**Karnataka Internal Assessor’s Training Report**

**29th-30th March 2016**

**Ms. Richa Sharma**

**Internal Assessor Training**

**Date-29th-30th March 2016**

**To:** Consultant Quality Assurance, District Family welfare officer, District Surgeons, District Quality Managers, Gynecologist , pediatricians, specialists ,general surgeons of **Karnataka**

**From**: National Health System Resource Centre (NHSRC)

**Subject:** 2 Days Internal Assessor Training.

**Venue:** Conference Hall, Indian Medical Association, Near Tipu fort.

**Overview:**

 2 day Internal Assessor training was conducted in state of Karnataka by National Health System Resource centre in collaboration with KHSDRP ,Bangalore on 29th-30th March 2016.

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 fulfill the main objective state has nominated 82 participants for the training which include Consultant Quality Assurance, District Family welfare officer, District Surgeons, Admin cum program assistant, District Quality Managers, Gynecologist ,pediatricians, specialists and general surgeons from all 31 districts.

Training started with inaugural Key note by Dr .Sajjan Kumar Joint Director ,KHSDRP. Dr Kumar discussed about importance of the Quality in Healthcare system & assured 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 82 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 will be 60%. **60 participants passed the 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 3.86 out of 5.**

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

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| **Time****(24 Hours )** | **Topic** | **Resource Person** |
| **Day-01** |
| 09:00 - 09:30  | **Registration**  |  |
| 09:30 - 10.00 | **Inaugural Address by MD,NHM** |  |
| 10:00 - 10:45 | **Overview of Quality & National Quality Assurance Program**  | **Dr. Parminder Gautam** |
| **10:45** - **11:00** | **Tea** |
| 11:00 - 12:00 | **Measurement System for Quality assurance its assessment protocol &Standards** | **Mr. Rajesh N** |
| 12:00 - 13:00 | **Standards for Service Provision, Patient Rights & Inputs** | **Ms. Richa Sharma**  |
| 13:00 - 14:00 | **Lunch** |
| 14:00- 14:45 | **Exercise on Area of Concern-A, B, C (Case study-01)** | **Ms. Richa Sharma** |
| 14:45 – 16:00 | **Standards for Specific Clinical Services**  | **Dr. Parminder Gautam** |
| 15:45 - 16:00 | **Tea** |
| 16.00 – 16:45 | **Standard for General Clinical Services** | **Ms. Richa Sharma** |
| 16:45-17:30 | **Identification of Standards Exercise**  | **Mr. Rajesh N** |
| **Day-02** |
| 09:00 - 09:30 | **Recap** |  |
| 09:30 - 10:15 | **Standard for RMNCHA** | **State Resource**  |
| 10:15 - 11:00 | **Standards for Support Services** | **Mr. Rajesh** |
| 11:00– 11:15 | **Tea** |
| 11:15 - 12:15 | **Key Performance Indicators**  | **Ms. Richa Sharma** |
| 12:15-13:00 | **Standards for Quality Management** | **Mr. Rajesh N** |
| 13:00 - 13:45 | **Lunch** |
| 13:45 - 14:45 | **Standard for Infection Control** | **Ms. Richa Sharma** |
| 14:45-15:30 | **Exercise on gap identification** | **Mr. Rajesh** |
| 15:30-16:30 | **Post Training evaluation** |  |
| 16:30-17:00 | **Road Ahead** | **Ms. Richa Sharma** |

**Session Brief**

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| Topic | Session Brief |
| Day -1 (14-5-2015) |
| Overview of National Quality Assurance Program Dr. Parminder Gautam | 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 ProtocolMr. Rajesh | 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 Ms. Richa Sharma | 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 studyMr.Rajesh | 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 Specific clinical ServicesDr Parminder Gautam | 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 General Clinical Services Ms. Richa Sharma  | 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 ActivityMr. Rajesh | 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 (15-5-2015) |
| Standards for RMNCHA services  |  It included discussion on RMNCHA services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services |
| Standards for Support ServicesMr. Rajesh | 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 Infection ControlMs. Richa Sharma | 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 |
| Key Performance IndicatorsMs. Richa Sharma | Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI at facility, district & state level |
| Standards for Quality ManagementMr. Rajesh | Session include discussion on 8 standards of Quality Management system. It also include how to assess Quality policy, objective, SOP, PSS, process mapping etc |
| Roadmap for Quality Assurance Ms.Richa | 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 Course Evaluation**

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| **Topic** | **Score**  |
| OVERVIEW OF NATIONAL QA PROGRAM | **3.92** |
| MEASUREMENT SYSTEM FOR QUALITY ASSURANCE & ASSESSMENT PROTOCOL | **3.64** |
| STANDARD FOR SERVICE PROVISION, PATIENT RIGHTS AND INPUTS | **4.08** |
| CASE STUDIES | **3.94** |
| STANDARD FOR SPECIFIC CLINICAL SERVICES | **4.06** |
| STANDARD FOR GENERAL CLINICAL SERVICES | **4.02** |
| GROUP ACITIVITY-IDENTIFYING STANDARDS | **3.57** |
| STANDARDS FOR RMNCHA | **3.44** |
| STANDARDS FOR SUPPORT SERVICES | **3.52** |
| KEY PERFORMANCE INDICATORS | **4.12** |
| STANDARDS FOR QUALITY MANAGEMENT  | **3.83** |
| STANDARDS FOR INFECTION CONTROL | **4.14** |
| OVERVIEW OF NATIONAL QA PROGRAM | **3.92** |

**Details of Participants appeared in Internal Assessor Exam**

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| **Results for Internal Assessor Training Bangalore(29th -30th March 2016) Karnataka** |
| **Total Appeared- 82** |
| **Total Passed- 60** |
| Result percentage-73% |
| **Sr No** | **Name** | **Designation** | **Marks Obtained** | **Percentage** | **Result** |
| 1 | Ishwarbabu Sindagi | DQM, bagalkote | 37 | 92.5 | **Passed** |
| 2 | Dr. Rashmi M | DQM,Wenlok, Mangalore | 35 | 87.5 | **Passed** |
| 3 | Dr. Santosh Kanchyani | DQM, DH Vijayapura | 35 | 87.5 | **Passed** |
| 4 | Dr. Shivaleela S Shirol | DistrictQuality Manager (DQM) Chigateri District hospital,Davangere | 34 | 85 | **Passed** |
| 5 | Dr. Nishantha RT | DQM, Chickballapura | 34 | 85 | **Passed** |
| 6 | Dr. Lakshmipathy RN | RCHO,Ramanagara | 33 | 82.5 | **Passed** |
| 7 | Iranna M Malaghan | ACPA,Vijayapura | 33 | 82.5 | **Passed** |
| 8 | Dr. Raghavendera Hallur | State consultant, KHSDRP | 32 | 80 | **Passed** |
| 9 | Nataraj Salagundi | DQM,Koppal | 31 | 77.5 | **Passed** |
| 10 | Anand Kumar G | Pathologist,DH Gadag | 31 | 77.5 | **Passed** |
| 11 | Dr. TA Eswaraiah | DS, DH Tumkur | 31 | 77.5 | **Passed** |
| 12 | Dr. Mahima AN | Taluk Health Officer,DH Chikkaballapur | 31 | 77.5 | **Passed** |
| 13 | S C patil | ENT Surgeon | 30 | 75 | **Passed** |
| 14 | Dr. Raghavendera Shilpi | DQM, DH, Chikmagalore | 30 | 75 | **Passed** |
| 15 | Dr. Vijayendra Mahadevappa | Specialist,DH Kalaburagi | 30 | 75 | **Passed** |
| 16 | K.Anil Kumar  | Nurse, DH jayanagar, Bangalore | 30 | 75 | **Passed** |
| 17 | Dr. Vinod Kumar B.B | DQM,Kalaburagi | 30 | 75 | **Passed** |
| 18 | Dr. Yogesh Gowda | CHO, DH Ramnagar | 30 | 75 | **Passed** |
| 19 | Dr. Sreerama CJ | Pediatrician, DH Chitradurga | 29 | 72.5 | **Passed** |
| 20 | Dr. P bharathi | DFMO, Kolar | 29 | 72.5 | **Passed** |
| 21 | Shreedhar S Bengeri | DQM, DH Haveri | 29 | 72.5 | **Passed** |
| 22 | Dr. santosh babu | Anesthisiologist, DH Chickballapur | 29 | 72.5 | **Passed** |
| 23 | K Manjula | ACPA,Koppal | 29 | 72.5 | **Passed** |
| 24 | Dr. M.K Muniraju | DS, DH ramanagara | 29 | 72.5 | **Passed** |
| 25 | Bhagyawati Yatish | State QI consultant,KSHSRC | 29 | 72.5 | **Passed** |
| 26 | Dr. Sumitha K | Specialist,Dh Tumkur | 29 | 72.5 | **Passed** |
| 27 | Dr. Hema S Bhaskar  | Senior Specialist,Dh Kolar | 29 | 72.5 | **Passed** |
| 28 | Gungappa P Jugale | pediatrician, DH Chitradurga | 28 | 70 | **Passed** |
| 29 | Dr.Pradeep Kumar BH | DQM,Kolar | 28 | 70 | **Passed** |
| 30 | Dr.Madhsoodana Nayak | RMO, DH Udupi | 28 | 70 | **Passed** |
| 31 | Dr. Venkat Reddy | DH Yadgir | 28 | 70 | **Passed** |
| 32 | KC Murali Mohan | ACPA,DH Kolar | 27 | 67.5 | **Passed** |
| 33 | Shaista Anium ARA | ACPA,DH Tumkur | 27 | 67.5 | **Passed** |
| 34 | Dr. Vaseem Imran | General Surgeon,DH Tumkur | 27 | 67.5 | **Passed** |
| 35 | Dr. Dinesh Kamath | Senior Specialist,Wenlok Hospital | 27 | 67.5 | **Passed** |
| 36 | Dr. Manjula | DS,DH Chikkaballapur | 27 | 67.5 | **Passed** |
| 37 | Dr.K.b Muthappa | DS, nadi keri Kodagu | 27 | 67.5 | **Passed** |
| 38 | Pushpalatha S |  Admin cum Program assistant (ACPA),District Hospital,Chickballapur | 26 | 65 | **Passed** |
| 39 | Dr. Anantaraddik Radder | District Surgeon (DS),Bagalkot | 26 | 65 | **Passed** |
| 40 | Giridhar R Kuknoor | Senior Specialist, DH Dharwad | 26 | 65 | **Passed** |
| 41 | Dr. Rajesh MN | Pschiatrist,DH Chamarajnagar | 26 | 65 | **Passed** |
| 42 | Dr. Rajeshwari B | DQM,DH Chitradurga | 26 | 65 | **Passed** |
| 43 | Dr. Prashanth B | DFWO,Tumkur  | 25 | 62.5 | **Passed** |
| 44 | Bhavya TS | ACPA,ramanagara | 25 | 62.5 | **Passed** |
| 45 | Dr. S.B Danaraddi | DFWO,Koppal | 25 | 62.5 | **Passed** |
| 46 | Dr. Cosudha | DFWO, | 25 | 62.5 | **Passed** |
| 47 | B G Naresh | ACPA | 24 | 60 | **Passed** |
| 48 | Dr. Kishor Kumar | Specialist,DH Karwar | 24 | 60 | **Passed** |
| 49 | Shambhulinga N Bankar | ACPA,DH Haveri  | 24 | 60 | **Passed** |
| 50 | Rajesh K | ACPA,DH Chamarajanagar | 24 | 60 | **Passed** |
| 51 | Ravi | ACPA Udupi | 24 | 60 | **Passed** |
| 52 | Dr. K. Jagadeesh | DS,Chitradurga | 24 | 60 | **Passed** |
| 53 | Dr. Shri ramaraok | FWO,DH Udupi | 24 | 60 | **Passed** |
| 54 | Husensaheb khaji | DS, DH Dharwad | 24 | 60 | **Passed** |
| 55 | Dr. Channamma Katti | Microbiologist, district hospital Vijayapura | 24 | 60 | **Passed** |
| 56 | Rajeshwari H.R | DS, DH Wenlok | 24 | 60 | **Passed** |
| 57 | Dr. Sadashivappa .M | Senior Specialist,DH madikeri | 24 | 60 | **Passed** |
| 58 | Dr. Prabhu Prasad | senior Specialist,DH madikeri | 24 | 60 | **Passed** |
| 59 | Dr. Madan G. Ghodke | DFWO,Haveri | 24 | 60 | **Passed** |
| 60 | Dr. Nelamma S | DFWO,DH Yadgir | 24 | 60 | **Passed** |
| 61 | Vasantha Kumar,GH | ACPA | 22 | 55 | **Failed** |
| 62 | Vishwantha Reddy MS | Microbiologist, Karwar district hospital | 22 | 55 | **Failed** |
| 63 | Shreejith R.S | Quality Consultant, KHSDRP, bangalore | 22 | 55 | **Failed** |
| 64 | Dr. Bhagayavanta  | DS,DH Yadgir | 22 | 55 | **Failed** |
| 65 | DR. HD Neelambike | DS,Davangere | 21 | 52.5 | **Failed** |
| 66 | Neelakanteppa | ACPA,DH Kalaburagi | 21 | 52.5 | **Failed** |
| 67 | Annapurna S Vasitrad | DFWO, DHO Uttar Kannada | 21 | 52.5 | **Failed** |
| 68 | Dr. manjunath Avyannavar | DQM, DH Dharwad | 20 | 50 | **Failed** |
| 69 | Asha .S | DFWO,DH Kodagu | 20 | 50 | **Failed** |
| 70 | Sangeetha | ACPA | 20 | 50 | **Failed** |
| 71 | Dr. Bhagirathi N Naik | DFWO,DH Bagalkot | 20 | 50 | **Failed** |
| 72 | Dr.Pushpa HR | DFM,DHO Office, Dharwad | 19 | 47.5 | **Failed** |
| 73 | Dr.Nanda NS | DFM,davangere | 19 | 47.5 | **Failed** |
| 74 | Dr. Nagraj | Deputy Chief,medical officer,Dhuangere | 19 | 47.5 | **Failed** |
| 75 | Jagdeesh N Dhannur | ACPA,DQAU,Gadgag | 18 | 45 | **Failed** |
| 76 | Krishnamurthy C | ACPA,DQAU,Davanagere | 18 | 45 | **Failed** |
| 77 | Dr. Ravindra Nagalinkar | DFWO,Gonbarga | 18 | 45 | **Failed** |
| 78 | Dr. dasharath | DS, DH Vijayapura | 17 | 42.5 | **Failed** |
| 79 | Dr. R.M Sajjan | JD,QA,KHSDRP | 17 | 42.5 | **Failed** |
| 80 | Monika GK | ACPA | 16 | 40 | **Failed** |
| 81 | Dr. Nanda  | District Family Welfare Officer (DFWO)Chamarajnagar | 15 | 37.5 | **Failed** |
| 82 | Dr. Veeresh Naresh | Senior Specialist | 15 | 37.5 | **Failed** |