



NQAS INTERNAL ASSESSOR TRAINING REPORT KERALA

8th – 9th December, 2022

Venue: Classic Sarovar Portico, Thampanoor, Trivandrum, Kerala

NATIONAL QUALITY ASSURANCE STANDARDS (NQAS)

INTERNAL ASSESSOR TRAINING from 08-12-2022 to 09-12-2022

at Classic Sarovar Portico, Thampanoor, Trivandrum



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Background

Two days “Internal Assessor Training” was conducted in the State of Kerala by the Quality & Patient Safety Division, National Health System Resource Centre in collaboration with the State’s National Health Mission from 8th to 9th December, 2022.

The objective of the training was to train the nominated officials from the State as an Internal Assessor of the National Quality Assurance Standards to enable the facilities for NQAS Certification by conducting the assessments and handholding the facilities in implementation of NQAS standards at the facility level.

The aim of the training was to train the participants on listed topics including overview of NQAS and Quality Standards under NQAS, Measurement system and Assessment protocol under NQAS, Standards for Service Provision, Patient Rights, Inputs, Quality Implementation Process, and Standards for Support Services, Clinical Services, Infection Control, Quality Management and Outcome Indicators.

Training also included sessions on Documentation in Quality Management System/ Application Requirements and overview of different programs under National Quality Assurance Framework including LaQshya and MusQan certification.

Training also aided the 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.

The State had nominated **52** participants for the training including District Programme Managers, Medical Superintendent, State and District Quality Assurance Officers, Medical Officers, Specialists, Nursing In charges and Public relation officers etc. The training constituted fourteen (14) topics along with exercises for evaluation of the participants’ acumen in application of the knowledge gained during the training.

The training was initiated with welcome address from Dr Lakshmi GG, State Quality Assurance Officer, Kerala where she welcomed the dignitaries and participants, briefing about the two days training agenda and importance of the Quality Improvement in healthcare facilities.

Dr Asha Vijayan, DPM, Thiruvananthapuram, gave the presidential address and highlighted the performance of State of Kerala in the health indicators and how Kerala model is considered one of the best models for healthcare delivery in the country.

Dr. Meenakshy V, Director of Health Services, Kerala addressed the participants in her inaugural address highlighting the progress of the Quality Improvement/ Assurance initiatives at the state and also emphasized on the importance of the training in implementing the NQAS standards at the facility level. In her address she made participants aware on the importance of the quality in healthcare in reducing the preventable harms, improving the infection control practices and improving the health outcomes.

She updated on the progress made by the state in Certification of the healthcare facilities against NQAS standards and KASH Accreditation.

Dr Abhay Dahiya Consultant, Quality & Patient Safety, NHSRC in his key note address briefed on the role of QPS Division, NHSRC in the National Quality Assurance Program and various initiatives taken under National Quality Assurance framework. He also briefed about the importance, advantages, methodology of the training, evaluation criteria and certification of the

participants as Internal Assessors on successful completion as per the defined criteria.

A Post-training evaluation was also taken after the course of the training to evaluate the participants against the set criteria. Post-training evaluation was an open book exam with 42 multiple-choice questions, related to the quality improvement activities and the NQAS framework and standards. Out of total 52 participants, 46 participants (nearly 88%) cleared the post-evaluation exam and now will be empanelled as Internal Assessors under the existing pool of NQAS Internal assessors. The participants which cleared the post evaluation program will also function as state resource for conducting trainings in regards to National Quality Assurance Standards in the state of Kerala under supervision of State Quality Assurance Committee (SQAC) Kerala.

All the participants submitted the feedback on the training, which was taken on standardized feedback form and was analyzed on a 5-point likert- scale. The overall rating of the training as per the analysis of the feedbacks from the participants was over 3.5 in a 5-point likert scale.

Agenda and Schedule of Training



NQAS Internal Assessors Training 8th to 9th December 2022 Thiruvananthapuram, Kerala

Venue: Classic Sarovar Portico, Manjalikkulam Road, Thampanoor, Thiruvananthapuram

Agenda

Time	Topic/Activity	Resource Person
Day 01 (8th December 2022)		
09.30 AM - 10.00 AM	Registration	
10.00 AM - 10.15 AM	Welcome	Dr. Lakshmi GG, State Quality Assurance Officer
10.15 AM-10.30 AM	Inaugural Address	Dr. V Meenakshy, Director of Health Services, Kerala
10.30 AM - 10.45 AM	Group photograph & Tea	
10.45 AM - 12.00PM	Overview of NQAS and Quality Standards under National Quality Assurance Standards	Dr Abhay Dahiya , QPS, NHSRC
12.00 PM - 1.00 PM	Measurement System and Assessment Protocol	Dr Abhay Dahiya, QPS, NHSRC
1.00 PM - 01.45 PM	Standards for Service Provision	Mr. Augustine Joseph, NQAS Internal Assessor
01.45 PM - 02.15 PM	Lunch	
02. 15PM - 03:00 PM	Standards for Patient Rights	Dr. Sachin KC, AARDRAM Nodal Officer, DMO(H) Kannur
03.00 PM - 03.45 PM	Standards for Inputs	Dr. Sachin KC, AARDRAM Nodal Officer, DMO(H) Kannur
03.45 PM - 04.15 PM	Quality implementation process	Dr. Dev Kiran DPM, Kollam
04.15 PM - 04.30 PM	Tea	
04.30 PM - 05.00 PM	Standards for Support Services	Mrs. Shaharbanath A (Sr Nursing Officer, NHM Training Division)
05.00 PM - 05.45 PM	Exercise I	State Representative and NHSRC

Day 02 (9th December 2022)

09.00 AM – 09.15 AM	Recap	Dr Abhay Dahiya QPS, NHSRC
09.15 AM -10:45 AM	Standards for Clinical Services	Dr Abhay Dahiya, QPS, NHSRC
10.45 AM – 11.30 AM	Standards for Infection Control	Mrs. Shaharbanath A, Senior Nursing Officer, NHM Training Division
11.30 AM - 11.45AM	Tea	
11.45 AM – 12.30 PM	Standards for Quality Management	Dr Abhay Dahiya QPS, NHSRC
12.30 PM – 01.15 PM	Standards for Outcome Indicators	Dr.Vinoj, Medical Officer, FHC Poozhanad
01.15 PM - 01.45 PM	Lunch	
1:45 PM – 2.45 PM	Quality Tools	Dr Abhay Dahiya, QPS, NHSRC
02.45 PM – 03.15 PM	Documentation in Quality /Application Requirements	Mrs. Nigini District Quality Assurance Officer, Eranakulam
03.15 PM – 03.45 PM	Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan)	Dr. Sreehari M, SNO, Child Health
03.45 PM - 04.00 PM	Tea	
04.00 PM - 04.30 PM	Standards for Support Services	Mrs. Shaharbanath A, Senior Nursing Officer, NHM Training Division
04.30 PM – 05.30 PM	Post-Training Evaluation	State Quality Team/NHSRC
05.30 PM- 5.45 PM	Feedback & vote of thanks	State Quality Team

SESSION'S BRIEF



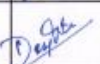















Topic and Presenter	Brief
Quality Standards under NQAS- An Introduction Dr Abhay Dahiya	This session detailed about the NQAS structure, measurement system for different level of healthcare facilities, brief about requirements of each of area of concern and standards under NQAS.
Measurement System and Assessment Protocols and Checklist Dr Abhay Dahiya	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 level of the health facilities.
Standards for Service Provision Mr. Augustine Joseph	This session covered the brief about the area of concern of service provision which measures availability of services in public hospitals. In addition to the mandated curative services the sessions also covered the preventive and promotive services at all Levels of care be in at District Hospital, First Referral units, Primary health centres and Health and Wellness Centre
Standards for Patient Rights Dr Sachin KC	This session briefed about the patient rights where services are accessible to the users, and are provided with dignity and confidentiality. It included both physical access as well as financial access. It included the government schemes, such as JSSK, RBSK and RBSY, for ensuring that the service packages are available cashless to different targeted groups along with the availability of information for access as well as enhancing patients' satisfaction. Patients' rights also included health services giving due consideration to patients' cultural and religious preferences, information to care seeker, attendants & community, which is sensitive to gender, religious and cultural needs and non-discrimination on account of economic or social reasons, provided free of cost services. It also includes the provision of the services maintaining the privacy, confidentiality and dignity of the patient and following the ethical practices.

Standards on Inputs Dr Sachin KC	<p>This session included the brief on the standards of Inputs as per NQQS standards, which covers the structural part of the facility including the infrastructure, human resources, drugs and equipment requirements for different level of healthcare facilities. The sessions focused on the minimum level of inputs which are required for ensuring delivery of committed level of services</p>
Quality implementation process Dr Dev Kiran	<p>This session was focused on sharing the implementation methodology adopted by one of the district in Kerala (Kollam). The session included the steps of implementation adopted by the district programme manager right from identification of the facilities for NQAS certification, doing the internal assessments, framing of the quality team at the facilities and team building for implementation of quality initiatives at the facility level.</p>
Standards for Support Services Mrs. Shaharbanath A	<p>The session detailed on the requirements of the equipment maintenance , calibration, drug storage and inventory management, security, facility management, water supply, power backup, dietary services and laundry The session included the brief on the administrative process, like RKS, Financial management, legal compliances staff deputation and contract management. It also included various monitoring and reporting activities needed to be done by the facility especially in regards to the National Health Programs</p>
Standard for Clinical Services Dr Abhay Dahiya	<p>This session briefed on the standards for clinical services as per NQAS standards. The session addressed the clinical services that ensure adequacy of care of the patients. It included processes such as registration, admission consultation, clinical assessment, continuity of care, nursing care, prescription practices, safe drug administration, maintenance of the clinical records and discharge from the facility.</p> <p>The session also included the brief on the standards related to quality of emergency and diagnostic services and specific clinical processes for Maternal, Newborn, child, adolescent and family planning services and other national health programs</p>

























Standards for Infection Control Mrs. Shaharbanath	<p>The session detailed on the infection control practices, infection control programme and procedures in place for prevention, control and measurement of HAI.</p> <p>The session included the hand hygiene practices and antisepsis, personal protection, processing of the instruments and equipment, environment control and Bio Medical Waste Management</p>
Standards for Quality Management Dr Abhay Dahiya	<p>The session briefed on the established organizational framework and quality policy for quality assurance, system for patient and employee satisfaction, system for assuring and improving the quality of clinical and support services by internal and external quality assurance and establishment of documented standard operating procedures for all key processes and support services.</p>
Standards for Outcome indicators Dr Vinoj	<p>This session included detail on measuring the productivity indicators, efficiency indicators, clinical care and safety indicators and service quality indicators. It also included the measures needed to be taken by the facility to reach the State/ National Level Benchmarks.</p> <p>The session also included the description of the Key Performance indicators as per the Operational guidelines for Quality improvement in public healthcare facilities 2021, defined for each level of the healthcare facilities.</p>
Quality Tools Dr Abhay Dahiya	<p>It covered the basics of an established Quality Management System and the rationale of its implementation in a healthcare institution. The session covered the seven basic tools of quality with examples.</p>
Documentation in Quality Application Requirement Mrs Nigini	<p>This session included the importance of the documentation in quality management system, the objectives of the documentation, different level of documentation, framing mission and vision statements, Quality policy, establishing and components of quality objectives, framing of standard operating procedures, control of the documents and documents/ records required to be submitted to by the healthcare facility for NQAS certification.</p>
Post-Training Evaluation	<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 training ended with a vote of thanks to all the participants.

























Training Attendance









<p style="text-align: center;">ATTENDANCE Two day state level NQAS Internal Assessor Training on 8th & 9th December 2022 at Hotel Classic Sarovar Portico, Trivandrum</p>							
<p style="text-align: center;">08/21/2022 DAY 1</p>							
Sl. No	Name of Participants	Designation	Name of Institution	Whatsapp Number & Email	Stationary Received (Yes/No)	Signature	
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1	RESHMA C-K	AQAO.	NHM, KOTTAYAM	9496715225 reshmachack@gmail.com	Yes		
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10	Dr. PALLAVI. G	JUNIOR CONSULTANT ANAESTHESIA	DMH PEROORKADA	9446404622 pallavi.sopanam@gmail.com	Yes		
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						FN	AN
22	Dr AFZAL. C.K	ASSISTANT SURGEON	FHC PANANGAD KOTHIKODE	9446568151 drckc220@gmail.com	YES.		
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Sl. No	Na. of Participants	Designation	Name of Institution	Whatsapp Number & Email	Stationary Received (Yes/No)	Signature	
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34	SINIMOL JOSEPH	NSG OFFICER AI	D-H THODUPUZHA ADUKKI	9495927974 navyagjoseph1972@gmail.com	Yes		
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45	AKHILA VINODAN V	DQAO	DPMSU, NHM wayanad	8907381655 akhila.vinodan444@gmail.com	Yes		
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55	Remya K. R.	DEO	SPMSU	9400615081	Yes		
56	Tojin George	AAAO, SPMSU NHM	SPMSU, NHM	9061169119 9037130372	Yes		

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