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

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26th March 2024 – 28th March 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 26<sup>th</sup> March to 28<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 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 63 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 was constituted of Thirteen (11) topics with Three (03) exercises and activities for hands-on experience in the application of certain quality tools during lectures.

The training was initiated with an inaugural address by Dr Ajay Dawale Director, State Institute of Health & Family Welfare 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 NUHM framework. Out of a total of 63 participants, 54 participants (85.71 %) 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 4.64 on a 5-point Likert scale.

**IA Cum SPT (ToT)**  
**31<sup>st</sup> January to 2<sup>nd</sup> February 2024, PHI, Nagpur, Maharashtra**

Time	Topic	Resource Person
Day-1: 26.03.2024		
8:30 AM-09:00 AM	Registration	All Participants
09:00 am-09:15 AM	Inaugural Address	NHSRC & State
09:15 AM-10:15 AM	Key Concepts of Quality & Background of National Quality Assurance Standards	Dr Chinmayee Swain Sr Consultant-QPS, NHSRC
10:15 AM-11:15 AM	Introduction to Quality Standards and its Measurement System	Dr Chinmayee Swain Sr Consultant-QPS, NHSRC
11:15 AM-11:30 AM	Tea Break	
11:30 AM-01:00 PM	Documentation and Road map for NQAS Certification.	Dr Chinmayee Swain Sr Consultant-QPS, NHSRC
01:00 PM-02.00 PM	Lunch	
02:00 PM-04:00 PM	Area of concern A (Service Provision) & B (Patient Rights)	Mr Ranjith Menon, NHSRC
04:00 PM-06.00 PM	Area of Concern C (Inputs) and D (Support services)	Dr Chinmayee Swain Sr Consultant-QPS, NHSRC
Home Assignment	Exercise	
Day-2: 27.03.2024		
09:00 AM-10:00 AM	Recap with discussion on the exercises	State Representative
10:00 AM-11:00 AM	Area of Concern-E (Clinical Services)	State
11:00AM: 11:15 AM	Tea Break	
11:00 AM-12:00 PM	Area of Concern-F (Infection Control and Biomedical Waste Management)	Mr Ranjith Menon NHSRC
12:00 PM-01: 00 PM	Area of concern H (Outcome and KPI)	State
01:00 PM-02:00 PM	Lunch	

02:00 PM-03:30 PM	Area of Concern -G (Quality Management)	Mr Ranjith Menon NHSRC
03:30 PM-05:30 PM	Exercise	NHSRC/State
<b>Day-3: 28.03.2024</b>		
09:00 AM-11:15 AM	Recap & PDCA & other Quality tools	Mr Ranjith Menon
11:15AM-11:30 AM	Tea Break	
11:30 AM-01:30 PM	Internal Assessment and Gap Identification Prioritization and action planning	State
01:30 PM-02:30 PM	Lunch	
02:30-03:00 PM	Recap	Mr Ranjith Menon NHSRC
03:00 PM-04:15 PM	Post-training Evaluation	
4:15 PM - 5:15 PM	Feedback & Valedictory Sessions	All Participants NHSRC

## SESSION'S BRIEF

Topic	Brief
<b>Key Concept of Quality &amp; Quality Standard under NQAS-An Introduction</b>  <b>Dr. Chinmayee Swain</b>	<p>The topic covered key concepts of Quality, the importance of Quality in healthcare, the Evolution of the National Quality Assurance Standards &amp; 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>
<b>Introduction to Quality Standards and its Measurement System</b>  <b>Dr. Chinmayee Swain</b>	<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>
<b>Documentation and Road map for NQAS Certification</b>  <b>Dr. Chinmayee Swain</b>	<p>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 and road map for NQAS Certification</p>
<b>Area of Concern A (Service Provision) &amp; B (Patient Right)</b>	<p>The session covered an elaborative discussion about the first 2 areas of Concern i.e., Service Provision &amp; 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.</p>

<b>Area of Concern C (Inputs) and D (Support services)</b>	The session covered an explanation on the 3 <sup>rd</sup> area of concern i.e., Inputs. It included the availability of infrastructure, human resource, and their training, competencies & also the availability of consumables & drugs. And second half of the session included the 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 the maintenance of equipment, calibration, inventory management, dietary services, laundry services, security services, community participation, financial management, contract management, statutory requirements etc.
<b>Area of Concern E (Clinical Services)</b>	The session included the importance of clinical services as well as a discussion on 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.
<b>Area of Concern F (Infection Control and Biomedical Waste Management)</b>	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.
<b>Area of Concern H (Outcome and KPI)</b>	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.

<b>Area of Concern G (Quality Management)</b>	This session focuses on the formation of a Quality team, the development of Quality Policies & Objectives, activities for internal Quality assurance, medical & prescription audits, etc. It also covers patient satisfaction survey (PSS) as well as 'Employee Satisfaction Survey (ESS). One of the standards under this area of concern looks at working with SOPs and protocols, which are needed for the delivery of services at the facility.
<b>PDCA &amp; Other Quality tools</b>	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. 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.
<b>Internal Assessment and Gap Identification Prioritization and Action planning</b>	This session covers internal assessment of facility, gap identification using various tools and methods and action planning for further improvement.



Feedback Analysis of IA cum SPT (TOT model), Nagpur, Maharashtra 26 <sup>th</sup> March – 28 <sup>th</sup> March 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	4.75
2	Introduction of Quality Standards and its Measurement	Dr. Chinmayee Swain	4.72
3	Documentation and roadmap for NQAS certification	Dr. Chinmayee Swain	4.70
4	Area of Concern A(Service Provision) & B(Patient Rights)	Mr. Ranjith Menon	4.67
5	Area of Concern C(Inputs) & D(Support Services)	Dr. Chinmayee Swain	4.76
Day 2			
6	Area of Concern E (Clinical Services)	NHSRC/STATE	4.31
7	Area of concern F (Infection Control and Biomedical Waste Management)	Mr. Ranjith Menon	4.54
8	Area of concern G(Quality Management)	Mr. Ranjith Menon	4.54
9	Area of Concern H(Outcome indicator & KF	NHSRC/STATE	4.26
Day 3			
10	PDCA & other Quality tools	Mr. Ranjith Menon	4.71
11	Internal Assessment and Gap Identification Prioritization and action planning	NHSRC/STATE	4.87
The average score of Trainers			
Sl.NO	Name of the Trainer	No. of Sessions Covered	Average
1	Dr Chinmayee Swain	4	4.73
2	Mr. Ranjith Menon	4	4.62
3	Dr Rajesh Bure	2	4.29
4	Dr Deepak Dongre	1	4.87
Total Average = 4.64			



**Feedback from this training:**

<b>Sl. No</b>	<b>The gap identified as the inputs received from the Maharashtra IA Cum SPT</b>	<b>Action to be taken</b>	<b>Responsibility</b>	<b>Status</b>
1	More examples to be added during the discussion	National level	State in Charge-QPS	In process and few more examples will be included in the next training.
2	Knowledge of the checklist to be improved	State level	State team-Maharashtra	The state team would be informed to take further action on it.

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

<b>Serial No</b>	<b>Name</b>	<b>Designation</b>	<b>District</b>
<b>1</b>	Dr. Shaikh Heena Umar	CQAC	Nashik
<b>2</b>	Dr Aniruddha G. Bhele	Deputy MOH	Palghar
<b>3</b>	Dr Kuldeep Arun Gutte	CQAC	Sambhajinagar
<b>4</b>	Dr Komal S. Bansode	CQAC	Pune
<b>5</b>	Dr Ruchita Pavaskar	MO	Nashik
<b>6</b>	Dr Afzal Shaikh	CPM	Thane
<b>7</b>	Dr Satyam Rajesh Gupta	MO/CTO	Thane
<b>8</b>	Mrs. Sunita Jadhav	PHN	Latur
<b>9</b>	Mr Sachin Kotkar	PHN	Sambhajinagar
<b>10</b>	Smt. Radhika Mane	PHN	Satara
<b>11</b>	Ku. Jawu Bethekar	PHN	Satara
<b>12</b>	Dr Chaiti Hatwar	PHM	Nagpur
<b>13</b>	Mr Yogesh Patil	PHN	Nandurbar
<b>14</b>	Mrs Poornima Harshal Kharat	PHN	Thane
<b>15</b>	Dr Atish Borade	CPM	Solapur
<b>16</b>	Dr Rakesh V. Thete	CPM	Nashik
<b>17</b>	Dr Dnyaneshwar Pawar	PHM	Jalna
<b>18</b>	Dr Vidya Kiran Chavan	CPM	Thane
<b>19</b>	Dr Priyanka Pandurang Mali	CPM	Thane
<b>20</b>	Dr Prajakta D. Kadwe	MO	Nashik
<b>21</b>	Dr Nayana Shardul	Public Health Manager (Urban)	Nashik
<b>22</b>	Dr Dipak Ramesh Gaykawad	Public Health Manager (Urban)	Nashik
<b>23</b>	Dr Shubhangi Kumbhare	Public Health Manager (Urban)	Nagpur

24	Dr Punam Zine	CPM	Mumbai
25	Dr Rushikesh Jadhav	Public Health Manager (Urban)	Mumbai
26	Dr Kalyani Ganar	Public Health Manager (Urban)	Mumbai
27	Dr Pranjali Satish Nandurkar	Public Health Manager (Urban)	Akola
28	Mr Shaikh Mohammed Hasan Mohammed Aijaj	Public Health Manager (Urban)	Parbhani
29	Dr Pradnya Gaikwad	Public Health Manager (Urban)	Mumbai
30	Dr Mithun Kherde	Public Health Manager (Urban)	Nagpur
31	Dr Deepika Kenjale	Public Health Manager (Urban)	Thane
32	Dr Narendra Bahirwar	MOH	Nagpur
33	Dr Sarla Lad	RCHO	Nagpur
34	Dr Vaibhavi Nimbalkar	MO	Raigad
35	Dr Vijay Joshi	Addl MOH	Nagpur
36	Dr Shikha Chhikara	MO	Nandurbar
37	Dr Anil Pawar	Medical Officer	Solapur
38	Dr Chhaya Shinde	Medical Officer	PCMC
39	Dr Sandhya Bhoir	Medical Officer	PCMC
40	Dr Anjali Dhone	Assistant Medical Officer of Health	PCMC
41	Dr Yogesh Suralkar	RMO(Outreach)	Palghar
42	Dr Sandeep Balasaheb Pund	ADHO	Nandurbar
43	Dr Shashikant Pawar	ADHO	Akola
44	Dr Sangita Chandrakant Deshmukh	ADHO	Washim
45	Dr Chakor Rokade	RMO	Wardha
46	Dr Pravin Ghongte	RMO Outreach	Buldhana
47	Dr Phulari Shivaji Sangappa	RMO(O) dharashiv	Dharashiv
48	Dr Maruti Ramrao Kore	ADHS Leprosy	Dharashiv

<b>49</b>	Dr Mangala Gomare	Rtd. EHO	Mumbai
<b>50</b>	Mrs Jaishree D. Bhalerao	PHN	Washim
<b>51</b>	Mr Omkar Udgire	Accountant	Nanded
<b>52</b>	Dr Umesh Badgijar	AMO	Mumbai
<b>53</b>	Dr Rufiat Kazi	AMO	Mumbai
<b>54</b>	Dr Sonaji Gayake	MO	Parbhani
<b>55</b>	Dr Venkatesh Gude	Dakshata Mentor	Nanded
<b>56</b>	Dr Priti J Patale	RMO	Nandurbar
<b>57</b>	Dr Chetan Patil	MO	Jalgaon
<b>58</b>	Dr Sana Ammarah	Epidemiologist DSO	Parbhani
<b>59</b>	Dr Neha Ninawe	QPS	New Delhi
<b>60</b>	Dr Chetan Naikwar	Assistant Professor	Nagpur
<b>61</b>	Dr Naseem Akhtar	ACS	Nagpur
<b>62</b>	Dr Pramod Gawai	ADHS	Nagpur

**Result of IA SPT (ToT Model) – Nagpur, MH (31<sup>st</sup> Jan – 02<sup>nd</sup> Feb 2024)**

<b>Serial no</b>	<b>Name</b>	<b>Designation</b>	<b>District</b>	<b>Result</b>
1	Dr Shubhangi Kumbhare	PHM Nagpur	Nagpur	<b>Qualified</b>
2	Dr Pramod Gawai	Assistant Director Health Services (Nagpur)	Nagpur	<b>Qualified</b>
3	Dr Chaiti S. Hatwar	Public Health Manager	Nagpur	<b>Qualified</b>
4	Poornima Harshal Kharat	Public Health Nurse	Thane	<b>Qualified</b>
5	Dr Sangita Deshmukh	ADHO Washim	Washim	<b>Qualified</b>
6	Mr Omkar S. Udgire	Accountant	Nanded	<b>Qualified</b>
7	Dr Shikha D Chhikara	MO, Maliwada UPHC, Nandurbar	Nandurbar	<b>Qualified</b>
8	Dr Pradnya B. Gaikwad	PHM	Mumbai	<b>Qualified</b>
9	Dr Satyam R.Gupta	MO/CTO	Thane	<b>Qualified</b>
10	Dr Maruti Ramrao Kore	ADHS, Leprosy, Dharashiv	Dharashiv	<b>Qualified</b>
11	Dr Komal S Bansode	CQAC	Pune	<b>Qualified</b>
12	Rakesh Vijay Thete	CPM	Nashik	<b>Qualified</b>
13	Dr Neha Ninawe	QPS Fellow	New Delhi	<b>Qualified</b>
14	Rupesh D Narnawre	Assistant Professor		<b>Qualified</b>
15	Dr Rushikesh M Jadhav	PHM	Mumbai	<b>Qualified</b>
16	Radhika Mahendra Mane	PHM	Satara	<b>Qualified</b>
17	Sachin Sopun Kulkar	DPHM		<b>Qualified</b>
18	Dr Sandhya Bhoir	MO	PCMC	<b>Qualified</b>
19	Dr Atish Borade	MO -in charge CPM	Solapur	<b>Qualified</b>
20	Yogesh Doga Patil	PHN	Nandurbar	<b>Qualified</b>
21	Dr Anil Pawar	MO	Solapur	<b>Qualified</b>
22	Shaikh Mohammed Hasan Mohammed Aijaj	PHM	Parbhani	<b>Qualified</b>
23	Dr Vidya Kiran Chavan	CPM Ulhasnagar	Thane	<b>Qualified</b>

24	Dr Afzal Shaikh Masoom	CPM	Thane	<b>Qualified</b>
25	Dr Chetan A. Patil	MO	Jalgaon	<b>Qualified</b>
26	Dr Shinde Chhaya	MO	PCMC	<b>Qualified</b>
27	Dr Deepika Ravindra Kenjale	PHM	Thane	<b>Qualified</b>
28	Dr Sana Ammarah	Epidemiologist	Parabhani	<b>Qualified</b>
29	Dr Shaikh Heena Umar	CQAC	Nashik	<b>Qualified</b>
30	Dr Dipak Ramesh Gaykawad	PHM	Nashik	<b>Qualified</b>
31	Dr Rufiat Kazi	AMO	Mumbai	<b>Qualified</b>
32	Dr Mangala Gomare	OSD, PHCS Mumbai	Mumbai	<b>Qualified</b>
33	Kalyani Uday Ganar	PHM	Mumbai	<b>Qualified</b>
34	Sunita Ashok Jadhav	Public Health Nurse	Latur	<b>Qualified</b>
35	Dr Vaibhavi Nimbalkar	MO	Raigad	<b>Qualified</b>
36	Dr Nayana R. Shardul	PHM	Nashik	<b>Qualified</b>
37	Dr Aniruddum G. Bhele	Deputy MOH	Palghar	<b>Qualified</b>
38	Dr Sandeep Balasaheb Pund	ADHO Nandurbar	Nandurbar	<b>Qualified</b>
39	Dr Priti J. Patale	MO	Nandurbar	<b>Qualified</b>
40	Dr Priyanka Pandurang Mali	CPM	Thane	<b>Qualified</b>
41	Dr Shashikant R. Pawar	ADHO	Akola	<b>Qualified</b>
42	Dr Pravin R Ghongte	Resident Medical Officer outreach	Buldhana	<b>Qualified</b>
43	Dr Gude Venkatesh	Dakshata Mentor	Nanded	<b>Qualified</b>
44	Dr Phulari Shivaji Sangappa	RMO (O) Dharashiv	Dharashiv	<b>Qualified</b>
45	Dr Dnyaneshwar Pandurang Pawar	PHM		<b>Qualified</b>
46	Ku Jawu Ganthu Bethekar	PHN	Satara	<b>Qualified</b>
47	Dr Chakor M. Rokade	RMO & CLI Pathologist	Wardha	<b>Qualified</b>
48	Dr Sonaji Gayake	MO	Parabhani	<b>Qualified</b>
49	Dr Umesh Suresh Badgujar	Asst Medical Officer	Mumbai	<b>Qualified</b>
50	Dr Pranjali Satish Nandukar	PHM	Akola	<b>Qualified</b>
51	Dr Ruchita Vinod Pavaskar	MO	Nashik	<b>Qualified</b>
52	Dr Pund M.U. Zine	CPM	Mumbai	<b>Qualified</b>

53	Mithun Ghanshyam Kherde	PHM (Urban)	Nagpur	<b><i>Qualified</i></b>
54	Jaishree D. Bhalerao	PHN	Washim	<b><i>Qualified</i></b>

- **Total Participants who appeared in the Post Training Evaluation- 63**

- **Total participants who cleared the Post Training Evaluation- 54**

- **Pass Percentage- 85.71%**