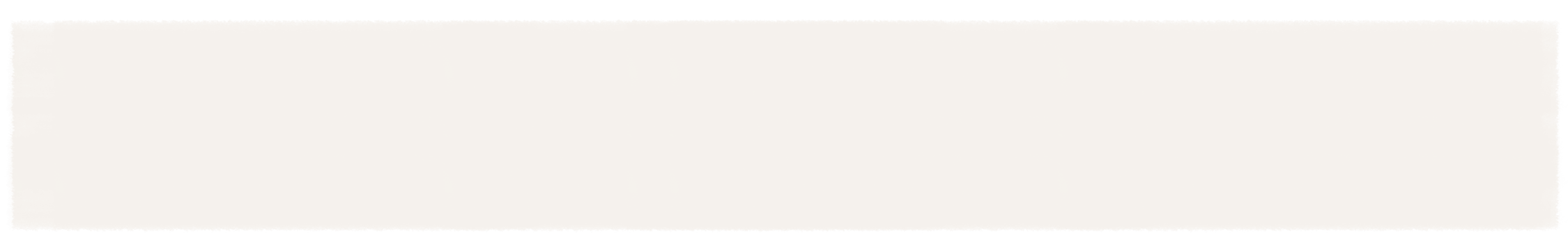
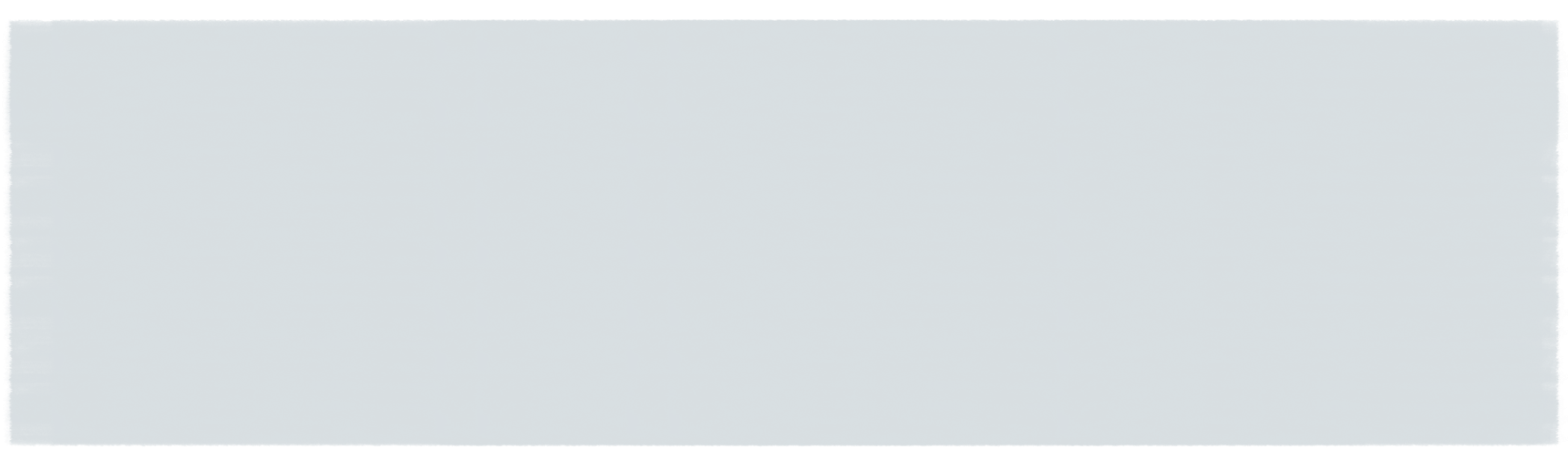
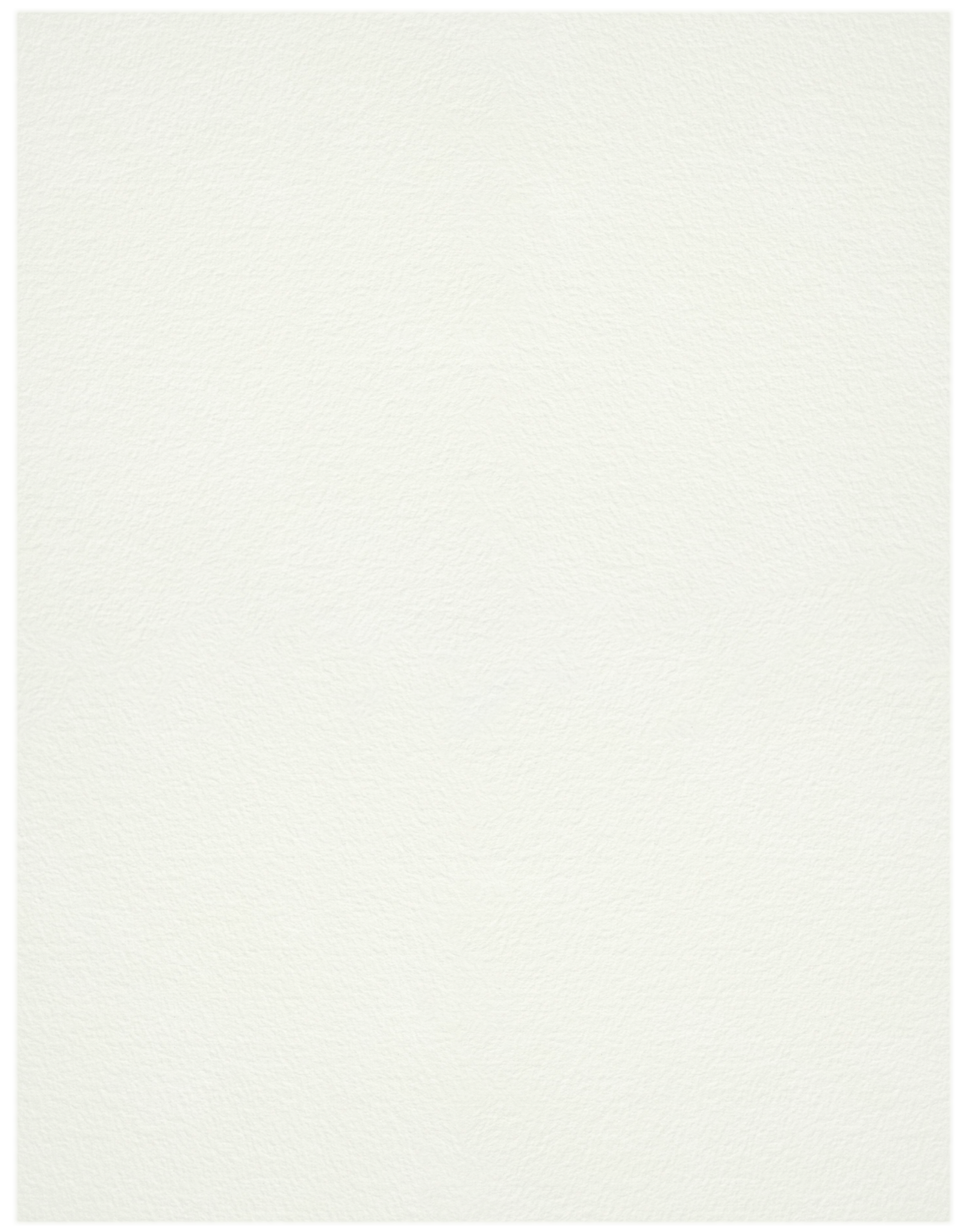
**INTERNAL ASSESSORS TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS.**



**18TH TO 19TH MAY 2015 SHIMLA**

**DR. PARMINDER GAUTAM**

**Conducted by:**

**National Health System Resource Centre**

**in collaboration with National Health Mission, Himachal Pradesh.**

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**TRAINING REPORT: INTERNAL ASSESSOR’S TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS**

**TRAINING COORDINATOR:** Dr PARMINDER GAUTAM (Sr. Consultant, NHSRC, New Delhi)

Dr.ALKA GUPTA(Nodal officer for QAHimachal Pradesh)

**DATE OF TRAINING: 18TH TO 19TH MAY 2015**

**PLACE OF TRAINING**: State Institute of Health and Family Welfare, Parimahal, Shimla, Himachal Pradesh.

**PARTICIPANTS OF TRAINING:** Total no. 34

**OVERVIEW:**

2-days Internal Assessor training was conducted in state of Himachal Pradesh by National Health System Resource centre) in collaboration with National Health Mission (NHM) Himachal Pradeshfrom 18th to 19th May, 2015.

Main objective of the training was to provide an overview of National Quality Assurance Standards as well as to develop state internal Assessor for the NQAS program. To fulfil the main objective state nominated 34 participants for the training which include SMOs, MOs, Faculty from Indira Gandhi Medical College Shimka and Dr.Rajendra Prasad Government Medical College, Tanda, State Nodal officer for QA, , Pathologist, Pediatrician, Microbiologist, Medical Specialist, District Family Welfare Officers, and District Program Officers.

Training started with inaugural Key note by Prinicipal, SiHFW, who discuss about importance of the Quality in Healthcare system & assure participants about state support for Quality assurance in state. 2 day training was spread in to 10 Topics & 4 exercises for Hands on experience about various methodologies of the assessment.

Training was followed by Post training evaluation, which is attended by 34 participants. Post training evaluation contain open book exam with Question paper having 42 multiple-choice Questions. Maximum Marks for Question paper is 40. Passing marks for exam was 60%. Out of ***34 participants 32 has passed, and Two of them failed to clear the the internal Assessor Exam***

Training program have inbuilt training course evaluation system, where training feedback form is provided to each participant. Feedback of participants has been analyzed on 5 point scale***. Overall score for training program was 4.11 on a Five-point scale.***

**Training Agenda:**

**Session Brief**

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| --- | --- |
| Topic | Session Brief |
| Day -1 (18-05--2015) | |
| Overview of National Quality Assurance Program and Measurement system and Assessment Protocols | Session covers concepts of Quality, discussion about various definitions of Quality, Development of National Quality Assurance Standards & their implementation framework at state & district level, Key features of NQAP and NQAS, Measurement system of National Quality Assurance standards. Elaboration of 8 Area of Concerns, Standards, Measurable Elements & checkpoints. It also cover overview about scoring & their methodology. A detailed discussion about 18 checklists of District Hospital Level. |
| Standards for Service Provision , Patient Rights & Inputs | Session cover an elaborative discussion about first 3 area of concern i.e. Service Provision, Patient rights & Input. It includes thorough understanding about availability of services & discussion on patient rights. It includes availability of infrastructure, human resource and their training, competencies & also availability of consumables & drugs. |
| Case study | Case Study of Labour room is given to participants for better understanding of scoring system as well as hands on experience about assessment. Individually all participants had worked upon case study followed by formulation of score card for Area of Concern A, B & C. Followed by thorough discussion about all the checkpoints |
| Standards for General Clinical Services | Session include importance of clinical services as well as discussion on 9 standards of Clinical services which includes assessment of Quality of registration, admission, consultation services, assessment & reassessment of in patients, their care during transfer & referral. It also include discussion about nursing care, drug administration, patient record maintenance and discharge process etc. |
| Standards for Support Services | Session Include importance of support services in public healthcare facilities as well as detailed discussion on 12 standards of Support services. It also include detailed discussion on Maintenance of equipments, calibration, inventory management, dietary services, Laundry services, Security services, Community participation, financial management, contract management & Statutory requirement etc. |
| Group Activity | Group activity is about identification of Standards & their area of concern. During Exercise one key word is given to each participant & they have to identify in which area of concern & standard it falls. |
| Day -2 (19-05-2015) | |
| Standards for Specific & RMNCHA Services | Session include discussion about Assessment of quality of specific clinical services like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank as well as end of life care. It also include discussion on RMNCHA services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services |
| Standards for Infection Control | Session includes detailed discussion about standards precautions as well as infection control committee. It includes elaborative details on how to assess the infection control practices at public health care facilities |
| Standards for Quality Management | Session include discussion on 8 standards of Quality Management system. It also include how to assess Quality policy, objective, SOP, PSS, process mapping etc |
| Key Performance Indicators | Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI at facility, district & state level |
| Roadmap for Quality Assurance | Session include compilation of all standards & step need to take for assessment as well as guideline for implementation after gap finding. It also include guidance about activities that can be started at facility along with assessment process. |
| Post Training Evaluation | At last Post training Evaluation of participants has been conducted. Post training evolution contain 40 Multiple choice Questions. Participants are allowed to use their notes & assessment guidebook for answering question paper. |

**TRAINING FEEDBACK EVALUATION**

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| --- | --- | --- |
| **S.NO** | **SESSION DETAILS** | **AVERAGE SCORE** |
|  | OVERVIEW OF NATIONAL QA PROGRAM & STANDARDS. (DR. P.G) | **4.31** |
|  | AREA OF CONCERN A, B, & C (DR. D.S) | **4.06** |
|  | CASE STURY (LABOUR ROOM) | **4.06** |
|  | GENERAL CLINICAL SERVICES (DR. S.A.) | **4.00** |
|  | GROUP ACTIVITY | **4.09** |
|  | SPECIFIC CLINICAL SERVICES &RMNCH+A (DR. P.G) | **4.20** |
|  | SUPPORT SERVICES (DR. S.A.) | **3.97** |
|  | INFECTION CONTROL (DR. D.S.) | **4.09** |
|  | KPI (DR. S.A.) | **3.94** |
|  | QUALITY MANAGEMENT & ROAD MAP (DR. P.G.) | **4.23** |
|  | KAYAKALP ASSESSMENT (DR. P.G.) | **4.26** |
|  | **AVERAGE** | **4.11** |

**DETAILS OF PARTICIPANTS APPEARED IN INTERNAL ASSESSOR EXAM WITH RESULT**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **RESULTS OF FIRST INTERNAL ASSESSOR TRAINING-HIMACHAL PRADESH** | | | | | | | |
| ***18 TO 19 MAY AT SIHFW, PARI MAHAL, SHIMLA, HP*** | | | | | | | |
| **S.No.** | **Name of Participant** | **Name of Facility** | **Designation** | **Contact number** | **Marks obtained** | **Result** | **Email ID** |
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