

INTERNAL ASSESSORS' TRAINING REPORT

23rd & 24th January 2024

Venue: - SR1, United Service Institution of India, New Delhi



Training Co-Ordinator:-

Dr. Ratan Shekhawat, Consultant- Quality & Patient Safety Division, NHSRC

To: AFMS Officers'

From: National Health System Resource Centre (NHSRC)

Subject: 2 Days Internal Assessor Training for Armed Forces Medical Services Officers.

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 selected hospitals. Therefore, 4th batch of NQAS IA training was conducted at Seminar room 1, United service institution of India, New Delhi from 23rd to 24th January 2024.

The primary objective of training the AFMS Officers' was to provide an overview of the National Quality Assurance Standards to facilitate implementation of NQAS Program in Army health facilities.

To accomplish this objective 52 participants were nominated by the Office of DGMS(Army) for the training which included 43 medical officers and 9 nursing officers from various army health facilities across the country.

The training began with a keynote by Dr J N Srivastava, Advisor, QPS, who elucidated upon the significance of quality in healthcare systems and the foundation of NQAS, followed by a welcome address by Lt. Gen Arindam Chatterjee, AVSM, VSM, DGMS(Army) & Col Comdt who elaborated upon the importance of implementing NQAS standards in military health facilities and shed light upon how this idea was conceived. The inaugural address concluded with Maj. Gen. (Prof.) Atul Kotwal, SM, VSM, ED, NHSRC, informing the AFMS Officers' about how the Quality & Patient Safety which is ISQua certified. He also added how the knowledge gained during this training can be helpful in their respective facilities.

The two-day training was spread into 12 Topics & 2 exercises for hands on experience about various methodologies of the assessment.

The training was followed by a Post training evaluation, which was attended by 52 participants. Post training evaluation contained an open book exam with a question paper having 32 multiple-choice questions and 6 short notes out of which 30 MCQs and 4 short notes were mandatory. Maximum Marks for Question paper is 80. Passing marks for the exam were 60%. Out of **52 participants 48 has passed, and 4 of them failed to clear the internal Assessor Exam.**

The training program contained inbuilt training course evaluation system, where training feedback form is provided to each participant. Feedback of participants has been analysed on 5-point scale. **Overall score for training program was 4.55 on a five-point scale.**

B. Training Agenda

Time	Topic/Activity	Resource Person
Day 01 (23rd January 2024)		
09.00 AM – 09.30 AM	Registration	Dr Tanya Garg, Fellow
09.30 AM - 09.35 AM	Welcome and Aims & Objectives	Dr J N Srivastava Advisor, QPS
09.35 AM – 09.40 AM	Lamp Lighting	
09.40 AM - 09.45 AM	Address by Guest of Honor	Maj Gen (Prof) Atul Kotwal, SM, VSM ED NHSRC
09.45 AM – 09.55 AM	Address by Chief Guest	Lt. Gen Arindam Chatterjee, AVSM,VSM DGMS (Army) & COL COMDT
09.55 AM – 10.05AM	Vote of Thanks	Dr Deepika Sharma Lead Consultant, QPS
10.05 AM - 10.30 AM	Group photograph & Tea	
10.30 AM - 11.30 AM	Key Concept & Overview of the National Quality Assurance Standards	Dr J N Srivastava Advisor, QPS
11.30 AM - 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
01.30 PM – 02.15 PM	Lunch	
02.15 PM - 03.00 PM	Exercise I on Area of Concern & Measurement System	Team QPS

03.00 PM – 03.30 PM	Standards for Inputs	Dr Naveen Kumar Consultant, QPS
03.30 PM – 04.15 PM	Standards for Support Services	Mr. Ranjith R. Menon Health Services Quality Assurance Specialist
04.15 PM – 04.30 PM	Tea	
04.30 PM – 05.45 PM	Exercise II on Case Study	Team QPS

Day 02 (24th January 2024)		
09.00 AM – 09.15 AM	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 – 10.30 AM	Tea	
10.30 AM -11.15 AM	Standards for General Clinical Services	Dr Abhay Dahiya Consultant, QPS
11.15AM – 12.30PM	Standards for Quality Management	Dr Annapoorna KN Consultant, QPS
12.30 PM – 1.15 PM	Standards for Infection Control	Dr Siddhi Satish Dhond Consultant- QPS
01.15 PM – 02.00 PM	Standards for Outcome Indicators & Certification Criteria	Dr Chinmayee Swain Sr. Consultant, QPS
02.00 PM – 02.30 PM	Lunch	
02.30 PM – 03.15 PM	Overview of SaQushal: Patient Safety Assessment Tool	Dr Ratan Shekhawat Consultant, QPS
03.15 PM - 04.00 PM	Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan)	Dr. Chinamyee Swain Sr. Consultant-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

C. Session Brief

Topic	Session Brief
Day -1 (23.01.2024)	
Key Concepts & Overview of National Quality Assurance Standards Dr. J N Srivastava, Advisor, QPS	The session covered concepts of quality, discussion about various definitions of quality, development of National Quality Assurance Standards & their implementation framework at State & District level.
Standards & Measurement System for Quality Assurance Program Dr. Deepika Sharma Lead Consultant, QPS	The session covered understanding about measurement system of National Quality Assurance Standards. Elaboration of 8 Areas of Concerns, Standards, Measurable Elements & Checkpoints. It also covers an overview of scoring & their methodology. A detailed discussion was done regarding 18 checklists at District Hospital level.
Standards For Service Provision, Patient Rights Dr Abhay Dahiya Consultant, QPS	The session covered an elaborative discussion about the first 2 Areas of Concern i.e., Service Provision & Patient Rights. It Includes a thorough understanding about availability of services such as curative services, diagnostic services etc., and a discussion on Patient Rights' w.r.t to maintaining privacy and dignity of patient and providing them all the required information.
Exercise on Area of Concern & Measurement System Team QPS	MCQs on identifying different areas of concern in a DH and which score to be assigned. Case Study of Labour room and the questions were given to participants for better understanding of scoring system and assessment. Individually all participants had worked upon case study and answered the questions.

Standards for Inputs Dr Naveen Kumar Consultant, QPS	The session covered an explanation on the 3 rd Area of Concern i.e., Inputs. It included availability of infrastructure, human resource and their training, competencies & also availability of consumables & drugs.
Standards for Support Services Mr. Ranjith R. Menon Health Services Quality Assurance Specialist	The session included importance of support services in public healthcare facilities as well as a detailed discussion on 12 standards of Support Services. It also comprised of detailed discussions on maintenance of equipment, calibration, inventory management, dietary services, laundry services, security services, community participation, financial management, contract management, statutory requirement etc.
Exercise on Standard Identification Team QPS	Participants were given practice exercise pertaining to the standard identification. For better understanding of National Quality assurance standards.
Day -2 (24.01.2024)	
Standards For Specific Clinical Services Dr. J N Srivastava Advisor, QPS	The session included a discussion about assessment of quality of specific clinical services like Emergency, ICU/SNCU, OT, Anesthetic services, Diagnostic services, Blood bank as well as end of life care. It also included a discussion on RMNCHA services which include Antenatal, Intra-natal & Postnatal care as well as family planning & ARSH services
Standards For General Clinical Services Dr. Abhay Dahiya Consultant-QPS	The session included importance of clinical services as well as discussion on 9 standards of Clinical Services which comprised of assessment of Quality of registration, admission, consultation services, assessment & reassessment of inpatients, their care during transfer & referral. It also included a discussion about nursing care, drug administration, patient record maintenance and discharge process etc.
Standards For Quality Management Dr. Annapoorna KN Consultant, QPS	The session included a discussion on the 8 standards of Quality management system. It also included how to assess Quality policy, Objective, SOP, Quality tools, Process mapping, control charts etc.

Standards for Infection Control Dr. Sidhi Satish Dhond Consultant-QPS	The session included a detailed discussion about standard precautions as well as the Infection Control Committee. It included elaborative details on how to assess the infection control practices at public health care facilities.
Standards for Outcome Indicators & Certification Criteria Dr. Chinmayee Swain Sr. Consultant-QPS	The session covered productivity, efficiency, clinical care and service quality in terms of measurable indicators and how a hospital meets a benchmark set at State/National level & about quality certification process.
Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan) Dr. Chinmayee Swain Sr Consultant-QPS	This session included an overview of LaQshya envisages to improve quality of care in labour room and maternity OT. It also discussed about MusQan which was designed to ensure provision of quality child-friendly facility-based services from birth to children up to 12 years of age. It includes Paediatric OPD, Paediatric Ward, SNCU & NRC.
Overview of SaQushal: Patient Safety Assessment Tool Dr. Ratan Shekhawat Consultant-QPS	This session included gave a brief description about 4 Areas of Concern that stressed upon assessing hospitals from a patient safety perspective wherein due consideration is also given to human ergonomics for safety with mutual respect for service providers and seekers.
Post Training Evaluation Team QPS	At last post training evaluation of participants had been conducted. Post training evaluation contained 32 multiple choice questions and 6 short notes. Participants were allowed to use their notes & assessment guidebook for answering the question paper.
Feedback & Vote of Thanks	The training concluded with a vote of thanks by Dr. J N Srivastava, Advisor, QPS, followed by distribution of certificates to all participants. Feedback was also collected from them.

D. Internal Assessors' Training Participants

Internal Assessor's Training Attendance Sheet				Contact Details	
Date: 23rd-24th January 2024					
S. No.	Name	Designation	Organisation	Mobile No.	Email ID
1	AK Agarwal	MO	CH (CC) Lucknow	9450700936	abhinagi@gmail.com
2	Adil Ashraf	MD (Medicine)		8004896603	adil.ashraf5429@gmail.com
3	Arpit Mishra	RPO	DGMS 1B	8390688339	afmc5579@gmail.com
4	Akshay Jain	Gd Spl (Hospital Administration)	MH Mathura	9805086877	akshay.vasileios@gmail.com
5	MK Amar	Col Med 2 Corps	HQ 2 Corps	9971086208	amar.manj@gmail.com
6	AK Choubey	CL SPL (Radio)	BH Lucknow	9568361664	amyafmc@gmail.com
7	Jyoti Pant	GD MATRON	INHS Asvini	7837788928	anantijyoti30@gmail.com
8	Anup Kumar	RPO	O/o DGMS (Army)	7087894351	anupkeshary@gmail.com
9	Ashok Kumar	Professor Radiation Oncology	168 MH	99717664112	ashokchand75@rediffmail.com
10	Sharad Bhalla	CL SPL (Patho + Micro)	BH DC	8800171973	bhallasharad@gmail.com
11	Rajeev Deo	Sr Registrar, OC	MH Namkum	9969188216	deo.rajeev1@gmail.com
12	Devi Priya	CLINICAL INSTRUCTOR	AFMC Pune	9403716008	devipriya1985@gmail.com
13	Lakshmi Rawat	Padiatric Matron	MH Jaipur	7678386327	dilanshichauhan@gmail.com
14	D S Gulati	CO	454 FD Hospital	8826472224	dilpreet75@gmail.com
15	Saket Davera	CL SPL (SURGERY) & Paediatric Surgeon	CH AF Bangalore	8811094670	docsak.iaf@gmail.com
16	Sampath KS	CL SPL (Pathology)	MH Dehradun	9682558872	dr.sampathks@gmail.com
17	Harminder Singh	GD (MS)	DGMS (Navy)	9353092224	drharmindarsingh@yahoo.com

18	Sampath Kumar MS	DADMS	HQ Eastern Comd, Kolkata	9478522004	drmsam@gmail.com
19	Sunita D Patil	Asst Prof Microbiology	AFMC Pune	9880260592	drsunitat@gmail.com
20	SV Kulkarni	CL SPL (SURGERY)	7 AFH	9958645020	drsvkq@yahoo.com
21	Vikas Chaudhary	aso-1 Med(Ops	O/o DGMS (Army)	8003296851	drvchoudhary@gmail.com
22	Gayathry P	GD MATRON	BH DC	9926299585/7471118943	gayathry73@gmail.com
23	Jhankrita Halder	GD MATRON	CH (EC) Kolkata	8006526559	jhankritahalderlodh@gmail.com
24	Jisha B	ORTHO MATRON	CH (AF) Bangalore	8105534695	jishamangalath@gmail.com
25	Kanchan Kulhari	Prof	AFMC Pune	9612112133	kanchanafmc@gmail.com
26	Satish Mani	Sr Registrar	151 BH	8130879494	manisatish@gmail.com
27	Saurav Ghose	SR ADV (SURG)	MH Jaipur	9650959176	netildoc@gmail.com
28	Nishi	Padiatric Matron	MH Jalandha	9663578772	nishi.snh26@gmail.com
29	Sudeep Prakash	SR ADV (Medicine) & Dermatology	CH (SC) Pune	7897146922	prakash.sudeep@gmail.com
30	Radhika	OC	SHO Bangalore	9418396786	radhikalalwani01@gmail.com
31	Gupta Ramkumar Radheshyam		Army Hosp (R&R)	8800988688	ramg74@gmail.com
32	S Gurmeet Singh	SR ADV SURG	MH Khadki	9882562223	rijale@gmail.com
33	Rizwana Riyaz	Col Med	HQ 21 Corps	7508747216	rizwana001@yahoo.com
34	Rohit Malhotra	CL SPL (Anaesthesia) & Neuroanesthesia	151 BH	9673006469	rohit4968@gmail.com
35	V Sangeeta	CO	314 Fd Hosp	9560378876	sangeetakichi@yahoo.co.in
36	Debraj Sen	SR ADV (radiology)	151 BH	9874634512	sendebraj@gmail.com
37	Col Sitangsh sekhar roy	DCIDS (Med)		9007453295	sitangsuchh@gmail.com

38	Smita Sahib Singh	Gd Splt Community Medicicne	HQ 16 RAPID	9957999342	smita.drs@gmail.com
39	Sonia John	GD MATRON	MH Meerut	9789436319	sonia73alan@gmail.com
40	Sooraj Surendran	PMO	ICGS Delhi Addl INS India	9496465632	sooraj.surendran@gmail.com
41	Sreeja L	Research Pool Officer	DGMS-4A	8697846678	sreejashreya@rocktrail.com
42	MB Suja	President-MEC IAM	IAM Bangalore	9990073331	suja.raj6@gmail.com
43	Sunil Kumar	Gd(Spl) Microbiology	166 MH	7042552111	suneel@yahoo.com
44	Karumanchi Suresh Babu	CL SPL (Anaesthesia)	Army Hosp (R&R)	9491041039	sureshchirala19@gmail.com
45	Sweta Madhavan	GD MATRON	CH(NC) Udampur	8198001270	sweta0911@gmail.com
46	Ashok Yadav	Gd Spl (Radio)	MH Danapur	7478293643	tok2ashok@gmail.com
47	Govind Menon	CO	4003 Fd Hosp	7747967981	unniafmc@gmail.com
48	Urmi Dhami	BURNS MATRON	Army Hosp (R&R)	9818671870	ursinghlo@gmail.com
49	Dinesh Verma	Staff Surgery	CH (NC) Udampur	9315652467	verma366@gmail.com
50	VK Verma	CO	415 Fd Hosp	8130876928	vinayverma.200h@gov.in
51	Vinod Kumar	O/C Cap Cell	DG AFMS/DG-1X	6392702662	vinodkumar542n@gov.in
52	Vivek Kumar Tiwari	CO	422 Fd Hosp	8860709311	vktamc@gamil.com

E. Training Course Evaluation

S. No	Sessions-Day -1	Name of the Resource Person	Average
1	Key Concept & Overview of National Quality Assurance Programme	Dr J N Srivastava,	4.61
2	Standards & Measurement System for Quality Assurance Program	Dr Deepika Sharma	4.74
3	Standards for Service Provision, Patient Rights	Dr Abhay Dahiya	4.62
4	Standards for Inputs	Dr Naveen Kumar	4.23
5	Exercise- I	QPS Team	
6	Standards for Support Services	Mr Ranjith Menon	4.66
8	Exercise- II	Team QPS	
	Day- 2		
1	Standards for Specific Clinical Services	Dr J N Srivastava	4.48
2	Standards for General Clinical Services	Dr. Abhay Dahiya	4.68
3	Standards for Quality Management	Dr Anapoorna KN	4.58
4	Standards for Infection Control and Kayakalp Overview	Dr Sidhi Satish Dhond	4.11
5	Standards for Outcome Indicators and certification criteria	Dr Chinmayee Swain	4.75

	Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan)		
6	Overview of SaQushal: Patient Safety Assessment Tool	Dr Ratan Shekhawat	4.07

F. Result of IA training

S.no	Name	Email address	Contact number
1	Col AK Agarwal	abhinafi@gmail.com	9450700936
2	Lt Col Adil Ashraf	adil.ashraf5429@gmail.com	8004896603
3	Lt Col Arpit Mishra	afmc5579@gmail.com	8390688339
4	Major Akshay Jain	akshay.vasileios@gmail.com	9805086877
5	Col MK Amar	amar.manoj@gmail.com	9971086208
6	Lt Col AK Choubey	amyafmc@gmail.com	9568361664
7	Lt Col Jyoti Pant	anantjyoti30@gmail.com	7837788928
8	Lt Col Anup Kumar	anupkeshary@gmail.com	7087894351
9	Lt Col Ashok Kumar	ashokchand75@rediffmail.com	9971764112
10	Col Sharad Bhalla	bhallasharad@gmail.com	8800171973
11	Col Rajeev Deo	deo.rajeev1@gmail.com	9969188216
12	Lt Col Devi Priya	devipriya1985@gmail.com	9403716008
13	Lt Col Lakshmi Rawat	dilanshichauhan@gmail.com	7678386327
14	Col D S Gulati	dilpreet75@gmail.com	8826472224
15	Wg CDR Saket Davera	docsak.iaf@gmail.com	8811094670
16	Lt Col Sampath KS	dr.sampathks@gmail.com	9682558872
17	Surg CDR Harminder Singh	drharmindersingh@yahoo.com	9353092224
18	Lt Col Sampath Kumar MS	drmssam@gmail.com	9478522004
19	Gp Capt Sunita D Patil	drsuniapat@gmail.com	9880260592
20	Wg CDR SV Kulkarni	drsvkq@yahoo.com	9958645020
21	Lt Col Vikas Chaudhary	drvchoudhary@gmail.com	8003296851
22	Lt Col Gayathry P	gayathry73@gmail.com	9926299585/7471118943
23	Lt Col Jisha B	jishamangalath@gmail.com	8105534695
24	Lt Col Kanchan Kulhari	kanchanafmc@gmail.com	9612112133
25	Col Satish Mani	manisatish@gmail.com	8130879494
26	Col Saurav Ghose	netildoc@gmail.com	9650959176
27	Lt Col Nishi	nishi.snh26@gmail.com	9663578772
28	Col Sudeep Prakash	prakash.sudeep@gmail.com	7897146922
29	Lt Col Radhika	radhikalalwani01@gmail.com	9418396786

30	Col Gupta Ramkumar Radheshyam	ramg74@gmail.com	8800988688
31	Col S Gurmeet Singh	rijak1@gmail.com	9882562223
32	Col Rizwana Riyaz	rizwana001@yahoo.com	7508747216
33	Lt Col Rohit Malhotra	rohit4968@gmail.com	9673006469
34	Col Venkateswaran Sangeeta	sangeetakichi@yahoo.co.in	9560378876
35	Col Debraj Sen	sendebraj@gmail.com	9874634512
36	Col Sitangsh Sekhar Roy	sitangsuchh@gmail.com	9007453295
37	Lt Col Smita Sahib Singh	smita.drs@gmail.com	9957999342
38	Surg Lt CDR Sooraj Surendran	sooraj.surendran@gmail.com	9496465632
39	Lt Col Sreeja L	sreejashreya@rocktrail.com	8697846678
40	Grp Capt MB Suja	suja.raj6@gmail.com	9990073331
41	Lt Col Sunil Kumar	suneeel@yahoo.com	7042552111
42	Col Karumanchi Suresh Babu	sureshchirala19@gmail.com	9491041039
43	Lt Col Ashok Yadav	tok2ashok@gmail.com	7478293643
44	Col Govind Menon	unniafmc@gmail.com	7747967981
45	Col Dinesh Verma	verma366@gmail.com	9315652467
46	Col Vinay Kumar Verma	vinayverma.200h@gov.in	8130876928
47	Col Vinod Kumar	vinodkumar.542n@gov.in	6392702662
48	Col Vivek Kumar Tiwari	vktamc@gamil.com	8860709311

G. Glimpse of IA training



