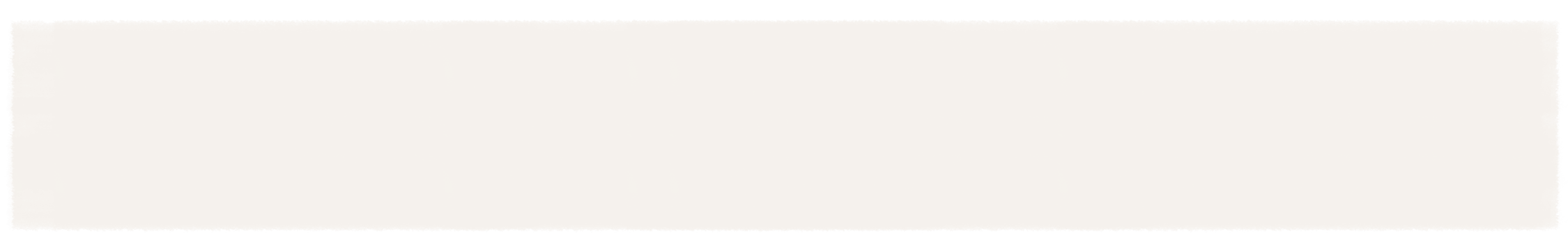
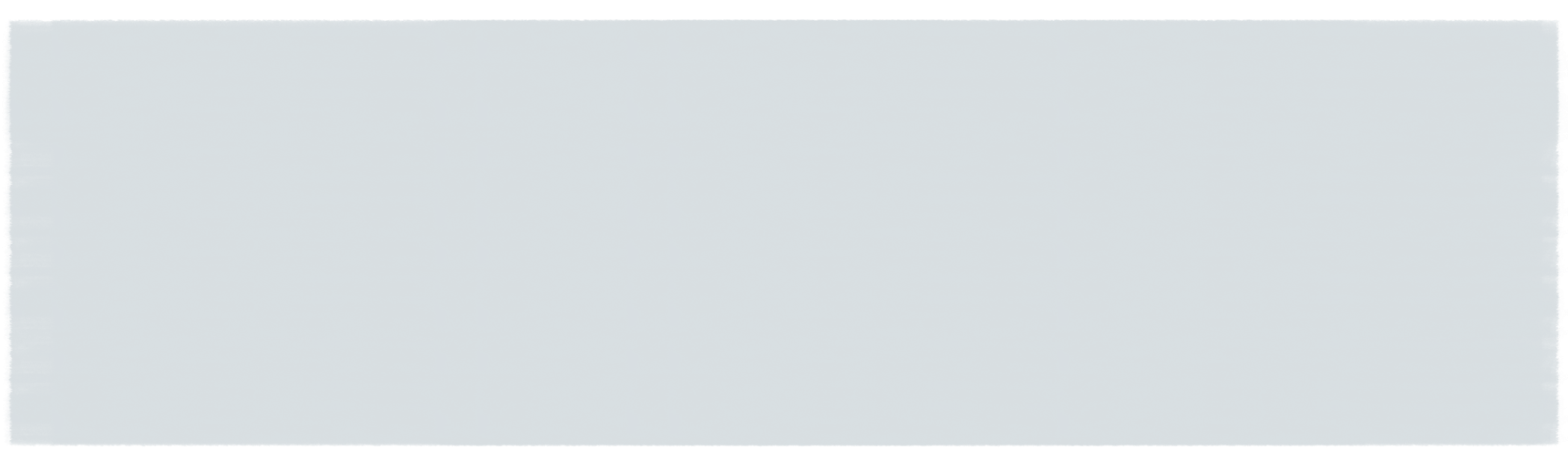
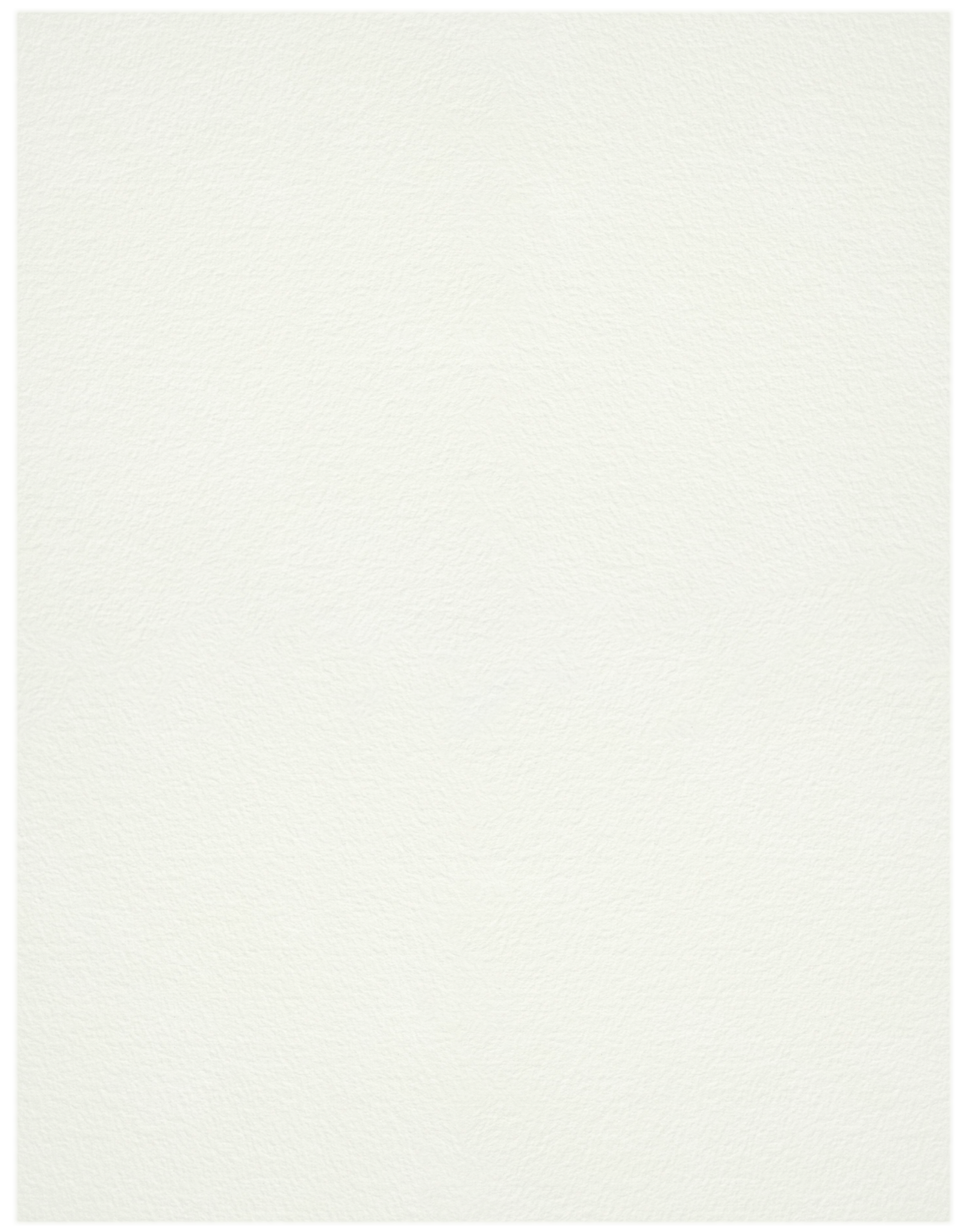
**INTERNAL ASSESSORS TRAINING REPORT ON NATIONAL QUALITY ASSURANCE STANDARDS**



**6TH TO 7TH JULY 2015**

**Ms. VINNY ARORA**

**Conducted by:**

**National Health System Resource Centre**

**in collaboration with National Health Mission, Maharashtra.**

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

**TRAINING COORDINATOR:** Ms. Vinny Arora (Consultant, NHSRC, New Delhi)

Dr. Vijay Bhawiskar (Nodal officer for QA Maharashtra)

**DATE OF TRAINING: 6TH TO 7TH JULY 2015**

**PLACE OF TRAINING**: PHI, Nagpur, Maharashtra.

**PARTICIPANTS OF TRAINING:** Total no. 60

# Overview

2-days Internal Assessor training was conducted in state of Maharashtra by National Health System Resource centre in collaboration with National Health Mission (NHM) Maharashtra from 6th to 7th July, 2015.

Main objective of the training was to provide an overview of National Quality Assurance Standards as well as to prepare the state participants as internal assessors for the NQAS program. To fulfil the main objective the state has nominated 60 participants for the training which include District Program Officers, Civil surgeons etc.

Training started with lamp lighting ceremony and an inaugural key note by state quality nodal officer, he discussed about importance of the Quality in Healthcare system & assure participants about state support for Quality assurance program in the state. 2 day training was spread in to 11 Topics & 2 exercises for hands on experience about various methodologies of the assessment and identifying standards.

Training was followed by Post training evaluation, which is attempted by 58 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 48 has passed the exam successfully.***

Training program have inbuilt training course evaluation system, where training feedback form is provided to each participant in the beginning of the session. Feedback of participants has been analyzed on 5 point scale***. Overall score for training program was 4.1 on a Five-point scale.***

# Training Agenda

|  |  |  |
| --- | --- | --- |
| **Time** | **Topic** | **Resource Person** |
| **Day-01 ( 6th July 2015)** | | |
| 09:00 am - 09:30 am | **Registration** |  |
| 09:30 am - 10.00 am | **Inaugural Address MD NHM** |  |
| 10.00 am - 11:00 am | **Overview of National Quality Assurance Programme** | **Dr. Nikhil Prakash** |
| 11:00 a.m. -11.15 a.m. | **Tea** | |
| 11:15am- 12:15 | **Measurement System for Quality Assurance, Standards and Assessment Protocol** | **Dr. Deepika Sharma** |
| 12:15 pm – 1:15 pm | **Standards for Service Provision , Patient Rights & Inputs** | **Dr. Nikhil Prakash** |
| 1:15 pm – 2:00 pm | **Lunch** | |
| 2:00 pm- 2:45 pm | **Labour Room - Exercise** | **Ms. Vinny Arora** |
| 2:45pm – 3:15 pm. | **Standards for General Clinical Services** | **Dr. Deepika Sharma** |
| 3.15 pm – 3.30 pm | **Tea** | |
| 3:30 p.m. – 4.30 p.m. | **Standards for Specific Clinical Services** | **Dr. Nikhil Prakash** |
| 4:30 p.m. – 5.00 p.m. | **Group Activity: Identifying Standards** | **Ms. Vinny Arora** |
| **Day-02 ( 7th July 2015)** | | |
| 09:00 a.m. - 09:30 a.m. | **Recap** |  |
| 09:30 a.m. - 10:30 a.m. | **Standards for RMNCH+A Services** | **Dr. Nikhil Prakash** |
| 10:30 a.m. – 11:30 a.m. | **Standards for Support Services** | **Dr. Deepika Sharma** |
| 11:30a.m. -11:45 a.m. | **Tea** | |
| 11:45 a.m. – 12:30 p.m. | **Standards for Infection Control** | **Ms. Vinny Arora** |
| 12:30 a.m. – 1:15 pm. | **Standards for Quality Management** | **Dr. Nikhil Prakash** |
| 01:15 p.m. – 02:00 p.m. | **Lunch** | |
| 02:00 p.m. – 02:45 p.m. | **Key Performance Indicators** | **Ms. Vinny Arora** |
| 2:45 p.m. – 3:00 p.m. | **Roadmap for Quality Assurance** | **Dr. Nikhil Prakash** |
| 03:45 p.m. - 04:45 p.m. | **Post Training Evaluation & Feedback**  **(Tea during the session)** | **NHSRC Team** |

# Session Brief

|  |  |
| --- | --- |
| Topic | Session Brief |
| Day -1 (06-07--2015) | |
| Overview of National Quality Assurance Program  Dr. Nikhil Prakash | This session covers the concepts, dimensions and approaches towards Quality, it outlines about development of National Quality Assurance Program and also brief about its 8 areas of concern along with its Key features. Session also describes about the proposed organization structure required at state and district level for effective implementation of program. |
| Measurement System for Quality Assurance, Standards and Assessment Protocol  Dr. Deepika Sharma | This session elaborate the measurement system and the differentiation of the system at PHC, DH level. It also gives an overview of 8 Area of Concerns and its Standards. A detailed discussion about 18 checklists of District Hospital Level is done during the session. This session also entails about scoring & methodology used in the system. |
| Standards for Service Provision , Patient Rights & Inputs  Dr. Nikhil Prakash | 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 Labour Room  Ms. Vinny Arora | 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 detailed discussion about all the checkpoints. |
| Standards for General Clinical Services  Dr. Deepika 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. |
| Standards for Specific Clinical services  Dr. Nikhil Prakash | Session include discussion about Assessment of quality of specific clinical services like Emergency, ICU/SNCU, OT, anaesthetic services, diagnostic services, blood bank as well as end of life care. |
| Group Activity – Identifying Standards  Ms. Vinny Arora | 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 RMNCHA Services  Dr. Nikhil Prakash | It also include discussion on RMNCHA services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services |
| Standards for Support Services  Dr. Deepika Sharma | 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 Control  Ms. Vinny Arora | 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  Dr. Nikhil Prakash | 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  Ms. Vinny Arora | 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  Dr. Nikhil Prakash | 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  NHSRC team | 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

|  |  |
| --- | --- |
| SESSION | AVERAGE |
|
| OVERVIEW OF NATIONAL QA PROGRAM  Dr. Nikhil Prakash | 3.92 |
| MEASUREMENT SYSTEM FOR QA AND ASSESSMENT PROTOCOLS  Dr. Deepika Sharma | 4.20 |
| STANDARD FOR SERVICE PROVISION, PATIENT RIGHTS AND INPUTS  Dr. Nikhil Prakash | 4.18 |
| STANDARDS FOR GENERAL CLINICAL SERVICES  Dr. Deepika Sharma | 4.30 |
| STANDARD FOR SPECIFIC CLINICAL SERVICES  Dr. Nikhil Prakash | 4.18 |
| GROUP ACTIVITY FOR IDENTIFYING STANDARDS  Ms. Vinny Arora | 4.10 |
| STANDARD FOR RMNCH+A SERVICES  Dr. Nikhil Prakash | 4.00 |
| STANDARDS FOR SUPPORT SERVICES  Dr. Deepika Sharma | 4.32 |
| STANDARDS FOR INFECTION CONTROL  Ms. Vinny Arora | 4.06 |
| STANDARD FOR QUALITY MANAGEMENT  Dr. Nikhil Prakash | 3.90 |
| KEY PERFORMANCE INDICATORS  Ms. Vinny Arora | 4.10 |
| ROAD MAP FOR QA  Dr. Nikhil Prakash | 3.92 |
| Overall Average | **4.1** |

# DETAILS OF PARTICIPANTS APPEARED IN INTERNAL ASSESSOR EXAM WITH RESULT

| S.No. | Name of Participant | Name of Facility | Designation | Contact number | Email ID | Marks/40 | Percentage(%) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Dr. Smita A. Gharde | Buldana | DQAC | 9764262754 | [smitagharde86@gmail.com](mailto:smitagharde86@gmail.com) | 38 | 95 |
| 2 | Dr. S.S.Kurundwade | Kolhapur | DQAC | 9850410030 | [drsmitakurundwade@gmail.com](mailto:drsmitakurundwade@gmail.com) | 35 | 87.5 |
| 3 | Dr. Hirkani S. Madnaik | Sangli | DQAC | 9922567802 | [madnaikhirkani@gmail.com](mailto:madnaikhirkani@gmail.com) | 35 | 87.5 |
| 4 | Dr. Nishigandha D. Kute | Nasik | DQAC | 9923954888 | [nishigandha.kute@gmail.com](mailto:nishigandha.kute@gmail.com) | 34 | 85 |
| 5 | Dr. Priyanka P. Ubhad | Yavatmal | DQAC | 9561120754 | [drpriyau@gmail.com](mailto:drpriyau@gmail.com) | 34 | 85 |
| 6 | Dr. S.V. Vetkoli | Nasik | MODTT | 9657063244 | [modtc.nashik@yahoo.com](mailto:modtc.nashik@yahoo.com) | 34 | 85 |
| 7 | Dr. Vandana.C.Lohana | Wardha | DQAC | 9421861106 | [vclohana@gmail.com](mailto:vclohana@gmail.com) | 34 | 85 |
| 8 | Dr. T.G. Kulkarni | Pune | MODTT | 9823333695 | [modtcpune@gmail.com](mailto:modtcpune@gmail.com) | 34 | 85 |
| 9 | Dr. Sanghamitra.K.Phule(Gawde) | Ratnagiri | MOHTT | 9423297204 | [sanghmitra.gawde@gmail.com](mailto:sanghmitra.gawde@gmail.com) | 33 | 82.5 |
| 10 | Dr. Rahul Kannamwar | Nagpur | MI HFWTC | 9822949922 | [rmk5522@gmail.com](mailto:rmk5522@gmail.com) | 33 | 82.5 |
| 11 | Dr. S.S.Unune | Pune | MOHTT | 9422933213 | [drsurekharatne@gmail.com](mailto:drsurekharatne@gmail.com) | 33 | 82.5 |
| 12 | Dr. Mujahid M. Alaskar | Sindhudurg | DQAC | 8149762735 | [mujahid41025@gmail.com](mailto:mujahid41025@gmail.com) | 33 | 82.5 |
| 13 | Dr. Sagar R Mali | Nandurbar | DQAC | 9881830248 | [drsagarmali@gmail.com](mailto:drsagarmali@gmail.com) | 32 | 80 |
| 14 | Dr. Rajeshwar Debadwar | Nagpur | DQAC | 9890929987 | [drajeshvar@gmail.com](mailto:drajeshvar@gmail.com) | 32 | 80 |
| 15 | Dr. P.A.Reddy | Latur | DQAC | 9527877591 | [dr.pallavi\_reddy@rediffmail.com](mailto:dr.pallavi_reddy@rediffmail.com) | 32 | 80 |
| 16 | Dr. Pradnya V. Sonwane | Beed | DQAC | 8983069555 | [drpradnya.sonwane@gmail.com](mailto:drpradnya.sonwane@gmail.com) | 32 | 80 |
| 17 | Dr. Rahul R. Ralegaonkar | Hingoli | MODTT | 9970855065 | [drrahul1249@rediffmail.com](mailto:drrahul1249@rediffmail.com) | 32 | 80 |
| 18 | Dr. N.N. Jiwane | Chandrapur | MODTT | 9028380268 | [dr.niwrutti.n.jiwane@gmail.com](mailto:dr.niwrutti.n.jiwane@gmail.com) | 32 | 80 |
| 19 | Dr. Avinash J Nalawade | Sindhudurg | Add Civil Surgeon | 9422416949 | [avikolhapur@gmail.com](mailto:avikolhapur@gmail.com) | 31 | 77.5 |
| 20 | Dr. Sana Amreen | Pune | DQAC | 8856031271 | [sanasanaamreen@gmail.com](mailto:sanasanaamreen@gmail.com) | 31 | 77.5 |
| 21 | Dr. Charulata Pawar | Dhule | MODTT | 7350775791 | [modtt.dhule@gmail.com](mailto:modtt.dhule@gmail.com) | 31 | 77.5 |
| 22 | Dr. D.G. Pawar | Sangli | MODTT | 9850802158 |  | 31 | 77.5 |
| 23 | Dr. V. C. Wankhede | Gondia | MODTT | 9823890123 | [drvjy1960@rediffmail.com](mailto:drvjy1960@rediffmail.com) | 31 | 77.5 |
| 24 | Dr. N. M. Nimodia | Wardha | RMO(OR) & MOHTT | 9822220081 | [nitinnimodia@gmail.com](mailto:nitinnimodia@gmail.com) | 31 | 77.5 |
| 25 | Dr. S.C. Gavhane | Beed | MODTT | 9421272500 | [dtt\_beed@yahoo.com](mailto:dtt_beed@yahoo.com) | 30 | 75 |
| 26 | Dr. Gaurav P. Hazare | Bhandara | QA Coordinator | 9860364908 | [drgauravhajare@gmail.com](mailto:drgauravhajare@gmail.com) | 29 | 72.5 |
| 27 | Dr. Prashant S. Putthawar | Hingoli | DQAC | 7709526585 | [prashantshantaram@gmail.com](mailto:prashantshantaram@gmail.com) | 29 | 72.5 |
| 28 | Dr. Suraj Bobade | Washim | DQAC | 8793425952 | [dr.surajbobade@gmail.com](mailto:dr.surajbobade@gmail.com) | 29 | 72.5 |
| 29 | Dr. M.P. Rewatkar | Wardha | MODTT | 9766863081 | [mangeshrewatkar@gmail.com](mailto:mangeshrewatkar@gmail.com) | 29 | 72.5 |
| 30 | Dr. Sunil Shamlal Bansi | Jalgaon | MOHTT | 9850948696 | [bansi@rediffmail.com](mailto:bansi@rediffmail.com) | 28 | 70 |
| 31 | Dr. Pradeep D. Borse | Osmanabad | DQAC | 9766531478 | [pradeepborse274@gmail.com](mailto:pradeepborse274@gmail.com) | 28 | 70 |
| 32 | Chandrakant Pandey | Parbhani | DQAC | 8983759414 | [cpande36@gmail.com](mailto:cpande36@gmail.com) | 28 | 70 |
| 33 | Dr. J. R.Khadse | Amravati | MODTT | 8007630593 | [jyoti\_khadse@rediffmail.com](mailto:jyoti_khadse@rediffmail.com) | 28 | 70 |
| 34 | Dr. Swapnil More | Ratnagiri | DQAC | 9923456002 | [swap.more@gmail.com](mailto:swap.more@gmail.com) | 27 | 67.5 |
| 35 | Amrit Singh Hanspal | Jalgaon | DQAC | 9637181595 | [hanspal.amrit@gmail.com](mailto:hanspal.amrit@gmail.com) | 27 | 67.5 |
| 36 | Dr. P.H. Uikey | Bhandara | MODTT | 7588491464 | [uikeyprashant@gmail.com](mailto:uikeyprashant@gmail.com) | 27 | 67.5 |
| 37 | Dr. M.S. Parik | Amravati | MOHTT | 9922476167 | [cs\_amaravati@gmail.com](mailto:cs_amaravati@gmail.com) | 27 | 67.5 |
| 38 | Dr. H.S. Pawar | Akola | MODTT | 9881995945 | [hari140881@gmail.com](mailto:hari140881@gmail.com) | 26 | 65 |
| 39 | Dr. Rahul R. Shinde | Ahmednagar | DQAC | 9011050884 | [dr.rrshinde@gmail.com](mailto:dr.rrshinde@gmail.com) | 25 | 62.5 |
| 40 | Dr. Satyendra Shukla | Gondia | DQAC | 9028815067 | [satyendrashuklaemri@gmail.com](mailto:satyendrashuklaemri@gmail.com) | 25 | 62.5 |
| 41 | Dr. Parag K. Jiwatode | Chandrapur | DQAC | 9421717390 | [paraj\_kkj@rediffmail.com](mailto:paraj_kkj@rediffmail.com) | 25 | 62.5 |
| 42 | Dr. S.A. Patil | Kolhapur | MODTT | 9860619148 | [modtt.kop@gmail.com](mailto:modtt.kop@gmail.com) | 25 | 62.5 |
| 43 | Dr. Pankaj P. Patle | Gadchiroli | DQAC | 827539837 | [pppankajkumar7@gmail.com](mailto:pppankajkumar7@gmail.com) | 24 | 60 |
| 44 | Dr. R.V. Birajdar | Thane | MODTC | 9320592654 | [radhakrishnabirajdar@gmail.com](mailto:radhakrishnabirajdar@gmail.com) | 24 | 60 |
| 45 | Dr. Harshada B. Pawar | Dhule | DQAC | 860087906 | [dqacdhule@gmail.com](mailto:dqacdhule@gmail.com) | 24 | 60 |
| 46 | Dr. Mrs. Meena Tarachand Pujari | Ratnagiri | MODTT | 9421233233 | [ratnagiri.modtt@gmail.com](mailto:ratnagiri.modtt@gmail.com) | 24 | 60 |
| 47 | Dr. B.W. Ramteke | Chandrapur | RMO(OR) | 9545556087 | [cs\_chandrapur@rediffmail.com](mailto:cs_chandrapur@rediffmail.com) | 24 | 60 |
| 48 | Dr. D. R.Khadase | Washim | MODTT | 9420117836 | [drdnyaneshrkhadse@gmail.com](mailto:drdnyaneshrkhadse@gmail.com) | 24 | 60 |
| 49 | Dr. Y.B. Badge | Nagpur | MODTT | 9175158780 | [modttnagpur@gmail.com](mailto:modttnagpur@gmail.com) | 23 | 57.5 |
| 50 | Dr. Mangesh N. Raut | Amravati | DQAC | 9970335655 | [dr.mangeshraut84@gmail.com](mailto:dr.mangeshsaut@gmail.com) | 23 | 57.5 |
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| 56 | Dr. Wasef Siddiqui | Aurangabad | DQAC | 9175544616 | [siddquiwasef@gmail. Com](mailto:siddquiwasef@gmail.%20Com) | 20 | 50 |
| 57 | Dr. Abhijeet Dhamale | Jalna | DQAC | 9423452394 | [qac.jalna@gmail.com](mailto:qac.jalna@gmail.com) | 18 | 45 |
| 58 | Dr. Meena S. Shiwal | Akola | HTT, MO | 9326152394 | [drmeenashiwal@gmail.com](mailto:drmeenashiwal@gmail.com) | 18 | 45 |