



Internal Assessors cum Service Provider Training Report

31st -2nd August 2024

Goa



Background

A three day training “Internal Assessors cum Service Provider Training” was conducted in the State of Goa by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 31 July – 2nd August 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 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 quality of care.

The State had nominated 64 participants for the training including Paediatricians, Medical Officer, Consultants, Hospital managers, Ayush Doctors etc. The training constituted fourteen (16) topics with five (07) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Dr Ujjwala Prabhudessai, Nodal Officer, Goa during which the importance of Quality in Healthcare service delivery and the current status of the NQAS certifications in the State was discussed.

A Post-training evaluation were also taken during the training. Post-training evaluation was an open book exam with 42 multiple-choice questions, related to the quality improvement and the NQAS framework. Out of total 64 participants, 57 participants (nearly 89%) cleared the post-evaluation exam and now will be an 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 of the participants is analysed on a 5-point likert-scale. The overall rating of the training as per the analysis of the feedbacks from the participants was 4.3 in a 5-point Likert scale.



**Internal Assessor cum Service Provider Training
(National Quality Assurance Standards)
Date: 31st July 2024 – 2nd August 2024
Goa
Tentative Agenda**

Day-1		
Time	Topic	Resource Person
8:30 AM - 09:00 AM	Registration	State Team (Nilima)
09:00 AM- 09:30 AM	Inaugural & Welcome Address	State Team (Dr. Nadine)
09:30 AM – 10:00 AM	Key Concepts and Principles of Quality	State Team (Dr. Siddhi)
10:00 AM – 10:15 AM	Tea Break	
10:15 AM- 11:15 AM	Overview of National Quality Assurance Standards and Checklists and Measurement System and Assessment Protocols	(Dr. Sweta)
11:15 AM- 12:15PM	Prescription & Medical Audit	Dr Vineeta Dhankhar, NHSRC
12:15PM- 01:45 PM	Overview of Area of Concern A& B	State Team (Dr. Siddhi)
01:45 PM – 02:30 PM	Lunch	
02:30 PM- 03:30PM	Documentation & Certification in Quality with Exercise	Dr Vineeta Dhankhar, NHSRC
03:30 PM- 04:15 PM	Overview of Area of Concern C&D	(Dr. Sweta)
04:15 PM- 04:30 PM	Tea Break	
04:30 PM- 05:30 PM	Exercise on Measurement system	State Team (DR. Nadine)

Day-2		
09:00 AM – 09:30 AM	Recap	State Team
09:30 AM - 10:15 AM	Area of Concern G5-G6 (including Process Mapping & PSS)	Dr Vineeta Dhankhar, NHSRC
10:15 AM - 10:30 AM	Tea Break	
10:30 AM – 11:30 AM	Area of Concern G1-G4	(Dr. Siddhi)
11:30 AM- 1:00 PM	Area of Concern G7 (including 7 Basic Quality Tools)	Dr Vineeta Dhankhar, NHSRC
01:00 PM – 02:00 PM	Lunch Break	
02:00 PM – 03:30 PM	Overview of Area of Concern E	E1-E9, E17-E22(Dr. Siddhi) E10- E16, E23-24(Dr. Sweta)
03:30 PM – 04:30 PM	Overview of Area of Concern F	State Team (Dr. Sweta)
04:30 PM- 04:45 PM	Tea Break	
04:45 PM – 05:30 PM	Exercises	State Team (DR. Nadine)

Day-3		
09:00 AM – 09:30 AM	Recap	State Team
09:30 AM - 10:30 AM	Internal Assessment and Gap Analysis and Prioritization with Exercise	Dr Vineeta Dhankhar, NHSRC
10:30 AM - 10:45 AM	Tea Break	
10:45 AM – 11:30 AM	Area of Concern G8-G10 (including Risk Management with Exercise)	Dr Vineeta Dhankhar, NHSRC
11:30 AM- 12:30 PM	Overview of Area of Concern H and Key Performance Indicators	(Dr. Sweta)
12:30 PM – 01:00 PM	Overview on LaQshya and MusQan	State Team (Dr. Uma)
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	Brief
Key concepts & Principles of Quality Dr Siddhi Ghatwal	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.
Overview of National Quality Assurance Program and Measurement System and Assessment Protocols and Checklist Dr Sweta Kanekar	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 the health facilities.
Prescription Audit & Medical Audits Dr Vineeta Dhankhar	The topic covered the concept of audits in the public health facility. As a part of Area of concern G, audit cycle, time period, constitution of audit committee, analysis and CAPA were explained in detail.
Area of Concern (A & B) Service Provision and Patient Rights Dr Siddhi Ghatwal	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. The session was followed by an exercise to give a hands-on experience to the participants.
Documentation & certification in Quality Dr Vineeta Dhankhar	Session included description on the documents required for the national quality assurance standards for different level of facilities, what should be the components of the documents like policy, manual, SOP etc. The session also included the description about the entire NQAS certification process from the facility till national level.

<p>Area of Concern (C & D) Inputs and Support Service</p> <p>Dr Sweta Kanekar</p>	<p>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. Additionally, the speaker also explained the importance of each of the respective area of concern to the participants, with a brief of their inter-linkage with the other areas of concern under the NQAS. 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.</p>
<p>Area of Concern G, Standard G5-G6</p> <p>Dr Vineeta Dhankhar</p>	<p>Session covered process mapping, non value adding activities, discussion on how to map the process and what are the general non value adding activities and how to improve the process took place during the session. The session also included mission, vision, objective and policy statements.</p>
<p>Area of Concern G, Standard G1-G4</p> <p>Dr Siddhi Ghatwal</p>	<p>The session covered quality team formation, organizational framework, patient satisfaction score process, analysis and CAPA, internal & external quality assurance programme, formation of Standard operating procedure etc.</p>
<p>Area of Concern G, Standard G7 (Quality Tools & methods)</p> <p>Dr Vineeta Dhankhar</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.</p>
<p>Area of Concern (E) Clinical Services</p> <p>Dr Siddhi Ghatwal (Standard E1- E9, E17-22)</p> <p>Dr Sweta Kanekar (Standard E10-</p>	<p>The speakerS 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</p>

E16, E23-24)	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, anesthetic services, diagnostic services, blood bank and the end-of- life care.
Area of Concern (F) Infection Control Dr Sweta Kanekar	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.
Internal Assessment and Gap Analysis and Prioritization with Exercise Dr Vineeta Dhankhar	The session covered discussion on the process of Internal assessment, Gap analysis, prioritization with PICK chart. The session was very interactive with discussion on queries.
Risk Management and Clinical Governance Dr Vineeta Dhankhar	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. Clinical governance and its components also discussed.
Area of Concern (H) Outcome Dr Sweta Kanekar	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.
Overview on MusQan and LaQshya Dr Nadine	This session provides overview on the programmes like LaQshya and MusQan to the participants. There were queries from the participants which were sorted out.

Attendance record of the IA cum SPT training from 22-24 June 2023, Srinagar

Internal Assessors Training, SPT, Mapusa Date: 01/08/2024 (Evening Session)								
Sr. No.	Name of the participant	Designation	Name of the Facility	Contact No	DOB	Address	Email ID	Signature
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Result of IA cum SPT 22-24 June 2023, Srinagar, J&K

Internal Assessors Training, SIHFW, Mapusa Goa					
31st- 02nd Aug 2024					
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