



NQAS INTERNAL ASSESSOR TRAINING REPORT KERALA

15th – 17th October, 2024

Venue: BSNL Conference Room, BSNL Bhavan, Thiruvananthapuram, Kerala



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Background

Two days “NQAS Internal Assessor Training” was conducted in the State of Kerala by the Quality & Patient Safety Division, National Health System Resource Centre (NHSRC) in collaboration with the State’s National Health Mission (NHM) from 15th to 17th October, 2024.

The objective of the training was to train the nominated officials from the State as Internal Assessors of the National Quality Assurance Standards to enable the facilities for NQAS Certification by conducting the internal assessments and handholding the facilities in implementation of NQAS at the facility level. The participants were trained on overview of NQAS and Quality Standards under NQAS, Measurement system and Assessment protocol under NQAS, Standards for Service Provision, Patient Rights, Inputs, Quality Implementation Process, and Standards for Support Services, Clinical Services, Infection Control, Quality Management and Outcome Indicators.

Training also included sessions on Documentation in Quality Management System/ Application Requirements and overview of different programs under National Quality Assurance Framework including LaQshya and MusQan certification. Sessions were also imparted on conduct of Internal Audit, Gap Analysis and Prioritization and QMS implementation in the healthcare facilities.

As under NQAS certification process preparation of the Action plan for the assessed facilities is one of the core activity expected from the assessors, a session was also taken for the preparation of the action plan for NQAS assessed facilities focusing on the Continual Quality Improvement in the healthcare facilities under the ambit of NQAS.

Training also aided the participants with the tools, techniques and support to health professionals to enable them to implement NQAS at healthcare facility 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 District Programme Managers, Medical Superintendent, State and District Quality Assurance Officers, Medical Officers, Specialists, Nursing In charges and Public relation officer etc. **One** participant was nominated from the QPS Division NHSRC to attend the training. A total of **63** participants attended the training.

The training constituted sixteen (16) topics along with exercises for evaluation of the participants’ acumen in application of the knowledge gained during the training.

The training was initiated with welcome address from Dr Lakshmi GG, State Quality Assurance Officer, Kerala where she welcomed the dignitaries and participants, briefing about the two days training agenda and importance of the Quality Improvement in healthcare facilities.

She also shared the NQAS implementation action plan in the state of Kerala for each district and for each level of facility based on the targets given by MoHFW India.

On day 2, State Mission Director Vinay Goyal addressed the participants and gave the presidential address and highlighted the performance of State of Kerala in the health indicators and how Kerala model is considered one of the best models for healthcare delivery in the country. He also emphasized on the importance of the training in implementing the NQAS at the facility level.

Dr Abhay Dahiya Consultant, Quality & Patient Safety, NHSRC in his key note address briefed on the role of QPS Division, NHSRC in the National Quality Assurance Program and various initiatives taken under National Quality Assurance framework. He also briefed about the importance, advantages, methodology of the training, evaluation criteria and certification of the participants as Internal Assessors on successful completion as per the defined criteria. He also briefed on the efforts state needs to put into to achieve the targets of NQAS certification.

In his closing address Dr Bijoy E State Program Manager, NHM addressed the participants and emphasized on the importance of the quality in the healthcare service delivery. He also made participants aware on the importance of the quality in healthcare in reducing the preventable harms, improving the infection control practices and improving the health outcomes.

A Post-training evaluation was also taken after the course of the training to evaluate the participants against the set criteria a. Post-training evaluation was an open book exam with 40 multiple-choice questions, related to the quality improvement activities and the NQAS framework and standards. Out of total 63 participants, 61 participants (nearly 97%) cleared the post-evaluation exam and now will be empanelled as Internal Assessors under the existing pool of NQAS Internal assessors. The participants which cleared the post evaluation program will also function as state resource for conducting trainings in regards to National Quality Assurance Standards in the state of Kerala under supervision of State Quality Assurance Committee (SQAC) Kerala.

All the participants submitted the feedback on the training, which was taken on standardized feedback form and was analyzed on a 5-point likert- scale. The overall rating of the training as per the analysis of the feedbacks from the participants was over 4.2 in a 5-point likert scale.

Agenda and Schedule of Training



NQAS Internal Assessors Training 16th and 17th October 2024 Thiruvananthapuram, Kerala

Agenda

Time	Topic/Activity	Resource Person
Day 01 (16th October 2024)		
09.00 AM – 09.30 AM	Registration	
09.30 AM - 09.35AM	Welcome	Dr.Lakshmi G G, State Quality Assurance Officer
09.35 AM -09.40AM	Inaugural Address	Dr.Vinay Goyal IAS,State Mission Director , NHM
09.40 AM -09.45 AM	Key Note Address	Dr.Reena K J ,Director of Health Services
09.45 AM – 09.50 AM	State Action Plan for NQAS Accreditation	Dr.Bijoy E State Program Manger NHM
09.50 AM - 11.15 AM	Overview of NQAS and Quality Standards under National Quality Assurance Standards	Dr Abhay Dahiya, Consultant QPS, NHSRC
11.15 AM - 11.30 AM	Group photograph & Tea	
11.30 AM - 12.30 PM	Measurement System and Assessment Protocol	Dr Abhay Dahiya, Consultant QPS, NHSRC
12.30 PM - 01.30 PM	Standards for Service Provision and Patient Rights	Dr.DharMohammed,Medical Officer Noolpuzha Wayanad NQAS External Assessor
01.30 PM – 02.00 PM	Lunch	
02. 00PM – 02:45 PM	Standards for Inputs	Dr.DharMohammed,Medical Officer Noolpuzha Wayanad NQAS External Assessor
02.45 PM – 03.30 PM	Standards for Support Services	Mrs.Shaharbanath A,Nursing Officer Mental Health Centre Peroorkada,Thiruvananthapuram NQAS Internal Assessor
03.30 PM – 04.00 PM	Standards for Infection Control	Mrs.Shaharbanath A,Nursing Officer Mental Health Centre Peroorkada,Thiruvananthapuram NQAS Internal Assessor

04.00 PM – 04.30 PM	Quality implementation process	Dr Abhay Dahiya, Consultant QPS, NHSRC
04.30 PM – 04.45 PM	Tea	
04.45 PM – 05.30 PM	Exercise I	State Representative and NHSRC
Day 02 (17 th October 2024)		
09.00 AM – 09.15 AM	Recap	
09.15 AM -11:00 AM	Standards for Clinical Services	Dr.DharMohammed,Medical Officer Noolpuzha Wayanad NQAS External Assessor
11.00 AM – 11.15 AM	Tea	
11.15 AM - 12.00 Noon	Standards for Infection Control	Mrs.Shaharbanath A.Nursing Officer Mental Health Centre Peroorkada,Thiruvananthapuram NQAS Internal Assessor
12.00 Noon – 01.00 PM	Standards for Quality Management and Use of Quality Tool	Dr.Vinoj K V Medical Officer FHC Kunnathukal Thiruvananthapuram NQAS External Assessor
01.00 PM – 01.30 PM	Standards for Outcome Indicators	Dr.Vinoj K V Medical Officer FHC Kunnathukal Thiruvananthapuram NQAS External Assessor
01.30 PM - 02.00 PM	LUNCH	
2:00 PM – 2.30 PM	Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan)	Dr.Lipsy Paul Maternal Health SPMSU NHM External Assessor
02.30 PM – 03.00 PM	Documentation in Quality/Application Requirement	Mrs.Soumya T R DQAO NHM Kozhikode External Assessor
03.30 PM – 03.50 PM	Internal Audit and Prioritization for Gap Closure	Dr Abhay Dahiya, Consultant QPS, NHSRC
03.50 PM – 4.15 PM	Step Wise approach from Internal Assessment till National Accreditation	Mr.Augustine Joseph,Retd. Health Inspector,External Assessor
04.15 PM - 04.30 PM	Preparation of Action Plan for NQAS Assessed Facilities	Dr Abhay Dahiya, Consultant QPS, NHSRC
04.30 PM – 05.30 PM	Post-Training Evaluation	State Representative/NHSRC

05.30 PM – 05:45 PM	Feedback & vote of thanks	State Representative
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SESSION'S BRIEF

Topic and Presenter	Brief
Overview of NQAS and Quality Standards under NQAS Dr Abhay Dahiya	This session detailed about the NQAS structure, arrangement of the standards into the Area of Concerns, standards, measurable elements and checkpoints. Session also briefed on the NQAS for the different level of healthcare facilities and number of checklist for each level healthcare facility. During the session overview was given on the requirements of NQAS under each Area of Concern and standards.
Measurement System and Assessment Protocols Dr Abhay Dahiya	It covered the concepts of Measurement system under the National Quality Assurance standards. Assessment methodology to be adopted for evaluation of 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.
Standards for Service Provision and Patient Rights Dr Dhar Mohammed	<p>This session covered the brief about the Area of Concern- A i.e. Service Provision and Area of Concern B i.e. Patient Rights. Session detailed on service delivery requirement as per NQAS for each level of facility. Session also detailed on assessing the components and sub components of service provision of health facilities, including mandated curative services, the preventive and promotive services at all Levels of care be in at District Hospital, First Referral units, Primary health centres and Sub Health Centres.</p> <p>The session also detailed on the patient rights where services in the public healthcare facilities are accessible to the users, and are provided with dignity and confidentiality. It included both physical access as well as financial access. It included the details of government schemes, for ensuring that the service packages are available cashless to different targeted groups along with the availability of information for access as well as enhancing patients' satisfaction. Patients' rights also included health services giving due consideration to patients' cultural and religious preferences, information to care seeker, attendants & community, which is sensitive to gender, religious and cultural needs and non-discrimination on account of economic or social reasons, provided free of cost services. It also included the ethical management pertaining to the dilemmas and concerns during the service delivery</p>





Standards on Inputs Dr Dhar Mohammed	<p>This session included the brief on the standards of Inputs as per NQQS standards, which covers the structural part of the facility including the infrastructure, human resources, drugs and equipment requirements for different level of healthcare facilities. The sessions focused on the minimum level of inputs which are required for ensuring delivery of committed level of services</p>
Standards for Support Services Mrs. Shaharbanath A	<p>The session detailed on the requirements of the equipment maintenance , calibration, drug storage and inventory management, security, facility management, water supply, power backup, dietary services and laundry The session included the brief on the administrative process, like RKS, Financial management, legal compliances staff deputation and contract management. It also included various monitoring and reporting activities needed to be done by the facility especially in regards to the National Health Programs</p>
Standards for Infection Control Mrs. Shaharbanath	<p>The session detailed on the infection control practices, infection control programme and procedures in place for prevention, control and measurement of HAI. The session included the hand hygiene practices and antisepsis, personal protection, processing of the instruments and equipment, environment control and Bio Medical Waste Management</p>
Quality implementation process Dr Abhay Dahiya	<p>This session was focused on sharing the implementation methodology of NQAS, to be adopted by the healthcare facilities. The session included the steps of implementation right from conducting the feasibility study for identification of the facilities for NQAS certification, conducting base line assessments, doing the internal assessments, framing of the quality team at the facilities and team building for implementation of quality initiatives at the facility level, continuous review and monitoring.</p>
Standard for Clinical Services Dr Lakshmi GG	<p>This session briefed on the standards for clinical services as per NQAS standards. The session addressed the clinical services that ensure adequacy of care of the patients. It included processes such as registration, admission consultation, clinical assessment, continuity of care, nursing care, prescription practices, safe drug administration, maintenance of the clinical records and discharge from the facility.</p> <p>The session also included the brief on the standards related to quality of emergency and diagnostic services and specific clinical processes for Maternal, Newborn, child, adolescent and family planning services and other national health programs</p>

Standards for Quality Management and Use of Quality Tool Dr Vinoj KV	<p>The session briefed on the established organizational framework and quality policy for quality assurance, system for patient and employee satisfaction, system for assuring and improving the quality of clinical and support services by internal and external quality assurance and establishment of documented standard operating procedures for all key processes and support services. It also covered the basics of an established Quality Management System and the rationale of its implementation in a healthcare institution. The session covered the seven basic tools of quality with examples.</p>
Standards for Outcome indicators Dr Vinoj KV	<p>This session included detail on measuring the productivity indicators, efficiency indicators, clinical care and safety indicators and service quality indicators. It also included the measures needed to be taken by the facility to reach the State/ National Level Benchmarks.</p> <p>The session also included the description of the Key Performance indicators as per the Operational guidelines for Quality improvement in public healthcare facilities 2021, defined for each level of the healthcare facilities.</p>
Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan) Dr Lipsy Paul	<p>The session covers the details of the quality improvement standards targeted for improvement in maternal and new born care services in the health care facilities i.e LaQshya (Improving the quality of services in Maternal Health) and MusQan (Improving the quality of services in new born and paediatric care.</p>
Documentation in Quality / Application Requirement Mrs Soumya TR	<p>This session included the importance of the documentation in quality management system, the objectives of the documentation, different level of documentation, framing mission and vision statements, Quality policy, establishing and components of quality objectives, framing of standard operating procedures, control of the documents and documents/ records required to be submitted to by the healthcare facility for NQAS certification.</p>
Internal Audit and Prioritization for Gap Closure Dr Abhay Dahiya	<p>The session detailed about the conduct to be followed by Internal Assessors, process for conducting the internal audit including team formation, preparation of plan and schedule, basic rules to be followed in the audit process and preparation of the reports and submission requirements. The session also provided details on the gap prioritization based on the severity of the gaps in terms of patient safety and categorization of the gaps based on the level of intervention required for Gap Closure.</p>

Step Wise approach from Internal Assessment till National Assessment Mr Augustine Joseph	The session described about the steps to be followed by the healthcare facilities pertaining to the certification process under NQAS including district, state level and national level certification and Criteria for assessment.
Preparation of Action Plan for NQAS Assessed Facilities. Dr Abhay Dahiya	The session covered the need of preparation of the action plan and roles of the assessor in preparation of the action. Areas of improvement to be targeted for preparation of action plan, the suggested format including the responsibility allocation for gap closure based on action plan, deciding time frames and use of quality tools in gap closure.
Post-Training Evaluation	The Post training Evaluation of participants was undertaken at the end, based on which the qualified candidates shall be empaneled as the Internal Assessors under the NQAS.

The training ended with a vote of thanks to all the participants.

Training Attendance

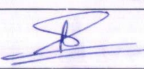


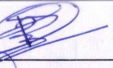
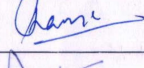
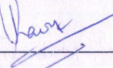
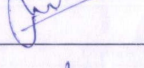
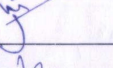
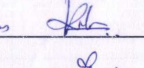
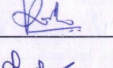
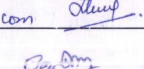
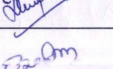
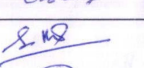
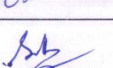
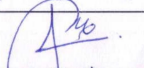





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Two Day NQAS Internal Assessor Training on 16th & 17th October 2024 @ Conference Hall , BSNL Bhavan, Statue, MG Road, Trivandrum					
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51 40	Dr. Vijesh. M. V	Assistant Surgeon, FHC Pothuthana Wayanad	9539166306		

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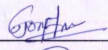
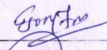
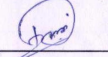
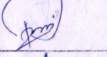
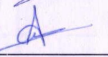



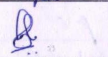
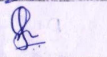
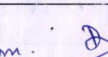

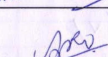
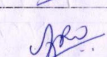
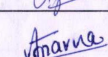
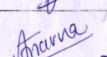
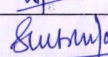
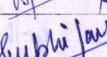
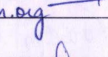
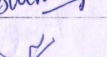
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

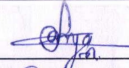
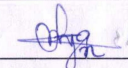














Sl. No.	Name	Designation & Institution	Mobile No. & E-Mail ID	16th October	17th October
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50 41	DR. PAUL V.J.	Aspiration - Block Medical Officer. Pannaram-CHC, Nayanad.	9037623545 Paulvj777@gmail		
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				Signature	
51	Athir Sankumar	DGAO, DPMU, Kollam	8547167085		
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55	DR. BETHULEKSHMI.S	JUNIOR ADMINISTRATIVE MEDICAL OFFICER DMOCH, PATHANAMTHITTA	8547839512 sethu.sella@gmail.com		
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Sl. No.	Name	Designation & Institution	Mobile No. & E-Mail ID	16th October	17th October
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19 61	GOSY FRANCIS	NSG. Supt. GHCH Neduvolancherry Tcdulckk	josyfrances2@gmail.com 9048470600		
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17 70	Lissamma Babraham	NSG. Supt. TH Balussery (ALD)	9946437717 lisasaji2414@gmail.com		

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Sl. No.	Name	Designation & Institution	Mobile No. & E-Mail ID	16th October	17th October
				Signature	
17 71	Dr. Jayajens. J	Assistant surgeon, Medical officer, PHC, Konnaathody.	8943866176		
72	Jouny-72	DAAO NAM Kozhikode	9946105165		
53 73	Twinkle. P.S	Nursing officer gr II THC Koolpuzha, Wayanad	9446455813		
54 74	Santhamma. T. S.	Retd Senior Nursing officer Wayanad.	8075181838		
75	Dr. Janadathan. P.V	DAAO, PTA	8547261361		
76	Shobana Banal. D	Senior Nursing officer Internal Assessor	8921568467		
77	Dr. Dahan in Channid. V.P	Quality Nodal officer Wayanad	9995065121		
78	Amprithy S	NSQ officer, GII, GH, PTA	9747312216		
79	Geetha O B	DAAO, TVPM	9947168359		
80	Augustine Joseph	Exl. Assessor	9048033163		

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				Signature	
30 81	VINOD.V.K	Health Inspector FAC Adakkaputhur (PALAKKAD CD)	9447717471 vinodvktthirunadhyaksh @gmail.com		
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86	Dr. Rujitha S. Nair	DEO (Quality) SPMSU	9746060658		
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88					
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90					