



TOT OF INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING REPORT

HIMACHAL PRADESH

01st – 03rd March, 2023

Venue: SIHFW, Shimla, Himachal Pradesh



State Institute of Health & Family Welfare, Parimahal, Shimla-171009

Internal Assessors & Service Provider Training under Quality Assurance Programme -w.e.f. 1.03.2023 to 04.03.2023



- Sitting on Chairs (L to R)** :-Ms. Lata Kaushal, Dr. Shyama Negi, Ms. Neelima Aggarwal, Dr. Geetanjali Thakur, Ms. Urmil Sharma, Dr. Vikram Katoch, Dr. Dinesh Kumar Thakur, Dr. Gopal Beri(DHS), Dr. Omesh Garti(Principal-SIHFW), Dr. Naveen(NHSRC), Dr. Hareshwar Chauhan, Dr. Satish Kanwar, Dr. Tammana Sharma, Dr. Vidhi Tomar, Dr. Preeti Thakur, Dr. Shalu Rathor.
- Standing 1st. Row (L to R)** :-Dr. Harinder Pal Singh, Dr. Rituvesh Negi, Dr. Anil Verma, Sh. Amichand Sharma, Dr. Gagan Deep Raj Hans, Dr. Raman Kumar Sandal, Ms. Anupma Kapoor, Ms. Krishina Negi, Ms. Reena Devi, Ms. Savita, Ms. Renu Bala, Dr. Kajal Chauhan, Dr. Akanksha Sood, Dr. Deepika, Dr. Alpna Rana, Dr. Swati Gautam, Dr. Priya Sharma, Dr. Ekta Thakur, Dr. Ekta Sharma, Dr. Swati Negi, Ms. Ganga Devi, Dr. S. Mayank Sharma, Dr. Gaurav Kumar Dhiman, Dr. Sukhdeep Singh.
- Standing 2nd. Row (L to R)** :-Dr. Pranay Sharma, Dr. Pavneet Chona, Dr. Ashish Thakur, Dr. Chander Mohan Negi, Dr. Aman Makhaik, Dr. Rupesh Sharma, Dr. Surinder Singh Dogra, Dr. Mohit Dogra, Dr. Prithi Chaudhary, Dr. Aditya Negi, Dr. Venkat Negi, Dr. B.D. Negi, Dr. Vikas Kumar, Dr. Lal Singh, Dr. Suresh Kumar, Sh. Satish Kumar, Dr. Surender Kumar, Dr. Tenzin, Dr. Om Prakash, Dr. Siddharth Jain.

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INDEX		
S. no	Content	Page no
1.	Background	3-4
2.	Agenda and Schedule of Training	5-6
3.	Session Brief	7-9
4.	Attendance Record of the Training	10-18

Background

A Three days “Training of Trainers of Internal Assessors cum Service Providers Training” was conducted in the State of Himachal Pradesh by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 1st March to 3rd 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. 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 54 participants for the training including Medical Officers, Specialists, District Quality Consultants, Nursing In charges and Programme Officers etc. The training constituted eighteen (18) 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 Gopal Beri, DHS, National Health Mission, Himachal Pradesh, where he discussed about the importance of Quality in Healthcare service delivery and the current status of the NQAS certifications in the State. He also 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. He also collated the implementation of quality assurance activities with SDG goals and progress of the state against the listed goals..

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 54 participants, 37 participants (nearly 69%) 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 Himachal Pradesh under supervision of SQAC Himachal 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

	Training of Trainers (TOT) NQAS Internal Assessor-cum- Service Provider Training Date: March 1st to 3rd 2023	
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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:

ToT IA & SPT 1-3rd March 2023, SIHFW, Shimla, HP		
Day-1		
Time	Topic	Resource Person
8:45AM - 09:15AM	Registration & Pre-test	
09:15AM - 09:30AM	Inaugural & Welcome Address	Dr Gopal Beri, DHS
09:30AM - 09:50AM	Key Concepts of Quality	Dr Naveen Kumar, Consultant, NHSRC
09:50AM - 10:30AM	Measurement system and Assessment Protocols and Checklist	Dr Tammana Sharma, QA Consultant
10.30AM - 10:45AM	Tea Break	
10:45AM - 12:00PM	Quality standard under NQAS- An Introduction	Dr. Naveen Kumar, Consultant, NHSRC
12:00 PM - 01:00 PM	Quality standard under NQAS- An Introduction	Dr Tammana Sharma, QA Consultant
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	NHSRC & State Team
	Day-2	
09:00 AM - 09:15 AM	Recap	Dr Naveen Kumar, Consultant, QPS, NHSRC
09:15 AM - 10:30 AM	Prescription Audit and Medical Audit	Dr. Shelly Sharma, MO
10:45 AM - 11:00 AM	Tea Break	
11:00 AM – 11:45 AM	RCA/Process Mapping	Dr. Shelly Sharma, MO
11:45 AM – 12:45 PM	7 Basic quality Tools	Dr Naveen Kumar, Consultant, QPS, NHSRC
12:45 PM - 01:30 PM	PSS	Dr. Raman Sandal, QA Consultant
01:30 PM - 02:15 PM	Lunch Break	
02:15 PM – 03:00 PM	Gap analysis/Action Plan/Prioritization	Dr. Preti Thakur, QA Consultant
03:00 PM- 03:30 PM	Case Study -1 (Gaps)	Dr. Sunite Ganju, Professor SLBSGMCH, Mandi
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)	Dr. Preti Thakur, QA Consultant
	Day-3	
09:00 AM - 09:15 AM	Recap	State/ NHSRC
09:15 AM - 10:45 AM	Quality Improvement Methodology (PDCA)	Dr. Hareshwar Chauhan, State QA Nodal, HP
10:45 AM - 11:00 AM	Tea Break	
11:00 AM – 11:45 AM	Documentation in Quality	Dr Naveen Kumar, Consultant, NHSRC
11:45 AM – 12:45 PM	Risk Management	Dr. Alisha Dub, MO, AYUSH, Kullu, HP
12:45 PM - 01:30 PM	Overview of LaQshya, MusQan, SUMAN	Dr. Sunite Ganju, Professor, SLBSGMCH, Mandi
01:30 PM - 02:15 PM	Lunch Break	

02:15 PM – 03:15 PM	Case Study on risk Management Prioritization	Dr. Alisha Dub, MO, AYUSH, Kullu, HP
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 and Presenter	Brief
Key concepts of Quality Dr Naveen Kumar	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
Quality Standards under NQAS- An Introduction Dr Naveen Kumar	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 Tammana Sharma	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.
Gap Analysis/ Action Plan/ Prioritization Dr Preti Thakur	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.
RCA/ Process Mapping Dr Shelly Sharma	It included the use of Quality tool Root Cause Analysis based on "5 Why" approach and Fishbone 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.

7 Basic quality Tools Dr Sunite Ganju	<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>
Patient Satisfaction Survey Dr Raman Kumar	<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>
Prescription Audit and Medical Audit Dr Shelly Sharma	<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>
Quality Improvement Methodology Dr Hareshwar Chauhan	<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>

Risk Management Dr Alisha Dub	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.
Documentation in Quality Dr Naveen Kumar NHSRC	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.
Overview of LaQshya, MusQan and SuMan Dr Sunite Ganju	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
Post-Training Evaluation	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.

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

ATTENDANCE RECORD OF THE PARTICIPANTS (3 DAYS RECORD)

IA & SPT TOT 01-03-2023 Place : SHFW, Shimla, Himachal Pradesh

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IA & SPT TOT 01-03-2023 Place : SHFW, Shimla, Himachal Pradesh

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IA & SPT TOT w.e.f. 01-03-2023 to 04-03-2023 Place : SIHFV, Shimla, Himachal Pradesh

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IA & SPT TOT 02-03-2023 Place : SIHFW, Shimla, Himachal Pradesh

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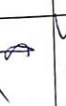


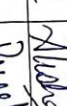
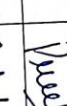
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IA & SPT TOT 03-03-2023 Place : SIHFW, Shimla, Himachal Pradesh

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