



**INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING  
REPORT WEST BENGAL  
10<sup>th</sup> to 12<sup>th</sup> July 2024**

**Venue: Swastya Bhawan, Kolkata**

## **Background**

A Three-day training “Internal Assessors cum Service Providers Training” was conducted in the state of West Bengal by the National Health System Resource Centre in collaboration with the Dept. of Health and Family Welfare from 10<sup>th</sup> to 12<sup>th</sup> July 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 54 participants for the training including Asst. Hospital Superintendents, from different Districts. The training constituted eighteen (16) topics with seven (07) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Dr Siddhartha Niyogi, DHS, Govt of WB, 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. Out of a total of 54 participants, 50 participants (98%) cleared the post-evaluation exam and now will be empanelled as an internal assessors under the existing pool of NQAS. Also, 50 participants were joined on the last day for post-training evaluation, those who had already undergone training, but were not able to qualify.

QA training programmes have an inbuilt training evaluation system, where a feedback form is provided to each participant. Feedback from the participants is analyzed on a 5-point Likert scale. The overall rating of the training as per the analysis of the feedback from the participants was 4.66 on a 5-point Likert scale.



## IA cum SPT(ToT)

on

## National Quality Assurance Standards

10<sup>th</sup> to 12<sup>th</sup> July 2024, Kolkata, West Bengal

### Agenda



Day-1: 10.07.24

Time	Topic	Resource Person
9 AM - 09:30 AM	Registration with Breakfast	State
09:30 AM- 09:45 AM	Inaugural & Welcome Address	Dr Siddhartha Niyogi, DHS, Govt of WB
09:45 AM – 10:15 AM	Key Concepts and Principles of Quality	Dr Chinmayee Swain Sr Consultant-QPS
10:15 AM – 10:45 AM	Overview of National Quality Assurance Standards and Checklists	Dr Chinmayee Swain Sr Consultant-QPS
10:45 AM- 11:15 AM	Measurement System and Assessment Protocols	Dr Chinmayee Swain Sr Consultant-QPS
11:15 AM- 12:00PM	Overview of Area of Concern A	Dr Nirmalya Roy, SNO(QA)
12:00PM- 12:45 PM	Overview of Area of Concern B	Dr Nirmalya Roy, SNO(QA)
12:45 PM- 2 PM	Overview of Area of Concern C & D	Dr Ananya Ghoshal Mukherjee, Dy CMOH-IV, Paschim Bardhaman
<b>2 PM – 02:30 PM</b>	<b>Lunch</b>	
02:30 PM- 4 PM	Overview of Area of Concern E	Dr Urbi Das, State Consultant
<b>04 PM-4.15 PM</b>	<b>Tea Break</b>	
04:15 PM- 05:10 PM	Overview of Area of Concern F	Dr. Arijit Banerjee, State Consultant
5.10 PM-6 PM	Exercise on Measurement System	State Team

Day-2 11.07.24

09.30 AM – 10 AM	Recap and Gap Identification Exercise	Dr Nirmalya Roy, SNO(QA)
10 AM - 11 AM	Overview of Area of Concern G	Dr Chinmayee Swain Sr Consultant-QPS
11AM-11.15 AM	<b>Tea Break</b>	
11.15 AM – 11:45 AM	Patient Satisfaction Survey with Exercise	Smt Pushpita Ghanta, State Consultant
11:45 AM-	Overview of Area of Concern H and Key	Smt Pushpita Ghanta, State Consultant

12:30 PM	Performance Indicators	
12:30 PM – 01 PM	PDCA / 5S with Exercise	NHSRC/State
1PM-1.45 PM	Process Mapping with Exercise	State Team
1.45 PM-2.30 PM	Prescription Audit with Exercise	State Team
<b>2.30 PM – 03:00 PM</b>	<b>Lunch Break</b>	
03:00 PM – 05:00 PM	Facility Visit at Saltlake SDH	State Team
05:00 PM-5.30 PM	Documentation in Quality with Exercise	State Team
05:30 PM – 6PM	Internal Assessment and Gap Analysis with Exercise	State Team

<b>Day-3 12.07.24</b>		
09:30 AM – 10 AM	Recap	Dr Nirmalya Roy, SNO(QA)
09:30 AM - 10:30 AM	Clinical Governance	Dr Chinmayee Swain Sr Consultant-QPS
<b>10:30 AM - 10:45 AM</b>	<b>Tea Break</b>	
10:45 AM – 11:15 AM	7 Basic Quality Tools with Exercise	Dr Chinmayee Swain Sr Consultant-QPS
11:15 AM-12:30 PM	Documentation and Certification Process with Exercise	Dr Chinmayee Swain Sr Consultant-QPS
12:30 PM – 01:00 PM	Risk Management and Prioritization with Exercise	Dr Ananya Ghoshal Mukherjee,Dy CMOH-IV,Paschim Bardhaman
<b>01:00 PM – 02:00 PM</b>	<b>Lunch Break</b>	
02:00 PM – 03:00 PM	Post-Training Evaluation Test	NHSRC/State
03:00 PM – 03:30 PM	Valedictory and Feedback	NHSRC/State

## **SESSION'S BRIEF**

Topic	Speaker	Description
Key Concepts and Principles of Quality, Overview of National Quality Assurance Standards	Dr. Chinmayee Swain	This session 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.
Measurement system and Assessment Protocol and Checklist	Dr. Chinmayee Swain	This session covered the concepts of the Measurement system under the National Quality Assurance standards. It described 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 different assessment methods and departmental checklists at various levels of healthcare facilities.
Quality standards under NQAS- AOC A (Service Provision) & B (Patient Rights)	Dr Nirmalya Roy, SNO(QA)	The session included 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.
Quality standard under NQAS-AOC C (Inputs) & D (Support Services)	Dr Ananya Ghoshal Mukherjee, Dy CMOH-IV, Paschim Bardhaman	It included the inputs required by a facility for healthcare service delivery, covering the availability of adequate infrastructure, human resources, training, competencies, and the availability of essential drugs and consumables. Under support services, a detailed discussion of 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 requirements, etc.
Quality standard under NQAS-AOC E (Clinical Services)	Dr Urbi Das, State Consultant	The session briefed participants regarding the general & specific clinical service standards from E1 to E24. It covered the process from registration to discharge and end of life under these standards, including the referral service. The session also discussed the importance of quality of clinical services with a focus on standards of special Clinical services such as nursing care, drug administration, patient record maintenance, and discharge process, etc.
Quality standard under NQAS-AOC F	Dr. Arijit Banerjee, State	The session covered a detailed discussion about infection control practices and the standard precautions to be taken into

(Infection Control)	Consultant	consideration. It included the discussion on the latest biomedical rules and the amendments with a focus on the implementation and assessment of infection control practices at public healthcare facilities. Additionally, the key concepts of an Infection Control Audit were briefed to the participants.
Quality standard under NQAS-AOC G (Quality Management)	Dr. Chinmayee Swain	The session covered the steps in the formation of a quality team in the facility and, the importance of recording minutes of meetings (MOM) after every meeting. It also explained implementing IQAS and EQAS at the facility, conducting quarterly internal assessments of all the departments, identifying gaps, and mitigation plans to close them. The formation of the Quality policy and the objectives of the facility were also discussed.
PSS with Exercises	Smt. Pushpita Ghanta, State Consultant	The session covered all the steps related to the Patient Satisfaction Survey including the calculation of PSS score. Also, she discussed about the CAPA (Corrective Action & Preventive Action) for the lowest attributing score.
Quality standard under NQAS-AOC -H (Outcome)	Smt. Pushpita Ghanta, State Consultant	The session included a discussion on the KPIs and Outcome indicators under the NQAS along with their calculation, reporting, and analysis at the facility, district & state levels.
PDCA / 5S with Exercise	Dr Nirmalya Roy, SNO(QA)	This session taught the 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. The concept was well-illustrated with examples. It also illustrated that by implementing 5S, we can minimize waste, streamline procedures, and ensure a sustainable foundation for quality in the facility, with an exercise.
Process Mapping with Exercise	Dr Nirmalya Roy, SNO(QA)	This session helped participants gain a clear understanding of how a process functions, identify areas for improvement, and ensure consistent quality outputs, with an exercise by the participants.
Prescription Audit with exercise	Dr Nirmalya Roy, SNO(QA)	It covered how to conduct a prescription audit at the facility with the help of an example. The exercise was done by the participants on prescription audit.
Internal Assessment and Gap Analysis with Exercise	Dr Urbi Das, State Consultant	This session covered the process for internal assessment and then identifying the gaps with an exercise by the participants.
Risk Management and Prioritization with Exercise	Dr Ananya Ghoshal Mukherjee, Dy CMOH-IV, Paschim	This session covered the approach to identifying potential risks that could hinder the quality objectives and assess the likelihood and impact of each risk, allowing focus on the most critical ones. The exercise was done by the participants.

	Bardhaman	
Clinical Governance	Dr. Chinmayee Swain	This session covered Clinical Governance in the facility and conducting different audits was re-explained briefly.
7 Basic Quality Tools with Exercise	Dr. Chinmayee Swain	This session included all the Quality tools and methods that can be used for quality improvement in the facility. The speaker had a very interactive session with the participants with hands-on exercises on the Quality Tools.
Documentation and Certification Process with Exercise	Dr. Arijit Banerjee, State Consultant	This session covered the documentation process for an assessment to be conducted. elaborated on the documents needed to apply for certification and the criteria to get the facility certified. The exercise was conducted by the participants.

The training ended with oral feedback followed by an address from the State Nodal Officer – Quality Assurance of the state. He has addressed the participants to implement the knowledge gained in the training at the facility level and support the other staff in implementing it. With his short address, the training ended with a vote of thanks to all the participants, speakers, and administrative people supported to conduct the successful training.

**Feedback Analysis of IA cum SPT (TOT model), Rajasthan**  
**8<sup>th</sup> April to 10<sup>th</sup> April 2024**

**Day 1**

Sl.NO	Name of the Session	Resource Person	Average
1	Key Concept and Principles of Quality	Dr. Chinmayee Swain	4.76
2	Overview of National Quality Assurance Standards and Checklists	Dr. Chinmayee Swain	4.76
3	Overview of Area of Concern and checklists and Measurement system and Assessment Protocols	Dr. Chinmayee Swain	4.76

**Day 2**

6	Area of Concern G (Quality Management)	Dr Chinmayee Swain	4.71
7	Patient Satisfaction Survey with Exercise	Dr Puspita Ghanta	4.50
8	Overview of Area of Concern H and Key Performance Indicators	Dr Puspita Ghanta	4.50
9	PDCA / 5S with Exercise	Dr Nirmal Roy	4.71
10	Process Mapping with Exercise	Dr Nirmal Roy	4.71
11	Prescription Audit with Exercise	Dr Nirmal Roy	4.71
12	Documentation in Quality with Exercise	Dr Arijit Banerjee	4.58
13	Internal Assessment and Gap Analysis with Exercise	Dr Urbi Das	4.53

**Day 3**

14	Risk Management and Prioritization with Exercise	Dr Ananya	4.71
15	Clinical Governance	Dr Chinmayee Swain	4.71
16	7 Basic Quality Tools with Exercise	Dr Chinmayee Swain	4.71
17	Documentation and Certification Process with Exercise	Dr Arijit Banerjee	4.60

**The average score of Trainers**

Sl.NO	Name of the Trainer	No. of Sessions Covered	Average
1	Dr Chinmayee Swain	4	4.74
2	Dr Nirmal Roy	4	4.74
3	Dr Ananya	2	4.70
4	Dr Arijit	1	4.60
5	Dr Urbi	1	4.60
6	Ms. Puspita		4.60

**Total Average = 4.66**



**List of qualified participants**

Sr. No.	Name of District	Name	Designation	Certificate
1	Cooch Behar	Abdul Serif	Assistant Superintendent	IA/2024/WB6/01
2	Bankura	Abhisek Bit	Assistant Superintendent	IA/2024/WB6/02
3	Hooghly	Amitangshu Sil	District Consultant Quality Monitoring	IA/2024/WB6/03
4	Basirhat HD	Anjan Mondal	DCQM	IA/2024/WB6/04
5	Diamond Harbour HD	Ankita Gargari	Assistant Superintendent	IA/2024/WB6/05
6	Purulia	Ankita Kole	Assistant Superintendent	IA/2024/WB6/06
7	Purba Medinipur	Anupam Jana	Assistant Superintendent	IA/2024/WB6/07
8	Paschim Medinipur	Anupam Maiti	Assistant Superintendent	IA/2024/WB6/08
9	Purba Medinipur	Arnab Kumar Munian	Assistant Superintendent	IA/2024/WB6/09
10	Purulia	Atish kumar Gorai	DCQM	IA/2024/WB6/10
11	Dakshin Dinajpur	Ayyan Sinha	Assistant Superintendent	IA/2024/WB6/11
12	Kolkata	Banti Chakraborty	Assistant Superintendent	IA/2024/WB6/12
13	Birbhum	Bhaskar Mandal	DCQM	IA/2024/WB6/13
14	Bankura	Biman Mandal	DMPH	IA/2024/WB6/14
15	Rampurhat HD	Bipasha Chakrabarty	FCQM	IA/2024/WB6/15
16	Alipurduar	Bipul Bose	Assistant Superintendent	IA/2024/WB6/16
17	North 24 Parganas	Chanchala Mondal	FCQM	IA/2024/WB6/17
18	Alipurduar	Chinmoy Naskar	Assistant Superintendent	IA/2024/WB6/18
19	North 24 Parganas	Dilip Kumar Bain	FCQM	IA/2024/WB6/19
20	Darjeeling	Dr Arnab Kumar Mishra	DMQA	IA/2024/WB6/20
21	Hooghly	Dr. Amrit Kumar Sen	DMQA	IA/2024/WB6/21
22	Jhargram	Dr. Anand Jaiswal	FCQM	IA/2024/WB6/22
23	Basirhat HD	Dr. Arindam Saha	DMQA	IA/2024/WB6/23
24	Uttar Dinajpur	Dr. Arindam Saha	DMQA	IA/2024/WB6/24
25	Jhargram	Dr. Binova Ojha	DMQA	IA/2024/WB6/25
26	Dakshin Dinajpur	Dr. Biswajit Jana	DMQA	IA/2024/WB6/26
27	South 24 Parganas	Dr. Debanjan Sahu	FCQM	IA/2024/WB6/27
28	Birbhum	Dr. Debprotim Gupta	DMPH	IA/2024/WB6/28

29	South 24 Parganas	Dr. Dipanjan Chowdhury	DMQA	IA/2024/WB6/29
30	Rampurhat HD	Dr. Kousik Roy	DMQA	IA/2024/WB6/30
31	Dakshin Dinajpur	Dr. Kumarjit Chatterjee	DMPH	IA/2024/WB6/31
32	North 24 Parganas	Dr. Manoranjan Paul Chowdhury	DMQA	IA/2024/WB6/32
33	Hooghly	Dr. Mayura Biswas Roy	FCQM	IA/2024/WB6/33
34	Bishnupur HD	Dr. Minakshi Maity	Dy. CMOH I	IA/2024/WB6/34
35	Purba Bardhaman	Dr. Mousam Ghosh	DMPH	IA/2024/WB6/35
36	Nadia	Dr. Nitu Chowdhury	DMPH	IA/2024/WB6/36
37	Howrah	Dr. Ranjoy Krishna Nath	DMPH	IA/2024/WB6/37
38	Bishnupur HD	Dr. Rounak Das	DMPH	IA/2024/WB6/38
39	Paschim Bardhaman	Dr. Ruchismita Deb	FCQM	IA/2024/WB6/39
40	Purba Bardhaman	Dr. Sandip Sinha	DMQA	IA/2024/WB6/40
41	South 24 Parganas	Dr. Soumitra Halder	DMPH	IA/2024/WB6/41
42	Purba Bardhaman	Dr. Soumya Mondal	FCQM	IA/2024/WB6/42
43	North 24 Parganas	Dr. Soumyadip Mukherjee	DMPH	IA/2024/WB6/43
44	Paschim Medinipur	Dr. Soumyajit Das	DMPH	IA/2024/WB6/44
45	Rampurhat HD	Dr. Souradip Pal	DMPH	IA/2024/WB6/45
46	Hooghly	Dr. Srijeet Adhikari	DMPH	IA/2024/WB6/46
47	Howrah	Dr. Subhojit Santra	DMQA	IA/2024/WB6/47
48	Murshidabad	Dr. Supriya Dey	DMPH	IA/2024/WB6/48
49	Nadia	Dr. Titir Das	FCQM	IA/2024/WB6/49
50	Murshidabad	Gourab Sarkar	Assistant Superintendent	IA/2024/WB6/50
51	Jhargram	Gouranga Paira	Assistant Superintendent	IA/2024/WB6/51
52	Darjeeling	Goutam Das	Assistant Superintendent	IA/2024/WB6/52
53	State	Jay Prakash Laheri	Executive Assisstant	IA/2024/WB6/53
54	Uttar Dinajpur	Jit Mondal	DCQM	IA/2024/WB6/54
55	Jhargram	Kankan Das	Assistant Superintendent	IA/2024/WB6/55
56	Cooch Behar	KISHOR BARMAN	Assistant Superintendent	IA/2024/WB6/56
57	Kolkata	Kollol Khan	Assistant Superintendent	IA/2024/WB6/57
58	Darjeeling	Krishna Ghosh	Assistant Superintendent	IA/2024/WB6/58

59	Murshidabad	Krishnendu Barman	Assistant Superintendent	IA/2024/WB6/59
60	Alipurduar	Krishnendu Biswas	Assistant Superintendent	IA/2024/WB6/60
61	Hooghly	Kuheli Chowdhury	Assistant Superintendent	IA/2024/WB6/61
62	Jhargram	Kumar Kankan Munian	Assistant Superintendent	IA/2024/WB6/62
63	Uttar Dinajpur	Madhusudan Dasgupta	FCQM	IA/2024/WB6/63
64	Kolkata	Mahuya Chowdhury Paul	Deputy Superintendent	IA/2024/WB6/64
65	Purulia	Mandira Halder	DMQA	IA/2024/WB6/65
66	Birbhum	Md. Mosibul Hoque	Assistant Superintendent	IA/2024/WB6/66
67	Rampurhat HD	Mohona Nandi	DCQM	IA/2024/WB6/67
68	Jalpaiguri	Moloy Kanti Dey	Assistant Superintendent	IA/2024/WB6/68
69	South 24 Parganas	Monali Ghosh	FCQM	IA/2024/WB6/69
70	Purba Medinipur	Moumita Gantait	FCQM	IA/2024/WB6/70
71	Jalpaiguri	Nikhil Hawladar	FCQM	IA/2024/WB6/71
72	Purulia	Oindrilla Dutta	Assistant Superintendent	IA/2024/WB6/72
73	MALDA	PALLABI MONDAL	Assistant Superintendent	IA/2024/WB6/73
74	Paschim Medinipur	Pratik Mondal	Assistant Superintendent	IA/2024/WB6/74
75	Cooch Behar	PRITHA PAUL	Assistant Superintendent	IA/2024/WB6/75
76	State	Puspita Ghanta	SCQM	IA/2024/WB6/76
77	RAMPURHAT HD	Rakhi Mondal	Assistant Superintendent	IA/2024/WB6/77
78	Howrah	RIA BASU	Assistant Superintendent	IA/2024/WB6/78
79	South 24 Parganas	Ritesh Kr. Mallick	Assistant Superintendent	IA/2024/WB6/79
80	Jalpaiguri	Saikat Dhara	Assistant Superintendent	IA/2024/WB6/80
81	Dakshin Dinajpur	Sajmin Hossain	Assistant Superintendent	IA/2024/WB6/81
82	Murshidabad	Sanam Haseen	District Consultant Quality Monitoring	IA/2024/WB6/82
83	Uttar Dinajpur	SANDIPAN MUKHERJEE	Assistant Superintendent	IA/2024/WB6/83
84	Malda	Santanu Karmakar	Assistant Superintendent	IA/2024/WB6/84
85	Kolkata	SARMISTHA SINHA	Assistant Superintendent	IA/2024/WB6/85
86	Nandigram DH	Sayantoni Ghosh	FCQM	IA/2024/WB6/86
87	Nadia	Sikta Biswas	DCQM	IA/2024/WB6/87
88	Uttar Dinajpur	Sohel Ahmed	Assistant Superintendent	IA/2024/WB6/88
89	Nandigram HD	Somnath Mishra	Assistant Superintendent	IA/2024/WB6/89
90	Howrah	Sonali Patra	FCQM	IA/2024/WB6/90

91	State	Soumavo Banerjee	Executive Assisstant	IA/2024/WB6/91
92	Birbhum	Sourav Mandal	FCQM	IA/2024/WB6/92
93	Howrah	SOURINI BOSE	Assistant Superintendent	IA/2024/WB6/93
94	Paschim Medinipur	Souvik Maity	DCQM	IA/2024/WB6/94
95	Kalimpong	Subhrajit Ghosh	Assistant Superintendent	IA/2024/WB6/95
96	Jalpaiguri	Sudeb Shit	DCQM	IA/2024/WB6/96
97	Bishnupur HD	Sudeshna Garai	FCQM	IA/2024/WB6/97
98	Kolkata	Suparna Ray	Assistant Superintendent	IA/2024/WB6/98
99	Paschim Bardhaman	Surabhi Goswami Banerjee	FCQM	IA/2024/WB6/99
100	Purba Medinipore	Suvadip Maity	DCQM	IA/2024/WB6/100
101	Alipurduar	Swastika Chhetri	DMPH	IA/2024/WB6/101
102	Bankura	Tamal Basu	Assistant Superintendent	IA/2024/WB6/102
103	Nadia	Taposh Paul	Assistant Superintendent	IA/2024/WB6/103
104	Bankura	Towsif Ahamed Mallick	Assistant Superintendent	IA/2024/WB6/104