p>	<p>The session covered a detailed discussion about infection control practices and the standards precautions to be taken into consideration. It included the discussion on the latest biomedical rules and the amendments with focus on the implementation and assessment of the infection control practices at public health care facilities. In addition, the key concepts of an Infection Control Audit were also briefed</p>
<p>Internal Assessment & Gap Identification, Prioritization and Action Plan</p> <p>Dr. Naveen Kumar</p>	<p>The session covered the internal assessment framework and the gap classification methodology, to ensure the execution of a systematic internal assessment in the respective health facilities, followed by the gap analysis. The topic covered the step wise approach of action planning for gap closure with a focus on prioritizing the key actionable gaps. One of the key tools of prioritization i.e., PICK chart and its matrix was explained with the real-time</p>

Documentation under Quality Dr. Abhay Dahiya	<p>The session covered a detailed discussion about standards related to Quality Management under National Quality Assurance Standards. It includes Quality Teams, SOPs, Internal Quality and External Quality Assurance etc. The trainer was also briefed about the process of enrollment with the CMC Vellore for the conduct of External Quality Assurance in the laboratory.</p>
NQAS for Secondary Care Dr. Arpita Agrawal, Consultant, QPS	<p>This session includes the standards E11-E21 of NQAS. The trainer also discussed the specific clinical services like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank etc.</p>
Overview of LaQshya & MusQan Dr. Chinmayee Swain	<p>It covered orientation of LaQshya programme to improve intrapartum and immediate post-partum care around birth. Critical components envisaged under LDR concept were discussed in detail along with the zoning in OT, importance of respectful maternity care, certification norms under LaQshya. Government of India has recently launched Quality initiatives for Child friendly services (MusQan) at public health facilities. The speaker discussed about the standards, indicator related to LaQshya and institutional framework related to LaQshya and MusQan</p>
Outcome Indicators & Key Performance Indicators Dr. Vineeta Dhankhar	<p>Session included the discussion on the KPIs and Outcome indicators under the NQAS along with their calculation, reporting and analysis at facility, district & state level.</p>

<p>Ayushmann Bharat Health and Wellness Centre</p> <p>Dr. Atul Rairker</p>	<p>The <u>Ayushman Bharat</u> - Health and Wellness Centres (AB-HWCs) is one of the key flagship program of Government of India. Ayushman Bharat Programme in a bid to move away from selective health care to a more comprehensive range of services spanning preventive, promotive, curative, rehabilitative and palliative care for all ages. The session provides an brief overview of functioning of Health and Wellness Centre and how it ensures continuum of care from village to District Hospital</p>
<p>Procedures and Documentation for Certification</p> <p>Mr. Gulam Rafey</p>	<p>The phases of certification with a detailed discussion on each of the respective step of the entire process were discussed during this session. It also covered the pre-requisites of the National and State Certifications under the NQAS with a brief about the certification criteria, incentives, awards for the NQAS and LaQshya Certifications, respectively. Further to this, the operational issues in the various phases of the certification process were also discussed in detail. The session included the key components of an SOP with the importance of framing an SOP in improving the quality of services.</p>
<p>Post-Training Evaluation</p>	<p>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.</p>

The meeting ended with Vote of Thanks

List of Participants

S.No	Name of Participants	Name of Organization	Designation	Mobile Number	Email ID
1	Dr Mehadi Hassan	CARE INDIA	Technical Officer	9262999035	mehedi@careindia.org
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3	Dr Ankita Walia	PATH	Program Associate, PATH	9646938639	awalia@path.org
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23	Dr Ashalata Pati	PATH	STO, Odisha PATH	8447495135	apati@path.org
24	Ms Priyanka Sharma	CARE INDIA	DTO-F Care India	9413902671	priyankasharma0793@gmail.com
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Date of reporting: 20th January 2023

A three (03) days Internal Assessors cum Service Providers Training was conducted at NHSRC Office, New Delhi for development Partners from 13th – 15th December 2022 to create a pool of internal assessors and also to sensitize development partners regarding NQAS.

This batch was exclusively for development partners. There was total 43 participants across the 6 development partners, who were nominated by the Country Office of respective development partners. At the end of the training, a feedback form was circulated to the participants (google form). These responses were then analyzed, 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	4.51
Day-2	4.46
Day-3	4.65
Average	4.54

B. Faculty-wise Feedback Analysis: -

Feedback IA cum SPT for Development Partners			
Name of Speakers	Day-1	Day-2	Overall Average
Dr. Deepika Sharma	4.82		4.82
Dr. Utsuk Dutta	4.77		4.77
Dr. Atul Rairker	4.70		4.70
Dr. Arpita Agrawal	4.52	4.8	4.66
Ms. Vinny Arora	4.62		4.62
Dr. Chinmayee Swain	4.56	4.62	4.59
Mr. Gulam Rafey	4.57		4.57
Dr. Vineeta Dhankhar	4.56		4.56
Dr. Neeraj Gautam	4.50		4.50
Dr. Abhay Dahiya	4.32		4.32
Dr. Naveen Kumar	4.21		4.21
Dr. Annapoorna KN	4.06		4.06

C. Most liked Session: -

	Most liked sessions	Trainer
1	Improving Quality in Public Health Facilities	Dr. Deepika Sharma
2	Assessment of National Health Program	Dr. Utsuk Dutta
3	Ayushmann Bharat Health and Wellness Centre	Dr. Atul Rairker

Suggestions given by participants.

S.No.	Suggestions
01	Include some small exercises and tasks against each session to be solved by the groups.
02	Provide training material prior to training

All participants came forward to deliver the vote of thanks to the trainers of NHSRC. They said 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.

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 a clear, concise and meaningful way. However, based on the suggestions and recommendations given by participants, an action plan was prepared.

Sl. No.	Suggestions to improve training	Remarks
1	Include some small exercises	Accepted
2	Provide training material prior to start of training	Accepted

Time-bound action plan

Sl. No.	Suggestions to improve training	Responsible person
1	Small exercise will be included in the training	Coordinator
2	Provide training material prior to training	Coordinator

List of Qualified Participants

Name of Participants	Name of Organization	Designation
Mr. Ranjith Menon	ADB	Health Services Quality Assurance Specialist
Dr Amol Sonawane	CARE INDIA	State Program Manager
Ms Dipty Nawal	CARE INDIA	State Consultant (CARE INDIA)
Dr Mehadi Hassan	CARE INDIA	Technical Officer
Ms Vijaya Gugale	CARE INDIA	Technical officer facility
Dr. Shailesh Bapu Patil	CARE INDIA	CARE India
Ms Priyanka Sharma	CARE INDIA	DTO-F Care India
Dr Manya Joshi	CARE INDIA	Program Coordinator
Dr. Zeeshan Asif	JHPIEGO	Senior Program Officer
Vijay Kumar	JHPIEGO	SPO
Dr.Puneet Bhat	JHPIEGO	Program Officer , Jhpiego
Dr. Asutosh Padhi	JHPIEGO	State Program Manager
Dr. Anurag Minz	JHPIEGO	State Program Officer, Jhpiego
Dr. Pavitra Sangwan	NHSRC	NHSRC
Dr. Asif asfan parangodath	NHSRC	Fellow, NHSRC
Dr Ashalata Pati	PATH	STO, Odisha PATH
Shri Thongsuanmung Vualnam	PATH	State Lead, PATH
Dr Ankita Walia	PATH	Program Associate, PATH
Dr. Apurva Akre	PATH	Consultant CPHC, PATH
Mr. Prashant Kumar	PATH	Supply chain officer , PATH
Dr. Sridhar Prahlad Ryavanki	UNICEF	Health Specialist, UNICEF Hyderabad Field Office for Karnataka AP Telangana
Dr. Ekta Soni	WHO	Health Systems Officer
Dr Pranjal Tamuli	WHO	Health Systems Officer
Dr Shweta Sharma	WHO	Health Systems Officer- WHO
Dr. Kumar Gaurav	WHO	District Health Coordinator (Health Systems)
Dr. Biraj Kanti Shome	WHO	Health Systems Officer (HSO) - Assam
Dr. Naresh Potter	WISH	State Technical Program Lead