

# **Punjab Internal Assessor Training on National Quality Assurance Standards**



**16<sup>th</sup> to 17<sup>th</sup> June 2015**

**Conducted by:**  
**National Health System Resource Centre in collaboration with**  
**PHSC, Mohali**

**TRAINING COORDINATOR:** Dr Sushant Kumar Agrawal (Consultant, NHSRC, New Delhi)  
Dr. Parvinder Pal Kaur, Additional Director QA Punjab

**DATE OF TRAINING:** 16<sup>th</sup> to 17<sup>th</sup> June 2015

**PLACE OF TRAINING:** SIHFW Auditorium, PHSC Mohali

**PARTICIPANTS OF TRAINING:** Total no. 60-. (*List attached in Annexure I*)

**COURSE OVERVIEW:** The course schedule (*Attached in Annexure II*)

**OBJECTIVES OF TRAINING:**

The specific objectives of the Training programme were: -

- A) To set up pool of Internal Assessors for state of Punjab.
- B) To equip assessors with knowledge of key concepts, tools and methodologies of National quality assurance standards.
- C) Provide skill to assessors to independently assess different area of concern, measurable elements & checklist
- D) To develop skills and acumen to carry out internal evaluation as well as assessment of hospitals.

**BACKGROUND**

Under National Health Mission, to improve the quality of Health care services at public hospitals, Ministry of Health & Family welfare, Govt. of India, has launched National Quality Assurance Standards. To comply these standards, Govt. has launched operational Guidelines as well as Assessor's Guidebook for District hospitals, CHC (FRU) and PHC (24X7).

For implementation and certification under National Quality Assurance Standards (NQAS), 4 types of trainings courses were designed i.e. one day Awareness training, two days Internal Assessor Training, three day Service provider training and five day External Assessor training.

Two day internal assessor training is mandated for assessors who will periodically assessed their facilities covering all critical departments and action plan would be prepared on observed non conformities.

Main aim of training is to provide complete understanding of standards, their sub components, & scoring methodology to aspiring Internal Assessors.

There is fixed curriculum for the training extended up to period of two days, followed by written evaluation of aspiring Internal Assessor. In evaluation, if trainer would be able to score minimum 60 % of marks, than he/she will be awarded with Internal Assessor Certification for NQAS & eligible as an empanelled Internal Assessor for the State.

## **EXECUTIVE SERVICE**

2<sup>nd</sup> Internal Assessor training was conducted by NHSRC in collaboration with PHSC, Punjab from 16<sup>th</sup> June, 2015 to 17<sup>th</sup> June, 2015 at SIHFW Auditorium, PHSC Mohali.

The aim of training was to strengthen assessor's knowledge of key concepts, tools, and methodologies for assessment of National Quality assurance Standards. Course curriculum for training was prepared by the NHSRC and was duly syndicated with state. Participants were from diverse background including Deputy Medical Commissioner, District Family Welfare Officers, Nodal Officers, SMO's, Medical officers, Matrons and Nursing sisters from 11 districts of Punjab like Barnala, Ferozepur, Fategarh sahib, Faridkot, Fazilka, Gurdaspur, Moga, Muktsar, Nawanshahr, Pathankot, Kapurthala selected by state.

The participants were given-

1. A copy of Operational Guideline for National Quality Assurance in public health care.
2. A copy of Assessor's guidebook for District Hospital.(Volume1 & Volume 2)
3. A Bag with writing pad and pen.
4. Instruction's for Participant about "Internal Assessor's Training.
5. Hard copy of Exercises and material wherever required during training.

Dynamic Training tools like Group discussions; Interactions, individual work etc. has been used to facilitate focused learning and keep the interest of the audience alive.

The programme had 15 Sessions, spread over a period of two day.

Feedback from the participants was taken and the report contains analysis and suggestions given by the participants.

Training was started with welcome speech from Dr. Parvinder Pal Kaur (AD, QA) followed by opening remark of Dr. A.K.Dutta (Short term Consultant- QI, NHRSC).

The overall rating of the programme in feedback was excellent with an overall score of 4.10 on a 5 point scale.

## DAYWISE SUMMERY OF THE PRESENTATIONS

### DAY 1

In the first presentation of the training **Dr.Sushant Agrawal, Consultant, QI, NHSRC gave an Overview of National Quality Assurance Program**. He discussed about the existing models of quality like NABH, ISO, IPHS etc and there implication on public health. He emphasized on need of Pro- Public Health quality model which give flexibility to the states to customize, sustainable and scalable, low cost of implementation. He introduced national quality assurance program and briefly explained eight key features of QA program namely –

1. Unified organizational framework
2. Quality assurance standards
3. Continual assessment and scoring
4. Assessment Methodology
5. Training and Capacity building
6. Inbuilt quality improvement model
7. Certification at state and national level
8. Incentives and sustenance



Dr.Sushant Agrawal Consultant, NHSRC also explained about measurement system of NQAS and the relationship between the areas of concern -Standard -measurable element – Checkpoint and approaches for assessment. Dr.Sushant also provided snapshot of all eight areas of concerns and the standards concerning them. Participants were explained about the scoring patterns and the method to obtain the cumulative hospital score card. A brief introduction of eighteen checklists was also provided. This helped the participants to acquaint themselves with the newly introduced National Quality Assurance standards



The next presenter for the day was **Ms.Vinny Arora, she explained about the Area of concern "Service Provision"**. During the session participants were given a detailed explanation about all the standards of Area of Concern service provision which include

curative service, RMNCH+A services, Support Services, National Health Program, diagnostic services & services as per community needs. Participants were given details about the availability of services at facility as per state norms /IPHS.



**During this session Ms.Vinny also covered Area of Concern B & C “Assessment of Patient Rights & Inputs “.** In her presentation she explained about the patient rights which explain about accessibility of services along with their availability & services provided in dignified manner for its acceptance by clients (patients). She continued her presentation with “**Area of Concern C -Inputs”** and explained about infrastructure availability & adequacy, physical safety, fire safety, HR availability & their training requirement & availability of equipments & instruments.

**Post lunch** session was started by Dr.A.K.Dutta and discussed about **Area of Concern E Clinical services.** This session only includes standards E1 to E9 i.e General Clinical services standards. He explained about admission, consultation & discharge processes of hospital, other than that it include standards for clinical assessment & reassessment, continuity of care, nursing processes, identification of high risk & vulnerable patients, use of STGs, drug administration& record maintenance. Participants were encouraged to discuss day to day challenges faced by them in improving the quality of clinical services.

**Next session was started by Dr.Sushant Agrawal with an exercise called- Identifying Standards.** Dr.Sushant distributed some small slips to all participants with some “key words”, all participants were expected to identify standards based upon that key words, and they were instructed to form group based upon “Area of Concern”. Total 8 groups were formed and then participants came one by one and described their respective standards and areas of concern. This exercise was appreciated by all participants and gave clear view about areas of concern and standards.

The last session of the day was about some part of **Area of concern E “Clinical Services”** which was taken by Dr. A.K.Dutta. He covered Specific clinical services from **E10 to E-16** like ICU, Accident and Emergency department of the Hospital. Dr. Dutta also explained best practices and quality standards as per NQAS for both of these departments.

## DAY-2

Day 2 was initiated with a brief recap of all the sessions of Day 1 by **Dr. Sushant**. Participants were encouraged to talk about their understanding from day-1.

First session of the day was started by Dr. A.K.Dutta with the session of **area of concern clinical services- RMNCH+A Services**. Dr.Dutta explained standards related to RMNCH+A services and explained about the Quality of ANC services, labour room protocol etc during this session.



Next session of the day was started by Dr. Sushant with the session of **Area of Concern D - Support Services**. Participants were given a snapshot of 12 standards and the concerning measurable elements. Dr. Sushant related real life situations faced by staff working in support services of the hospital and encouraged the participants to share their comments.

Followed by this **Dr.Sushant Agrawal presented about Exercise on Gap Analysis and action planning**, Participants were distributed format for gap analysis. Dr. Sushant shown 3 photographs related to many gaps assessed in a district Hospital. Participants were instructed to find the gap and name corresponding standards, measurable elements. They were also instructed to categorized gaps into structure, process and outcome. They also instructed to categorized these gap based upon the severity also.

Next session was presented by **Ms. Vinny Arora with an exercise called 'Labour Room Exercise'**". In this exercise one sheet of paper was distributed to all participants, which was about the observation of assessment done by assessor. All participants were instructed to fill the checklist of Labour Room from area of concern A to C.

Based upon the score generated by the participants Ms.Vinny Arora explained how this scoring can be done in excel sheet. She also explained about the methodology of Hospital wise scoring, Department wise scoring and Area of concern wise scoring.

Session was followed by Ms.Vinny Arora presentation on **Area of Concern F - Infection Control**. All the six standards related to infection control namely infection control program, Hand Hygiene practices, use of Personal protective equipments, processing of equipment and instruments ,Physical layout and environmental control of the patient care areas & Bio

medical waste management were explained. She demonstrated six steps of Hand washing and discussed practical issues related to infection control during her session. Followed by this one **Video about "Infection control practices"** was shown by her.



After this session Dr.Sushant Agrawal presented on **"Key Performance Indicators"**. Participants were explained about all the 30 indicators mentioned in the operational guidelines and were given examples to calculate each indicator. This session was very participative as it engaged all the participants for guessing formula of each indicator's.

This was followed by session on **Area of concern G -Quality Management"** which was taken by **Ms.Vinny Arora**, during the session participants were given a holistic view about PDCA cycle. Dr.Sushant had divided the PDCA cycle among all the eight standards for better understanding. "Plan" included standards on organizational framework, Quality policy and objectives & -SOP's, "Do" included process approach ,Patient and employee satisfaction, "Check" include patient and employee satisfaction, Internal and external QA programs and "Act"- Tools and methods of Quality improvement.

Last session of this training was "Introduction of Swachata Abhiyan and KAYAKALP Scheme of GOI, which was discussed by Ms.Vinny Arora. Ms.Vinny first discussed about the swachata Guideline and its importance in Public health facilities. Followed by this she also explained about GOI Scheme of "KAYAKALP". She said for FY-2015-16, State is supposed to take all District Hospital under this scheme; best district hospital will get Rs. 50 Lakhs, followed by 2<sup>nd</sup> prize of 20 lakhs and consolation award of Rs. 3 lakhs for facilities scored more than 70%. State can propose budget under this scheme for its implementation under Supplementary PIP.

After completion of session, participants were given question paper with 42 multiple choice questions. 3 set of question paper were prepared for evaluation (A,B and C).

## PARTICIPANT FEEDBACK

Following examination feedback was taken from participants. Evaluation of participant feedback is taken on 5 point scale. Analysis of Participant feedback is attached in *Annexure IV*. Overall Average scoring was of 4.10 out of 5.

### MOST LIKED SESSIONS WERE:

Name of Session & Presenter	Score
Standard for Infection Control- Ms.Vinny Arora	4.22
Standard for Support Services- Dr.Sushant Agrawal	4.16
Swachhta Guideline and "KAYAKALP"- Ms.Vinny Arora	4.16
Standard for Service Provision, Patient Rights and Input-Ms. Vinny Arora	4.14
Standard for General Clinical Services Dr.A.K.Dutta	4.14
Key Performance Indicators Dr.Sushant Agrawal	4.12

### SUGGESTIONS TO IMPROVE THE TRAINING

1. Number of training days should be increased.
2. Follow up of training should also be done.
3. Hospital visit for live assessment should also be done.
4. More interactive
5. Video films especially in BMW, Infection Control etc.
6. More exercises.



**Annexure I**

<b>Post Training Evaluation of INTERNAL ASSESSOR Training- 2nd Batch (16th to 17th June 2015), Punjab</b>				
<b>S.No.</b>	<b>Name of Participant</b>	<b>Name of Facility</b>	<b>Designation</b>	<b>Contact number</b>
1	DR MANDEEP SINGH	DH FAZILKA	MEDICAL OFFICER	9464094288
2	DR SURJIT SINGH	TARN TARAN	DISTRICT FAMILY WELFARE OFFICER	752983328
3	DR MANJIT SINGH	FARIDKOT	NODAL OFFICER	9872010013
4	DR KULDEEP RAI	CH NAWANSHAHAR	PAEDIATRICIAN	9814150275
5	DR KEWAL RAM	KAPURTHALA	DISTRICT FAMILY WELFARE OFFICER	9872817140
6	DR GULSHAN KUMAR	KAPURTHALA	DEPUTY MEDICAL COMMISIONAR	9815937388
7	DR ARVINDER GILL	CH MOGA	SENOIR MEDICAL OFFICER	9814036869
8	DR SANJIV KUMAR JAIN	CH MOGA	MEDICAL OFFICER	9464094684
9	DR VIJAY KUMAR GUPTA	BARNALA	DISTRICT FAMILY WELFARE OFFICER	9872209209
10	DR RAJESH KUMAR SHARMA	CS OFFICE FAZILKA	DEPUTY MEDICAL COMMISIONAR	9216361493
11	DR MOHINDER SINGH	BARNALA	DEPUTY MEDICAL COMMISIONAR	9878577667
12	DR CHUNI LAL		DISTRICT FAMILY WELFARE OFFICER	9872044737
13	DR SATISH KUMAR SHARMA	PATHANKOT	DEPUTY MEDICAL COMMISIONAR	9888359515
14	DR AVINASH KUMAR BANSAL	CH BARNALA	MEDICAL OFFICER	9872973354
15	DR SWARAN SINGH	CS OFFICE FETAHGARH SAHIB	DISTRICT FAMILY WELFARE OFFICER	9814473277
16	DR SANDEEP SINGH GILL	DH FATEHGARH	NODAL OFFICER	9417080588
17	DR CHARANJIT SINGH KAHLON	CS OFFICE GURDASPUR	DISTRICT FAMILY WELFARE OFFICER	9464059890
18	DR PARDEEP KUMAR AGGARWAL	FEROZEPUR	SENOIR MEDICAL OFFICER	9417281700
19	DR SUKHPAL SINGH	CH MUKTSAR	DEPUTY MEDICAL COMMISIONAR	8146900210
20	DR GAWINDER KUMAR HANS	CS OFFICE GURDASPUR	DEPUTY MEDICAL COMMISIONAR	9464080088

21	DR SANDEEP DHAWAN	CH	MEDICAL OFFICER	9815979369
22	DR H N SHARMA	ROPAR	DISTRICT FAMILY WELFARE OFFICER	9872025382
23	DR RAVI KANT	CH PATHANKOT	MEDICAL OFFICER	9780413452
24	DR RANJIT SINGH BUTTAR	AMRITSAR	DISTRICT FAMILY WELFARE OFFICER	9501833665
25	DR LASHKAR	CH PATHANKOT	SENOIR MEDICAL OFFICER	9417807715
26	DR RAJINDER KUMAR	CH	SENOIR MEDICAL OFFICER	9876243335
27	DR TARSEM SINGH		DISTRICT FAMILY WELFARE OFFICER	9814171360
28	DR VIJAY KUMAR	CH GURDASPUR	MEDICAL OFFICER	9041980048
29	DR HARVINDER SINGH	DH NAWANSHAHR	SENOIR MEDICAL OFFICER	9815022840
30	DR MONINDER SINGH	CS OFFICE LUDHIANA	DISTRICT FAMILY WELFARE OFFICER	9815175049
31	DR SHINGARA SINGH	MOGA	SENOIR MEDICAL OFFICER	9814241537
32	MS HARMEET KAUR	DH FATEHGARH SAHIB	NURSING SISTER	9417157290
33	DR RAVINDER KLAIR		DISTRICT FAMILY WELFARE OFFICER	9814046367
34	DR GIAN CHAND	FARIDKOT	DISTRICT FAMILY WELFARE OFFICER	98145177440
35	DR DEVINDER BHUKAL	CH FAZILKA	SENOIR MEDICAL OFFICER	9872840537
36	DR JAGRITI CHANDER		DISTRICT FAMILY WELFARE OFFICER	9417261255
37	DR JAGPAL SINGH BASI	SAS NAGAR MOHALI	DISTRICT FAMILY WELFARE OFFICER	8427310008
38	DR ROSHAN LAL	CH KAPARTHALA	SENOIR MEDICAL OFFICER	9888425380
39	DR MEENAKSHI ABROL	CS OFFICE FZR	DISTRICT FAMILY WELFARE OFFICER	9814744804
40	DR SATISH KUMAR	CH MUKTSAR	NODAL OFFICER	9814215614
41	DR VANITA BHULLAR		NODAL OFFICER	9815749549
42	DR ASHA KIRAN	CS OFFICE MANSA	DISTRICT FAMILY WELFARE OFFICER	9417682173
43	DR MUNISH KUMAR	CS OFFICE BARNALA	NODAL OFFICER	9815954645

44	DR JIWAN KUMAR	MOGA	DEPUTY MEDICAL COMMISIONAR	9872139555
45	DR RACHHPAL SINGH	PHC SUJJON	SENOIR MEDICAL OFFICER	9417246024
46	DR DESH RAJ	CS OFFICE	ACS	9417233127
47	MS JASMAIL KAUR	CH FARIDKOT	NURSING SISTER	9646200760
48	MS NEELAM BEDI	CH PATHANKOT	NURSING SISTER	9780906691
49	DR SUDHIR KUMAR	CH GURDASPUR	SENOIR MEDICAL OFFICER	9417130560
50	MS RAJRANI	CH	NURSING SISTER	9815522370
51	DR HARI NARAYAN SINGH	CH SRI MUKTSAR SAHIB	SENOIR MEDICAL OFFICER	9855991438
52	MS LAKHWINDER KAUR	CH GURDASPUR	NURSING SISTER	9988377518
53	MS CHARANJIT KAUR		NURSING SISTER	9814429630
54	MS RAJ KUMARI	CH ALKAPRTHALA	MATRON	8437900927
55	DR GURNIDERJIT KAUR	CH	NURSING SISTER	9915988026
56	MS ANJANA RANI	CH FAZILKA	NURSING SISTER	9878606195
57	DR MANJIT SINGH DHALIWAL	FATEH GARH SAHIB	DEPUTY MEDICAL COMMISIONAR	9814100784
58	DR MALKIT SINGH	DH FETAHGARH SAHIB	SENOIR MEDICAL OFFICER	9915105774
59	MS RAMESH KUMARI		NURSING SISTER	9646136135
60	MS HAMIR KAUR	CH BARNALA	NURSING SISTER	9855888605

## Annexure II

Time	Topic	Resource Person
<b>Day-01 ( 16<sup>th</sup> June 2015)</b>		
09:00 am - 09:30 am	Registration	
09:30 am - 10:00 am	Inaugural Address	MD NHM
10:00 am - 11:30 am	Overview of National Quality Assurance Program and Measurement System	Dr. Sushant Agrawal
11:30 am- 11:45 am	Tea	
11:45 am - 12:45 pm	Standards for Service Provision , Patient Rights & Inputs	Ms.Vinny Arora
12:45 pm-1:30 pm	Group Activity: Identifying Standards	Dr. Sushant Agrawal
1:30 pm - 2:15 pm	Lunch	
2:15 pm – 3:00 pm	Standards for General Clinical Services	Dr.A.K.Dutta
3:00 pm- 3:45 pm	Exercise	Ms. Vinny Arora
3.45 pm – 4.00 pm	Tea	
4:00 p.m. – 5.00 p.m.	Standards for Specific Clinical Services	Dr. A.K.Dutta
<b>Day-02 ( 17<sup>th</sup> June)</b>		
09:00 a.m. - 09:15 a.m.	Recap	
09:15 a.m. - 10:00 a.m.	Standards for RMNCH+A Services	Dr.A.K.Dutta
10:00 a.m. - 10:45 a.m.	Standards for Support Services	Dr. Sushant Agrawal
10:45 a.m. - 11:30 a.m.	Standards for Infection Control	Ms. Vinny Arora
11:30 am – 11:45 am	Tea	
11:45 p.m. - 12:30 p.m.	Key Performance Indicators	Dr. Sushant Agrawal
12:30 p.m. - 01:15 p.m.	Standards for Quality Management	Ms. Vinny Arora
01:15 p.m. – 02:00 p.m.	Lunch	
02:00 p.m. - 02:45 p.m.	Exercise: Gap analysis & Action Planning	Dr. Sushant Agrawal
02:45 p.m. - 03:15 p.m.	Introduction of “Swachata Guideline” & “KAYAKALP”	Ms.Vinny Arora
03:15 p.m. - 04:15 p.m.	Post Training Evaluation & Feedback	NHSRC Team
04:15 p.m – 04:30 p.m	Tea	
04:30 p.m. - 04:45 p.m.	Roadmap for Quality Assurance	Dr. Parvinder Pal Kaur

<b>Annexure-111</b>	
<b>Internal Assessor Training, Punjab Participant Feedback Evaluation</b>	
<b>Topic</b>	<b>Average</b>
<b>Day 1 (16/06/2015)</b>	
Overview of National Quality Assurance Program Dr. Sushant Agrawal	3.95
Standards for Service Provision, Patient Rights and Inputs Ms.Vinny Arora	4.14
Group Activities-Identifying Standards Dr.Sushant Kumar Agrawal	4.05
Standards for General Clinical Services Dr.A.K.Dutta	4.14
Exercise:- Labour Room Ms. Vinny Arora	4.14
Standards for Specific Clinical Services Dr.A.K.Dutta	3.98
<b>Day 2 (17/06/2015)</b>	
Standards for RMNCH+A Services Dr.A.K.Dutta	4.11
Standards for Support Services Dr. Sushant Agrawal	4.16
Standards for Infection Control Ms.Vinny Arora	4.22
Standards for Quality Management Dr. Sushant Agrawal	4.07
Key Performance Indicators Dr.Sushant Agrawal	4.12
Exercise Gap Analysis and Action Planning Dr.Sushant Agrawal	4.24
Swachata Guideline and "KAYAKALP" Ms.Vinny Arora	4.16
Road Map for Quality Assurance Dr. Parvinder Pal Kaur	3.94
<b>Overall Average</b>	<b>4.10</b>