



# **TOT OF INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING REPORT**

## **MADHYA PRADESH**

**28<sup>th</sup> – 30<sup>th</sup> June, 2022**

**Venue: Hotel Palaash, Bhopal, Madhya Pradesh**



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## **Background**

A Three days “Training of Trainers of Internal Assessors cum Service Providers Training” was conducted in the State of Madhya Pradesh by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 28<sup>th</sup> June to 30<sup>th</sup> June, 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. The aim of the training was to train the participants on listed topics including NQAS Quality Standards, Measurement system under NQAS, Gap Analysis and prioritization, Process mapping, Quality Tools, Patient Satisfaction Survey, Prescription and Medical Audit, QI Methodology, Quality documentation and Risk Management. Training also provided an overview of different programs under National Quality Assurance Framework including LaQshya, MusQan and Suman

Training was intended to enable the participants to provide further trainings on IA and SPT in the state based on post training evaluation

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 69 participants for the training including Medical Officers, Specialists, District Quality Monitors, Nursing In charges and Programme Officers etc. The training constituted eighteen (15) topics with five (07) exercises for hands on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Dr Pramod Goel, Deputy Director, QA Nodal Officer National Health Mission, Madhya Pradesh, where he discussed about the importance of Quality in Healthcare service delivery and the current status of the NQAS certifications in the State.



Dr. Priyanka Das MD NHM in her address highlighted 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. She also collated the implementation of quality assurance activities with SDG goals and progress of the state against the listed goals. She deliberated the participants on “Mission Sehat” scheme which is intending to have a separate budget allocation for maintenance of healthcare facilities.

A Pre and Post-training evaluation were also taken during the course of the training to evaluate the effectiveness of the training. 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 69 participants, 49 participants (nearly 72%) cleared the post-evaluation exam and now will be empanelled as Internal Assessors under the existing pool of NQAS assessors. The participants which cleared the post evaluation program will also function as state resource for conducting Service Provider training and internal auditor training in the state of Madhya Pradesh under supervision of SQAC Madhya Pradesh.

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 4 in a 5-point likert scale.

## Agenda and Schedule of Training

 National Health Systems Resource Centre	<b>Training of Trainers (TOT)</b> <b>NQAS Internal Assessor-cum- Service Provider Training</b> <b>Date: June 28<sup>th</sup> to 30<sup>th</sup> 2022</b>	
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### Agenda and Schedule

#### Agenda of Training:

- To conduct the Training of Trainers (TOT) for Internal Assessment and Service provider Training
- To train the participants on listed topics including NQAS Quality Standards, Measurement system under NQAS, Gap Analysis and prioritization, Process mapping, Quality Tools, Patient Satisfaction Survey, Prescription and Medical Audit, QI Methodology, Quality documentation, Risk Management
- To provide an overview of different programs under National Quality Assurance Framework including LaQshya, MusQan and Suman
- To enable the participants to provide further trainings on IA and SPT in the state based on post training evaluation

#### Schedule of the Training:

DETAIL SCHEDULE OF TOT: 28 <sup>TH</sup> TO 30 <sup>TH</sup> JUNE, 2022		
Time	Topic/ Activity	Resource Person
<b>DAY-1 28<sup>TH</sup> JUNE 2022</b>		
8:30 AM - 09:00 AM	<b>Registration</b>	<b>From State</b>
9:00 AM – 9:15 AM	<b>Pre-test</b>	Dr. Abhay Dahiya & Dr. Alisha Dub, NHSRC
09:15 AM - 09:20 AM	Inaugural & Welcome Address	Deputy Director QA-NHM
09:20 AM - 09:30 AM	Address by MD NHM, MP	MD -NHM , MP
09:30 AM - 09:50 AM	Key Concepts of Quality	Dr. Alisha Dub, NHSRC
09:50 AM - 10:45 AM	Quality standard under NQAS-An Introduction	Dr. Abhay Dahiya, NHSRC
10.45 AM – 11.00AM	<b>Tea Break</b>	
11:00 AM – 12:15 PM	Quality standard under NQAS-An Introduction	Dr. Abhay Dahiya, NHSRC
12:15 PM - 01:00 PM	Measurement system and Assessment Protocols and Checklist	Dr Yashwant Verma
01:00 PM – 01:30 PM	Case Study -1 (Measurement System) (Group Work)	Dr.Sandeep Sharma Dr Vivek Mishra
<b>01:30 PM - 02:15 PM</b>	<b>Lunch</b>	
02:15 PM – 02:45 PM	Case Study -2 (Standard Identification) (Group Work)	Dr.Sandeep Sharma Dr Vivek Mishra
02:45 PM-04:15 PM	Group work AOC(A-H)	Dr.Sandeep Sharma
04:15 PM – 04:30 PM	<b>Tea Break</b>	
04:30 PM – 05:30 PM	Group work continued	Dr.Sandeep Sharma Dr Vivek Sharma

<b>DAY-2 29<sup>TH</sup> JUNE 2022</b>		
09:00 AM - 09:15 AM	Recap	Dr. Alisha Dub, NHSRC
09:15 AM - 10:30 AM	Gap analysis/Action Plan/Prioritization	Dr. Abhay Dahiya, NHSRC
10:45 AM - 11:00 AM	<b>Tea Break</b>	
11:00 AM – 11:45 AM	RCA/Process Mapping	Dr. Abhay Dahiya, NHSRC
11:45 AM – 12:45 PM	7 Basic quality Tools	Dr. Vivek Mishra
12:45 PM - 01:30 PM	PSS	Dr Alisha Dub
<b>01:30 PM - 02:15 PM</b>	<b>Lunch Break</b>	
02:15 PM – 03:00 PM	Prescription Audit and Medical Audit	Dr Sanjay Mishra
03:00 PM- 03:30 PM	Case Study -1 (Gaps) (Group Work)	Dr. Sandeep Sharma
03:30 PM – 04:15 PM	Case Study-2 (Process Mapping) (Group Work)	Dr. Sandeep Sharma
04:15 PM – 04:30 PM	<b>Tea Break</b>	
04:30 PM – 05:30 PM	Case Study -3 (Gap Analysis and Application of concepts action planning and prioritization)	Dr. Sandeep Sharma
<b>DAY-3 30<sup>TH</sup> JUNE 2022</b>		
09:00 AM - 09:15 AM	Recap	Dr. Alisha Dub, NHSRC
09:15 AM - 10:45 AM	Quality Improvement Methodology (RIC)	Dr. Abhay Dahiya, NHSRC
10:45 AM - 11:00 AM	<b>Tea Break</b>	
11:00 AM – 11:45 AM	Risk Management	Dr Abhay Dahiya, NHSRC
11:45 AM – 12:45 PM	Documentation in Quality	Dr. Abhay Dahiya, NHSRC
12:45 PM - 01:30 PM	Overview of LaQshya, MusQan, SuMan	Dr. Alisha Dub, NHSRC
<b>01:30 PM - 02:15 PM</b>	<b>Lunch Break</b>	
02:15 PM – 03:15 PM	Case Study on risk Management Prioritization (Group Work)	Dr Vivek Mishra Dr. Sandeep Sharma
03:15 PM- 04:15 PM	Post Training evaluation Test	Dr. Sandeep Sharma and NHSRC
04:15 PM – 04:30 PM	Feedback	

## **SESSION'S BRIEF**

<b>Topic and Presenter</b>	<b>Brief</b>
<b>Key concepts of Quality</b> <b>Dr Alisha Dub</b>	The topic covered key concepts of Quality, importance of Quality in healthcare, Evolution of the National Quality Assurance Standards and & their implementation framework along with the key features of the program
<b>Quality Standards under NQAS- An Introduction</b>  <b>Dr Abhay Dahiya</b>	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.
<b>Measurement System and Assessment Protocols and Checklist</b>  <b>Dr Yashwant Verma</b>	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.
<b>Gap Analysis/ Action Plan/ Prioritization</b>  <b>Dr Abhay Dahiya</b>	This session detailed on Internal assessment process, general principles of the internal assessment, internal assessment activities including pre assessment activities, preparation of the assessment plan and assessment schedule, assessment methodology and assessment methods. Session also provided insight on the post assessment activities including gap analysis and reporting, preparation of action plan for gap closure and use of Quality Tools for prioritization of the gap closure activities based on PICK chart.
<b>RCA/ Process Mapping</b>  <b>Dr Abhay Dahiya</b>	It included the use of Quality tool Root Cause Analysis based on “5 Why” approach and Fishborn Diagram to identify the underlying cause of identified gaps. This session acquainted the participants with the idea 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, difference between value-adding and non-value adding activities, and 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.



<b>7 Basic quality Tools</b>  <b>Dr Vivek Mishra</b>	<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>
<b>Patient Satisfaction Survey</b>  <b>Dr Alisha Dub</b>	<p>Under 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 were reflected on the whole idea that it is not about just to collect the PSS on a pre-defined attribute, but after collection of responses, data should be analysed 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, prioritization rule can be applied based on identified attributes and corrective and preventive action can be taken accordingly. Later, a short orientation was done on Mera-Aspataal initiative. The session was followed by an exercise to give a hands-on experience to the participants.</p>
<b>Prescription Audit and Medical Audit</b>  <b>Dr Sanjay Mishra</b>	<p>The speaker covered the different types of the audit (Medical/Clinical/Prescription/Death) envisaged under the framework of NQAS along with the guiding principles and rules for the conduct of the audit. This was followed by the various attributes of a legible prescription with detailed methodology for the conduct of Prescription Audit, which was followed by an exercise (with the real-time hospital prescriptions) to give a hands-on experience to the participants.</p>
<b>Quality Improvement Methodology</b>  <b>Dr Abhay Dahiya</b>	<p>The session included the Quality Improvement Methodology which detailed about the quality improvement cycle, approaches to quality, life cycle on change, difference between quality improvement and quality assurance, model of improvement, the principles of PDCA and PDSA cycles for improvement and sustenance of progress achieved after the incorporation of intervention/change in the process for achievement of set objectives.</p>



<b>Risk Management</b>  <b>Dr Abhay Dahiya</b>	<p>This session briefed the participants on Risk management encompassing the identification, analysis, and response to risk factors that form part of healthcare delivery system. It included effective risk management, attempting to control, as much as possible, future outcomes by acting proactively rather than reactively. Session also covered the Risk Management Matrix and identification of the severity of the impact of the identified risks and measures to eliminate the same.</p>
<b>Documentation in Quality</b>  <b>Dr Abhay Dahiya</b> <b>NHSRC</b>	<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>
<b>Overview of LaQshya, MusQan and SuMan</b>  <b>Dr Alisha Dub</b>	<p>This session covered the overview of the Quality Assurance program framed for strengthening of maternal, child and paediatric health services. The trainer gave the insight on the institutional framework for implementation of the initiatives, the assessment criteria and departments to be assessed, certification criteria and incentives related to the program</p>
<b>Post-Training Evaluation</b>	<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.

# **ATTENDANCE RECORD OF THE PARTICIPANTS (3 DAYS RECORD)**

Day - 1 28/06/2022

Attendance Sheet 28-06-2021 to 30-06-2021

S.No.	NAME OF QUALITY CIRCLE TEAM	Place of Posting	MOB. No.	Signature Day-1	Signature Day-2	Signature Day-3
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2	Dr. Shubhangini Patel	Mo, PHC VEERPUR DAM	9993650013			
3	Brahm Bhushan Purohit	DQM, Bhind	8285013375			
4	Dr. Milan soni	DH Betul	7054744747			
5	Shikha Garg	DQM, Jabalpur	7703887159			
6	Arushi Mishra	DQM, katni	9960438932			
7	Harsha Gupta	DQM, Sehore	8319392674			
8	Himangi Mishra	DQM, Rewa	8319242812			
9	Pramad Mishra	DQM, Morena	8435051111			
10	Shweta Vishwakarma	DQM, Umaria	6260160770			
11	Richa Gupta	DQM, Shivpuri	8817435158			
12	Shrishti Pandey	DQM, Indore	7428248856			
13	Virendra Singh Dhurve	DQM, Seoni	9425652610			
14	Aaliya Rukhsar Mohammnad Ashtaque	DQM, Hoshangabad	9765679957			
15	Dr. Madhu Nema	DQM, Ujjain	9826033860			
16	Vikas Singh	DQM, Sheopur	8827717181			
17	Akila Ansari	DH Shivpuri	7772959455			
18	Sonam nandev	DH Mandla	7389787935			
19	Dr. Akasha Patidar	Mo, Kanti kargone	9977226377			
20	Dr. Mohin Akhter	Con. MH, Bhopal	9424402664			
21	Dr. Prachi Trivedi	Bhopal	9999729413			
22	Dr. Amit Prakash Jain	DH Damoh	9644288190			
23	Minishba Hacheng	DH Damoh	9039724662			
24	Dr. Arun Lanjhevar	DH BALAGHAT	9407308268			
25	Ritumbhara Arya	DH Neemuch	7974852417			

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27	Maiti Bijwal	Ratlam	7000246180	<i>[Signature]</i>	<i>[Signature]</i>
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29	Dr. Vikash Singh	DH Rewa	8109256601	<i>[Signature]</i>	<i>[Signature]</i>
30	Dr. Sharad Yadav	DH Rewa	8269908587	<i>[Signature]</i>	<i>[Signature]</i>
31	Smt. Jyoti	DH Datia	7225699915	<i>[Signature]</i>	<i>[Signature]</i>
32	Shubra Kushram	DH Mandla	9399538236	<i>[Signature]</i>	<i>[Signature]</i>
33	Dr. Rajsh Vaish	DH Singrouli	7043288505	<i>[Signature]</i>	<i>[Signature]</i>
34	Kalyani Singh	DH Singrouli	7016332696	<i>[Signature]</i>	<i>[Signature]</i>
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37	Chandni Chuohan	DH Umari	7987226254	<i>[Signature]</i>	<i>[Signature]</i>
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43	Manisha Garwaal	DH Ratlam	8269554568	<i>[Signature]</i>	<i>[Signature]</i>
44	Dr. Vipin Kumar Dubey	DH Ratlam	9871539194	<i>[Signature]</i>	<i>[Signature]</i>
45	Sapna Sahu	DH Panna	9425454427	<i>[Signature]</i>	<i>[Signature]</i>
46	Angina Gupta	DH Panna	6264530139	<i>[Signature]</i>	<i>[Signature]</i>
47	Smt. Shikha Sarawgi	Raisen	7000590924	<i>[Signature]</i>	<i>[Signature]</i>
48	Dr. Archana Mishra	JP Bhopal	9589938690	<i>[Signature]</i>	<i>[Signature]</i>
49	Sangeeta Barkhane	Raisen	8962609788	<i>[Signature]</i>	<i>[Signature]</i>
50	Sanju Nagar	DH Raisen	8516858256	<i>[Signature]</i>	<i>[Signature]</i>





51	Dr. Moutushi Haldhar	DH Raisen	7000409822		
52	Dr. Nina Dadiyan	JD Sagar	8821914281		
53	Vinod Kande	DH Balaghat	9425425996		
54	Dr. Pradeep Sharma	DH Sheopur	9827947224		
55	Dr. Jitendra Singh	DH Sheopur	9826215061		
56	Dr. Lal Singh Thakur	DH Sheopur	9993484015		
57	Dr. Chetan Bharanme	DH Barwani	9977370801		
58	Dr. Sachin Nayak	DH Barwani	9893381284		
59	Dr. Smita Patidar	DH Shajapur	9818781947		
60	Vipin Prashad	DH Shajapur	8447849254		
61	Priya Prajapati	DH Anuppur	7974440901		
62	Dr. Madhu Tatwar	DH Anuppur	9770062433		
63	Supriya Rasela	DH Khandwa	9425368237		
64	Dr. Neerupa Jha	DH Khandwa	9098265657		
65	Sweta Pandey	DH Neemuch	8770903078		
66	Dr. Hariom Singh	DH Shahdol	8878691810		
67	Dr. Lakshman Patel	DH Sidhi	9425810479		
68	Nidhi Dhangar	DH Dewas	9770465687		
69	Dr. Parvez Shaikh	DH Dewas	9009995097		
70	Dr. Seema Pralidar	DH Agar Malwa	8839818608		
71	Sonam Illore	DH Agar Malwa	9575210757		
72	Dr. Jaikrat Singh	DH Ashok Nagar	9977944801		
73	Priyanka Dolekar	DH Ashok Nagar			
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[illegible]



Day - 2

29/06/2022

Attendance Sheet 28-06-2021 to 30-06-2021

S.No.	NAME OF QUALITY CIRCLE TEAM	Place of Posting	MOR. No.	Signature Day 1 Morning	Signature Day 2 Evening	Email Id
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			7000409822			
			8821914281			



Day - 3

30/06/2022

Attendance Sheet 28-06-2021 to 30-06-2021

S.No.	NAME OF QUALITY CIRCLE TEAM	Place of Posting	MOB. No.	Email ID	Signature Day-3 morning	Signature Day-3 Evening
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