**HARYANA INTERNAL ASSESSOR TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS**

**9th -11hMarch, 2015 at Panchkula**

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**Conducted by:**

**National Health System Resource Centre in collaboration with**

**Haryana State Health Resource Centre.**

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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.MONIKA NARANG (Nodal officer for QA HSHRC Haryana)

**DATE OF TRAINING: 9th to 11th March 2015 (Two Batches)**

**Batch One: 9th to 10th March 2015**

**Batch Two: 10th to 11th March 2015**

**PLACE OF TRAINING**: Hotel Red Bishop, Panchkula, Haryana.

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

**OVERVIEW:**

Two batches of 2-days Internal Assessor training was conducted in state of Haryana by National Health System Resource centre) in collaboration with HSHRC (Haryana Health State Health Resource Centre) and National Health Mission (NHM) Haryana from 9th to 11th March, 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 has nominated 60 participants for the training which include SMOs, MOs, Quality Managers, Matron, , Pathologist, Pediatrician, Microbiologist, Medical Specialist, District Improvement Coordinators from URC ASSIt.

Training started with inaugural Key note by Dr.Ashish Gupta, ED HSHRC 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 60 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 ***60 participants 52 has passed, 7 failed and one did not appeared for 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 4.0 on a Five-point scale.***

**Training Agenda**

**Internal Assessor’s Training on National Quality Assurance Standards**

**9-10thMarch, 2015: Haryana**

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| --- | --- | --- |
| **Time** | **Topic** | **Resource Person** |
| 9:00AM-9:30 AM | **Registration** |  |
| 09:30AM -10:00 AM | **Inaugural Address MD NHM** |  |
| 10:00-10:45 AM | **Overview of National Quality Assurance Program** | **Dr. Parminder Gautam** |
| 10:45- 11:00 AM | Tea | |
| 11.00-12:00 | **Measurement System for Quality Assurance & Assessment Protocol** | **Ms.Sanyukta** |
| 12.00PM-1:00 PM | **Standards for Service Provision , Patient Rights& Inputs** | **Dr. Nikhil Prakash** |
| 1.00 PM -2.00 PM | **Lunch** | |
| 2.00 PM -3.00 PM | **Case Study 1** | **Mr.Sushant** |
| 3.00PM -3:45 PM | **Standards for Support Services** | **Mr.SushantAggarwal** |
| 3:45-4:00 | **Tea** | |
| 4.00 PM -4.45 PM | **Standards for Clinical Services ( General& RMNCHA)** | **Dr. Nikhil Prakash** |
| 4.45-5.30 | **Group Activity- Identifying Standards** | **Ms Richa** |
| **Day-2** | | |
| 9:00 AM -9:30 AM | **Recap** |  |
| 9.30 AM - 10.45 AM | **Standards for Clinical Services (Specific)** | **Dr. Parminder Gautam** |
| 10.45 AM -11.00 AM | **Tea** | |
| 11.00 AM -11.45 PM | **Standards for Infection Control** | **Ms.Richa Sharma** |
| 11.45PM - 12.30 PM | **Key Performance Indicators** | **Mr.SushantAggarwal** |
| 12.30PM - 1.15 PM | **Standards for Quality Management** | **Ms.Richa Sharma** |
| 1.15 PM -2.00 PM | **Lunch** | |
| 2.00 PM -2.45 PM | **Exercise Gap analysis & Action Planning** | **Ms.Richa Sharma** |
| 2.45 PM -3.30 PM | **Roadmap for Quality Assurance** | **Dr Parminder Gautam** |
| 3.30 PM -3.45PM | **Tea** | |
| 3.45 PM -4.45 PM | **Post Training Evaluation** |  |
| 4.45 PM - 5.15PM | **Feedback & Valedictory** |  |

**Internal Assessor’s Training on National Quality Assurance Standards**

**10-11 March, 2015: Haryana**

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| --- | --- | --- |
| **Time** | **Topic** | **Resource Person** |
| 9:00AM-9:30 AM | **Registration** |  |
| 09:30AM -10:00 AM | **Inaugural Address MD NHM** |  |
| 10:00-10:45 AM | **Overview of National Quality Assurance Program** | **Dr. Nikhil Prakash** |
| 10:45- 11:00 AM | Tea | |
| 11.00-12:00 | **Measurement System for Quality Assurance & Assessment Protocol** | **Ms.Sanyukta** |
| 12.00PM-1:00 PM | **Standards for Service Provision , Patient Rights& Inputs** | **Dr. Nikhil Prakash** |
| 1.00 PM -2.00 PM | **Lunch** | |
| 2.00 PM -3.00 PM | **Case Study 1** | **Dr. Nikhil Prakash** |
| 3.00PM -3:45 PM | **Standards on Support Services** | **Mr SushantAggarwal** |
| 3:45-4:00 | **Tea** | |
| 4.00 PM -4.45 PM | **Standards for Clinical Services (General & RMNCHA)** | **Dr. Nikhil Prakash** |
| 4.45-5.30 | **Group Activity- Identifying Standards** |  |
| **Day-2** | | |
| 9:00 AM -9:30 AM | **Recap** |  |
| 9.30 AM - 10.45 AM | **Standards for Clinical Services (Specific )** | **Dr Parminder Gautam** |
| 10.45 AM -11.00 AM | **Tea** | |
| 11.00 AM -11.45 PM | **Standards for Infection Control** | **Ms.Richa Sharma** |
| 11.45PM - 12.30 PM | **Standards for Quality Management** | **Dr. Parminder Gautam** |
| 12.30PM - 1.15 PM | **Key Performance Indicators** | **Ms.Richa Sharma** |
| 1.15 PM -2.00 PM | **Lunch** | |
| 2.00 PM -2.45 PM | **Exercise Gap analysis & Action Planning** | **Ms.Richa Sharma** |
| 2.45 PM -3.30 PM | **Roadmap for Quality Assurance** | **Dr. Parminder Gautam** |
| 3.30 PM -3.45PM | **Tea** | |
| 3.45 PM -4.45 PM | **Post Training Evaluation** |  |
| 4.45 PM - 5.15PM | **Feedback & Valedictory** |  |

**Session Brief**

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| Topic | Session Brief |
| Day -1 | |
| Overview of National Quality Assurance Program | Session covers concepts of Quality, discussion about various definitions of Quality, Development of National Quality Assurance Standards & their implementation framework at state & district level. |
| Measurement System for Quality Assurance & Assessment Protocol Ms.Sanyukta | Session covers understanding about 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 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. |
| 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. |
| 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 | |
| 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 |
| Exercise – Gap Analysis & Action Planning | Session include identification of gaps with the help of photographs as well as identification of standards & Area of concern related to gaps |
| 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 (Batch-I; overall score 4.0 on 5-point Likart Scale)**

|  |  |  |
| --- | --- | --- |
| **S.NO** | **SESSION DETAILS** | **AVERAGE SCORE** |
| **1** | Overview of NQAP (Dr. Parminder Gautam) | **4.13** |
| **2** | Measurement System for QA & Assessment protocols (Ms. Samyukta Kashyap) | **3.71** |
|  | Standards for Service Provision, Patient Rights & Inputs (Dr. Nikhil Prakash Gupta) | **4.04** |
| **3** | Exercise-Identifying Standards | **4.04** |
| **4** | Standards for support Services (Dr. Sushant Aggarwal | **4.00** |
| **5** | Standards for General Clinica &RMNCH+A (Dr. Nikhil Prakash Gupta) | **3.88** |
| **6** | Standards for Infection Control (Ms. Richa Sharma) | **3.92** |
| **7** | Standards for Specific Clinical Services (Dr. Parminder Gautam) | **4.33** |
| **8** | Standards for Quality Management (Ms. Richa Sharma) | **3.75** |
| **9** | Key Performance Indicators (Dr. Sushant Aggarwal) | **3.88** |
| **10** | Exercise Gap Analysis-Dr. Nikhil P. Gupta | **3.88** |
| **11** | Road map for Quality Assuracne (Dr. Parminder Gautam) | **4.42** |

**TRAINING FEEDBACK EVALUATION (Batch-II, overall score 3.96 on 5-point Likart Scale)**

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| **S.NO** | **SESSION DETAILS** | **AVERAGE** |
| **1** | Overview of NQAP (Dr. Nikhil.P.Gupta) | **3.67** |
| **2** | Measurement System for QA & Assessment protocols (Ms. Samyukta Kashyap) | **3.60** |
| **3** | Standards for Service Provision, Patient Rights & Inputs (Dr. Nikhil Prakash Gupta) | **3.73** |
| **4** | Case study-1 | **4.07** |
| **5** | Standards for Clinica servicesl-General (Dr. Nikhil Prakash Gupta | **3.67** |
| **6** | Standards for support Services (Dr. Sushant Aggarwa) | **3.77** |
| **7** | Exercise-Identifying Standards. | **3.86** |
| **8** | Standards for Specific Clinical Services (Dr. Parminder Gautam) | **4.30** |
| **9** | Standards for Infection Control (Ms. Richa Sharma) | **4.20** |
| **10** | Standards for Quality Management (Dr. Parminder Gautam) | **4.27** |
| **11** | Key Performance Indicators (Ms. Richa Sharma) | **4.13** |
| **12** | Exercise Gap Analysis-Dr. Nikhil P. Gupta | **4.17** |
| **13** | Standards for RMNCH+A services.(Dr. Nikhil.P.Gupta) | **4.10** |

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

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| **Post Training Evaluation of INTERNAL ASSESSOR Training-II Batches (9th, 10th & 11th March 2015)** | | | | | | |
| **S.No.** | **Name of Participant** | **Name of Facility** | **Designation** | **Contact number** | **Email ID** | **Marks/40** |
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