



# Internal Assessors Training Report

5<sup>th</sup> -6<sup>th</sup> September 2024

Odisha



## **Background**

A three day training “Internal Assessors Training” was conducted in the State of Odisha by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 5-6<sup>th</sup> September 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 aids 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 40 participants for the training including Microbiologists, Pediatricians, Medical Officer, Consultants, Hospital managers, etc. The training constituted ten (10) topics with five (05) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote 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 40 participants, 37 participants (nearly 92.5%) 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 4.4 in a 5-point Likert scale.



**NQAS Internal Assessors Training, Odisha**  
**5<sup>th</sup> & 6<sup>th</sup> September 2024**

Time	Topic/Activity	Resource Person
<b>Day 01 (5 September 2024)</b>		
09.00AM-09.30 AM	Registration	
09.30AM-09.45AM	Welcome Address of DHS, TL SHSRC, NHSRC Team	
09.45AM-10.00AM	Introduction	State Team
10.00AM -11.45AM	Key Concept of Quality, Overview of NQAS, Measurement system, Assessment Protocols and Checklist of NQAS	Dr. Manoranjan Mohapatra
11.45AM-12.00PM	<b>Group Photograph &amp; Tea</b>	
12.00 PM -1.30 PM	Standards for Service Provision & Patient Rights	Dr. Bijay Ku swain
01.30PM -02.00PM	<b>Lunch</b>	
02.00 PM -03.00 PM	Standards for Inputs	Dr. Manoranjan Mohapatra
03.00PM - 04.15 PM	Standards for Support Services	Dr. Bijay Ku swain
04.15PM - 05.00PM	Documentation requirements in the NQAS	Dr. Debajit Bhattacharya, PATH
05.00PM-05.15PM	<b>Tea</b>	
05.15PM - 05.45 PM	Exercises	
<b>Day 02 (6 September 2024)</b>		
09.00 AM - 09.15 AM	Recap	State Team
09.15 AM -10.00 AM	Standards for General Clinical Services	Dr. Arghya Pradhan
10.00AM- 10.15AM	<b>Tea</b>	
10.15 AM - 11.15 AM	Standards for Specific Clinical Services	Dr. Bijay Ku Swain
11.15 AM - 1.00 PM	Standards for Quality Management	Dr Vineeta Dhankhar, NHSRC
1.00PM - 02.00PM	<b>Lunch</b>	
02.00 PM - 02.45 PM	Standards for Infection Control	Dr. Manoranjan Mohapatra
02.45 PM - 03.15 PM	Standards for Outcome Indicators	Dr. Debajit Bhattacharya, PATH
03.15 PM - 03.30 PM	<b>Tea</b>	
03:30PM - 04.45 PM	Post-Training Evaluation	Team QPS
04:45 PM - 05:00PM	Feedback & vote of thanks	Participants & Team QPS

### **SESSION'S BRIEF**

<b>Topic</b>	<b>Brief</b>
<b>Key Concept of Quality, Overview of NQAS, Measurement system, Assessment Protocols and Checklist of NQAS</b>  <b>Dr. Manoranjan Mohapatra</b>	<p>The topic covered key concepts of Quality, importance of Quality in healthcare, 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>It also 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.</p>
<b>Area of Concern (A &amp; B) Service Provision and Patient Rights</b>  <b>Dr. Bijay Ku Swain</b>	<p>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.</p>
<b>Area of Concern (C) Inputs</b>  <b>Dr. Manoranjan Mohapatra</b>	<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.</p>

<b>Area of Concern (D) Support Services</b>  <b>Dr. Bijay Ku Swain</b>	<p>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 &amp; statutory requirement etc.</p>
<b>Documentation &amp; certification in Quality</b>  <b>Dr. Debajit Bhattacharya</b>	<p>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>
<b>Area of Concern (E) General Clinical Services (Standard E1- E9)</b>  <b>Dr. Arghya Pradhan</b>	<p>The speaker briefs the participants regarding the general clinical service standards from E1 to E9. The process from registration to discharge and end of life comes under these standards. It also includes the referral service.</p>
<b>Area of Concern (E) General Clinical Services (Standard E10-24)</b>  <b>Dr. Bijay Ku Swain</b>	<p>The speaker briefs the participants regarding the specific clinical service standards from E10 to E24. 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, anesthetic services, diagnostic services, blood bank and the end-of- life care.</p>
<b>Area of Concern G, Quality Management</b>  <b>Dr Vineeta Dhankhar</b>	<p>The session covered quality team formation, organizational framework, patient satisfaction score process, analysis and CAPA, internal &amp; external quality assurance programme, formation of Standard operating procedure etc.</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</p>

	<p>process took place during the session. The session also included mission, vision, objective and policy statements. 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. 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. Also, 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.</p>
<p><b>Area of Concern (F) Infection Control</b> <b>Dr. Manoranjan Mohapatra</b></p>	<p>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.</p>
<p><b>Area of Concern (H) Outcome</b> <b>Dr. Debajit Bhattacharya</b></p>	<p>Session included the discussion on the KPIs and Outcome indicators under the NQAS along with their calculation, reporting and analysis at facility, district &amp; state level.</p>



# Attendance record of the IA Training, 5<sup>th</sup>-6<sup>th</sup> September 2024, Odisha

## 2 DAY'S STATE LEVEL QUALITY ASSURANCE INTERNAL ASSESSOR'S TRAINING ATTENDANCE SHEET FOR PARTICIPANTS



Venue: NABM, Prasar Bharati, Bhubaneswar  
Date: 5th to 6th September 2024

Sl No	District	Name	Designation	Mobile No / Whats App No.	E-Mail ID (In Capital)	Signature 05.09.2024	Signature 06.09.2024
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**Result of IA Training, 5<sup>th</sup>-6<sup>th</sup> September 2024, Odisha**

**IA Training 5th-6th Sept 2024, Odisha**

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