



# INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING REPORT

## Haryana

### 15<sup>th</sup> to 17<sup>th</sup> March 2024

Venue: Conference Hall, SIHFW Campus, Panchkula, Haryana



## **Background**

A Three-day training “Internal Assessors cum Service Providers Training” was conducted in the state of Haryana by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 15<sup>th</sup> to 17<sup>th</sup> March 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 will aid participants with the tools, techniques, and support to health professionals to enable them to implement NQAS at healthcare facilities and thereby, take ownership of improving, sustaining, and creating a culture of the quality of care.

The State had nominated 35 participants for the training including State Consultants, Medical officers, Community Health Officers, and Nursing staff. 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 address by State Consultant, Haryana, and discussed the importance of Quality in Healthcare service delivery and the current status of the NQAS certifications in the State.

A post-training evaluation was also taken during the training, post-training evaluation was an open-book exam with 42 multiple-choice questions, related to quality improvement and the NQAS framework. Among 35 participants, two participants unable to attend training completely due to personal issues, so 33 members attended the exam. Among those 28 participants (nearly 84.84%) cleared the post-evaluation exam and now will be empanelled internal assessors under the existing pool of NQAS.

QA training programs have an inbuilt training evaluation system, where a feedback form is provided to each participant. Feedback from 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 4.46 in a 5-point likert scale.



IA cum SPT on

National Quality Assurance Standards

Date: 15<sup>th</sup>-17<sup>th</sup> March 2024, Panchkula, Haryana



### Agenda

Day-1, 15 <sup>th</sup> March 2024, Friday		
Time	Topic	Resource Person
08:45 AM - 09:15 AM	Registration	
09:15 AM - 09:30 AM	Inaugural & Welcome Address	DGHS
09:30 AM - 11:00 AM	Key Concepts of Quality & Overview of NQAS	Dr. Annapoorna K N Consultant-QPS, NHSRC
<b>11:00 AM - 11:15 AM</b>	<b>Tea Break</b>	
11:15 AM - 12:15 PM	Measurement System and Assessment Protocols and Checklist	Dr. Saroj Aggarwal, Sr. Consultant, GH-6, Panchkula
12:15 PM - 01:15 PM	Area of Concern - A (Service Provision) & Area of Concern - B (Patient Rights)	Dr. Gagan Singla ASMO, GH-6, Panchkula
<b>01:15 PM - 02:15 PM</b>	<b>Lunch</b>	
02:15 PM - 03:15 PM	Area of Concern - C (Inputs) & Area of Concern - D (Support services)	Dr. Rita Kalra SMO, GH-6, Panchkula
03:15 PM - 04:15 PM	Key Performance Indicators	Dr. Monisha DCQA, Panchkula
<b>04:15 PM - 04:30 PM</b>	<b>Tea Break</b>	
04:30 PM - 04:45 PM	Discussion on Area of Concern A to D	Dr. Annapoorna K N Consultant-QPS, NHSRC
04:45 PM - 05:30 PM	Group work	NHSRC & State team
Day-2, 16 <sup>th</sup> March 2024, Saturday		
09:00 AM - 09:15 AM	Recap	SQAU
09:15 AM - 11:00 AM	Area of Concern - E (Clinical Services)	Dr. Rajesh Raju SMO, GH-6, Panchkula
<b>11:00 AM - 11:15 AM</b>	<b>Tea Break</b>	
11:15 AM - 12:30 PM	Area of Concern - F (Infection Control) & Area of Concern - H (Outcome)	Dr. Sangeeta Singhal HOD ObG, GH-6 Panchkula

12:30 PM – 01:30 PM	Area of Concern – G (Quality Management -G1-G6)	Dr. Saroj Aggarwal Sr. Consultant, GH-6, Panchkula
<b>01:30 PM - 02:15 PM</b>	<b>Lunch Break</b>	
2:15 PM - 03:00 PM	Gap Analysis, Action Plan, Prioritization, Quality Improvement Methodology (PDCA)	Dr. Annapoorna K N Consultant-QPS, NHSRC
03:00 PM – 04:00 PM	Quality Tools	Dr. Annapoorna K N Consultant-QPS, NHSRC
03:45 PM – 04:00 PM	<b>Tea Break</b>	
04:00 PM – 04:45 PM	Patient Satisfaction Survey	Dr. Divya Khandelwal State Consultant-QA
04:45 PM – 05:15 PM	Medical Audit & Prescription Audit	Dr. Annapoorna K N Consultant-QPS, NHSRC
05:15 PM – 06:00 PM	Exercise	NHSRC & State Team
<b>Day-3, 17<sup>th</sup> March 2024, Sunday</b>		
09:00 AM - 09:15 AM	Recap	SQAU
09:15 AM - 10:15 AM	Risk Management & Clinical Governance Framework (G8-G10)	Dr. Annapoorna K N Consultant-QPS, NHSRC
10:15 AM – 11:15 AM	Documentation & Certification process	Dr. Annapoorna K N Consultant-QPS, NHSRC
11:15 AM - 11:30 AM	<b>Tea Break</b>	
11:30 AM – 12:30 PM	Key Concepts of Ayushman Arogya Mandir- sub-center	Dr. Annapoorna K N Consultant-QPS, NHSRC
12:30 PM – 01:30 PM	Strategy to implement NQAS at aspirational blocks	Dr. Annapoorna K N Consultant-QPS, NHSRC
<b>01:30 PM - 02:30 PM</b>	<b>Lunch Break</b>	
02:30 PM- 02:45 PM	Instructions about Post Training Evaluation Test	Dr. Annapoorna K N Consultant-QPS, NHSRC
02:45 PM – 03:45 PM	Post-Training Evaluation Test	NHSRC & State Team
03:45 PM – 04:00 PM	Feedback followed by Valedictory	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, Donabedian model, 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 Saroj Aggarwal, Sr. Consultant, GH-6, Panchkula	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.
Area of Concern - A (Service Provision) & Area of Concern - B (Patient Rights)  Dr. Gagan Singla ASMO, GH-6, Panchkula	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.
Area of Concern - C (Inputs) & Area of Concern - D (Support Services)  Dr. Rita Kalra SMO, GH-6, Panchkula	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.
Key Performance Indicators  Dr. Monisha DCQA, Panchkula	All levels of Key performance indicators were explained with the formula, how to calculate and its significance in calculating it.  End of the day exercise on Area of Concern and Measurement system was conducted to participants successfully
Area of Concern - E (Clinical Services)  Dr. Rajesh Raju SMO, GH-6, Panchkula	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. Also NHPs are explained.

<p>Area of Concern - F (Infection Control) &amp; Area of Concern - H (Outcome)</p> <p>Dr. Sangeeta Singhal HOD Obs &amp; Gynae, GH-6 Panchkula</p>	<p>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 &amp; state level.</p> <p>Session also included the discussion on Outcome indicators under the NQAS along with their calculation, reporting and analysis at facility.</p>
<p>Area of Concern - G (G1-G6)</p> <p>Dr Saroj Aggarwal, Sr. Consultant, GH-6, Panchkula</p>	<p>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.</p>
<p>Gap Analysis, Action Plan, Prioritization, Quality Improvement Methodology (PDCA)</p> <p>Dr Annapoorna K N</p>	<p>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.</p>
<p>7 Basic Quality Tools</p> <p>Dr Annapoorna K N</p>	<p>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 all 7 basic tools which included flow chart, fish bone analysis, histogram, control chart, pareto analysis, scatter diagram and check sheet.</p>
<p>Patient Satisfaction Survey</p> <p>Dr. Divya Khandelwal State Consultant-QA</p>	<p>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 &amp; overall for given sample of patient satisfaction survey and Prioritization for given conditions was identified by participants.</p>
<p>Prescription Audit and Medical Audit</p> <p>Dr Annapoorna K N</p>	<p>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.</p> <p>End of the day exercises were done on patient satisfaction survey, Prioritization and Prescription audit by all the participants.</p>

Risk Management & Clinical Governance (G8-G10) 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
Documentation and Certification process Dr Annapoorna K N	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. Criteria to achieve National certification has been explained.
Key Concepts of Ayushman Arogya Mandir – Sub Centre Dr Annapoorna K N	The session included detail about the basic structure of Ayushman Arogya mandir with extended 12 packages. Also explained about the committees in the sub-centre. Each package brief has been given to the participants.
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 100% facilities by end of 2026. 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 Director of Health Service, Haryana. 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.

### **Feedback Analysis**

Sl. No.	Day Wise	Feedback Score (Out of 5)
1	Day-1	4.5
2	Day-2	4.5
3	Day-3	4.4
<b>Overall</b>		<b>4.46</b>



## Result of IA cum SPT 15-17 March 2024, Panchkula, Haryana

Sl. No	District	Name	Designation	Place of posting	Mobile No.	E-Mail ID
1	Panchkula	Dr. Simmi Verma	Deputy Director-SS-CH	National Health Mission	9417838850	drsimmi2020@gmail.com
2	Panchkula	Dr. Ritika Bharti	Consultant - CH	National Health Mission	9817566856	ritibharti@gmail.com
3	Ambala	Dr Jashanpreet Singh	Additional Senior Medical Officer	O/o Civil Surgeon	8683986410	doc.jashan10@gmail.com
4	Bhiwani	Dr. Sandeep Yadav	Medical Officer	PHC Behal	9910930954	yadavsandeep.ysmo@gmail.com
5	Bhiwani	Dr Sudhir Chahar	Medical Officer	SDH Tosham	8076336684	sudchahar@gmail.com
6	Charkhi Dadri	Dr. Abhimanyu	Dental Surgeon	PHC Harodi	8816015208	drabhimanu1317@gmail.com
7	Charkhi Dadri	Dr. Ravinder Kumar	Dental Surgeon	PHC Badhra	9549522666	dr.ravinderkumary2k@gmail.com
8	Delhi	Dr. Richa Verma	Fellow-NHSRC	Fellow, NHSRC	7905401256	vricha98@gmail.com
9	Fatehabad	Dr Yogesh Kumar Yadav	Medical Officer	CHC Bhuna	9529996795	ykdude.kumar@gmail.com
10	Faridabad	Dr. Lokesh Bhadana	Medical Officer	CHC Pali	9582322297	lokeshbhadana9109@gmail.com
11	Gurugram	Dr. Sunita Daiya	Dental Surgeon	SDH Sohna	9416974764	daiyasunita@gmail.com
12	Hisar	Dr. Promil Garg	Medical Officer	PHC Agroha	9996266998	gargpromil2@gmail.com
13	Jhajjar	Dr Priyanka	Dental Surgeon	PHC Chhuchhakwas	9467222438	priyankamanchanda76@gmail.com
14	Jind	Dr. Sandeep Singh	Medical Officer	CHC Alewa	8396079662	dqajind@gmail.com
15	Jind	Dr. Vivek Malik	Dental Surgeon	PHC Shamlo Kalan	9221935095	vickymalikds799@gmail.com
16	Kaithal	Ms. Anita Rani	Nursing Officer	DCH	9416872075	anitanain675@gmail.com
17	Karnal	Dr. Kartavya	Dental Surgeon	PHC Jalmana	9416655595	munjalkartavya@gmail.com
18	Kurukshetra	Dr. Ramanjot Kaur	Medical Officer	PHC Kalsana	6284520109	ramanjotk31@gmail.com
19	Narnaul	Dr Ravikant Yadav	Medical Officer	PHC Bachhod	9050084662	ravikantyadav1290@gmail.com
20	Narnaul	Dr. Rinku Sharma	Dental Surgeon	CHC Sehlang	9295828501	sharmarinkusharwan@gmail.com
21	Nuh	Dr. Sourav Verma	Medical Officer	CHC Pinagwan	7417161878	svsouravverma2@gmail.com
22	Palwal	Dr. Radha	Dental Surgeon	CHC Alawalpur	9518245937	radha.tewatia@gmail.com
23	Panchkula	Dr. Noreen	Medical Officer	DCH	7087378227	govtdispensary12a@gmail.com

24	Panipat	Mr. Ashish Rathee	Nursing Officer	DCH	9034156 608	ratheeashish@yahoo.com
25	Rohtak	Dr. Sumit	Medical Officer	CHC Lakhan Majra	9671363 798	sumitdeshwal786@gmail.com
26	Rewari	Mr. Pradeep Kumar	Nursing Officer	DCH	8816015 689	sharma8022@gmail.com
27	Rewari	Dr. Subhash Yadav	Additional Senior Medical Officer	DCH	8930564 474	subhashyav80@gmail.com
28	Sonipat	Ms. Jyoti	Nursing Officer	DCH	9306345 025	jyoti31march89@gmail.com