



# INTERNAL ASSESSORS TRAINING REPORT

3<sup>rd</sup> - 5<sup>th</sup> July 2023

BIHAR



## **Background**

A three-day training “Internal Assessors cum Service Provider Training” was conducted in the State of Bihar by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 3-5 July 2023.

The objective of the training was to train the nominated urban public health medical in charges 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 59 participants for the training including Medical Officer (In charges) and consultants from developmental organizations. The training constituted fourteen (14) topics with two (02) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Shri Sanjay Kumar Singh, Executive Director, SHSRC and Dr Sarita Simba, Nodal Officer, Bihar 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 59 participants, 57 participants appeared for post training evaluation and 49 (nearly 85%) cleared the post-evaluation exam and now will be an empanelled internal assessor 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 4.1 in a 5-point Likert scale.



**Internal Assessor cum Service Provider Training  
(National Quality Assurance Standards)**

**03<sup>rd</sup> to 05<sup>th</sup> July 2023**

**Bihar**

**Draft Agenda**

Day-1		
Time	Topic	Resource Person
10:00 AM - 10:30 AM	Registration & Welcome Address	State Team
10:30 AM - 11:15 AM	Key Concepts and Principles of Quality	Dr Neeraj Gautam Consultant - QPS
11:15 AM - 11:30 AM	Tea Break	
11:30 AM - 12:30 PM	Overview of Quality Assurance Standards and Checklist	Dr Sarita, SPO-QA & MH
12:30 PM - 01:30 PM	Measurement System and Assessment Protocols	Dr Jagjeet Singh - UNICEF
01:30 PM - 02:30 PM	Lunch Break	
02:30 PM - 03:15 PM	Area of Concern-D (Support Services)	Dr Siddhi Dhond Consultant- QPS
03:15 PM - 04:15 PM	Area of Concern-E (Clinical Services)	Dr Arpita Agrawal Consultant - QPS
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:30 PM	Infection Control & Bio-Medical Waste Management	Dr Siddhi Dhond Consultant- QPS
Day-2		
10:00 AM - 10:30 AM	Recap	Dr Arpita Agrawal Consultant - QPS
10:30 AM - 11:30 AM	Quality team formation	Dr Neeraj Gautam Consultant - QPS
11:30 AM - 11:45 AM	Tea Break	
11:45 AM - 12:45 PM	Identifying the gap through Audits (Prescription/Medical)	Dr Arpita Agrawal Consultant- QPS
12:45 PM - 01:30 PM	Patient Satisfaction Survey and Mera-Aspataal Overview	Dr Neeraj Gautam Consultant - QPS
01:30 PM - 02:30 PM	Lunch Break	
02:30 PM - 04:00 PM	Key Performance and Outcome Indicators	Dr Jagjeet Singh - UNICEF

<b>04:00 PM - 04:15 PM</b>	<b>Tea Break</b>	
<b>04:15 PM - 05:30 PM</b>	<b>PDCA and other quality tools</b>	<b>Dr Arpita Agrawal Consultant - QPS</b>
<b>Day-3</b>		
<b>10:00 AM - 10:30 AM</b>	<b>Recap</b>	<b>Dr Neeraj Gautam Consultant - QPS</b>
<b>10:30 AM - 11:00 AM</b>	<b>Internal Assessment and Gap Analysis</b>	<b>Dr Jagjeet Singh - UNICEF</b>
<b>11:00 AM - 11:30 AM</b>	<b>Prioritization and Action Planning</b>	<b>Dr Neeraj Gautam Consultant - QPS</b>
<b>11:30 AM - 11:45 AM</b>	<b>Tea Break</b>	
<b>11:45 AM - 01:00 PM</b>	<b>Documentation and Roadmap for Quality Certification</b>	<b>Dr Arpita Agrawal Consultant - QPS</b>
<b>01:00 PM - 02:00 PM</b>	<b>Lunch break</b>	
<b>02:00 PM - 03:00 PM</b>	<b>Post-training Evaluation Exam</b>	<b>NHSRC Team</b>
<b>03:00 PM - 03:30 PM</b>	<b>Feedback followed by tea</b>	<b>NHSRC and State team</b>

### **SESSION'S BRIEF**

<b>Topic</b>	<b>Brief</b>
<b>Key concepts &amp; Principles of Quality</b>  <b>Dr Neeraj Gautam</b>	The topic covered key concepts of Quality, importance of Quality in healthcare and how quality evolved.
<b>Overview of Quality Assurance Standards and Checklist</b>  <b>Dr. Sarita Singh</b>	Evolution of the National Quality Assurance Standards & their implementation framework, Various initiatives/schemes under the National Quality Assurance Program, rationale and context etc.
<b>Measurement System and Assessment Protocols and Checklist</b>  <b>Dr. Jagjeet Singh</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. It also covered the Area of Concerns A to C and its standards.
<b>Area of Concern D (Support Services)</b>  <b>Dr. Siddhi Dhond</b>	Under the support services, detailed discussion on its 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.
<b>Area of Concern E (Clinical Services)</b>  <b>Dr. Arpita Agrawal</b>	The speaker briefs the participants regarding the general & specific clinical service standards from E1 to E24. The process from registration to discharge and end of life comes under these standards. It also includes the referral service. 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.

<b>Infection Control &amp; Bio- Medical Waste Management</b>  <b>Dr. Siddhi Dhond</b>	<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>
<b>Quality Team Formation</b>  <b>Dr. Neeraj Gautam</b>	<p>This session covered how the quality teams to be formed and the responsibilities of each member.</p>
<b>Identifying Gaps through Audits (Prescription / Medical)</b>  <b>Dr. Arpita Agrawal</b>	<p>This session provided the importance of audits in healthcare setup. The session covered details about why prescription audit is done. This session was followed by exercise on Prescription audit.</p>
<b>Patient Satisfaction survey and Mera Aspatal – Overview</b>  <b>Dr. Neeraj Gautam</b>	<p>In this session importance of Mera Aspatal was explained and also why it is important for delivering quality of care.</p>
<b>Key Performance and Outcome Indicators</b>  <b>Dr. Jagjeet Singh</b>	<p>This Session covered in detail on how to calculate Key performance indicators.</p>
<b>PDCA and Quality Tools</b>  <b>Dr. Arpita Agrawal</b>	<p>In the session different quality tools were explained and how Plan, Do, Check and Act can be implemented to improve the processes.</p>
<b>Internal Assessment and Gap Analysis</b>  <b>Dr. Jagjeet Singh</b>	<p>In this session how to conduct internal assessments and complying the gaps were explained.</p>
<b>Prioritization and Action Planning</b>	<p>This session explained the importance of prioritizing the gaps and taking actions for the improvisation.</p>
<b>Documentation and the Roadmap for Quality Certification</b>	<p>In this session, it was briefed on documents required for Quality Certification</p>



# Attendance record of the IA cum SPT training from 3-5 July 2023, Srinagar

## State Health Society, Bihar

Internal Assessor cum Service Provider Training Under NUHM

Venue-Dashrath Manjhi Sansthan, Patna

Dated-03.07.2023

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70							



## Result of IA cum SPT 3-5 July 2023, Bihar

### State Health Society, Bihar

#### NQAS Participant Training List

Venue- Dashrath Manjhi, Patna

Dated- 03-05.07.2023

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