



INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING REPROT JHARKHAND 16th to 18th June 2023

Venue: IPH Conference Hall, Ranchi, Jharkhand



Background

A Three-day training “Internal Assessors cum Service Providers Training” was conducted in the state of Jharkhand by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 16th to 18th October’ 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 will aid 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 62 participants for the training including State Consultants, Medical officers, Community Health Officers, District & Block programme managers etc. The training constituted eighteen (15) topics with five (06) exercises for hands on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Dr. Ranjith Prasad, State Nodal Officer-Quality Assurance, Jharkhand discussed about the importance of Quality in Healthcare service delivery and the current status of the NQAS certifications in the State.

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 62 participants, 36 participants (nearly 58.06%) cleared the post evaluation exam and now will be an empanelled internal assessor under the existing pool of NQAS.

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 4.2 in a 5 point likert scale.



IA cum SPT on

National Quality Assurance Standards

Date: 16th-18th October 2023, Ranchi, Jharkhand



Agenda

Day-1, 16 June 2023		
Time	Topic	Resource Person
10:00AM - 10:30AM	Registration	
10:30AM - 10:45AM	Inaugural & Welcome Address	State Team
10:45AM - 12:00PM	Key Concepts of Quality & Overview of NQAS	Dr. Annapoorna K N, NHSRC
12:00PM – 12:15PM	Tea Break	
12:15PM - 01:00PM	Measurement system and Assessment Protocols and Checklist	Dr. Annapoorna K N, NHSRC
01:00PM – 2:00PM	Quality standards under NQAS- AOC A (Service Provision) & B (Patient Rights)	Dr Deepika Gaur, NHSRC
02:00PM - 02:45PM	Lunch	
02:45PM – 03:45PM	Quality standard under NQAS-AOC C (Inputs) & D (Support Services)	Dr. Annapoorna K N, NHSRC
03:45PM – 04:45PM	Quality standard under NQAS-AOC F (Infection Control) & H (Outcome)	Dr Deepika Gaur, NHSRC
04:45PM – 05:00 PM	Tea Break	
05:00PM – 05:30PM	Group work	NHSRC & State Team

Day 2, 17 October 2023		
09:00 AM - 09:15 AM	Recap	State Team
09:15 AM - 10:45 AM	Quality standard under NQAS-AOC E (Clinical Services)	Dr. Annapoorna K N, NHSRC
10:45AM - 11:00AM	Tea Break	
11:00AM – 11:40AM	Patient Satisfaction Survey with CAPA	Dr Deepika Gaur, NHSRC
11:40AM – 12:45PM	Quality standard under NQAS-AOC G (Quality Management)	Dr Annapoorna K N, NHSRC
12:45PM – 1:30PM	Overview of LaQshya, MusQan	Dr Deepika Gaur, NHSRC
01:30PM - 02:15PM	Lunch Break	
02:15PM - 03:15PM	7 Basic Quality Tools	Dr Annapoorna K N, NHSRC
03:15PM – 04:00PM	Prescription Audit and Medical Audit	Dr Annapoorna K N, NHSRC
04:00PM – 04:5 PM	Tea Break	
05:00PM – 05:30PM	Exercises	NHSRC & State Team
Day-3, 18 October 2023		
09:00AM - 09:15AM	Recap	State Team
09:15AM - 10:15AM	Risk Management & Clinical Governance	Dr. Annapoorna K N, NHSRC
10:15 AM – 10:30AM	Tea Break	
10:30AM – 11:30AM	Gap analysis/Action Plan/Prioritization, Quality Improvement Methodology (PDCA)	Dr Annapoorna K N, NHSRC
11:30AM – 12:15PM	Documentation and Certification process	Dr Deepika Gaur, NHSRC
12:15PM - 01:00 PM	Strategy for Implementation of NQAS in Aspirational Blocks	Dr. Annapoorna K N, NHSRC
01:00PM - 02:00PM	Lunch Break	
02:00PM - 3:00PM	Post Training evaluation Test	NHSRC & State Team
03:00PM - 03:30PM	Valedictory and Feedback	NHSRC & State Team

SESSION'S BRIEF

Topic	Brief
Key Concepts of Quality and Overview of National Quality Assurance Standards 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 Protocol and Checklist Dr Annapoorna K N	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 healthcare facilities.
Quality standards under NQAS- AOC A (Service Provision) & B (Patient Rights) Dr Deepika Gaur	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.
Quality standard under NQAS-AOC C (Inputs) & D (Support Services) Dr Annapoorna K N	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. 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.
Quality standard under NQAS-AOC F (Infection Control) & H (Outcome) Dr Deepika Gaur	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. 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. End of the day exercise on Area of Concern and Measurement system was conducted to participants successfully
Quality standard under NQAS-AOC E (Clinical Services) Dr Annapoorna K N	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, anaesthetic services, diagnostic services, blood bank and the end-of- life care
Patient Satisfaction Survey with CAPA Dr Deepika Gaur	It Covered topics about identifying Patient satisfaction score for each department along with action plan for low attributes. Followed by solving an exercise where participants were asked to calculate score both attribute wise & overall for given sample of patient satisfaction survey and Prioritization for given conditions was identified by participants.
Quality standard under NQAS-AOC G (Quality Management) Dr Annapoorna K N	Session covered the steps in formation of quality team in the facility, importance of recording minutes of meeting (MOM) after every meeting. Also explained about the implementing IQAS and EQAS at the facility, conducting quarterly internal assessment of all the departments and identifying the gaps and mitigation plan to close it. Formation of Quality policy and objectives of the facility is also discussed in the session.
Overview of LaQshya and MusQan Dr Deepika Gaur	It covered orientation of LaQshya and MusQaan programme to improve intrapartum, immediate postpartum care around birth and ensuring child friendly services respectively. Later Rapid Improvement cycles also covered in this session.
7 Basic Quality Tools Dr Annapoorna K N	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, etc
Prescription Audit and Medical Audit Dr Annapoorna K N	It covered how to conduct medical and prescription audit at the facility and elaborated on documents needed to apply certification and criteria to get facility certified. Later exercise and prescription audit was conducted to the participants. End of the day exercises were done by all the participants
Risk Management & Clinical Governance Dr Annapoorna K N	In this session, various types of risks and their impact are explained. Risk matrix was also explained and how to prevent the risk by pre examining its severity was told to the participants. Risk mitigation was also explained. Session continued with formation of Clinical Governance in the facility and conducting different audits was reexplained in brief
Gap analysis/Action Plan/Prioritization, Quality Improvement Methodology (PDCA) Dr Annapoorna K N	This Session explained in detail about identifying gap statement, Gap severity, RCA, and action plan for statement on priority basis. The session covered importance of running Plan, Do, Check, Act cycle for improvement and sustenance of progress achieved after the incorporation of intervention/change in the process for achievement of set objectives. Concept was well-illustrated with the help of examples.

Documentation and Certification process Dr Deepika Gaur	The session included with conducting the internal assessment and preparation of documents for the certification is explained. Also continued with complete certification process from facility level to result declaration.
Strategy for Implementation of NQAS in Aspirational Blocks Dr Annapoorna K N	Session includes detail about identified aspirational blocks in the state and key points to implement NQAS in fifty percent facilities in next month was discussed. District consultants, External assessors and DPMs are also joined virtually to this discussion and to form road map to implement the NQAS in the facilities of aspirational block
Post Training Evaluation	The Post training Evaluation of participants was undertaken at the end, based on which the qualified candidates shall be empanelled as the Internal Assessors under the NQAS.

The training ended with oral feedback followed by address from the State Nodal Officer – Quality Assurance of the state. He has addressed the participants to implement the knowledge gained in the training at the facility level and support the other staff in implementing it. With his short address the training was ended with vote of thanks to all the participants, speakers and administrative people supported to conduct the successful training.

LIST OF PARTICIPANTS

Registration List of Participants for Internal Assessor Cum Service Provider					Venue: RCH Conference Hall		
Date: 16-18 October, 2023					Signature of Participant who attended Training Materials (Pen, Pad, Folder, Manuals)		
SL No.	District	Name	Designation and Place of Posting	Contact No.	16-Oct-23	17-Oct-23	18-Oct-23
1	Bokaro	Md Shabbir Anwar	DDM NUHM Bokaro	9835529385			
2		Omish Kr. Thakur	Block Accounts Manager Pat	9835535682			
3	Chatra	Poojraj Kumar	DDM, NHQ, Chatra	3490102901			
4		Ashish Raj	PHM Chatra	7450130703			
5	Deoghar	Dr. Manish Shekhar	Dist. Epidemiologist ICBP Deoghar	9771935367			
6		Manish K. Singh	Joint Vaccinologist Manager	9934726394			
7	Dhanbad	Veena Kumari	Hospital Manager DM, Dhanbad	8619981876			
8		Mithun Lal Dubey	Hospital Manager CHC Tundi, Dhanbad	825029722			
9	Dumka	Rakesh Anand	BPM Dumka	9835573032			
10		Rakesh Kumar	CHO Dumka	6299508584			
11	East Singhbhum	DR. Bimlesh Kumar	M.O. Sarda Hospital JSC	9431493916			
12		Amol Kumar	Pharmacist	9431322601			

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SL No.	District	Name	Designation and Place of Posting	Contact No.	16-Oct-23	17-Oct-23	18-Oct-23
13	Garhwa	Xavier Eliza	DPC	9162985133			
14		Sunil Kumar	DDM (IDSP)	7992314041			
15	Giridih	Kimi Kumari	CHO	824212499			
16		Rashmi Kujur	CHO	6294235031			
17	Gumla	Gargan Rajan	BPM, CHC Hazratpur	9931523598			
18		Navin K. Singh	BPM, R.H. Jaisi	7488834755			
19	Goddal	JAYSHANKAR	D.U.H.M. Godda	7976252401			
20		ABHISHEK KUMAR	BPM - CHC POREYHAT SUNDARPHAR	9162816424			
21	Hazariabagh	SHARLES KUMAR	Health Manager (CHC, KERADAR)	8804213775			
22		ASHISH KUMAR	Health Manager (CHC, Borkagan)	810222-0186			
23	Jamtara	DR. PANKAJ KUMAR SHARMA	DDM (D)	9304491326			
24		Jitendra Kr. Pappu	BPM CHC Nala Jamtara	8986748298			
		JAYA HEMADY	CHC Hara Bazar	7988568472			
		ARHISH K. SINGH	BPM - CHC Hara Bazar	6205558707			

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25	Koderma	Subhash Baiseng	D.C. Sadar Hospital Koderma	8385807176	SB 16/10/23
26		Rohitash	CHO, HWC Jany Block, Markach, Koderma	8076909596	2/ECs 17/10/23
27	Khunti	Dr. Anand Kishor Ojha	DS Sadar Hospital Khunti	9835429206	16/10/23
28					X
29	Latehar	Pranav K Singh	DPM Latehar	9470357559	Pranav 16/10/23
30		Kamlesh Kumar	BPM Maun	8210982526	Kamlesh 17/10/23
31		Omprakash Gupta	BPM Barwala	9061720200	Omprakash 17/10/23
32	Lohardaga	Chandra Kumar Monu	BPM RHC-Kuxo	7004385118	X
33		Vikash Francis Xalao	BPM, CHC Senha, Lohardaga	7903416571	Vikash 16/10/23
34	Pakur	DINESH KUMAR	CHO HWC FAREHPUR PAKUR	9351783777	Dinesh 16/10/23
35		RAHULSHARMA	CHO HWC DHARAMPUR PAKUR	7976703471	Rahul 16/10/23
36	Palamu	Dr. Anup Kumar Singh	Epidemiologist, Palamu (JSE)	7979064893	Anup 16/10/23
37		Dr. Premchand Kumar	DPC, Ayushman, Palamu	9006028324	Premchand 16/10/23

* state Daniel Bhasu Bhargava EA - Legal Cell 6202650864. Daniel 16/10/23 Daniel 17/10/23 Daniel 18/10/23

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37	Ramgarh	HARERAM PRASAD	COUNSELLOR, ILTC SADAR HOSPITAL, RAMGARH	9308246909	X
38		Shanti Linda	Staff Nurse DH Ramgarh	9798136391	X
39	Ranchi	DR. ANRESH KUMAR	MEDICAL OFFICER	7992464655	R
40		TERESA HEMBROM	STAFF NURSE D.H. RANCHE	7909072060	Teresa 17/10/23
41	Sahibganj	Dr. Rajesh Kumar Sah	MO Sadar Sahibganj	8252222116	Rajesh 16/10/23
42		Moham Singh JATAV	CHO, HWC - BARKHORI	9352579987	Moham 16/10/23
43	Seraikela	Dr. Amit K. Das	MO (JSE)	7004271938	Amit 16/10/23
44		Manish Kumar Gulati	DUHM - P CS office, Seraikela	8208787700	Manish 16/10/23
45		Ms. Sayit Egbul	DDM, Seraikela	8789699689	Sayit 16/10/23
46	Simdega	ANJLINA HOZO	STAFF NURSE D.H. SIMDEGA	8084110760	A.H.H. 16/10/23
47		Manjeet Sah	RANCHI COUNSELLOR D.H. Simdega	7544927692	Manjeet 16/10/23
48	West Singhbhum	Simita Jato	Epidemiologist NCD Cell, Chaibasa	7061097013	Simita 16/10/23
49		ASHISH KUMAR	HM	9902948647	Ashish 16/10/23
50	West Singhbhum	Dr. D. C. S. S.	Data Manager	998842115	Dr. D. C. S. S. 16/10/23

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Date: 16-18 October, 2023					Signature of Participant who attended, Training Materials (Pen, Pad, Folder, Manuals)		
SL No.	District	Name	Designation and Place of Posting	Contact No.			
50	State HQ	Vikram Kumar	RTI-Cell	9234567886	<i>[Signature]</i> 16-10-23	<i>[Signature]</i> 17-10-23	<i>[Signature]</i> 18-10-23
51		Bambam Goswami	HRIS-Cell	8340452488	<i>[Signature]</i> 16/10/23	<i>[Signature]</i> 17/10/23	<i>[Signature]</i> 18/10/23
52		Sunil Kumar Prajapati	Training-Cell	7399910054	<i>[Signature]</i> 16/10/23	<i>[Signature]</i> 17/10/23	<i>[Signature]</i> 18/10/23
53		Kanak Raj pathak	RI-Cell	951000288	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>
54		Ranjit Kumar Verma	IEC-Cell	7260008417	<i>[Signature]</i> 16/10/23	<i>[Signature]</i> 17/10/23	<i>[Signature]</i> 18/10/23
55		Sanjay Kumar	NUHM-Cell	8102466136	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>
56		Priyush Kumar Singh	Legal-Cell	7004796915	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>
57		Santosh Kumar Patro	NUHM-Cell	90655127519	<i>[Signature]</i> 16-10-23	<i>[Signature]</i> 17-10-23	<i>[Signature]</i> 18-10-23
58		Usha Roy	Nursing Cell	9304547651	<i>[Signature]</i> 16/10/23	<i>[Signature]</i> 17/10/23	<i>[Signature]</i> 18/10/23
59		Santosh Madikar	Senior P.O Ranchi-Shipego	7089922331	<i>[Signature]</i>	<i>[Signature]</i>	
60		Lalit Lata Tripathi	Programme Coordinator Nursing Cell	8507840282	<i>[Signature]</i> 16/10/2023	<i>[Signature]</i> 17/10/2023	<i>[Signature]</i> 18/10/2023
61	NHSRC Fellow	Shahana Sherin OP	NHSRC, Fellow, QPS Division, New-Delhi	9600740026	<i>[Signature]</i> 16/10/23	<i>[Signature]</i> 17/10/23	<i>[Signature]</i> 18/10/23
		Rahul Niketan	EA - QA	7209793013	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>

Result of IA cum SPT 16-18 October 2023, Ranchi, Jharkhand

Sl. No	Name	District	Designation	Organisation	Mobile Number	E-mail Address
1	Mr. Md. Shabbir Anwar	Bokaro	DDM NUHM	Bokaro	9835529385	emerchantmanager@gmail.com
2	Mr. Umesh Kumar Thakur	Bokaro	BAM	CHC Peterbar	9835535682	bampeterbar@gmail.com
3	Mr. Pokhraj Kumar	Chatra	District Data Manager	Civil Surgeon Office, Chatra	9470102901	pokhraj.p@gmail.com
4	Mr. Ashish Raj	Chatra	Public Health Manager	Civil Surgeon Office, Chatra	7050190703	ashish.bikku@gmail.com
5	Dr. Manish Shekhar	Deoghar	District Epidemiologist	IDSP Deoghar	9771935367	doc.manish.jha@gmail.com
6	Ms. Veena Kumari	Dhanbad	Hospital Manager	Sadar Hospital, Dhanbad	8619981876	vkraj93@gmail.com
7	Mr. Mithun Kumar Dubey	Dhanbad	Hospital Manager	CHC Tundi, Dhanbad	8250297212	kmithun1988@gmail.com
8	Mr. Rakesh kumar	Dumka	CHO	HWC - Chorkatta, Jama	6299508584	rkumar891992@gmail.com
9	Dr. Bimlesh Kumar	East Singhbhum	Medical Officer	Sadar Hospital, Jamshedpur	9431493916	bimleshji@gmail.com
10	Mr. Abhishek Kumar	Godda	BPM	CHC Poriyahat	9162816427	aknicedgodda@gmail.com
11	Mr. Shailesh Kumar	Hazaribagh	Health Manager	CHC, Keredari	8804213775	shaileshkumar388@gmail.com
12	Mr. Ashish Kumar	Hazaribagh	Health Manager	CHC Barkagaon	8102220186	ash10sept@gmail.com
13	Mr. Rohtash	Koderma	CHO	HWC Jamu block Markacko	8076909596	rohtashmordi9@gmail.com
14	Dr. Anand Kishor Oraon	Khunti	DS	DH Khunti	9835429206	oraonanand02@gmail.com
15	Mr. Kamlesh Kumar	Latehar	BPM	CHC Manika	8210982576	bpmmanika@gmail.com
16	Mr. Dinesh Kumar	Pakur	CHO	HWC Fatehpur, Amrapara	9351787777	dineshchoudharybdr@gmail.com

17	Mr. Rahul Sharma	Pakur	CHO	HWC Dharmapur, Littipara	7976703471	cho.jharkhand@gmail.com
18	Dr. Amresh Kumar	Ranchi	Medical Officer	Sadar Hospital, Ranchi	7992464655	dr.amreshgupta@gmail.com
19	Ms. Teresa Hembrom	Ranchi	Assistant Metron	Sadar Hospital Ranchi	7909072060	hembromt483@gmail.com
20	Dr. Rajesh Kumar Sah	Sahebganj	MO	Sadar Hospital, Sahebganj	8252222116	raj.lee90@gmail.com
21	Mr. Mohan Singh Jatav	Sahebganj	CHO	HWC Barkhori	9352579987	mohanpagaria95@gmail.com
22	Mr. Manish Gulati	Saraikela	DUHM	Civil Surgeon Office, Seraikella-Kharsawan	8208787700	duhm.saraikela@gmail.com
23	Ms. Anjlina Horo	Simdega	Staff Nurse	Sadar Hospital, Simdega	8085210760	hoanjlina@90gmail.com
24	Mr. Manjeet Sah	Simdega	RMNCH+A Counsellor	Sadar Hospital, Simdega	7544927692	manjeetsah007@gmail.com
25	Ms. Simita Jojo	West Singhbhum	District Epidemiologist	NCD cell, West Singhbhum	7061097013	smjojo2@gmail.com
26	Mr. Ashish Kumar	West Singhbhum	Hospital Manager	Sadar Hospital, Chaibasa	9702948645	462681@gmail.com
27	Ms. Ruchi Singh	West Singhbhum	Data Manager	Sadar Hospital, Chaibasa	9798842115	ruchisingh577@gmail.com
28	Mr. Bikram Kumar Singh	State HQ	Executive Grievance Redressal	RTI Cell	9234567886	Bikramksingh@yahoo.co.in
29	Mr. Bambam Goswami	State HQ	HRIS Programmer	State HQ	8340452488	bambamgswm9@rediffmail.com
30	Mr. Ranjeet K Verma	State HQ	Media Alternate Media and Publicity Consultant	IEC/BCC Cell	7260008417	ranjeetv21@gmail.com
31	Mr. Sanjay Kumar	State HQ	State M&E and MIS Assistant	NUHM Cell	8102466136	sanju4one@gmail.com
32	Mr. Priyush Kumar Singh	State HQ	Legal Consultant	Legal Cell	7004796915	piyushemail007@gmail.com

33	Mr. Santosh Kumar Patro	State HQ	State Urban Manager (M&E and MIS)	NUHM Cell	7077001272	santoshpatro1206@gmail.com
34	Ms. Lalit Lata Toppo	State HQ	Programme Coordinator	Nursing Cell	8507840282	lalit.toppo@gmail.com
35	Mr. Rahul Niketan	State HQ	Executive Assistant	Quality Assurance Cell	7209793013	rahulniketan5@gmail.com
36	Ms. Shahana Sherin O P	NHSRC	Fellow	NHSRC	9400740026	sherinop98@gmail.com