



Training of Trainers (TOT MODEL) Uttarakhand

27-29 December 2022



VENUE: CTRFLA Sudhowala, Dehradun, Uttarakhand

Background

A Three days training of Trainers (ToT Model) was conducted in the State of Uttarakhand by the National Health System Resource Centre in collaboration with the State's National Health Mission from 27 to 29 December 2022.

The objective of the training was to train the nominated officials of the State for the implementation of the National Quality Assurance Program, by mentoring the facility quality teams as per the action plan defined by the State. This training aided participants with the tools, techniques, and support to health professionals to enable them to implement NQAS at a healthcare facility and thereby, take ownership of improving, sustaining, and creating a culture of quality care.

The State had nominated 30 participants for the training including deputy Directors, Medical Officers, Specialists, Quality Consultants, assistant professors, professors, Hospital managers, Programme Officers, etc. The training constituted fourteen (14) topics with eight (08) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by additional director Dr Saroj Naithani, during which discussed the importance of Quality in Healthcare service delivery and Dr. Mukesh, State Nodal Officer – Quality Assurance, threw light on the current status of the NQAS certifications in the State.

A Post-training evaluation exam was also taken during the training. Post-training evaluation was an open-book exam with 42 multiple-choice questions, related to quality improvement and the NQAS framework.

QA training programs have an inbuilt training evaluation system, where a feedback form is provided to each participant. Feedback from the participants is analyzed on a 5-point Likert-scale. The overall rating of the training as per the analysis of the feedback from the participants was 4.5 on a 5-point Likert scale.



**Training of Trainerson NQAS from
27-29 December 2022, Dehradun, Uttarakhand**



Tentative Agenda

Day-1 27 December 2022		
Time	Topic	Resource Person
8:45AM - 09:15AM	Registration	
09:15AM - 09:30AM	Inaugural & Welcome Address	Dr.Ajay Nagarkar (O/IC)
09:30AM - 09:50AM	Key Concepts of Quality	State Team
09:50AM - 10:30AM	Measurement system and Assessment Protocols and Checklist	Dr Vineeta Dhankhar
10.30AM - 10:45AM	Tea Break	
10:45AM - 12:00PM	Quality standard under NQAS- Area of Concern A, B, C, D	Dr.Monica (State Team)
12:00 PM - 01:00 PM	Quality standard under NQAS: Area of Concern E, F, G, H	Dr Vineeta Dhankhar
01:00 PM - 01:30 PM	Case Study -1 (Measurement System)	NHSRC & State Team
01:30 PM - 02:15 PM	Lunch	
02:15 PM - 02:45 PM	Case Study -2 (Standard Identification)	NHSRC & State Team
02:45 PM - 04:15 PM	Group work AOC (A-H)	NHSRC & State Team
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:30 PM	Group work continued	
Day-2 28 December 2022		
09:00 AM - 09:15 AM	Recap	State Team
09:15 AM - 10:30 AM	Gap analysis/Action Plan/Prioritization	Dr Vineeta Dhankhar
10:45 AM - 11:00 AM	Tea Break	
11.00 AM - 11.45 AM	RCA/Process Mapping	Dr.Ajay (Lt.Col.)

11:45 AM – 12:45 PM	7 Basic quality Tools	Mr Rohit Checker
12:45 PM - 01:30 PM	PSS	Dr Vineeta Dhankhar
01:30 PM - 02:15 PM	Lunch Break	
02:15 PM – 03:00 PM	Prescription Audit and Medical Audit	Mr Rohit Chec ker
03:00 PM- 03:30 PM	Case Study -1 (Gaps)	NHSRC & State Team
03:30 PM – 04:15PM	Case Study-2 (Process Mapping)	NHSRC & State Team
04:15 PM – 04:30 PM	Tea Break	
04:30 PM – 05:30 PM	Case Study -3 (Gap Analysis and Application of concepts action planning and prioritization)	NHSRC & State Team
Day-3 29 December 2022		
09:00 AM - 09:15 AM	Recap	Dr Vineeta Dhankhar
09:15 AM - 10:45 AM	Quality Improvement Methodology (PDCA)	Mr Rohit Checker
10:45 AM - 11:00 AM	Tea Break	
11:00 AM – 11:45 AM	Documentation in Quality	Dr Vineeta Dhankhar
11:45 AM – 12:45 PM	Risk Management	Mr Rohit Checker
12:45 PM - 01:30 PM	Overview of LaQshya, MusQan, SUMAN	Dr.Monica(State Team)
01:30 PM - 02:15 PM	Lunch Break	
02:15 PM – 03:15 PM	Case Study on risk Management Prioritization	NHSRC & State Team
03:15 PM- 04:15 PM	Post Training evaluation Test	NHSRC & State Team
04:15 PM – 04:30 PM	Feedback	NHSRC & State Team

SESSION'S BRIEF

Topic	Brief
Key concepts Of Quality Dr. Priyanshi	The topic covered key concepts of Quality, the importance of Quality in healthcare, the Evolution of the National Quality Assurance Standards & their implementation framework, Various initiatives/schemes under the National Quality Assurance Program, rationale and context, etc.
Measurement System and Assessment Protocols and Checklist Dr. Vineeta Dhankhar	It covered the concepts of the 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 a discussion of the different assessment methods and departmental checklists at various levels of the health facilities.
Quality standard under NQAS-An Introduction (AOC A to D) Dr. Monica	The session covered a detailed discussion about the quality standards under National Quality assurance standards including the description of first 4 Areas of Concern A to D, service provision, patient rights, Inputs and support services. It also included the functional relationship between various components of quality measurement systems.
Quality standard under NQAS-An Introduction (AOC E to H) Dr. Vineeta Dhankhar	The session covered a detailed discussion about the quality standards under National Quality assurance standards including the description of 4 Areas of Concern E to H, clinical services, infection control, quality management and outcome. It also included the functional relationship between various components of quality measurement systems.
Case Study -1 (Measurement System) NHSRC & State Team	conducted a case study exercise in the measurement system
Case Study -2 (Standard Identification) NHSRC & State Team	conducted a case study exercise in the standard identification

Group work AOC (A-H) NHSRC & State Team	Conducted an exercise on Areas of Concern (A-H)
Gap analysis/Action Plan/Prioritization Dr Vineeta Dhankhar	The session included the gap classification methodology followed by gap analysis, action plan, and prioritization of the actions for improvement. The topic covered the stepwise approach of action plans for gap closure with a focus on focus on prioritizing the key actionable gaps. One of the key tools of prioritization i.e., the PICK chart and its matrix was explained with real-time examples with the participants. The session was followed by an exercise.
RCA/Process Mapping Dr Ajay	This session acquainted the participants with the The idea is that process mapping is a vital tool used in service improvement to clearly understand each step of a process. All the Participants were oriented on the symbols used to draw a process map and all process maps must have start and end points. The trainer also presented that a process map needs to draw, identification of the process bottlenecks, the difference between value-adding and non-value-adding activities, and the importance of removing MUDAS (waste) from a process to make it more efficient. The session was followed by an exercise to give a hands-on experience to the participants.
7 Basic Quality Tools Mr Rohit Checker	It covered the basics of an established Quality Management System and the rationale of its implementation in a healthcare institution. The second part of the session covered the seven basic tools of quality with examples. The session was followed by an exercise to give a hands-on experience to the participants.

Patient Satisfaction Survey Dr Vineeta Dhankhar	<p>During this session, the participants were acquainted with the idea that a key component for understanding and improving patients' experience is ensuring that what is measured reflects. More emphasis was reflected on the whole idea that it is not about just collecting the PSS on a pre-defined attribute, but after the collection of responses, data should be analyzed to identify the lowest attributes and prepare an action plan for the closure of gaps identified during the survey. There could be more than one identified problem, the prioritization rule can be applied based on identified attributes and corrective and preventive action can be taken accordingly. The session was followed by an exercise to give a hands-on experience to the participants.</p>
Prescription and Medical Audit Mr Rohit Checker	<p>The session included a discussion on the prescription audit and medical audit followed by an exercise with the real-time hospital prescriptions to give a hands-on experience to the participants.</p>
Quality Improvement Methodology (PDCA) Mr Rohit Checker	<p>The session covered the importance of running the Plan, Do, Check, Act cycle for improvement and sustenance of progress achieved after the incorporation of intervention/change in the process for the achievement of set objectives.</p>
Documentation in Quality Dr. Vineeta Dhankhar	<p>The session covered the documentation process to be undertaken at various public health facilities under Quality</p>
Risk Management with exercises Mr Rohit Checker	<p>Risk management was discussed during the session. This comprises identifying the risk, calculating the probability and likelihood that the risk will occur, determining how dangerous the risk may be, and then monitoring, controlling, and analyzing the risk.</p>

Overview of LaQshya, MusQan, SUMAN Dr Monica	It covered the orientation of the LaQshya programme to improve intrapartum and immediate post-partum care around birth. Critical components envisaged under the LDR concept were discussed in detail along with the zoning in OT, the importance of respectful maternity care, and certification norms under LaQshya. It also included an overview of MusQan and SUMAN.
Post-Training Evaluation	The Post training Evaluation of participants was undertaken at the end.

The training ended with a vote of thanks to all the participants

**Feedback Analysis of Training of Trainers (TOT model), Dehradun, Uttarakhand
27 December 2022 to 29 December 2022**

Day 1

Sl.NO	Name of the Session	Resource Person	Average
1	Key concepts of Quality	Dr. Priyanshi	4.6
2	Measurement system and assessment protocols & checklist	Dr. Vineeta Dhankhar	4.8
3	Quality standards under NQAS- An Introduction AOC A-D	Dr. Monika	4.7
4	Quality standards under NQAS- An Introduction AOC E-H	Dr. Vineeta Dhankhar	4.9

Day 2

5	Gap Analysis/Action Plan/Prioritization	Dr. Vineeta Dhankhar	4.8
6	RCA/Process mapping	Dr. Ajay	4.6
7	7 Basic Quality tools	Mr. Rohit Checker	4.8
8	Patient Satisfaction Survey	Dr. Vineeta Dhankhar	5
9	Prescription Audit & Medical Audit	Mr. Rohit Checker	4.8

Day 3

11	Quality Improvement Methodology	Mr. Rohit Checker	4.8
12	Documentation in Quality	Dr. Vineeta Dhankhar	4.8
13	Risk Management	Mr. Rohit Checker	4.8
14	Overview of LaQshya, MusQan & Suman	Dr. Monika	4.7

The average score of Trainers

Sl.NO	Name of the Trainer	No. of Sessions Covered	Average
1	Dr. Vineeta Dhankhar	5	4.9
2	Dr Monika	2	4.8
3	Mr. Rohit Checker	4	4.8
4	Dr. Ajay	1	4.7
5	Dr. Priyanshi	1	4.7

Total Average = 4.8

NQAS TOT TRAINNG 2022-23				Date 27-29 Dec, 2022
Venue - CTRFA, Sudhowala Dehradun				
Sl No.	Name of Participants	Designation	E-mail ID	Phone Number
1	Dr. Neetu Tomar	Paediatrician, DH Coronation	dhcoronation@gmail.com	8495858994
2	Dr. Mukesh Kumar Rai	Sate Nodal Officer Quality	mukesh1992rai@gmail.com	9560432359
3	Dr. Priyanshi Srivastava	Public Health Consultant Quality	sqacuk2019@gmail.com	9140660029
4	Dr. Apoorva	State Consultant Quality	sqacuk2019@gmail.com	9760553759
5	Mr. Vikash Dobhal	Data Entry Operator Quality	dobhalvikash520@gmail.com	8630652291
6	Dr. Lt. Col Ajay Kumar	District Nodal Officer Quality	aksajay.singh4@gmail.com	9410707991
7	Dr. Mamta Negi	Sr. Medical Officer	mamtanegirawal988@gmail.com	9412901228
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