



INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING REPORT

Telangana

31st July to 02nd August 2024

Venue: IIHFW, Hyderabad, Telangana



Background

A Three-day training “Internal Assessors cum Service Providers Training” was conducted in the state of Telangana by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 31st July to 02nd 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 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 56 participants for the training including District Consultants, Medical officers, Dentists, and Community Health Officers. The training constituted eighteen (13) topics with five (07) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural address by the Programme Officer - QA, Telangana, 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. A total of 32 participants (nearly 57.14%) among 56 participants 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 4.41 in a 5-point likert scale.



**Internal Assessor cum Service Provider Training
on National Quality Assurance Standards
Date: 31st July – 02nd August 2024 Hyderabad, Telangana**

Agenda

Day-1, 31 July 2024		
Time	Topic	Resource Person
10:00AM – 10:30AM	Registration	
10:30AM – 10:45AM	Inaugural & Welcome Address	PO-QA
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	Ms K Radhika State Consultant - QA
01:00PM – 02:00PM	Area of Concern - A (Service Provision) & Area of Concern - B (Patient Rights)	Dr Annapoorna K N Consultant QPS - NHSRC
02:00PM – 02:45PM	Lunch	
02:45PM – 04:00PM	Area of Concern - C (Inputs) & Area of Concern - D (Support Services)	Mr Srikanth Raju Kakani State Consultant – QA
04:00PM – 04:45PM	Prescription Audit and Medical Audit with exercise	Ms K Radhika State Consultant – QA
04:45PM – 05:00 PM	Tea Break	
05:00PM – 05:30PM	Group work	NHSRC & State Team
Day 2, 01 August 2024		
09:00 AM – 09:15 AM	Recap	State Team
09:15 AM – 11:00 AM	Area of Concern - E (Clinical Services)	Dr Rajesh N
11:00AM – 11:15AM	Tea Break	
11.15AM – 12:00PM	Patient Satisfaction Survey with CAPA with exercise	Ms K Radhika State Consultant – QA
12:00PM – 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 – 03:20PM	Area of Concern - F (Infection Control)	Ms Sridevi Share India
03:20PM – 04:30PM	Key Performance Indicators & Area of Concern – H (Outcome)	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)	Mr Ashok Busa State Consultant – AAM
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	Mr Ashok Busa State Consultant – AAM
12:00PM – 01:00PM	Documentation and Certification process	Dr Annapoorna K N Consultant QPS – NHSRC
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

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 Ms K Radhika	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 Annapoorna K N	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) Mr Srikanth Raju Kakani	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 Ms K Radhika	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, Measurement system, Standards identification was conducted to participants successfully
Area of Concern - E (Clinical Services) Dr. Rajesh 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. Also NHPs are explained.
Patient Satisfaction Survey Ms K Radhika	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.
Area of Concern - G (G1-G6) 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 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>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>
Area of Concern - F (Infection Control) Ms Sridevi	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.
Key Performance Indicators & Area of Concern – H (Outcome) Dr. Annapoorna K N	<p>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.</p> <p>All levels of Key performance indicators were explained with the formula, how to calculate and its significance in calculating it.</p> <p>End of the day exercises were done on patient satisfaction survey, Gap Analysis with Prioritization and process mapping by all the participants.</p>

Risk Management & Clinical Governance (G8-G10) Mr Ashok Busa	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 Mr Ashok Busa	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 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.
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 by participants followed by group photography. 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	4.45
2	Day-2	4.29
3	Day-3	4.49
Overall		4.41

LIST OF PARTICIPANTS

Sl No.	District	Name of the participant
1	Adilabad	DR. MD IKRAMUDDIN
2	Adilabad	S. AMAR
3	Bhadradi Kothagudem	DR.K.SUNIL MAZNEKAR
4	Hanumakonda	DR. M . PRIYANKA
5	Hyderabad	NAVEEN KUMAR
6	Hyderabad	DR.S.JAYA LAKSHMI
7	Jagtial	DR K SATHISH KUMAR
8	Jangaon	DR B. SRITEJA
9	Jayashankar Bhupalpally	DR.M.ASHA JYOTHI
10	Jayashankar Bhupalpally	CHIRANJEEVI T
11	Jogulamba Gadwal	DR.RIZWANA TANVEER
12	Jogulamba Gadwal	AJMEERA RAJ KUMAR
13	Jogulamba Gadwal	G RAVI KUMAR
14	Jogulamba Gadwal	DR.M.RAKESH
15	Kamareddy	ZAHERA BEGUM
16	Kamareddy	DR.V.SWETHA
17	Karimnagar	DR.SANA JAVERIYA
18	Karimnagar	DR G SHRAVAN KUMAR
19	Khammam	DR.BALAKRISHNA N
20	Khammam	DR.L. PREM KUMAR
21	Komaram Bheem Asifabad	SAIPRASAD PENDKAR
22	Komaram Bheem Asifabad	DR. KRANTI KIRAN DHALI
23	Komaram Bheem Asifabad	DR.T.KRISHNA KUMAR
24	Mahabubnagar	DR.C.SHIVAKANTH
25	Mahabubnagar	VT.RAJA CHANDRA
26	Mancheri	DR. CH. SAKARAM
27	Mancheri	DR.S.ANIL KUMAR
28	Medak	DR K. ANIL KUMAR
29	Medchal	DR. B. M. NEERAJ BANDARI
30	Mulugu	K. SHARATH KUMAR
31	Nagarkurnool	SANTHOSH KUMAR B
32	Nagarkurnool	DR. J. SIVARAM
33	Nalgonda	Dr.K.SRIDEVI
34	Nalgonda	KIRAN GUNDALA
35	Nalgonda	Dr. RANJEET KUMAR B V
36	Nalgonda	Dr.BNEHRU
37	Narayanpet	J SAIRAM
38	Narayanpet	J GOUTHAM REDDY
39	Nirmal	SYED RIZWAN AHMED
40	Nirmal	DR.RAJA RAMESH
41	Nizamabad	DR.CHANDARI SANTHOSH
42	Nizamabad	DR.M.MOHAN REDDY
43	Peddapalli	DR RAVI SINGH
44	Peddapalli	DR.DHANALAXMI
45	Rajanna Sircilla	DR.M.VENUGOPAL REDDY
46	Rangareddy	RASAMALLA . RAMU

47	Rangareddy	DR. CH. CHANDRAKRISHNA
48	Siddipet	DR.S.ALEKHYA NAIDU
49	Suryapet	CH.UMA MAHESWARI
50	Vikarabad	DR. G . AJAY KUMAR
51	Vikarabad	S. ANURADHA
52	Wanaparthu	DR RAKESH KUMAR REDDY
53	Warangal (Rural)	DR. M. LAXMI PRASANNA
54	WARANGAL	DR.VIJAY KUMAR
55	Hyderabad	VINAYENDRA PAL SINGH
56	Medak	T RAJASHEKER GOUD

Result of IA cum SPT 31st Jul -02 Aug 2024, Hyderabad, Telangana

Sl No.	District	Name	Designation	Place of Posting	Phone No	Email ID
1	Adilabad	S. AMAR	DQAM	Adilabad	6309808668	adilabadsqpts@gmail.com
2	Bhadradi Kothagudem	DR.K.SUNIL MAZNEKAR	CAS	CHC Manuguru	8317541454	dr.k.s.maznekar@gmail.com
3	Hanumakonda	DR. M . PRIYANKA	CAS	CHC Kamalapur	7661055665	priyanka.priyanka.m7@gmail.com
4	Hyderabad	NAVEEN KUMAR	DQAM	Jagtial	9160992242	sqaphyd55@gmail.com
5	Jagtial	DR K SATHISH KUMAR	District Program Officer - QA	Jangaon	6303486249	sathishkasturi@gmail.com
6	Jangaon	DR B. SRITEJA	District Program Officer - QA	Jayashankar Bhupalpally	7032876122	drtejaboda@gmail.com
7	Jayashankar Bhupalpally	DR.M.ASHA JYOTHI	District Program Officer - QA	Jayashankar Bhupalpally	9963093022	merigaasha414@gmail.com
8	Jayashankar Bhupalpally	CHIRANJEEVI T	DQAM/DPO	Jayashankar Bhupalpally	9666646860	chiru.kucampus@gmail.com
9	Jogulamba Gadwal	DR.RIZWANA TANVEER	District Program Officer - QA	Jogulamba Gadwal	9573523360	rizwanatanveer409@gmail.com
10	Jogulamba Gadwal	AJMEERA RAJ KUMAR	DQAM	Jogulamba Gadwal	9989935627	sqaptsgadwal@gmail.com
11	Kamareddy	ZAHERA BEGUM	DQAM	Kamareddy	8686592364	sqaptskamareddy@gmail.com
12	Karimnagar	DR.SANA JAVERIYA	District Program Officer - QA	Karimnagar	6303611532	sanajaveriya558@gmail.com
13	Khammam	DR.BALAKRISHNAN	District Program Officer - QA	Khammam	9885559239	balu.nandyala@gmail.com
14	Komaram Bheem Asifabad	SAIPRASAD PENDKAR	DQAM	Komaram Bheem Asifabad	9701674967	saiprsd99@gmail.com
15	Komaram Bheem Asifabad	DR.T.KRISHNA KUMAR	CAS	CHC Thiryani	7893572480	thumramkrishnateja02@gmail.com
16	Mahabubnagar	DR.C.SHIVAKANTH	District Program Officer - QA	Mahabubnagar	8465844772	csk0000@gmail.com
17	Mahabubnagar	VT.RAJA CHANDRA	DQAM	Mahabubnagar	9966264664	rajachandravemula@gmail.com
18	Mancheri	DR. CH. SAKARAM	CASS	CHC Bellampalli	8019364366	drsakaramchapidi@gmail.com
19	Medchal	DR. B. M. NEERAJ BANDARI	District Program Officer - DQT	Medchal	9390252060	neerajceltic345@gmail.com
20	Mulugu	K. SHARATH KUMAR	DQAM	Mulugu	7995608900	sharathkanala895@gmail.com
21	Nagarkurnool	SANTHOSH KUMAR B	DQAM	Nagarkurnool	6281289756	sqaptsnagarkurnool@gmail.com
22	Nagarkurnool	DR. J. SIVARAM	CSS (Pediatric)	CHC Kalwakurthy	9491492939	jaruplasivaram@gmail.com
23	Nalgonda	DR.K.SRIDEVI	District Program Officer - QA	Nalgonda	7799620009	sridevi.kathi@gmail.com

24	Nalgonda	KIRAN GUNDALA	DPO	Nalgonda	949480 4757	kir.mph@gmail.com
25	Narayanpet	J SAIRAM	District Program Officer - QA	Narayanpet	949407 7660	sairamguptha98@gmail.com
26	Narayanpet	J GOUTHAM REDDY	DQAM	Narayanpet	701399 7295	sqaptsnrpt@gmail.com
27	Peddapalli	DR.DHANALAX MI	Dy. CSS	CHC Manthini	996601 1334	chcmanthani@gmail.com
28	Rangareddy	RASAMALLA . RAMU	DQAM	Rangareddy	949339 2595	sqaptsrr@gmail.com
29	Rangareddy	DR. CH. CHANDRAKRISH NA	Dy. CS (Ortho)/RMO	DH KONDAPUR	991234 3434	chchandra.krishna@gmail.com
30	Wanaparthy	DR RAKESH KUMAR REDDY	District Program Officer - QA	Wanaparthy	988553 6526	Rakeshpullur@ymail.com
31	Warangal (Rural)	DR. M. LAXMI PRASANNA	District Program Officer - QA	Warangal (Rural)	949338 9402	prassuyash24@gmail.com
32	Medak	T RAJASHEKER GOUD	Medical Officer	PHC Theegul	897859 5639	phctheegul@gmail.com

.....**End of Report**.....