



INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING – Hyderabad, Telangana - REPORT

17th March - 19th March 2025





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 Systems Resource Centre in collaboration with the State's National Health Mission from 17th March to 19th March 2025.

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 aided participants with the tools, techniques, and support to health professionals to enable them to implement NQAS at a healthcare facility and thereby, take ownership of improving, sustaining, and creating a culture of quality care.

The State had nominated 95 participants and 86 of them attended the training including Program Officers, Medical Officers, Quality Consultants, Hospital managers, Public Health Nurses and Managers, Consultants etc. The training consisted of Thirteen (13) topics with Seven (07) exercises and group work activities for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural address by Dr Niranjan Kumar, Programme Officer, AAM who threw light on importance of Quality in Healthcare and the importance and need of this training.

A post-training evaluation exam was also taken during the training. A 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 of **84** participants who gave the exam, **73** participants (**87%**) cleared the post-evaluation exam and now will be certified Internal Assessors of NQAS for the Telangana state.

IA Cum SPT

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17th March to 19th March 2025, IIHFW, Hyderabad, Telangana

	Day-1, 17 th March 2024	
Time	Торіс	Resource Person
10:00AM - 10:30AM	Registration	
10:30AM – 10:45AM	Inaugural & Welcome Address	Niranjan Kumar
		PO,AAM
10:45AM – 12:00PM	Key Concepts of Quality & Overview of	Dr Aman Sharma
	NQAS	Consultant QPS - NHSRC
12:00PM – 12:15PM	Tea Break	
12:15PM - 01:00PM	Measurement system and Assessment	Dr Aman Sharma
	Protocols and Checklist	Consultant QPS - NHSRC
01:00PM - 02:00PM	Area of Concern - A (Service Provision) &	Dr.Yadiah
	Area of Concern - B (Patient Rights)	External Assessor
02:00PM – 02:45PM	Lunch	
02:45PM – 03:45PM	Area of Concern - C (Inputs) & Area of	Dr Rajeshwari
	Concern - D (Support Services)	External Assessor
03:45PM – 04:45PM	Area of Concern - E (Clinical Services)	Dr.Rajesh
		External Assessor
04:45PM – 05:00 PM	Tea Break	
05:00PM – 05:30PM	Group work	NHSRC & State Team

	Day 2, 18 March, 2025	
09:00 AM – 09:15 AM	Recap	State Team
09:15 AM – 11:00 AM	Prescription Audit and Medical Audit with Exercise	Mrs. Haritha
		AD-Lab services- TG SACS
11:00AM – 11:15AM	Tea Break	
11.15AM – 12:00PM	Patient Satisfaction Survey with CAPA with exercise	Dr. C. Sowmyasri
	with exercise	Quality Co-Ordinator in OGH
12:00PM – 01:45 PM	Area of Concern - G (Quality	Dr Aman Sharma
	Management) (G1-G7)	Consultant QPS - NHSRC
01:45PM - 02:30PM	Lunch Brea	k
02:30PM - 03:20PM	Area of Concern - G (Quality	Dr Aman Sharma
	Management) (G8-G10)	Consultant QPS - NHSRC
03:20PM - 04:30PM	Key Performance Indicators & Area of	Dr Aman Sharma
	Concern – H (Outcome)	Consultant QPS - NHSRC
04:30PM – 04:45 PM	Tea Break	
04:45PM – 05:30PM	Exercises	NHSRC & State Team
	Day-3, 19 th March 2025	
09:00AM – 09:15AM	Recap	State Team
09:15AM – 10:30AM	Area of Concern - F (Infection Control)	Dr Prasanth Vennela
		Public Health Specialist -
		Share India
10:30 AM - 10:45AM	Tea Break	

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10:45AM – 12:00AM	Key Concepts of Ayushman Arogya	Niranjan Kumar
	Mandir- Sub Centre & Strategy to	
	accelerate NQAS in Aspirational Blocks	PO, AAM
12:00PM – 01:00PM	Documentation and Certification	Dr Aman Sharma
	(Physical & Virtual) process	
		Consultant QPS - NHSRC
01:00PM - 02:00PM	Lunch Brea	k
02:00PM – 02:15PM	Instructions about Post Training	Dr Aman Sharma
	Evaluation Test	
		Consultant QPS - NHSRC
02:15PM – 03:15PM	Post Training Evaluation Test	NHSRC & State Team
03:15PM – 04:00PM	Valedictory and Feedback	Dr.Nanditha
		State Nodal Officer- QA

SESSION'S BRIEF

Торіс	Brief
Key Concept of Quality & Overview of NQAS Dr. Aman Sharma	The topic covered key concepts of Quality, the importance of Quality in healthcare, the Evolution of the National Quality Assurance Standards & their implementation framework, Various initiatives/schemes under the National Quality Assurance Program, rationale and context, etc. The session also covered a detailed discussion about the quality standards under National Quality assurance standards including the description of 8 Areas of Concern.
Measurement System and Assessment Protocols andChecklist Dr. Aman Sharma	It covered the concepts of the 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 a discussion of the different assessment methods and departmental checklists at various levels of the health facilities.
Area of Concern - A (Service Provision) & Area of Concern - B (Patient Rights) Dr. Yadiah	 This session covered the details of the Areas of Concerns – A: Service Provision and B: Patient Rights This session covered the availability of services in the healthcare facility and the rights and responsibilities of the patients and the healthcare providers.
	 This session covered the details of the Areas of Concerns – C: Inputs and D: Support Services This session covered the availability of structural things like infrastructure, HR, Drugs & Diagnostic Equipment, competency assessment, trainings etc.

	It also covered details of the support services like laundry, dietary, linen, housekeeping, security, and other outsourced services and regulatory requirements.
Area of Concern - E (Clinical Services) Dr. Rajesh	This session covered the details of the clinical processes starting from the registration of the patient in the healthcare facility to the discharge of the patient. This also covered the National Health Programmes and the Heamodialysis services.
Patient Satisfaction Survey Dr. C. Sowmyasri	Feedback mechanism is very important for continual improvement and the patient satisfaction survey helps in the continual improvement of the functioning of the hospital and its services. PSS gives an opportunity to the hospital for the betterment of the services provided by them. In this session, the trainer talked about the process of PSS, sampling, timeline etc of the PSS and its importance in the NQAS system for assured Quality services.
Prescription Audit and Medical Audit Mrs. Haritha	During this session, the participants were acquainted with the idea that a key component for understanding and improving patients' experience is ensuring that what is measured reflects. More emphasis was reflected on the whole idea that it is not about just collecting the PSS on a pre-defined attribute, but after the collection of responses, data should be analyzed to identify the lowest attributes and prepare an action plan for the closure of gaps identified during the survey. There could be more than oneidentified problem, the prioritization rule can be applied based on identified attributes and corrective and preventive action can be taken accordingly. The session was followed by an exercise to give a hands-onexperience to the participants.

Area of Concern - G (Quality	This session briefed the participants on the quality
Management) & Area of Concern – H (Outcome) Dr. Aman Sharma	management systems like Quality Team formation, PSS, Mission, Vision, process mapping, risk management framework, clinical governance, internal & external quality control mechanism. It also covered outcome indicators i.e. Productivity, Efficiency, Clinical care, and Service Quality Indicators. These indicators help in setting up the benchmarks and evaluating the performance of the healthcare facility against those set benchmarks.
Area of Concern - F (Infection Control) Dr Prasanth Vennela	The session covered the documentation process to be undertaken at various public health facilities under Quality. It also covered the list of documents required for applying for a NQAS application.
Key Concepts of Ayushman Arogya Mandir- Sub Health Centre Dr. Niranjan Kumar	The topic covered key concepts of Quality, the importance of NQAS in Ayushman Arogya Mandirs & their implementation framework in the AAM- Sub Health Centres.
Documentation and Certification Process Dr. Aman Sharma	The session covered the documentation process to be undertaken at various public health facilities under Quality. It also covered the list of documents required for applying for a NQAS application.

SI. No	The gap identified as the inputs received from the Hyderabad IA-SPT	Action to be taken	Responsibility	Status
1	Exercises could be conducted after every session	Exercises to be included after every session	Respective state consultants	On-going
2	Study material to be shared before training	Link to the QPS website/soft copy of the guidebooks to be shared with the participants during invitation.	IAT/IASPT coordinator in the state	

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Attendance Sheet for IA SPT – Hyderabad, Telangana (17th – 19th march 2025)

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Decimation	Designation	Medical officer	SN	Medical Officer	Staff Nurse	MO	SN	Medical Officer	Medical Officer	Medical Officer	CASIMO	CAS/MO	Staff Nurse	Quality PO	DQAM	PO
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	Result - IASPT, Hyderabd, Telangana - 17 MARCH 2025 to 19 MARCH 2025								
SL	Name of the participant	Designation	Phone No	Email ID	Result	IA Certificate Number			
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4	Ms. Saraswathi	SN	8074162441	saraswathikunja1619@ gmail.com	Pass	IA/2025/TS 04/04			
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6	Dr. A.Shilpa	Medical officer	9247397094	dermadrshilpa@gmail. com	Pass	IA/2025/TS 04/06			
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