



## **Kayakalp External Assessor Training 26<sup>th</sup> August 2016, Patna**



**Conducted by  
National Health System Resource Centre in collaboration  
with State Health Society, Bihar**

**TRAINING REPORT  
KAYAKALP EXTERNAL ASSESSOR TRAINING**

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## TRAINING DETAILS

➤ **TRAINING COORDINATORS:**

- Dr Namit Singh Tomar (Consultant, QI, NHSRC, New Delhi)
- Dr Jagjeet (Consultant, QI, NHSRC, New Delhi)

➤ **DATE OF TRAINING:** 26<sup>th</sup> August, 2016

➤ **PLACE OF TRAINING:** SIHFW, Patna

➤ **PARTICIPANTS OF TRAINING:** 64(List attached in *Annexure I*)

➤ **COURSE SCHEDULE:** The course schedule (Attached in *Annexure II*) outlines the contents and learning methods.

## OBJECTIVES OF TRAINING

- The objective of “Kayakalp External Assessor Training” Programme is to impart knowledge and skills of conducting external assessment of Health Facilities against the predefined norms of Kayakalp Programme.
- To equip assessors with knowledge of key concepts, tools and methodologies of Kayakalp checklists.
- Provide skill to assessors to independently assess different Areas of concern, Measurable Elements & Checklists.
- To develop skills and acumen to carry out external evaluation of the facility.
- To set up pool of External Assessors for state of Bihar.

## **BACKGROUND**

The Swachh Bharat Abhiyan launched by the Prime Minister on 2<sup>nd</sup> October 2014 focuses on promoting cleanliness in public spaces. Public Health Care facilities are a major mechanism of social protection to meet the health care needs of large segments of the population. Cleanliness and hygiene in hospitals are critical to preventing infections and also provide patients and visitors with a positive experience and encourages moulding behaviour related to clean environment.

As the first principle of healthcare is “to do no harm”. It is essential to have our health care facilities clean and to ensure adherence to infection control practices. To complement this effort, the Ministry of Health & Family Welfare, GOI has launched an effort to give Awards to those public health facilities that demonstrate higher levels of cleanliness, hygiene and infection control.

## EXECUTIVESUMMARY

The training was conducted by the team of NHSRC, New Delhi in collaboration with State Health Society, Bihar at Hotel Patliputra Ashok, Patna.

The aim of the training was to strengthen assessor's knowledge of key concepts, tools, and methodologies for assessment of Kayakalp. Course curriculum for training was prepared by the NHSRC and was duly syndicated with state. Participants were from diverse background including Chief Medical Superintendent, Gynaecologists, Developing partners, Medical Officers etc., were called by the state for this training. The participants were given:

- A copy of Checklist of Kayakalp.
- A folder with writing pad and pen.
- CDs with the soft copy of the checklists.
- Feedback form
- Hard copy of guidelines, exercises and material whenever required during the training

The programme had 10 sessions, for 1 day training along with group exercises.

Feedback from the participants was taken and the report contains analysis and suggestions given by the participants. The overall rating of the programme in feedback has been good with an overall score of 3.65 on a 5 point scale.

## SUMMARY OF THE PRESENTATIONS

1. In the starting session **Dr Sarita, State Programme Officer Quality Assurance**, gave a brief on “**Kayakalp Programme**”.
2. This is followed by the session presented by **Dr Jagjeet Singh** on “**Overview of Kayakalp Scheme**”.He had explained following things in his session:
  - Overview of Kayakalp Programme.
  - Objectives of Kayakalp Programme.
  - Key Features of Award Scheme.
  - Roles and Responsibilities of State, District and Facility.
  - Cash Awards.
  - Challenges faced.

This session also covered an “**Overview of Kayakalp Scheme**”, information about the arrangement of assessment tool, institutional arrangement, 3step assessment key features of the programme He had also explained about challenges faced, roles and responsibilities of state, district and facility in the programme.

3. This was followed by **Dr Namit Singh Tomar** and she explained about the “**Assessment Protocols**”. She covered following points in her presentation:-
  - Kayakalp measurement system.
  - Thematic Areas
  - Assessment methods.
  - Compliance and scoring rule.
  - Improvement Cycle.
  - Prioritization and action plan.
4. This was followed by **Dr Sarita** presentation on “**Bio Medical Waste Management Rules 2016**”. He had explained following things in his session:-
  - Need of managing waste
  - Liability of Hospitals.
  - Bio- Medical Waste Definition.
  - Bio Medical Waste Rule 2016.

5. The next presenter for the day was **Dr Jagjeet Singh**. He had presented the **Thematic Area A & B, “Hospital/ Facility Upkeep” and “Sanitation & Hygiene”**. During the session, participants were given a detailed explanation about the Hospital Upkeep and Sanitation & Hygiene which include all checkpoints in these Thematic Areas.

6. Post lunch session was given by **Dr Namit Singh Tomar** on “**Thematic Area C & D, Waste Management and Infection Control**”. He covered the new Bio Medical Waste Rule 2016 in his presentation. He had covered all the checkpoints of including Hand Hygiene, Personal Protective Equipment etc.
7. A spotting exercise was conducted soon after completing the Thematic Areas A. B. C & D by **Dr Jagjeet Singh**. All participants were given a sheet in which they have to fill the gap statement, standard and measurable element of the photographs which were shown at that time on the projectors.

Based upon the photographs participants were made competent in finding the gaps and to give compliance.

8. After the spotting exercise the presentation was continued by **Dr Namit Singh Tomar** on “**Thematic Area E&F, Support Services & Hygiene Promotion**”. In this session he briefed about support services and explained all the checkpoints under their 2 thematic areas.
9. In the evening session, **Dr Sarita** showed a Glimpse of last year awards. The presentation was having pictures describing the before and after situation of the Hospital Khagaria.

At last the participants were given feedback form for their suggestions on the training.



## PARTICIPANT'S FEEDBACK

Evaluation of participant's feedback is taken on a 6-point scale. Overall average scoring was **3.65 out of 5**.

### Most liked sessions

NAME OF TOPIC & PRESENTER	SCORE
An overview of KAYAKALP Scheme , Dr Jagjeet Singh	<b>3.58</b>
Bio-medical Waste Management Rules, 2016,Dr Sarita	<b>3.53</b>
Assessment Protocol, Dr Namit Singh Tomar	<b>3.63</b>
Assessment of the Thematic Area – 'A' &'B', Dr Jagjeet Singh	<b>3.63</b>
Assessment of the Thematic Area – 'C' &'D', Dr Namit Singh Tomar	<b>3.75</b>
Glimpse of last year Kayakalp Awardees, Dr Sarita	<b>3.62</b>
Exercise on Scoring ,Dr Jagjeet Singh	<b>3.72</b>
Assessment of the Thematic Area – 'E' & 'F', Dr Namit Singh Tomar	<b>3.73</b>
Valedictory & Road Ahead, Dr Sarita	<b>3.63</b>

### **Most useful topics**

- Exercise on scoring
- Assessment of Thematic area E & F.
- Assessment Protocol
- Assessment of Thematic area A& B.
- Assessment of Thematic area C& D.

### **Suggestions to improve the training**

- More participatory with real life examples.
- Exposure visit should be included in training
- Use of more video displays.
- Duration of training should be 2 Days
- Group discussion.
- Training after every 6 months.

## Annexure I

List of Participants					
Sr No.	Name	Mobile no.	E-mail Id	Designation	Organization
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## Annexure II

### AGENDA

### External Assessor's Training on Kayakalp Patna, Bihar

Time	Session	Speaker
9:00 am - 9:30 am	Registration	
9:30 am - 10:00 am	Inaugural Address	
10:00 am - 10:30 am	An overview of KAYAKALP Scheme	Dr Jagjeet Singh
10:30 am - 11:00 am	Assessment Protocol	Dr Namit Singh Tomar
11:00 am- 11.15 am	Tea	
11:15 am - 11:45 am	Biomedical Waste Management Rules 2016	Dr Sarita - SPO
11:45 am - 12:30 pm	Assessment of the Thematic Area – 'A' &'B'	Dr Jagjeet Singh
12:30 pm - 01:15 pm	Assessment of the Thematic Area – 'C' &'D'	Dr Namit Singh Tomar
01:15 pm - 1:45 pm	Lunch	
01:45 - 02:15 pm	Glimpse of last year Kayakalp Awardees	Dr Sarita - SPO
02:15 pm - 03:00 pm	Exercise on Scoring	Dr Jagjeet Singh
03:00 pm - 3:45 pm	Assessment of the Thematic Area – 'E' &'F'	Dr Namit Singh Tomar
3:45 pm - 4:00 pm	Tea	
4:00 pm - 05:00 pm	Case Study	Dr Jagjeet Singh
05:00 pm - 5:30 pm	Valedictory & Road Ahead	Dr Sarita - SPO

## PHOTO GALLERY



**DR JAGJEET SINGH GIVING THE OVERVIEW OF KAYAKALP PROGRAMME**



**DR NAMIT SINGH TOMAR BRIEFING ABOUT THE ASSESSMENT PROTOCOL OF KAYAKALP PROGRAMME**





**DR SARITA EXPLAINING THE BMW RULES 2016**



**DR JAGJEET SINGH EXPLAINING THE THEMATIC AREA A & B**





**TRAINEES FOR THE KAYAKALP EXTERNAL ASSESSOR TRAINING**



**DR NAMIT BRIEFING THE THEMATIC AREA C&D**