



INTERNAL ASSESSORS TRAINING REPORT

Goa

27-28th March 2023

Venue: SIHFW, Mapusa, Goa



Background

A two day training “Internal Assessors Training” was conducted in the State of Goa by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 27-28 March 2023.

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 aid participants with the tools, techniques and support to health professionals to enable them to implement NQAS at healthcare facilities and thereby, take ownership of improving, sustaining and creating a culture of quality of care.

The State had nominated 40 participants for the training including Medical Officers, Specialists, Quality Consultants, Hospital managers and Programme Officers etc. The training constituted eleven (11) topics with five (05) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Dr Vandana, MS, North Goa District Hospital. during which the importance of Quality in Healthcare service delivery and the current status of the NQAS certifications in the State was discussed.

A Post-training evaluation were also taken during the training. Post-training evaluation was an open book exam with 42 multiple-choice questions, related to the quality improvement and the NQAS framework. Out of total 40 participants, 27 participants (nearly 868%) cleared the post-evaluation exam and now will be an empanelled internal assessors 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 analysed on a 5-point likert-scale. The overall rating of the training as per the analysis of the feedbacks from the participants was 4.3 in a 5-point Likert scale.



NQAS Internal Assessors Training

Goa

27th & 28th March 2023

Tentative Agenda

Time	Topic/Activity	Resource Person
Day 01 (27 March' 2023)		
09.00 AM – 09.20 AM	Registration	
09.20 AM - 09.30 AM	Inaugural & Welcome Address	State team
09.30 AM - 10.15 AM	Key Concept & Overview of the National Quality Assurance Standards	Dr Annapoorna KN, NHSRC
10.15 AM - 10.45 AM	Group photograph & Tea	
10.45 AM - 12.00 PM	Measurement system and Assessment Protocols and Checklist	Dr Vineeta Dhankhar, NHSRC
12.00 PM – 01.00 PM	Standards for Service Provision & Patient Rights	Dr Annapoorna KN, NHSRC
01.00 PM – 02.00 PM	Lunch	
02.15 PM - 03.00 PM	Standards for Inputs	Dr Vineeta Dhankhar, NHSRC
03.00 PM – 03.45 PM	Standards for Support Services	Dr Prashant, State Team
03.45 PM – 04.15 PM	Tea	
04.15 PM – 05.30 PM	Exercises	
Day 02 (28 March 2023)		
09.00 AM – 09.15 AM	Recap	State team
09.15 AM -10.00 AM	Standards for General Clinical Services	Dr Vineeta Dhankhar, NHSRC
10.00 AM – 10.15 AM	Tea	
10.15 AM – 11.15 AM	Standards for Specific Clinical Services	Dr Annapoorna KN, NHSRC
11.15 AM - 1.00 PM	Standards for Quality Management	Dr Vineeta Dhankhar, NHSRC
1.00 PM – 02.00 PM	Lunch	
02.00 PM - 02.30 PM	Standards for Infection Control	Dr Prashant, State Team
02.30 PM - 03.00 PM	Standards for Outcome Indicators	Dr Vineeta Dhankhar, NHSRC

3:00 PM – 3:30 PM	Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan)	Dr Annapoorna KN, NHSRC
03.30 PM – 04. 00 PM	Tea	
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'S BRIEF

Topic	Brief
Key concepts & Overview of National Quality Assurance Program Dr Annapoorna K N	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.
Measurement System and Assessment Protocols and Checklist Dr Vineeta Dhankhar	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.
Area of Concern (A & B) Service Provision and Patient Rights Dr Annapoorna K N	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.
Area of Concern (C) Inputs Dr Vineeta Dhankhar	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. 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.
Area of Concern (D) Support Services Dr Prashant	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.
Area of Concern (E) General Clinical Services Dr Vineeta Dhankhar	The speaker briefs the participants regarding the general clinical service standards from E1 to E9. The process from registration to discharge and end of life comes under these standards. It also includes the referral service.

Area of Concern (E) Special Clinical Services Dr Annapoorna K N	<p>Session included the importance of quality of clinical services with a discussion on the standards of special Clinical services which covered the aspects of nursing care, drug administration, patient record maintenance and discharge process etc. The trainer also discussed about the specific clinical services like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank and the end-of- life care.</p>
Area of concern F Infection Control Dr Prashant	<p>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 as requested by the participants.</p>
Area of Concern G Quality Management Dr Vineeta Dhankhar	<p>This session includes all the Quality tools and methods. The speaker had a very interactive session with the participants with hands on exercises on the Quality Tools. Brief was given on Audits, Gap analysis, process mapping, PICK chart, SOPs, Risk management etc.</p>
Area of Concern H : 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>
Overview on MusQan and LaQshya Dr Annapoorna	<p>This session provides overview on the programmes like LaQshya and MusQan to the participants. There were queries from the participants which were sorted out.</p>

Attendance record of the IA training from 27-28 March 2023, Goa

Internal Assessors Training
28th March 2023
Venue: SIHFW, Old Asilo Mapusa Goa

Sr. No	Name of the Facility	Name of the Participant	Designation	Contact No	Signature
1	DHS. Panaji	Dr. Siddhi D. Chakradhar	District Consultant (SD)	9644037595	<i>[Signature]</i>
2	SFWB, DHS, Panaji	Dr. Minal Keny	Consultant (PM)	8888854404	<i>[Signature]</i>
3	SDH Ponda	Dr. Lynette M. Fernandez	Gynaecologist	9158622329	<i>[Signature]</i>
4	PHC Sangem	Dr. Anita Lotiker	MO	9922402395	<i>[Signature]</i>
5	VHC Margao	Dr. Benedite Dias	MO	9822982474	<i>[Signature]</i>
6	PHC Margem	Dr. Bhagyashree Desai	Agush MO	8308900608	<i>[Signature]</i>
7	PHC Ponda	Dr. Ankeeta Mangeshkar	Agush MO	8806460323	<i>[Signature]</i>
8	VHC Mapusa	Dr. Shilpa Topale	M.O.	9422642414	<i>[Signature]</i>
9	PHC Corlim	Dr. Subodh Naik	M.O.	9823677972	<i>[Signature]</i>
10	PHC Bett	Dr. Saifi Nasim Anis	Agush MO	8208148212	<i>[Signature]</i>
11	PHC DHARBANDORA	Dr. Anjali S. Desai	Ayurvedic Physician	9423837083	<i>[Signature]</i>
12	PHC SIOLIM	Dr. Shyamesh Shet	M.O.	9422439404	<i>[Signature]</i>
13	CHC CANACONA	Dr. AMEY. AWA	M.O.	9923398029	<i>[Signature]</i>
14	PHC CANDOLIM	Dr. DURGESH N. NAIK	RSK MO	9923248413	<i>[Signature]</i>
15	CHC BILHOLIM	Dr. VIDHYA GADD	Medical Officer	7020873109	<i>[Signature]</i>
16	CHC Velpoi	Dr. Pramod R. Bhide	Ayurvedic Physician	9529997239	<i>[Signature]</i>

✓ 17	PHC Chimbhel	Dr. Veda Chodanker	MO	9309980947	Chodanker
✓ 18	PHC Navelim	DR. Shazia Shaikh	AYUSH MO	9890693498	Sh
✓ 19	PHC Velpem	Dr. Samira Vellekar	AYUSH MO	9923186678	Vellekar
✓ 20	PHC Colvale	Dr. Nidhi Sawant	AYUSH MO	8668654583	Sawant
✓ 21	PHC Colvale	Dr. Richvi Velgudekar	MO AYUSH	9763563534	Velgudekar
✓ 22	PHC Pernem	Dr. Vijeta Parab	AYUSH MO	9524958877	Parab
✓ 23	PHC Loutolim	Dr. Haschita Sawant	AYUSH MO	9764742431	Sawant
✓ 24	PHC Aldona	Dr. Arun Prabhu	MO	9421157827	Prabhu
✓ 25	PHC Loutolim	Dr. Premila Sonje	MO	9822132977	Sonje
✓ 26	SDH Chicalim	Dr. Soniya Vengurlekar	Medical Officer	9762037837	Vengurlekar
✓ 27	PHC Balli	Dr. Santosh Vernekar	AYUSH Physician	9493814361	Vernekar
✓ 28	SDH Ponda	Dr. Anja Shindekar	MO	9860771534	Shindekar
✓ 29	HSGDH Margao	Dr. Deepali Morajkar Mathew	AYUSH (MO)	9623691243	Mathew
✓ 30	UHC Panaji	Dr. Shrawari R. Naik	MO RBSK	8975919772	Naik
✓ 31	NGDH, Mapusa	Dr. Siddhi Narvekar	Ph. gynae.	9689888762	Narvekar
✓ 32	NGDH, Mapusa	Dr. Shobana Sengod	Psychologist	9623889215	Sengod
✓ 33	SGDH Margao	Dr. Rashmi G.S. Bolar	Consultant (PM)	9822844454	Bolar
✓ 34	PHC Porvorim	Dr. Madhavi Lotikar	MO RBSK	9823448567	Lotikar
✓ 35	HSGDH - Margao	Dr. Supriya Prabhudessai Dhond	AYUSH Physician	7020068922	Dhond

✓ 36	CHC Sangnelim	Dr. Manoday Gaonkar	MO	9881363012	Gaonkar
✓ 37	CHC Curchorem	Dr. Vrushali Paingankar	MO AYUSH	7620744201	Paingankar
✓ 38	PHC Camarvanem	Dr. Shantant Sawant	AYUSH doctor	9420162631	Sawant
✓ 39	PHC Fashiwada	Dr. Vijaykumar R. Naik	MO	735058299	Naik
✓ 40	PHC Cansaulim	Dr. Eesha Y. Rabhu Gaonkar	P.H Dentist	8830017541	Gaonkar
✓ 41	PHC Chinchinim	Dr. Ratnaprabha Asolkar	AYUSH MO	9545884184	Asolkar
✓ 42	PHC MARCASSIM	DR. SONIA S. KANEKAR	AYUSH MO	9923484859	KANEKAR
43	NHSRC	Dr. VINEETA DHAMKHAR	CONSULTANT, QPS, NHSRC	9717163005	DHAMKHAR
44	NHSRC	Dr. ANNAPOORNA K N	CONSULTANT, NHSRC	8971196665	K N
45	DHS	Dr. Prashant S. Suryawanshi	S.S.O	9422390965	Suryawanshi
46	NGDH	Nilima Gawai	Dist. Programme (QA)	7737762410	Gawai
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Resource person

Result of IA Training, 27-28th March 2023, Goa

Sr. No.	Name of the participant	Designation	District	Mobile No.	Email ID
1	Dr. Siddhi Narvekar	Junior Gynaecologist	North Goa	9689888762	siddhinarvekar2611@gmail.com
2	Dr. Shyamesh Shet	Medical Officer	North Goa	9422439404	shyaneshshet9@gamil.com
3	Dr. Soniya Vengurlekar	Medical Officer	South Goa	8806295298	soniyaven@gmail.com
4	Dr. Siddhi Ghatwal	District Consultant (QA)	South Goa	9844037595	siddhighatwal@gmail.com
5	Dr. Veda Chodankar	Medical Officer (Bond)	North Goa	9309980947	phcchimbhel@gmail.com
6	Dr. Lynette Maria Fernandes	Jr. Gynaecologist	South Goa	9158622329	lynfernandes22@gmail.com
7	Dr. Amey Aiya	Medical Officer	South Goa	9923393029	ameyaiya14@gmail.com
8	Dr. Manoday Gaonkar	Medical Officer(Bond)	North Goa	9881363012	manoday23@gmail.com
9	Dr. Ratnaprabha Asolkar	Ayush Medical Officer	South Goa	8999100659	asolkarratnaprabha@yahoo.in
10	Dr. Shilpa Tople	Medical Officer	North Goa	9422642414	shilpaphayde@gmail.com
11	Dr. Madhau T lotlikar	RBSK MO	North Goa	9823448567	madhavitlotlikar@gmail.com
12	Dr. Bhagyashri Desai	Ayush M.O.	North Goa	9096211568	bhagyashridesai2917@gmail.com
13	Dr. Arya Shirodkar	Medical Officer	South Goa	9860771534	draryashirodkar@gmail.com
14	Dr.Samixa Verlekar	Ayush Doctor	South Goa	9923186678	phcquepem@rediffmail.com
15	Dr. Shaheen Saiyed	Senior Psychiatrist	North Goa	9423889215	dr.shaheen.saiyed@gmail.com
16	Dr. Shrikant Sawant	Ayush MO	North Goa	8668722796	shrikant.sawant.sangath@gmail.com
17	Dr. Premila Souza	Medical Officer	South Goa	9822132979	phccurtorimabc@gmail.com
18	Dr. Ankeeta Mangeshkar	Ayush Doctor	South Goa	8806460323	ankeetamangeshkar@gmail.com
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22	Dr. Subodh Naik	Medical Officer	North Goa	9823677972	phccorlim@hotmail.com
23	Dr. Supriya Prabhu Dessai Dhond	Ayurvedic Physician	South Goa	7020068922	sprabhudessai@gmail.com
24	Dr. Deepali Morajkar Mathew	Ayush Medical Officer	South Goa	9623691243	deepamathew1127@gmail.com
25	Dr. Benedita Dias	Medical Officer	South Goa	9822982474	drbenalnis@gmail.com
26	Dr. Santosh Vernekar	Ayush Physician	South Goa	9423814361	doctorvsan@gmail.com
27	Dr.Anjali Dessai	Ayurvedic Physician	South Goa	9423837083	anjali.dessai2626@gmail.com