



INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING REPORT RAJASTHAN

8th to 10th April 2024

Venue: SIHFW, Jaipur,
Rajasthan



Background

A Three-day training “Internal Assessors cum Service Providers Training” was conducted in the state of Rajasthan by the National Health System Resource Centre in collaboration with the State Institute of Health and family welfare from 8th to 10th April 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 55 participants for the training including Community Health Officers, from different Districts. The training constituted eighteen (16) topics with seven (07) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote Dr Mahesh Sachdeva - Quality Assurance, Rajasthan discussed about 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. Out of a total of 55 participants, 54 participants (98%) cleared the post-evaluation exam and now will be empanelled as an internal assessor under the existing pool of NQAS.

QA training programmes have an inbuilt training evaluation system, where a feedback form is provided to each participant. Feedback of 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 4.53 on a 5-point Likert scale.



IA cum SPT on
National Quality Assurance Standards
Date: 8th-10th April 2024, Jaipur, Rajasthan
Agenda



Day-1, 08.04.24		
Time	Topic	Resource Person
8:30 AM - 09:00 AM	Registration	State
09:00 AM- 09:30 AM	Inaugural & Welcome Address	State
09:30 AM – 10:00 AM	Key Concepts and Principles of Quality	Dr Chinmayee Swain Sr Consultant-QPS
10:00 AM – 10:30 AM	Overview of National Quality Assurance Standards and Checklists	Dr Chinmayee Swain Sr Consultant-QPS
10:30 AM – 10:45 AM	Tea Break	
10:45 AM- 11:15 AM	Measurement System and Assessment Protocols	Dr Chinmayee Swain Sr Consultant-QPS
11:15 AM- 12:00 PM	Overview of Area of Concern A	Dr Chinmayee Swain Sr Consultant-QPS
12:00 PM- 12:45 PM	Overview of Area of Concern B	Dr Chinmayee Swain Sr Consultant-QPS
12:45 PM- 01:30 PM	Overview of Area of Concern C	Dr Chinmayee Swain Sr Consultant-QPS
01:30 PM – 02:00 PM	Lunch	
02:00 PM- 02:45 PM	Overview of Area of Concern D	Dr Chinmayee Swain Sr Consultant-QPS
02:45 PM- 03:30 PM	Overview of Area of Concern E	Dr Chinmayee Swain Sr Consultant-QPS
03:30 PM- 04:15 PM	Overview of Area of Concern F	Dr Chinmayee Swain Sr Consultant-QPS
04:15 PM- 04:30 PM	Tea Break	
04:30 PM- 05:30 PM	Exercise on the Measurement system	NHSRC/State

Day-2		
09:00 AM – 09:30 AM	Recap	State
09:30 AM - 10:30 AM	Overview of Area of Concern G	Dr Chinmayee Swain Sr Consultant-QPS

10:30 AM - 10:45 AM	Tea Break	
10:45 AM – 11:30 AM	Patient Satisfaction Survey with Exercise	Dr Sidhi Dond, Consultant-QPS/ State
11:30 AM- 12:30 PM	Overview of Area of Concern H and Key Performance Indicators	Dr Kiran Arora
12:30 PM – 01:15 PM	PDCA / 5S with Exercise	Dr Sidhi Dond, Consultant-QPS/ State
01:15 PM – 02:00 PM	Lunch Break	
02:00 PM – 03:00 PM	Process Mapping with Exercise	Dr Sidhi Dond, Consultant-QPS
03:00 PM – 04:00 PM	Prescription Audit with Exercise	Dr Mahesh Kumar Sachdeva
04:00 PM- 04:15 PM	Tea Break	
04:15 PM – 05:00 PM	Documentation in Quality with Exercise	Dr Sachdeva
05:00 PM – 05:30	Internal Assessment and Gap Analysis with Exercise	Ms. Priti

Day-3		
09:00 AM – 09:30 AM	Recap	State
09:30 AM - 10:30 AM	Risk Management and Prioritization with Exercise	Dr Chinmayee Swain Sr Consultant-QPS
10:30 AM - 10:45 AM	Tea Break	
10:45 AM – 11:15 AM	Clinical Governance	Dr Chinmayee Swain Sr Consultant-QPS
11:15 AM- 12:30 PM	7 Basic Quality Tools with Exercise	Dr Chinmayee Swain Sr Consultant-QPS
12:30 PM – 01:00 PM	Documentation and Certification Process with Exercise	Dr Chinmayee Swain Sr Consultant-QPS
01:00 PM – 02:00 PM	Lunch Break	
02:00 PM – 03:00 PM	Post-Training Evaluation Test	
03:00 PM – 03:30 PM	Valedictory and Feedback	

SESSION'S BRIEF

TOPIC	SPEAKER	DESCRIPTION
Key Concepts and Principles of Quality, Overview of National Quality Assurance Standards	Dr. Chinmayee Swain	This session 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.
Measurement system and Assessment Protocol and Checklist	Dr. Chinmayee Swain	This session covered the concepts of the Measurement system under the National Quality Assurance standards. It described the 8 Areas of Concern, Standards, Measurable Elements, Checkpoints, and Means of Verifications defined under NQAS. It also included the scoring system with a discussion on different assessment methods and departmental checklists at various levels of healthcare facilities.
Quality standards under NQAS- AOC A (Service Provision) & B (Patient Rights)	Dr. Chinmayee Swain	The session included an elaborative discussion about the two areas of concern i.e., Service Provision (A) and Patient Rights (B). It included a brief of the availability of services at a public health facility as per the scope of the hospital and the importance of patient rights while availing the services at the hospital.
Quality standard under NQAS-AOC C (Inputs) & D (Support Services)	Dr. Chinmayee Swain	It included the inputs required by a facility for health service delivery, covering the availability of adequate infrastructure, human resources, training, competencies, the availability of essential drugs and consumables. Under support services, a detailed discussion of 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 requirements, etc.
Quality standard under NQAS-AOC E (Clinical Services)	Dr. Chinmayee Swain	The session briefed participants regarding the general specific clinical service standards from E1 to E24. It covered the process from registration to discharge and end of life under these standards, including the referral service. The session discussed the importance of quality of clinical services with a focus on standards of special Clinical services such as nursing care, drug administration, patient record maintenance, discharge process, etc.

Quality standard under NQAS-AOC F (Infection Control)	Dr. Chinmayee Swain	The session covered a detailed discussion about infection control practices and the standard precautions to be taken into consideration. It included the discussion on the latest biomedical rules and the amendments with a focus on the implementation and assessment of infection control practices at public healthcare facilities. Additionally, the key concepts of an Infection Control Audit were briefed to the participants.
Quality standard under NQAS-AOC G (Quality Management)	Dr. Chinmayee Swain	The session covered the steps in the formation of a quality team in the facility and, the importance of recording minutes of meetings (MOM) after every meeting. It also explained implementing IQAS and EQAS at the facility, conducting quarterly internal assessments of all the departments, identifying gaps, and mitigation plans to close them. The formation of the Quality policy and the objectives of the facility were also discussed.
Quality standard under NQAS-AOC -H (Outcome)	Dr. Kiran Arora	The session included a discussion on the KPIs and Outcome indicators under the NQAS along with their calculation, reporting, and analysis at the facility, district & state levels.
PDCA / 5S with Exercise	Dr. Siddhi Dhond	This session taught the 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. The concept was well-illustrated with examples. It also illustrated that by implementing 5S, we can minimize waste, streamline procedures, and ensure a sustainable foundation for quality in the facility, with an exercise.
Process Mapping with Exercise	Dr. Sachdeva	This session helped participants gain a clear understanding of how a process functions, identify areas for improvement, and ensure consistent quality outputs, with an exercise by the participants.
Prescription Audit with exercise	Dr. Sachdeva	It covered how to conduct a prescription audit at the facility with the help of an example. The exercise was done by the participants on prescription audit.
Internal Assessment and Gap Analysis with Exercise	Ms. Priti	This session covered the process for internal assessment and then identifying the gaps with an exercise by the participants.
Risk Management and Prioritization with Exercise	Dr. Chinmayee Swain	This session covered the approach to identifying potential risks that could hinder the quality objectives and assess the likelihood and impact of each risk, allowing focus on the most critical ones. The exercise was done by the participants.
Clinical Governance	Dr. Chinmayee Swain	This session covered Clinical Governance in the facility and conducting different audits was re-explained briefly.

7 Basic Quality Tools with Exercise	Dr. Chinmayee Swain	This session included all the Quality tools and methods that can be used for quality improvement in the facility. The speaker had a very interactive session with the participants with hands-on exercises on the Quality Tools.
Documentation and Certification Process with Exercise	Dr. Chinmayee Swain	This session covered the documentation process for an assessment to be conducted. elaborated on the documents needed to apply for certification and the criteria to get the facility certified. The exercise was conducted by the participants.

The training ended with oral feedback followed by an address from the State Nodal Officer – Quality Assurance of the state. 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 ended with a vote of thanks to all the participants, speakers, and administrative people supported to conduct the successful training.

Feedback Analysis of IA cum SPT (TOT model), Rajasthan
8th April to 10th April 2024

Day 1

Sl.NO	Name of the Session	Resource Person	Average
1	Key Concept and Principles of Quality	Dr. Chinmayee Swain	4.76
2	Overview of National Quality Assurance Standards and Checklists	Dr. Chinmayee Swain	4.76
3	Overview of Area of Concern and checklists and Measurement system and Assessment Protocols	Dr. Chinmayee Swain	4.76

Day 2

6	Area of Concern G (Quality Management)	Dr Chinmayee Swain	4.71
7	Patient Satisfaction Survey with Exercise	Dr Siddhi Dhond	4.24
8	Overview of Area of Concern H and Key Performance Indicators	Dr Kiran Arora	4.41
9	PDCA / 5S with Exercise	Dr Siddhi	4.22
10	Process Mapping with Exercise	Dr Siddhi Dhond	4.59
11	Prescription Audit with Exercise	Dr Mahesh Kumar Sachdev	4.59
12	Documentation in Quality with Exercise	Dr Mahesh Kumar Sachdev	4.48
13	Internal Assessment and Gap Analysis with Exercise	Ms. Priti Sharma	4.53

Day 3

14	Risk Management and Prioritization with Exercise	Dr Chinmayee Swain	4.71
15	Clinical Governance	Dr Chinmayee Swain	4.71
16	7 Basic Quality Tools with Exercise	Dr Chinmayee Swain	4.71
17	Documentation and Certification Process with Exercise	Dr Chinmayee Swain	4.71

The average score of Trainers

Sl.NO	Name of the Trainer	No. of Sessions Covered	Average
1	Dr Chinmayee Swain	4	4.74
2	Dr Sachdeva	4	4.54
3	Dr Siddhi Dhond	2	4.23
4	Dr Kiran Arora	1	4.41
5	Ms Priti	1	4.53

Total Average = 4.53

List of Participants with Result status

Seri al No	Name	Designa tion	Mobile No	Email	Result	Certific ate No.
1	Dr Seema Nasvari a	Dy CMHO (H)			Not Qualified	
2	Ghansh yam Meena	Dy CMHO (H)	9828441033	gdspkota@gmail.com	Qualified	IA/2024 /RJ 8/01
3	Dr Ankit Jain	Dy CMHO (H)	9829998395	ankitjain3108@gmail.com	Qualified	IA/2024 /RJ 8/02
4	Dr S.P. Sharma	Dy CMHO	6378401270	dr.s.p.sharma1976@gmail.com	Qualified	IA/2024 /RJ 8/03
5	Dr. Shubha m Goyal	MO	9351279764	shubhammbbs16@gmail.com	Qualified	IA/2024 /RJ 8/04
6	Dr Mohan Lal Solanki	Dy CMHO (H)	9414482203	dycmhoanupgarh@gmail.com	Qualified	IA/2024 /RJ 8/05
7	Dr Sanjay Kumar Choudh ary	ADDL CMHO	9828166900	csanjay705@gmail.com	Qualified	IA/2024 /RJ 8/06
8	Dr Rahul Dindor	Dy CMHO (H)	8239066646	rahuldindor39289@gmail.com	Qualified	IA/2024 /RJ 8/07
9	Dr Mahenfr a Whar	Dy CHMO	9664311981	mahendra.1207@gmail.com	Qualified	IA/2024 /RJ 8/08
10	Dr Saurabh Arya	Dy CMHO (FW)	9829029502	saurabhbayana@yahoo.com	Qualified	IA/2024 /RJ 8/09

11	Dr Maninder Singh	BCMO	8128022171	ms0567890@gmail.com	Qualified	IA/2024/RJ 8/10
12	Mukesh Nehra	Fellow, NHSRC			Qualified	IA/2024/RJ 8/11
13	Dr Surendra Goyal	Dy CMHO (H)	9414558311	drsuredragoyal@gmail.com	Qualified	IA/2024/RJ 8/12
14	Dr Kamlesh Kumar Sharma	Dy CMHO (H)	9772588466	drkamleshsharma96@gmail.com	Qualified	IA/2024/RJ 8/13
15	Dr Mahboob Khan Mansoori	Dy CMHO (H)	9950646447	drmahboob77@gmail.com	Qualified	IA/2024/RJ 8/14
16	Dr Deepak Sharma	Dy CMHO (H)	9414041541	ds6011241@gmail.com	Qualified	IA/2024/RJ 8/15
17	Dr Rajendra Kumar Meena	Dy CMHO (H)	9636607506	drrajendrameena2002@gmail.com	Qualified	IA/2024/RJ 8/16
18	Dr Pankaj Kumar Khant	Dy CMHO (H)	8769936910	pankaj.khant003@gmail.com	Qualified	IA/2024/RJ 8/17
19	Dr Mukesh Vijayvergia	Dy CMHO (H)	9929533911	drmukeshvijay@gmail.com	Qualified	IA/2024/RJ 8/18
20	Dr Mahesh Bairwa	Dy CMHO (H)	96492707201/7820 8100009	cmhoidsp@gmail.com	Qualified	IA/2024/RJ 8/19
21	Dr Pritam Singh Saukhala	Dy CMHO (H)	7073603405	dr.pritamsingh1985@gmail.com	Qualified	IA/2024/RJ 8/20

22	Dr Ravi Kant Goyal	Addl CMHO (FP)	9414282034	dr.ravikhantgoyal28@gmail.com	Qualified	IA/2024/RJ 8/21
23	Dr Sitaram Maurya	BCMO	9928950853	mauryasitaram897@gmail.com	Qualified	IA/2024/RJ 8/22
24	Dr Lal Chand Devanda	RCHO	7737223455	dr.l.c.devanda@gmail.com	Qualified	IA/2024/RJ 8/23
25	Dr Karan Arya	Dy CMHO (H)	8058056665	drkaranarya@gmail.com	Qualified	IA/2024/RJ 8/24
26	Dr Devvrat Choudhary	BCMO	7740851303	dev.choudhary004@gmail.com	Qualified	IA/2024/RJ 8/25
27	Dr Mukesh Mehta	Addl CMHO (H)	9829076220	drmukeshmehta@gmail.com	Qualified	IA/2024/RJ 8/26
28	Dr Sintu Kumawat	RCHO	9547655179	sintu.kumawat@gmail.com	Qualified	IA/2024/RJ 8/27
29	Dr Banwarilal Chaudhary	Dy CMHO (H)	9799384680	cmhodudu@gmail.com	Qualified	IA/2024/RJ 8/28
30	Dr Deepak Goyal		8385858090	deepakgoyal0412@gmail.com	Qualified	IA/2024/RJ 8/29
31	Dr Lokesh Kumawat	Addl CMHO (FW)	8929263738	addcmhobeawar17@gmail.com	Qualified	IA/2024/RJ 8/30
32	Dr Nandlal Mehta	Dy CMHO	8440015747, 6367976751		Qualified	IA/2024/RJ 8/31
33	Dr Bhagirath Meena	RCHO	9001528770	drbhagirath770@gmail.com	Qualified	IA/2024/RJ 8/32

34	Dr Chet Ram Meena	Dy CMHO (H)	9414315222	drcrmeena25@gmail.com	Qualified	IA/2024/RJ 8/33
35	Dr Dhanraj Choudhary	Dy CMHO	9460624838	drchoudhary756@gmail.com	Qualified	IA/2024/RJ 8/34
36	Dr Jaibhagwan Yadav	Dy/Addl CMHO (FW)	8094265634		Qualified	IA/2024/RJ 8/35
37	Dr Yogesh Kumar Shukla	BCMO	8058604386		Qualified	IA/2024/RJ 8/36
38	Dr Mahendra Kachhawa	Dy CMHO (H)	9214547474	dr.mahendra.kachhawa@gmail.com	Qualified	IA/2024/RJ 8/37
39	Dr Rupesh Kumar Choudhary	Addl CMHO (FW)	9414810841	drrupeshc@gmail.com	Qualified	IA/2024/RJ 8/38
40	Dr S.N.Larn	Addl CMHO	9799355946		Qualified	IA/2024/RJ 8/39
41	Dr Ram Lal	Addl CMHO (FW)	9414008930	drrll80@gmail.com	Qualified	IA/2024/RJ 8/40
42	Dr Abhishek Singh	Dy CMHO (FW)	8433834587	dyfwjhunjhunu@yahoo.com	Qualified	IA/2024/RJ 8/41
43	Dr Mahendra Singh Gurjar	Dy CMHO (FW)	9414656465	dr.mahendrasinghgurjar@gmail.com	Qualified	IA/2024/RJ 8/42
44	Dr R.K Meena	Dy CMHO			Qualified	IA/2024/RJ 8/43

45	Dr. Kunal Sahu	RCHO	9772451144	drkunalbishnoe@gmail.com	Qualified	IA/2024/RJ 8/44
46	Dr Chaudhary Harshal Subhash Chandra	Addl CMHO (FW)	7046201988	drharshalchaudhary4619@gmail.com	Qualified	IA/2024/RJ 8/45
47	Dr Indira Gupta	Dy CMHO (H)			Qualified	IA/2024/RJ 8/46
48	Dr Poonam Mal Meena	Dy CMHO (H)	9799558246	drpmmahwa@gmail.com	Qualified	IA/2024/RJ 8/47
49	Dr Rajendra Kumar	Dy CMHO (H)	9571257275		Qualified	IA/2024/RJ 8/48
50	Dr Narendra Yadav	Dy CMHO (FW)	7014480599	fw_rajsamand@yahoo.com	Qualified	IA/2024/RJ 8/49
51	Dr Krishan Kumar Sharma	Dy CMHO (H)	9953540488	drkksharma29@gmail.com	Qualified	IA/2024/RJ 8/50
52	Dr Anil Jaimini	Dy CMHO (H)	9461179623	dr.jaimini83@gmail.com	Qualified	IA/2024/RJ 8/51
53	Dr Ramkesh Gurjar	Ad- CMHO	9462870813	drram2k3@gmail.com	Qualified	IA/2024/RJ 8/52
54	Dr Arun Agarwala	Addl CMHO (FW)	9772545987	arunagarwala78@gmail.com	Qualified	IA/2024/RJ 8/53
55	Dr Arvind Kumar Nagar	Dy CMHO (FW)	9462808541	dr.arvindnagar05@gmail.com	Qualified	IA/2024/RJ 8/54
56	Dr Lekhraj Malav	Dy CMHO (H)	9413056951	lekhrajmalav76@gmail.com	Qualified	IA/2024/RJ 8/55

