



INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING (TOT MODEL) NAGPUR, MAHARASHTRA - REPORT

31st Jan 2024 – 02nd Feb 2024



VENUE: PHI, NAGPUR, MAHARASHTRA

Background

A three-day training “Internal Assessors cum Service Providers Training (ToT Model)” was conducted in the State of Maharashtra by the National Health Systems Resource Centre in collaboration with the State’s National Health Mission from 31st January to 02nd February 2024.

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 aided participants with the tools, techniques, and support to health professionals to enable them to implement NQAS at a healthcare facility and thereby, take ownership of improving, sustaining, and creating a culture of quality care.

The State had nominated 73 participants for the training including Additional Directors, Medical Officers, Quality Consultants, Hospital managers, Programme Officers, Public Health Nurses and Managers, CPHC Consultants, etc. The training constituted for Fourteen (14) topics with Seven (07) exercises and group work activities for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural address by Dr Vijay Bhaskar, Joint Director (T) NHM, Maharashtra who threw light on the importance of Quality in Healthcare and the importance and need of this training.

A post-training evaluation exam was also taken during the training. A post-training evaluation was an open-book exam with 42 multiple-choice questions, related to quality improvement and the NQAS framework. Out of a total of 73 participants, 67 participants (91.78 %) cleared the post-evaluation exam and now will be certified master trainers of the NQAS.

QA training programs have an inbuilt training evaluation system, where a feedback form is provided to each participant. Feedback from the participants is analyzed on a 5-point Likert-scale. The overall rating of the training as per the analysis of the feedback from the participants was 4.72 on a 5-point Likert scale.

IA Cum SPT (ToT)
31st January to 2nd February 2024, PHI, Nagpur, Maharashtra

Day 1-31st January 2024		
Time	Topic	Resource Person
8:45 AM - 09:15 AM	Registration	PHI, Nagpur
09:15 AM - 09:30 AM	Inaugural & Welcome Address	Dr. Vijay Baviskar, Joint Director(T)/Dr. Madhuri Kale, ADHS(HSS)
09:30 AM - 10:30 AM	Key Concept of Quality & Quality Standard under NQAS- An Introduction	Dr. Chinmayee Swain, Sr Consultant-QPS
10.30 AM - 10:45AM	Tea Break	
10:45 AM - 01:00 PM	Measurement system and Assessment Protocols and Checklist	Dr. Chinmayee Swain, Sr Consultant-QPS
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	Gap analysis/Action Plan/Prioritization along with exercises	NHSRC & State Team
Day 2-1st February 2024		
09:00 AM - 09:15 AM	Recap	NHSRC
09:15 AM - 10:30 AM	7 Basic Quality Tools	Dr. Chinmayee Swain, Sr Consultant-QPS
10:45 AM - 11:00 AM	Tea Break	
11.00 AM - 11.45 AM	RCA/Process Mapping with exercises	Dr. Deepak Dongare (External Assessor, Non Govt.)
11:45 AM - 12:45 PM	PSS	NHSRC & State Team
12:45 PM - 01:30 PM	Prescription Audit and Medical Audit with exercises	Dr. Deepak Dongare (External Assessor, Non Govt.)
01:30 PM - 02:15 PM	Lunch Break	
02:15 PM - 4.15 PM	An Overview of Maternal Health & Child Health Initiatives	Dr. Chinmayee Swain, Sr Consultant-QPS
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:30 PM	Quality Improvement Methodology (PDCA)	NHSRC & State Team

	Day 3-2nd February 2024	
09:00 AM - 09:15 AM	Recap	State
09:15 AM - 10:45 AM	Documentation in Quality	Dr. Chinmayee Swain, Sr Consultant-QPS
10:45 AM - 11:00 AM	Tea Break	
11:00 AM – 11:45 AM	Risk Management with exercises	Dr. Chinmayee Swain, Sr Consultant-QPS
11:45 AM – 12:45 PM	KPI/Outcome Indicator	Dr.Sayali QA Consultant, NHM, MH
12:45 PM - 01:30 PM	Kayakalp Incentive Scheme	Dr. Yogendra Sawai, Professor, PHI, Nagpur.
01:30 PM - 02:15 PM	Lunch Break	
02:15 PM – 03:15 PM	SaQsham Portal /Road Map to expedite the NQAS Certification including Aspirational Blocks	NHSRC & State Team
03:15 PM- 04:15 PM	Post-Training Evaluation Test	NHSRC
04:15 PM – 04:30 PM	Feedback & Valedictory	NHSRC/State

SESSION'S BRIEF

Topic	Brief
Key Concept of Quality & Quality Standard under NQAS-An Introduction Dr. Chinmayee Swain	<p>The topic covered key concepts of Quality, the importance of Quality in healthcare, the Evolution of the National Quality Assurance Standards & their implementation framework, Various initiatives/schemes under the National Quality Assurance Program, rationale, and context, etc.</p> <p>The session also covered a detailed discussion about the quality standards under National Quality assurance standards including the description of 8 Areas of Concern.</p>
Measurement System and Assessment Protocols and Checklist Dr. Chinmayee Swain	<p>It covered the concepts of the 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 a discussion of the different assessment methods and departmental checklists at various levels of the health facilities.</p>
Gap analysis/Action Plan/Prioritization along with exercises NHSRC/STATE	<p>This session covered Deming's Cycle in the Quality Management System. How to Plan Do Check and Act on any process involved in the day-to-day activities of the healthcare facility. The planning of the actions on the gaps found during the cycle and how to prioritize the actions to cover those gaps.</p>
7 Basic Quality Tools Dr. Chinmayee Swain	<p>It covered the basics of an established Quality Management System and the rationale of its implementation in a healthcare institution. The second part of the session covered the seven basic tools of quality with examples. The session was followed by an exercise to give a hands-on experience to the participants.</p>
RCA/Process Mapping Dr. Deepak Dongare	<p>This session covered the techniques used to visually map out workflows and processes. It involved creating a process map, also referred to as a flowchart, process flowchart, or workflow diagram. The purpose of process mapping was to communicate how a process works concisely and straightforwardly. It also included exercises related to the process mapping.</p>

Patient Satisfaction Survey NHSRC/STATE	Feedback mechanism is very important for continual improvement and the patient satisfaction survey helps in the continual improvement of the functioning of the hospital and its services. PSS allows the hospital for the betterment of the services provided by them. In this session, the trainer talked about the process of PSS, sampling, timeline, etc the PSS and its importance in the NQAS system for assured Quality services.
Prescription Audit and Medical Audit Dr. Deepak Dongare	During 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 was reflected on the whole idea that it is not about just collecting the PSS on a pre-defined attribute, but after the collection of responses, data should be analyzed 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, the prioritization rule can be applied based on identified attributes and corrective and preventive action can be taken accordingly. The session was followed by an exercise to give a hands-on experience to the participants.
Overview of Maternal Health & Child Health Initiatives Dr. Chinmayee Swain	It covered the orientation of the LaQshya (Labor Room Quality Improvement Initiative) to improve intrapartum and immediate post-partum care around birth. Critical components envisaged under the LDR concept were discussed in detail along with the zoning in OT, the importance of respectful maternity care, and certification norms under LaQshya. It also included an overview of MusQan – A child-friendly initiative.
Quality Improvement Methodology (PDCA) NHSRC/STATE	This session covered Deming's Cycle in the Quality Management System. How to Plan Do Check and Act on any process involved in the day-to-day activities of the healthcare facility. This PDCA cycle was explained with a real-life example of an internal assessment.
Documentation in Quality Dr. Chinmayee Swain	The session covered the documentation process to be undertaken at various public health facilities under Quality. It also covered the list of documents required for applying for an NQAS application.

Risk Management Framework Dr. Chinmayee Swain	Risk management was discussed during the session. This comprises identifying the risk, calculating the probability and likelihood that the risk will occur, determining how dangerous the risk may be, and then monitoring, controlling, and analyzing the risk.
Key Performance Indicators Dr Sayali	This session briefed the participants on the quality outcomes i.e. Productivity, Efficiency, Clinical care, and Service Quality Indicators. These indicators help in setting up the benchmarks and evaluating the performance of the healthcare facility against those set benchmarks.
Kayakalp Incentive Scheme Dr Yogendra Sawai	Kayakalp symbolizes transformation and change. The trainer briefed about the scheme, incentives, process, checklists, assessment methodology, etc.
SaQsham Portal/Road map to expedite NQAS certification in Aspirational Blocks	In this session, the trainer briefed about the IT initiatives (Gunak & SaQsham) of the QPS division. The session included a live demonstration of the Gunak app and the SaQsham portal along with YouTube tutorial videos of SaQsham DQAC users. Through this SaQsham portal, one can apply for NQAS certification and the facility can be assessed with the help of the Gunak App.

Feedback Analysis of IA cum SPT (TOT model), Nagpur, Maharashtra 31 st Jan – 02 nd Feb 2024			
Day 1			
Sl.NO	Name of the Session	Resource Person	Average
1	Key Concept of Quality & Quality Standard under NQAS-An Introduction	Dr. Chinmayee Swain	4.83
2	Measurement system and assessment protocols & checklist	Dr. Chinmayee Swain	4.85
3	Gap analysis/Action Plan/Prioritization	NHSRC/STATE	4.76
Day 2			
4	7 Basic Quality Tools	Dr. Chinmayee Swain	4.87
5	RCA/Process Mapping with exercises	Dr. Deepak Dongre	4.64
6	Patient Satisfaction Score	NHSRC/STATE	4.79
7	Prescription Audit & Medical Audit	Dr. Deepak Dongre	4.65
8	An Overview of Maternal Health & Child Health Initiatives	Dr. Chinmayee Swain	4.90
9	Quality Improvement Methodology (PDCA)	NHSRC/STATE	4.85
10	Documentation in Quality	Dr. Chinmayee Swain	4.89
11	Risk Management Framework	Dr. Chinmayee Swain	4.89
12	KPI/Outcome Indicator	Dr. Sayali	4.73
13	Kayakalp Incentive Scheme	Dr. Yogendra Sawai	4.67
14	SaQsham Portal /Road Map to expedite the NQAS Certification including Aspirational Blocks	NHSRC/STATE	4.80
The average score of Trainers			
Sl.NO	Name of the Trainer	No. of Sessions Covered	Average
1	Dr Chinmayee Swain	6	4.87
2	NHSRC/STATE	4	4.80
3	Dr Yogender Sawai	1	4.67
4	Dr Sayali	1	4.73
5	Dr Deepak Dongre	2	4.64
Total Average = 4.72			

Sl. No	The gap identified as the inputs received from the Maharashtra IA Cum SPT	Action to be taken	Responsibility	Status
1	Field visits during the IA Cum SPT	National level	State in Charge	In process
2				

Attendance Sheet for IA SPT (ToT Model) – Nagpur, MH (31st Jan – 02nd Feb 2024)

Serial No	Name	Designation	District
1	Dr Aman Sharma	Jr Consultant	Delhi
2	Dr Rohit Gopal Jadhav	DQAC	Pune
3	Dr Rahul R. Shinde	Sr Consultant	Ahmednagar
4	Dr Pratik Sadhu Kolekar	Hospital Manager	Satara
5	Dr Vaibha Bachhav	Sr Consultant	Nashik
6	Er Monika Daulat Rathod	IPHS Coordinator	Bhandara
7	Dr Vasudha Gurudas Mangar	Hospital Manager	Pune
8	Dr Prashant K Wadikar	ADHS(Health), DD Office	Pune
9	Dr Gadnkar Aparna Narayan	Assistant Director	Mumbai
10	Dr Swapnil Gaikwad	Program Officer	SFWB, PUNE
11	Dr Deepak Shamrao Selokar	Professor	PHI, Nagpur
12	Dr Nitin G Rathod	Jr Lecturer	PHI, Nagpur
13	Mrs Rajashree U. Garde	IPHS Coordinator	Ratnagiri
14	Dr Nishigandha Mahale Shah	DQAC	Nashik
15	Dr Deepali S. Bhamre	Hospital Manager	Nashik
16	Dr Satish kupurwad	DTO	Nanded
17	Dr Borse Pradeep Devidasrao	Dakshata Mentors	Jalna
18	Dr Neha Petkar	DQAC	Thane
19	Dr Shafiya Fatema	Jr lecturer	PHI, Nagpur
20	Dr Rahul P. Bankar	DQAC	Nagpur
21	Dr Prachi Nehulkar	DRCHO	Chandrapur
22	Deepti Dattatraya Dhumal	IPHS Coordinator	Sangli
23	Dr Pankaj Shivaji Shingare	DEIC Manager	Dharashiv
24	Dr Priyanka Vikas Sable	DQAC	Kolhapur

25	Dr Reena Ramesh Meshram	CPHC Consultant	Jalna
26	Shri.Abhishek M Vaidya	IPHS Coordinator	Buldhana
27	Dr Sayali Shilewant	Consultant	Mumbai
28	Dr Neelam R Badge	DQAC	Dgadchiroli
29	Dr Mithun Ramesh Pawar	District Ayush Officer	Satara
30	Dr Shirish L. Ghadi	Sr PO, TRI	Dharashiv
31	Dr Vasundhara Rajhans Khaire	Dakshata Mentors	Hingoli
32	Dr Sunita Birajdar	Assistant Director	SFWB, Pune
33	Dr Vivek Hole	THO	Dharashiv
34	Dr S. U. Jadhav	DTO	Raigad
35	Dr Pradnya Kamble	DQAC	Akola
36	Mrs. Patil Puja Prabhakar	IPHS Coordinator	Latur
37	Mr. Harshal Lazaras Gaikwad	PHN	Ahmednagar
38	Dr Dipali D Khandare	DQAC	Yavatmal
39	Dr Shridhar B. Pandit	PHN	SFWB, PUNE
40	Dr Suneel Nakhate	THO	Raigad
41	Dr Suraj Dharpawar	Hospital Manager	Amravati
42	Dr Vinakshi Vidyanand Vaidya	DQAC	Jalna
43	Dr Mangesh N Raut	DQAC	Amravati
44	Dr Sumayya Samreen Hafiz A Shah	Hospital Manager	Aurangabad
45	Dr Tejasinini Khandapurkar	Dakshata Mentors	Thane
46	Dr Neha Bhaurav Borkar	DQAC	Wardha
47	Dr Dipti Mohitkar	DQAC	Chandrapur
48	Dr Sarita Bahasaheb Thorat	M.S./ACS	Kolhapur
49	Dr Sarika Popat baratt	Consultant	SFWB, PUNE
50	Dr Amrita Babu Mathew	DQAC	Ahmednagar

51	Dr Yashashree R Musale	IPHS Coordinator	Chandrapur
52	Dr Sandeep V Raut	Consultant	SFWB, PUNE
53	Dr Rekha Gaikawad	Deputy Director	SFWB, PUNE
54	Dr Bhushan Chavan	Sr Consultant	Mumbai
55	Dr Kiran Wankhede	THO Aheri	Gadchiroli
56	Dr Dilip Rokade	DQAC	Palghar
57	Ganga Narayan Sankewar	IPHS Coordinator	Amravati
58	Dr Rahul Ramesh Hadpe	DPM	Nashik
59	Dr Sonwane P.V.	Dakshata Mentors	Aurangabad
60	Mrs. Kapila Sanjeev Kale	PHN	Aurangabad
61	Prashant Dhanpal Turkar	Additional Civil Surgeon	Gondia
62	Mr Ashifmustafa Maheboob Nadaf	PHN	Sangli
63	Rajendra K. Rane	IPHS Coordinator	Washim
64	Dr Jaishree R.	DQAC	Beed
65	Smt. Kalpna Khushalrao Neware	PHN	Satara
66	Ashish Anil Aher	IPHS Coordinator	Parbhani
67	Dr Ashwini Guniji Wanzolkar	DQAC	Ratnagiri
68	Dr Rupesh D. Nashawre		
69	Dr Umesh R Sane	Hospital Manager	
70	Mrs Alka Ganesh Maid	PHN	Washim
71	Nilesh G. Khonderoo	IPHS Coordinator	
72	Mohammad Ilyas Shaikh Mehmood	IPHS Coordinator	Jalagaon
73	Priyanka Narayan Wankhade	PHN	Solapur

List of Participants who attended the training sessions virtually

Serial No	Name	Designation	District
1	Smt Sharmila Murlidhar Das		
2	Gude Venkatesh		
3	Duryodhan Chavan		
4	Vijay Bawiskar		
5	Vijay Kandewad		
6	Avinsh Yelne		
7	Ravindra Pajai		
8	Krupa Suresh Gawade		
9	Varsha Shiroadkar		
10	Kantilal Pawara		
11	Madhuri Kale		
12	Smt Singita H. Wagh		
13	Bhaves Wagh		

Result of IA SPT (ToT Model) - Nagpur, MH (31st Jan - 02nd Feb 2024)

Serial no	Name	Designation	District	Percentage	Result
1	Dr Aman Sharma	Jr Consultant	Delhi	97.5	Qualified
2	Dr Rohit Gopal Jadhav	DQAC	Pune	95	Qualified
3	Dr Rahul R. Shinde	Sr Consultant	Ahmednagar	92.5	Qualified
4	Dr Pratik Sadhu Kolekar	Hospital Manager	Satara	92.5	Qualified
5	Dr Vaibha Bachhav	Sr Consultant	Nashik	90	Qualified
6	Er Monika Daulat Rathod	IPHS Coordinator	Bhandara	90	Qualified
7	Dr Vasudha Gurudas Mangar	Hospital Manager	Pune	90	Qualified
8	Dr Prashant K Wadikar	ADHS(Health), DD Office	Pune	87.5	Qualified
9	Dr Gadnkar Aparna Narayan	Assistant Director	Mumbai	87.5	Qualified
10	Dr Swapnil Gaikwad	Program Officer	SFWB, PUNE	87.5	Qualified
11	Dr Deepak Shamrao Selokar	Professor	PHI, Nagpur	87.5	Qualified
12	Dr Nitin G Rathod	Jr Lecturer	PHI, Nagpur	87.5	Qualified
13	Mrs Rajashree U. Garde	IPHS Coordinator	Ratnagiri	85	Qualified
14	Dr Nishigandha Mahale Shah	DQAC	Nashik	85	Qualified
15	Dr Deepali S. Bhamre	Hospital Manager	Nashik	82.5	Qualified
16	Dr Satish kupurwad	DTO	Nandeed	82.5	Qualified
17	Dr Borse Pradeep Devidasrao	Dakshata Mentors	Jalna	82.5	Qualified
18	Dr Neha Petkar	DQAC	Thane	82.5	Qualified
19	Dr Shafiya Fatema	Jr lecturer	PHI, Nagpur	80	Qualified

20	Dr Rahul P. Bankar	DQAC	Nagpur	80	Qualified
21	Dr Prachi Nehulkar	DRCHO	Chandrapur	80	Qualified
22	Deepti Dattatraya Dhumal	IPHS Coordinator	Sangli	80	Qualified
23	Dr Pankaj Shivaji Shingare	DEIC Manager	Dharashiv	80	Qualified
24	Dr Priyanka Vikas Sable	DQAC	Kolhapur	80	Qualified
25	Dr Reena Ramesh Meshram	CPHC Consultant	Jalna	80	Qualified
26	Shri.Abbhishek M Vaidya	IPHS Coordinator	Buldhana	80	Qualified
27	Dr Sayali Shilewant	Consultant	Mumbai	80	Qualified
28	Dr Neelam R Badge	DQAC	Dgadchiroli	80	Qualified
29	Dr Mithun Ramesh Pawar	District Ayush Officer	Satara	77.5	Qualified
30	Dr Shirish L. Ghadi	Sr PO, TRI	Dharashiv	77.5	Qualified
31	Dr Vasundhara Rajhans Khair	Dakshata Mentors	Hingoli	77.5	Qualified
32	Dr Sunita Birajdar	Assistant Director	SFWB, Pune	77.5	Qualified
33	Dr Vivek Hole	THO	Dharashiv	77.5	Qualified
34	Dr S. U. Jadhav	DTO	Raigad	77.5	Qualified
35	Dr Pradnya Kamble	DQAC	Akola	77.5	Qualified
36	Mrs.Patil Puja Prabhakar	IPHS Coordinator	Latur	77.5	Qualified
37	Mr. Harshal Lazaras Gaikwad	PHN	Ahmednagar	77.5	Qualified
38	Dr Dipali D Khandare	DQAC	Yavatmal	77.5	Qualified
39	Dr Shridhar B. Pandit	PHN	SFWB, PUNE	75	Qualified

40	Dr Suneel Nakhate	THO	Raigad	75	Qualified
41	Dr Suraj Dharpawar	Hospital Manager	Amravati	75	Qualified
42	Dr Vinakshi Vidyanand Vaidya	DQAC	Jalna	75	Qualified
43	Dr Mangesh N Raut	DQAC	Amravati	75	Qualified
44	Dr Sumayya Samreen Hafiz A A Shah	Hospital Manager	Aurangabad	75	Qualified
45	Dr Tejasinini Khandapurkar	Dakshata Mentors	Thane	75	Qualified
46	Dr Neha Bhaurav Borkar	DQAC	Wardha	75	Qualified
47	Dr Dipti Mohitkar	DQAC	Chandrapur	72.5	Qualified
48	Dr Sarita Bahasaheb Thorat	M.S./ACS	Kolhapur	72.5	Qualified
49	Dr Sarika Popat baratt	Consultant	SFWB, PUNE	72.5	Qualified
50	Dr Amrita Babu Mathew	DQAC	Ahmednagar	72.5	Qualified
51	Dr Yashashree R Musale	IPHS Coordinator	Chandrapur	72.5	Qualified
52	Dr Sandeep V Raut	Consultant	SFWB, PUNE	72.5	Qualified
53	Dr Rekha Gaikawad	Deputy Director	SFWB, PUNE	72.5	Qualified
54	Dr Bhushan Chavan	Sr Consultant	Mumbai	70	Qualified
55	Dr Kiran Wankhede	THO Aheri	Gadchiroli	70	Qualified
56	Dr Dilip Rokade	DQAC	Palghar	70	Qualified
57	Ganga Narayan Sankewar	IPHS Coordinator	Amravati	67.5	Qualified
58	Dr Rahul Ramesh Hadpe	DPM	Nashik	65	Qualified

59	Dr Sonwane P.V.	Dakshata Mentors	Aurangabad	65	Qualified
60	Mrs. Kapila Sanjeev Kale	PHN	Aurangabad	65	Qualified
61	Prashant Dhanpal Turkar	Additional Civil Surgeon	Gondia	65	Qualified
62	Mr Ashifmustafa Maheboob Nadaf	PHN	Sangli	62.5	Qualified
63	Rajendra K. Rane	IPHS Coordinator	Washim	62.5	Qualified
64	Dr Jaishree R.	DQAC	Beed	60	Qualified
65	Smt. Kalpna Khushalrao Neware	PHN	Satara	60	Qualified
66	Ashish Anil Aher	IPHS Coordinator	Parbhani	60	Qualified
67	Dr Ashwini Guniji Wanzolkar	DQAC	Ratnagiri	60	Qualified

○ **Total Participants who appeared in the Post Training Evaluation- 73**

○ **Total participants who cleared the Post Training Evaluation- 67**

○ **Pass Percentage- 91.78%**

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