



# TOT OF INTERNAL ASSESSORS CUM SERVICEPROVIDERS TRAINING REPORT UTTAR PRADESH

# 18<sup>th</sup> – 20<sup>th</sup> October 2023

Venue: SPMU Conference Hall, NHM, Charbagh, Lucknow, Uttar Pradesh



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#### **Background**

A Three days "Training of Trainers of Internal Assessors cum Service Providers Training" was conducted in the State of Uttar Pradesh by the National Health System Resource Centre in collaboration with the State's National Health Mission from 18<sup>th</sup> October to 20<sup>th</sup> 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. 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 59 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 A B Singh, GM (QA), National Health Mission, Uttar 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 59 participants, 41 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 Uttar Pradesh under supervision of SQAC Uttar 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 theparticipants was over 4 in a 5-point likert scale.

#### Agenda and Schedule of Training



Agenda of Training:

Training of Trainers (TOT) NQAS Internal Assessor–cum- Service Provider Training Date: October 18<sup>th</sup> to 20<sup>th</sup> 2023

#### Agenda and Schedule

- 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.

	Day-1	
Time	Торіс	Resource Person
8:45AM - 09:15AM	Registration	
09:15AM - 09:30AM	Inaugural Address	Dr. A.B Singh GM-QA, Uttar Pradesh
09:30AM -10:15AM	Key Concepts of Quality	Dr.Kamal Mishra (State Consultant Q.A.)
10:15AM - 11:00AM	Measurement system and Assessment Protocols and Checklist	Dr Naveen Kumar Consultant-QPS, NHSRC
11.00AM - 11:30AM	Tea Break	
11:30AM - 12:15PM	Quality standard under NQAS- An Introduction	Dr Siddhi Dhond Consultant-QPS, NHSRC
12:15PM – 01:00PM	Quality standard under NQAS- An Introduction	Dr Naveen Kumar Consultant-QPS, NHSRC
01:00 PM – 01:30 PM	Exercise -1 (Measurement System)	NHSRC & STATE QA Team
01:30 PM - 02:15 PM	Lunch	
02:15 PM – 02:45 PM	Exercise -2 (Standard Identification)	NHSRC &STATE QA Team
02:45 PM-04:15 PM	Exercise on AOC (A- H)	NHSRC &STATE QA Team
04:15 PM - 04:30 PM	Tea Break	

#### Schedule of the Training:

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04:30 PM – 05:30 PM	Exercise on AOC (A-H) Continued	NHSRC &STATE QA 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. Parvez(professor KGMU,Lucknow)
10:45 AM - 11:00 AM	Tea Break	
11.00 AM – 11.45 AM	RCA/Process Mapping	Dr Siddhi Dhond Consultant-QPS, NHSRC
11:45 AM – 12:45 PM	7 Basic quality Tools	Mr Anand Yadav Consultant-QPS, NHSRC
12:45 PM - 01:30 PM	PSS	Dr.Sarita Saxena(M.S.VAB Lucknow)
01:30 PM - 02:15 PM	Lunch Break	,
02:15 PM – 03:00 PM	Gap analysis/Action Plan/Prioritization	DR. BPS Kalyani (AD Communicable Disease)
03:00 PM- 03:30 PM	Case Study -1 (Gaps)	NHSRC & STATE QA Team
03:30 PM - 04:15PM	Case Study-2 (Process Mapping)	NHSRC &STATE QA 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)	NHSRC &STATE QA Team
	Day-3	
09:00 AM - 09:15 AM	Recap	Mr. Anand Yadav Consultant-QPS, NHSRC
09:15 AM - 10:45 AM	Quality Improvement Methodology (PDCA)	Mr.R.S. Chaurasia(State Consultant QA)
10:45 AM - 11:00 AM	Tea Break	
11.00 AM - 11.45 AM	Documentation in Quality	Mr Anand Yadav Consultant-QPS, NHSRC
11:45 AM – 12:45 PM	Risk Management	Dr Naveen Kumar Consultant-QPS, NHSRC
12:45 PM - 01:30 PM	Overview of LaQshya, MusQan, SUMAN	Dr.Salman (senior Con. VAB' Hospital Lucknow)
01:30 PM - 02:15 PM	Lunch Break	
02:15 PM – 03:15 PM	Case Study on risk Management Prioritization	NHSRC &STATE QA Team

03:15 PM- 04:15 PM	Post Training evaluation Test	NHSRC &STATE QA Team
04:15 PM – 04:30 PM	Feedback	NHSRC &STATE QA Team

## **SESSION'S BRIEF**

Topic and Presenter	Brief
Key concepts of Quality Dr Kamal Mishra	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 & Dr Siddhi Dhond	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 Naveen Kumar	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 BPS Kalyani	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 Siddhi Dhond	It included the use of Quality tool Root Cause Analysis based on "5 Why" approach and Fishborn 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 Mr Anand Yadav	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.
Patient Satisfaction Survey Dr Sarita Saxena	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.
Prescription Audit and Medical Audit Dr Parvez	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.
Quality Improvement Methodology Mr R S Chaurasia	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.

Risk Management Dr Naveen Kumar	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 Mr Anand Yadav	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 Salman	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)

Page **10** of **25** 

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Date : 18-20 Oct, 2023       Venue: SMU Meeting Hall, NHM, Luckin       orants     District Consultant     Che of Posting     contact       a     District Consultant     CM-offic K-D     790539       District Consultant     CM-offic K-D     790539       District Consultant     CM-offic K-D     790539       District Consultant     CM-offic K-N     80902       District Consultant     CM-offic K-N     991232       Hospital Manager     K-1.1.8.     Hospital K-LLC     991333       Hospital Manager     Div. PMU     Miniphy     991333       Hospital Manager     Div. PMU     Miniphy     991333       Instrict Consultant     AD offic A     993333       Medical Officer (Specialist)     CHC     Kaal A     993333       Instrict Consultant Male Hospital     Dr.S. Manager     N/ PMU     Miniphy       Instrict Consultant Male Hospital     Dr.S. Karau-Sah     99132       Joint Director (AD Health)     Joust Depart     Depart     99132        Sharau-Sah     Sharau-Sah </td <td>Date : 18-20 04:2003       Venue: SMU Meeting Hall , NHM, Lucknow       Email D     Signation     Email D     Signature Morning       a     Obticin Consultant     CNo. offic K.K.D     79053519     daukangurdeha@gmail.com     Alexal       0.4.dical Project Manager     CMO. offic K.N.D     790534519     daukangurdeha@gmail.com     Alexal       0.4.dical Officer (Speciality)     CH2. KA3 / a.     981397304     saurakinyourdeha@gmail.com     Alexal       1.4.dical Officer (Speciality)     CH2. KA3 / a.     981397304     saurakinyourdeha@gmail.com     Alexal       1.4.dical Officer (Speciality)     CH2. KA3 / a.     981397304     saurakinyourdeha@gmail.com     Alexal       1.4.dical Officer (Speciality)     CH2. KA3 / a.     981397304     saurakinyourdeha@gmail.com     Alexal       1.4.dical Manager     R+1.f. B. Hooph J.A.T.W     981397304     saurakinyourdeha@gmail.com     Alexal       1.4.dical Manager     Dirk-PMU     Mingdeham     981331393     dauranco/degmail.com     Alexal       1.4.dical Manager     Dirk-PMU     Mingdeham     9813310393     docconveelm@gmail.com</td> <td>Basti</td> <td>Basti</td> <td>Lalitpur</td> <td>WICH availab</td> <td>Moradahad</td> <td>Moradabad</td> <td>Varanasi</td> <td>Unnao</td> <td>Shrawasti</td> <td>Shrawasti</td> <td>Raebareli</td> <td>Prayagraj</td> <td>Prayagraj</td> <td>Prayagraj</td> <td>Moradabad</td> <td>Mirzapur</td> <td>Mirzapur</td> <td>Lucknow</td> <td>Lucknow</td> <td>Kushinagar</td> <td>Kanpur Nagar</td> <td>Kanpur Division</td> <td>Kanpur Dehat</td> <td>District</td> <td></td> <td></td> <td></td>	Date : 18-20 04:2003       Venue: SMU Meeting Hall , NHM, Lucknow       Email D     Signation     Email D     Signature Morning       a     Obticin Consultant     CNo. offic K.K.D     79053519     daukangurdeha@gmail.com     Alexal       0.4.dical Project Manager     CMO. offic K.N.D     790534519     daukangurdeha@gmail.com     Alexal       0.4.dical Officer (Speciality)     CH2. KA3 / a.     981397304     saurakinyourdeha@gmail.com     Alexal       1.4.dical Officer (Speciality)     CH2. KA3 / a.     981397304     saurakinyourdeha@gmail.com     Alexal       1.4.dical Officer (Speciality)     CH2. KA3 / a.     981397304     saurakinyourdeha@gmail.com     Alexal       1.4.dical Officer (Speciality)     CH2. KA3 / a.     981397304     saurakinyourdeha@gmail.com     Alexal       1.4.dical Manager     R+1.f. B. Hooph J.A.T.W     981397304     saurakinyourdeha@gmail.com     Alexal       1.4.dical Manager     Dirk-PMU     Mingdeham     981331393     dauranco/degmail.com     Alexal       1.4.dical Manager     Dirk-PMU     Mingdeham     9813310393     docconveelm@gmail.com	Basti	Basti	Lalitpur	WICH availab	Moradahad	Moradabad	Varanasi	Unnao	Shrawasti	Shrawasti	Raebareli	Prayagraj	Prayagraj	Prayagraj	Moradabad	Mirzapur	Mirzapur	Lucknow	Lucknow	Kushinagar	Kanpur Nagar	Kanpur Division	Kanpur Dehat	District			
Date : 18-20 Oct, 2023       Venue: SMU Meeting Hall , NHM, Luckin       Designation     Place of Posting     contact       District Consultant     CMe offic. K.D.     790534       District Consultant     CMe offic. K.D.     790544       District Consultant     CMe offic. K.D.     790534       Pospital Manager     Knpur     Div. PMV Medual Officer (Specialisty)     CMC Kas/a.       Hospital Manager     R.L.B. Hospital/a.     99023       Hospital Manager     Div. PMU Mirradum     991237       Positic Consultant Male Hospital     Dr.S.P. (G.IV.I.M. Mirradum     99023       Divisional Project Manager     Dir. PMU Mirradum     99139       Pospital Manager     Dir. PMU Mirradum     99239       Divisional Project Manager     Dir. PMU Mirradum     99339       Divisional Project Manager     Dr.S.P. (G.IV/I/G/L.     99390       Divisional Project Manager     Dr.S.P. (G.IV/I/G/L.     99390       Divisional Project Manager     Dr.Q. (G.IV.L.     99390       Divisional Project Manager     D.W.P.H.S.     94359       District Community Proces manager     D.W. PMU - Umm.L	Date : 18-20 ct.,2023       Designation     Place of Posting     contact no     Email ID     Signature Moning       Divisional Project Manager Kangur     D'N · PMU Meehing Hall , NHM, Lucknow     subarager Manager Kangur     D'N · PMU Menu Meehing Hall , NHM, Lucknow     subarager Manager Moning     daakangurdehat@gmail.com     Tota in the Moning       Divisional Project Manager     CHC KA: K     2953353     daakangurdehat@gmail.com     Tota in the Moning       Hogatia Manager     CHC KA: K     29537212     anupan yd@gmail.com     Media Office (Specialist)     Att in the Moning       Hogatia Manager     R. 1. L. Hoeppi.kf. Luckno coo     295072323     anupan yd@gmail.com     Media       Hogatia Manager     D'N PMU Ming.kfu     95033231     anupan yd@gmail.com     Media       Hogatia Manager     D'N PMU Ming.kfu     950332321     anupan yd@gmail.com     Media       Hogatia Manager     D'N PMU Ming.kfu     950332321     anupan yd@gmail.com     Media       Hogatia Manager     D'N PMU Ming.kfu     95131246     undonkenthellingnage/gmail.com     Media       Hogatia Manager     D'N PMU Ming.kfu     951313139     duconvolve/m@gmail.com     M	Faiz waris	Dr Nandlal Yadav	Dr. Tarique Parvez Ansari		Shamshir Alam	Humaira Bin Salma	Dr Tanveer Siddiki	Mr.J.B.Panday JY011 B		Mr.Rakesh Kumar Gupta	Miss Mrinalini Upadhyay	Mr. Ravi Kumar Maurya	Dr. V. K. Mishra	Harit Saxena	Dr.Sher Singh Kakkar	Brijesh Mishra	Anuj Kumar	Dr. Vandana Mourya	Dr. Anupam Yadav	Dr Shaunak Shrivastava	Dr. Arif Beg	Mr.Rajan Prasad Singh	Dr. Dileep Kumar Verma	Name of participants			
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	District Agra I Sonbhadra I Mirzapur Jhansi F sant kabir nagar D	Name of participants     Dr Pradeep Sharma     Mr. Ripunjay Kumar Srivastava     Dr.Mukesh     Firoz Alam     DR.S.P SINGH     Dr Santosh kumar	Name of participantsDesignationDr Pradeep SharmaJ D Health AgraMr. Ripunjay Kumar SrivastavaDPMDr.MukeshDeputy CMO NODAL QUALITYFiroz AlamDiv Urban Health ConsultantDR.S.P SINGHOrtho SurgenDr Santosh kumarDy. CMO	Name of participantsDesignationDr Pradeep SharmaJ D Health AgraMr. Ripunjay Kumar SrivastavaDPMDr.MukeshDeputy CMO NODAL QUALITYFiroz AlamDiv Urban Health ConsultantDR.S.P SINGHDiv Urbo SurgenDr Santosh kumarDy. CMO	Date : 18:     Venue: SMU Meetir     Name of participants   Designation   Place of Posting     Dr Pradeep Sharma   J D Health Agra   Place of Posting     Mr. Ripunjay Kumar Srivastava   DPM   Ssnedshad'ss;     Dr.Mukesh   Deputy CMO NODAL QUALITY   Mb OFFICE     Firoz Alam   Div Urban Health Consultant   A D o/H/t-C.     Dr.S.P SINGH   Ortho Surgen   C.M.Y. S. V.     Dr Santosh kumar   Dy. CMO   Dy. CMO	Date : 18-20 Oct,2023     Venue: SMU Meeting Hall , NHM, I     Name of participants   Designation   Place of Posting   col     Dr Pradeep Sharma   JD Health Agra   Place of Posting   col     Mr. Ripunjay Kumar Srivastava   DPM   Senetbhead re,   a     Dr.Mukesh   Deputy CMO NODAL QUALITY   CMD OEFICE MIRZAPUR   Assurance     Firoz Alam   Div Urban Health Consultant   AD or/Hr.c.   AD or/Hr.c.     Dr.S.P SINGH   Ortho Surgen   C.M.Y.C.SKN.   V     Dr Santosh kumar   Dy, CMO   Dy, CMO   C.M.Y.C.SKN.	Date : 18-20 Oct,2023       Venue: SMU Meeting Hall , NHM, Lucknow       Name of participants     Designation     Place of Posting     contact no       Dr Pradeep Sharma     JD Health Agra     JD Health Agra     9411850965       Mr. Ripunjay Kumar Srivastava     DPM     Senedshad'sre,     7897445596       Dr.Mukesh     Deputy CMO NODAL QUALITY     CMb OFFICE MIRCAPUL ASsurance     993681983       Firoz Alam     Div Urban Health Consultant     AD orthb C     9452026812       DR.S.P SINGH     Ortho Surgen     Cr/NC S <sup>-</sup> K_V     9198980556       Dr Santosh kumar     Dy. CMO     Cr/NC     7830276175
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