



INTERNAL ASSESSORS CUM SERVICE PROVIDER TRAINING REPROT JHARKHAND

02nd to 04th July 2024

Venue: IPH Conference Hall, Ranchi, Jharkhand



Background

A Three-day training “Internal Assessors cum Service Providers Training” was conducted in the state of Jharkhand by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 02nd to 04th July 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 62 participants for the training including State Consultants, Medical officers, Community Health Officers, District & Block program managers, etc. The training constituted thirteen (13) topics with seven (07) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Dr. Ranjith Prasad, State Nodal Officer-Quality Assurance, Jharkhand 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 62 participants, 22 participants (nearly 35.4%) cleared the post-evaluation exam and now will be empanelled as internal assessors under the existing pool of NQAS.

QA training programs have an inbuilt training evaluation system, where an online feedback form is shared with 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 4.4 on a 5-point Likert scale.

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, 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 Sushant Agrawal	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.
Quality standards under NQAS- AOC A (Service Provision) & B (Patient Rights) Dr Jagjeet Singh	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.
Quality standard under NQAS-AOC C (Inputs) & D (Support Services) Dr Annapoorna K N	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.
Prescription Audit and Medical Audit Dr Sushant Agrawal	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. End of the day exercise on Area of Concern and Measurement system was conducted to participants successfully
Quality standard under NQAS-AOC E (Clinical Services) Dr Annapoorna K N	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
Patient Satisfaction Survey with CAPA Dr Sushant Agrawal	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 & overall for given sample of patient satisfaction survey and Prioritization for given conditions was identified by participants.
Quality standard under NQAS-AOC G (Quality Management) Dr Annapoorna K N	<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>This session also 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 Audits, Gap analysis, process mapping, PICK chart, SOPs, etc</p>
Quality standard under NQAS-AOC F (Infection Control) & H (Outcome) Dr Sushant Agrawal	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 & state level.
Gap analysis/Action Plan/Prioritization, Quality Improvement Methodology (PDCA) Dr Annapoorna K N	<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>End of the day exercise on Standards, Gap Analysis, and PICK Chart was conducted to participants successfully</p>
Area of Concern - G (Quality Management) (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.

Key Concepts of Ayushman Arogya Mandir- Sub Centre & Strategy to accelerate NQAS in Aspirational Blocks Dr Sushant Agrawal	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.
Documentation and Certification process Dr Deepika Gaur	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.
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 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 was ended with vote of thanks to all the participants, speakers and administrative people supported to conduct the successful training.

Day Wise Feedback Analysis

Online feedback was taken from the participants on each day after the end of sessions. Analysis of each day session was done and mentioned in the below table.

Day	Feedback Score (Out of 5)
Day 1	4.4
Day 2	4.4
Day 3	4.4
Average	4.4



Internal Assessor cum Service Provider Training on National Quality Assurance Standards



Date: 02nd- 04th July 2024

Venue: Namkum, Ranchi, Jharkhand

Agenda

Day-1, 2 July 2024		
Time	Topic	Resource Person
10:00AM – 10:30AM	Registration	
10:30AM – 10:45AM	Inaugural & Welcome Address	State Team
10:45AM – 12:00PM	Key Concepts of Quality & Overview of NQAS	Dr. Annapoorna K N Consultant-QPS NHSRC
12:00PM – 12:15PM	Tea Break	
12:15PM – 01:00PM	Measurement system and Assessment Protocols and Checklist	Dr Sushant Agrawal SPO NISHTHA-Jhpiego
01:00PM – 02:00PM	Area of Concern - A (Service Provision) & Area of Concern - B (Patient Rights)	Dr Jagjeet Singh
02:00PM – 02:45PM	Lunch	
02:45PM – 04:00PM	Area of Concern - C (Inputs) & Area of Concern - D (Support Services)	Dr. Annapoorna K N Consultant-QPS NHSRC
04:00PM – 04:45PM	Prescription Audit and Medical Audit with exercise	Dr Sushant Agrawal SPO NISHTHA-Jhpiego
04:45PM – 05:00 PM	Tea Break	
05:00PM – 05:30PM	Group work	NHSRC & State Team
Day 2, 3 July 2024		
09:00 AM – 09:15 AM	Recap	State Team
09:15 AM – 11:15 AM	Area of Concern - E (Clinical Services)	Dr. Annapoorna K N Consultant-QPS NHSRC
11:15AM – 11:30AM	Tea Break	
11.30AM – 12:15PM	Patient Satisfaction Survey with CAPA with exercise	Dr Sushant Agrawal SPO NISHTHA-Jhpiego
12:15PM – 01:45 PM	Area of Concern - G (Quality Management) (G1-G7)	Dr. Annapoorna K N Consultant-QPS NHSRC
01:45PM – 02:30PM	Lunch Break	
02:30PM – 03:30PM	Area of Concern - F (Infection	Dr Sushant Agrawal

	Control) & Area of Concern - H (Outcome)	SPO NISHTHA-Jhpiego
03:30PM – 04:30PM	Gap analysis/Action Plan/Prioritization, Quality Improvement Methodology (PDCA)	Dr. Annapoorna K N Consultant-QPS NHSRC
04:30PM – 04:45 PM	Tea Break	
04:45PM – 05:30PM	Exercises	NHSRC & State Team
Day-3, 4 July 2024		
09:00AM – 09:15AM	Recap	State Team
09:15AM – 10:30AM	Area of Concern - G (Quality Management) (G8-G10)	Dr. Annapoorna K N Consultant-QPS NHSRC
10:30 AM – 10:45AM	Tea Break	
10:45AM – 12:00AM	Key Concepts of Ayushman Arogya Mandir- Sub Centre & Strategy to accelerate NQAS in Aspirational Blocks	Dr Sushant Agrawal SPO NISHTHA-Jhpiego
12:00PM – 01:00PM	Documentation and Certification process	Dr Sushant Agrawal SPO NISHTHA-Jhpiego
01:00PM – 02:00PM	Lunch Break	
02:00PM – 02:15PM	Instructions about Post Training Evaluation Test	Dr. Annapoorna K N Consultant-QPS NHSRC
02:15PM – 03:15PM	Post Training Evaluation Test	NHSRC & State Team
03:15PM – 04:00PM	Valedictory and Feedback	NHSRC & State Team

LIST OF PARTICIPANTS

Sl. No.	District	Name of Candidate	Designation	Organisation
1	Bokaro	Anita Kumari	CHO	AAM Ghatiyali
2	Bokaro	Ragini kumari	CHO	AAM Kasmar Ponda
3	Deoghar	Sahabuddin Ansari	DPMU Coordinator	DHS Deoghar
4	Dhanbad	Kiran Khalko	CHO	AAM Tantari
5	Dhanbad	Lochan Kumar Mahto	CHO	AAM Narayanpur
6	Dumka	Manju Kumari	CHO	AAM Masaliya
7	Dumka	Manish Kumar	CHO	AAM Dhandih Jama
8	Dumka	Kumari Sumita	DQAC	DHS Dumka
9	East Singbhum	Abhay Kumar	BPM	CHC Dhalbhumgarh
10	East Singbhum	Suman Kumar Mandal	PHM	UPHC East Singbhum
11	GARHWA	KHUSHBU RAJ	CHO	AAM Majhiaon
12	GARHWA	Nishant Raj	Dpmu coordinator	DHS Garhwa
13	GARHWA	Satya Narayan	Hospital Manager	DHS Garhwa
14	GARHWA	JAYRAM MEHTA	DQAC Garhwa	DHS Garhwa
15	Giridih	Indradeo Kumar Verma	Dpmu coordinator	DHS Giridih
16	Giridih	Shaurav Sambal Soren	Dpmu coordinator	DHS Giridih
17	Godda	Devendra Kumar	BPM	CHC Mahgama
18	Godda	Pranaw Prasun Jha	DEIC Manager (RBSK)	DHS Godda
19	Gumla	Subroto Saha	PHM	UPHC Gumla
20	Gumla	Sujata Minz	DPMU Coordinator	DHS Gumla
21	Hazaribagh	Nishant Kumar	CHO	AAM Kandsar
22	Hazaribagh	Niketa Xess	CHO	AAM Sailhara
23	Hazaribagh	Shazia Parween	DCQA	DHS Hazaribagh
24	Jamtara	Pankaj Kumar Sharma	HM Incharge	DHS Jamtara
25	Jamtara	Ujjwal Kumar	DPMU coordinator	DHS Jamtara
26	Khunti	Vinod Kumar	BPM	CHC Murrhu
27	Khunti	Amarnath Purty	Block Data Manager	RH Torpa
28	KODERMA	Pradeep Kumar	CHO	AAM Gohal
29	KODERMA	Sumit Kumar Singh	CHO	AAM Urwan
30	KODERMA	Asim Haque	HM	DHS Koderma
31	Latehar	Premi kerketta	CHO	AAM Mahusdanar
32	Latehar	Rahul Kumar	HM	DHS Latehar
33	Lohardaga	Satish Tirkey	DPC	DHS Lohardaga
34	Lohardaga	Albert Anthony Minj	DPM coordinator	DHS Lohardaga

35	Pakur	Samir khan	DPA- NCD	DHS Pakur
36	Pakur	Md Afroz Ahmad	DPMU Coordinator	DHS Pakur
37	PALAMU	MERELIN KUJUR	CHO	AAM BISHRAMPUR
38	PALAMU	Bibhuti Kumari Gupta	BPM	CHC Hussainabad
39	Ramgarh	Reena Topno	CHO	AAM Coto
40	Ramgarh	Sweta Rashmi Lakra	CHO	AAM Maganpur
41	Ramgarh	Manisha Toppo	DQAC	DHS Ramgarh
42	Ranchi	Sony Prasad	CHO	AAM Kamre
43	Ranchi	Vandana Rani Tigga	CHO	AAM Hussir
44	Simdega	REGINA SORENG	CHO	AAM Biru
45	Simdega	MANISHA DUNGUNG	GNM	CHC Jaldega
46	Simdega	Kiran Baghwar	DQAC	DHS Simdega
47	Sahibganj	Rajesh Kumar yadav	CHO	CHC Sadar Block
48	Sahibganj	Princila Minj	CHO	AAM Rajmahal
49	Saraikela	Devyani Mahato	CHO	AAM Gamhariya
50	Saraikela	Ravi kumar	BPM	Sadar Block
51	West Singhbhum	Abha Tete	CHO	AAM Anchu
52	West Singhbhum	Jhumur Bhowmik	CHO	AAM Pampara
53	Ranchi	Dr. Pushpa	State Nodal Officer, MH	Directorate ,RCH Namkum
54	Ranchi	Dr. Manir Ahmed	Training Coordinator	Directorate, RCH Namkum
55	Ranchi	Mohammad Kafil Ahmad	State Consultant Quality Monitoring	NHM Jharkhand
56	Ranchi	Dr Priya Gupta	AEFI Consultant	NHM Jharkhand
57	Ranchi	Md. Ataullah	State RI Consultant	NHM Jharkhand
58	Ranchi	Dr. Lal Majhi	State Nodal officer, NCD/IEC	Directorate, RCH Namkum
59	Ranchi	Dr. Pradeep Kumar Singh	State Nodal officer, IDSP	Directorate, RCH Namkum
60	Ranchi	Dr. Sarita Lakra	SPO-TRI	TRI
61	Ranchi	Santosh Madikar	SPO-NISHTHA Jhpiego	NISHTHA Jhpiego
62	New Delhi	Shraiya Srivastava	Fellow	NHSRC

Result of IA cum SPT 02-04 July 2024, Ranchi, Jharkhand

Sl. No.	Name	District	Designation	Place of Posting	Mobile Number	E-mail Address
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2	Lochan Kumar Mahto	Dhanbad	CHO	AAM Narayanpur	8521834635	lkmahto@gmail.com
3	Kumari Sumita	Dumka	DQAC	DHS Dumka	7654009046	sumitasah3494@gmail.com
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7	Devendra Kumar	Godda	BPM	CHC Mahgama	9113181440	dev.kr814133@gmail.com
8	Nishant Kumar	Hazaribagh	CHO	AAM Kandsar	6204597624	nishantkumar22072000@gmail.com
9	Shazia Parween	Hazaribagh	DCQA	DHS Hazaribagh	7759937832	shazia.parween@gmail.com
10	Pankaj Kumar Sharma	Jamtara	HM Incharge	DHS Jamtara	9304491326	drpkumar1981@gmail.com
11	Ujjwal Kumar	Jamtara	DPMU coordinator	DHS Jamtara	7004792426	ujjwal.k85@gmail.com
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13	Rahul Kumar	Latehar	HM	DHS Latehar	8002523419	arjuns.rahul@gmail.com
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16	Kiran Baghwar	Simdega	DQAC	DHS Simdega	8340570830	kiranbaghwar@gmail.com
17	Jhumur Bhowmik	West Singhbhum	CHO	AAM Pampara	7808171195	bhowmikrimi89@gmail.com
18	Dr. Pushpa	Ranchi	State Nodal Officer, MH	Directorate, RCH Namkum	9905737231	drpushparims@gmail.com
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20	Dr Priya Gupta	Ranchi	AEFI Consultant	NHM Jharkhand	8348639893	pg140044@gmail.com
21	Dr. Sarita Lakra	Ranchi	SPO-TRI	TRI	8002217902	sarita@tri.in
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