



REPORT ON NQAS INTERNAL ASSESSORS TRAINING OF AFMS OFFICERS NEW DELHI

26th & 27th July 2023



Venue: Chintan Hall, NHSRC, New Delhi

A. Introduction and Background

National Quality Assurance Standards were launched for improving the Quality of Care (QoC) in public health facilities in 2013. NQAS Standards have attained International Accreditation from International Society for Quality in Healthcare (ISQua). At National level, these standards have been recognized by the Insurance Regulatory and Development Authority (IRDA) for empanelment of hospitals. Armed Forces Medical Service is keen to implement the National Quality Assurance Standards in the select hospitals. Therefore, 3rd batch NQAS IA training was conducted on 26th & 27th July' 2022 for 49 AFMS officers.

In continuation, for strengthening the process of implementation, A 3rd batch, two days "Internal Assessors Training" was conducted in the National Health Systems Resource Centre, New Delhi on 26th & 27th July' 2023.

The objective of the training was to train the nominated officials of the Armed Forces Medical Services for the implementation of the National Quality Assurance Program in the Armed Forces Hospitals. This training will aid participants with the tools, techniques, and support to health professionals to enable them to implement NQAS at services hospitals and thereby, take ownership of improving, sustaining and creating a culture of the quality of care.

The training was initiated with an inaugural welcome and keynote address by Dr. J N Srivastava, Advisor-QPS, NHSRC discussed about the Aims & Objectives of NQAS Internal Assessor training. Later Guest of Honour Maj Gen K. M. Adhikari has addressed the participants by briefing about the importance of implementing Quality of Health care in the service hospitals. Further Maj Gen (Prof) Atul Kotwal, Executive Director (NHSRC) explained the importance of Quality of Care. Chief Guest of the training Lt Gen Daljit Singh, DGAFMS (Army) addressed the AFMS officers by motivating to learn the knowledge of Quality in healthcare system and to implement in the Armed Forces Hospitals.

Training Methodology

A two-day training on NQAS Internal Assessor was conducted and the training constituted twelve (12) topics with two (02) exercises for hands on experience in the application of certain quality tools. Agenda of the training was attached as Annexure-I. As per defined agenda technical sessions were taken to the participants. Post training evaluation were also taken on end of 2nd day, post- training evaluation was an open book exam with 30 multiple choice questions and 2 elaborative questions, related to the quality improvement and the NQAS framework. Participants who score more than or equal to 60% become the Empaneled Internal Assessor.

Participants: There were 49 nominated participants for the training including Medical Corps, Matron and Administrators etc. Out of 49 participants, 48 participants (nearly 97%) cleared the post evaluation exam and now will be an empaneled internal assessor under the existing pool of NQAS. Result sheet of the training attached as Annexure-II.



B. Technical Sessions

Topic	Brief
Day – 1 (26th July 2023)	
Key Concept & Overview of the National Quality Assurance Standards Dr J N Srivastava Advisor, QPS	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.
Standards & Measurement System for Quality Assurance Program Dr Deepika Sharma Lead Consultant, QPS	The topic covered about the description of the 8 Areas of concerns, Standards, Measurable elements, checkpoints & Means of Verification defined under the NQAS, The session also included the measurement system of National Quality Assurance standards, scoring System with the discussion of the different Assessment methods and departmental checklist at various level of healthcare facilities.
Standards for Service Provision and Patient Rights Dr Abhay Dahiya Consultant, QPS	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.
Standards for Inputs Mr. Ranjith R. Menon Health Services Quality Assurance Specialist	It included the inputs required by a facility for the healthcare service delivery, which mainly covers the availability of adequate infrastructure, Building & Fire Safety, Human resources, their training, competencies, and annual performance along with the availability of essential drugs, consumables, Equipment, and instruments.
Standards for Support Services Dr Chinmayee Swain Sr. Consultant, QPS	This session included 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.
Standards for General Clinical Services Dr Arpita Agrawal Consultant, QPS	This Session was covered about the General Clinical Services which includes registration, admission, consultation, assessment, continuity of care, care to high risk & vulnerable patients. Also discussed about safe drug administration, maintaining patient clinical records and storage along with established procedure of discharge of the patient etc.
Day – 2 (27th July 2023)	
Standards for Quality Management Dr Annapoorna KN Consultant, QPS	This session discussed about the Quality framework, conducting the death audits, Patient and employee satisfaction survey and its analysis. Also briefed about the use and implementation of Quality tools and methods in the healthcare system. Later risk assessment framework was explained in detail. In continuation the session covered in detail about identifying gap statement, Gap severity, RCA, and action plan for statement on priority basis.
Standards for Specific Clinical Services Dr J N Srivastava Advisor, QPS	This session includes Specific Clinical Services which includes ICU, Blood Bank, Emergency and RMNCH+A services along with National Health Programmes.

Standards for Infection Control and Overview of Kayakalp Initiative Dr Neeraj Gautam Consultant- CU, QPS	Session covered a detailed discussion about infection control committee formation and its practices and the standard precautions to be taken into consideration. In addition, the key concepts of an Infection Control Audit were also briefed as requested by the participants. Also, the participants were briefed about Kayakalp Initiative which covers cleanliness, upkeep and eco-friendly hospitals and biomedical waste in hospitals.
Standards for Outcome Indicators Dr Naveen Kumar Consultant, QPS	Session included the discussion on the KPIs and Outcome indicators under the NQAS along with their calculation, reporting and analysis at facility.
Overview of SaQushal: Patient Safety Assessment Tool Dr Ratan Shekhawat Consultant, QPS	The session explained the initiation of patient safety tool and briefed about the standards under this to do self-assessment for the district hospital.
Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan) Dr Amrita Rastogi Consultant- CU, QPS	It covered orientation of LaQshya and MusQan programme to improve intrapartum, immediate postpartum care around birth and ensuring child friendly services respectively. Later Rapid Improvement cycles also covered in this session.
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.

C. Vote of Thanks and Valedictory

The training programme concluded with valedictory note by Executive Director, NHSRC and followed by issuing Certificate of Participation was done. Later training concluded with vote of thanks to all the participants.

D. Feedback Analysis

QA training programmes have an inbuilt training evaluation system, where 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 feedback from the participants was 4.5 in a 5- point Likert scale. The details were as below.

(a) The Average Score of Feedback Analysis

Sl.No.	Day	Average Score (Out of 5)
01	Day 1	4.5
02	Day 2	4.3
Average Score		4.4

(b) Trainer Wise Feedback Analysis

Sl. No.	Name of the session	ResourcePerson	Average Score (Out of 5)
Day- 1			
01	Key Concept & Overview of the National Quality Assurance Standards	Dr J N Srivastava	4.53
02	Standards & Measurement System for Quality Assurance Program	Dr Deepika Sharma	4.73
03	Standards for Services Provision & Patient Rights	Dr Abhay Dahiya	4.73
04	Standards for Inputs	Mr. Ranjith Menon	4.57
05	Standards for Support Services	Dr Chinmayee Swain	4.45
06	Standards for General Clinical Services	Dr Arpita Agrawal	4.51
Day- 2			
07	Standards for Quality Management	Dr Annapoorna K. N.	4.64
08	Standards for Specific Clinical Services	Dr J N Srivastava	4.67
09	Standards for Infection Control and Overview of Kayakalp Initiative	Dr Neeraj Gautam	4.66
10	Standards for Outcome Indicators	Dr Naveen Kumar	4.45
11	Overview of SaQushal : A Patient Safety Tool	Dr Ratan Shekhawat	3.98
12	Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan)	Dr Amrita Rastogi	3.84

All the participants found the training program to be helpful. They learned a new information on quality healthcare, gained new skills in conducting assessment. They all expressed that after completing this training their knowledge and skills were greatly improved in terms of healthcare quality, which they will implement at their service hospitals. The feedback highlights that the participants were satisfied with the content, the presenters were knowledgeable and capable of explaining the material in an easily understandable way. However, suggestion given by participants, will be explored to be incorporated in future trainings.



NQAS Internal Assessors Training for AFMS Officers
26th & 27th July 2023

Chintan Hall, First floor, NHSRC, New Delhi

Agenda

Time	Topic/Activity	Resource Person
Day 01 (26th July 2023)		
09.00 AM -09.30 AM	Registration	
09.30 AM - 09.35 AM	Welcome and Aims & Objectives	Dr J N Srivastava Advisor, QPS
09.35 AM – 09.40AM	Lamp Lighting	
09.40 AM - 09.45 AM	Address by Guest of Honor	Maj Gen KM Adhikari ADGMS (IS, H & PS)
09.45 AM –09.55 AM	Address by Executive Director, NHSRC	Maj Gen (Prof) Atul Kotwal, SM, VSM ED NHSRC
09.55 AM - 10.05 AM	Address by Chief Guest	Lt Gen Daljit Singh, AVSM, VSM, PHS DGAFMS
10.05 AM – 10.10AM	Vote of Thanks	Dr Deepika Sharma Lead Consultant, QPS
10.10 AM - 10.30 AM	Group photograph & Tea	
10.30 AM - 11.30 PM	Key Concept & Overview of the National Quality Assurance Standards	Dr J N Srivastava Advisor, QPS
11.30 PM - 12.45 PM	Standards & Measurement System for Quality Assurance Program	Dr Deepika Sharma Lead Consultant, QPS
12.45 PM - 01.30 PM	Standards for Service Provision and Patient Rights	Dr Abhay Dahiya Consultant, QPS
02.00 PM –02.30 PM	Lunch	
02.30 PM - 03.00 PM	Exercise II on Case Study	Team QPS
03.00 PM - 03.30 PM	Standards for Inputs	Mr. Ranjith R. Menon Health Services Quality Assurance Specialist
03.30 PM - 04.15 PM	Standards for Support Services	Dr Chinmayee Swain Sr. Consultant, QPS
04.15 PM –04.30 PM	Tea	
04.30 PM 05.15 PM	Standards for General Clinical Services	Dr Arpita Agrawal Consultant, QPS
05.15 PM – 05.45PM	Exercise I on Area of Concern & Measurement System	Team QPS
Day 02 (27th July 2023)		
09.00 AM – 09.15AM	Recap	Mr. Ranjith R. Menon Health Services Quality Assurance Specialist
09.15 AM -10.15 AM	Standards for Specific Clinical Services	Dr J N Srivastava Advisor, QPS
10.15 AM – 10.30AM	Tea	
10.30 AM - 12.00 PM	Standards for Quality Management	Dr Annapoorna KN Consultant, QPS

12.00 PM – 1.00 PM	Standards for Infection Control and Overview of Kayakalp Initiative	Dr Neeraj Gautam Consultant- CU, QPS
01.00 PM - 01.45 PM	Standards for Outcome Indicators	Dr Naveen Kumar Consultant, QPS
01.45 PM – 02.15PM	Lunch	
02.15 PM – 03.00PM	Overview of SaQushal: Patient Safety Assessment Tool	Dr Ratan Shekhawat Consultant, QPS
03.00 PM - 04.00 PM	Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan)	Dr Amrita Rastogi Consultant- CU, QPS
04.00 PM –04.15 PM	Tea	
04.15 PM –05.30 PM	Post-Training Evaluation	Team QPS
05.30 PM –05:45 PM	Valedictory / Feedback	Participants & Team QPS

Result of IA Training

Annexure -II

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