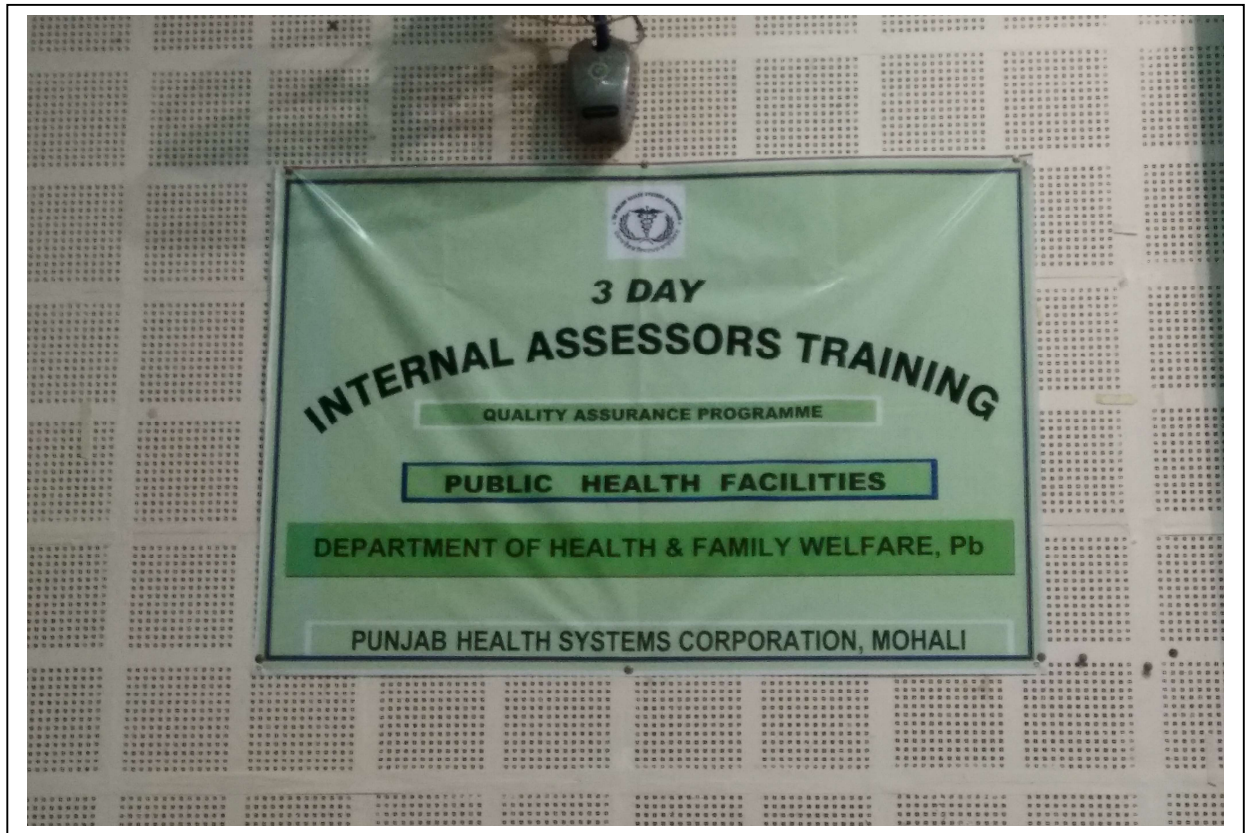


# **Punjab Internal Assessor Training on National Quality Assurance Standards**



**17<sup>th</sup> to 19<sup>th</sup> May 2017**

**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:** 17<sup>th</sup> to 19<sup>th</sup> May 2017

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

**PARTICIPANTS OF TRAINING:** Total no. 59-. (*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.

It was especially designed Internal Assessor training for three days. Last day of this training was for the field visit with an objective to impart skills after a live assessment of District Hospital Mohali. 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 of training and one day especially kept for field visit, 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 empaneled Internal Assessor for the State.

## **EXECUTIVE SERVICE**

**3<sup>RD</sup>** Internal Assessor training was conducted by NHSRC in collaboration with PHSC, Punjab from 17<sup>th</sup> June, 2017 to 19<sup>th</sup> June, 2017 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 Nodal Officers, SMO's, Medical officers, Matrons, Assistant Hospital Administrators, Pharmacist, MPW and Nursing sisters from various districts of Punjab 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 copy of Assessor's guidebook for CHCs/SDHs
4. A copy of Assessor's guidebook for PHCs
5. Kayakalp Guidelines Books 2016
6. A Bag with writing pad and pen.
7. Instruction's for Participant about "Internal Assessor's Training.
8. 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 Mr. Harbhajan Singh Dang Chairman PHSC, he emphasised that Quality is the main issue facing in public health facilities and he admitted that PHSC is committed to provide Quality of services to citizen of Punjab.



**Figure 1** Chairmen PHSC during Welcome speech

## 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

Newt session was taken by Dr. Jagjeet Singh, Consultant, NHSRC and he explained about measurement system of NQAS and the relationship between the areas of concern -Standard -measurable element –Checkpoint and approaches for assessment. Dr. Singh 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



Figure 2 Dr Jagjeet during Presentation

The next presenter for the day was taken by Dr Sushant Agrawal, **and he explained about the Area of concern “Service Provision, Patient Rights and Inputs”**. 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 he also covered Area of Concern B & C “Assessment of Patient Rights & Inputs”**. In his presentation he 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). He continued his presentation with **“Area of Concern C -Inputs”** and explained about infrastructure availability & adequacy, physical safety, fire safety, HR availability & their training requirement & availability of equipment & instruments.

**Post lunch** was presented by Dr Sushant Agrawal **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 Dr Sushant explained how this scoring can be done in excel sheet. He also explained about the methodology of Hospital wise scoring, Department wise scoring and Area of concern wise scoring.

Last 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.

## 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.

After recap Dr Sushant initiated first session of the day 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 of the day was about other part of Area of concern E “Clinical Services” which was taken by Dr. Parvinder Pal Kaur. She covered Specific clinical services from E10 to E-16 like ICU, Accident and Emergency department of the Hospital. Dr. Kaur also explained best practices and quality standards as per NQAS for both of these departments.

She continued this session and talk about **area of concern clinical services- RMNCH+A Services**. She explained standards related to RMNCH+A services and explained about the Quality of ANC services, labour room protocol etc during this session.

This was followed by session on **Area of concern G -Quality Management**” which was taken **by Dr Jagjeet Singh**, during the session participants were given a holistic view about PDCA cycle. Dr. Singh 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.

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 and calculation of few exercises in between the session. Dr Sushant distributed few trophies to the participants who successfully answered the questions.

Session was followed by Dr Jagjeet 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 equipment, processing of equipment and instruments ,Physical layout and environmental control of the patient care areas & Bio medical waste management were explained. He demonstrated six steps of Hand washing and discussed practical issues related to infection control during her session. Followed by this one small session on Fire Safety was also taken by him. He demonstrated “How to use fire Extinguisher” and discussed all types of fire extinguisher available..

Post lunch session was taken by **Dr. Sushant and he presented about Exercise on Gap Analysis and action planning**, Participants were distributed format for gap analysis. Dr. Jagjeet 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. Followed by this Dr Sushant explained about Action Planning and Prioritizations of Gaps. He given example of “Ramayana” for Root cause analysis and one Prioritization exercise was also taken during this session.

Last session of this training was “Introduction of Swachhata Abhiyan and KAYAKALP Scheme of GOI, which was discussed by Dr Jagjeet. He first discussed about the Swachhata Guideline and its importance in Public health facilities. Followed by this she also explained about GOI Scheme of “KAYAKALP”. He said for FY-2016-17, All State was supposed to take all District Hospital, CHCs and PHCs under this scheme; from this year onwards GOI will includes all Urban PHCs also under this scheme.

After this session Dr Baban, State Consultant QA discussed about plan of visit to District Hospital Mohali with all participants. She divided all participants in six groups with six identified department of facility to be assessed.

### **Day-3**

Day-3 was allocated for the field visit, and all participants went to District Hospital Mohali for assessment. They were instructed to prepare a short presentation for their field work. They were instructed to do following things:-

1. Workout department score of the facility.
2. Area of concern wise score of that department
3. Identify at least 10 major gaps from the department
4. Write Gap Statement with its analysis
5. Write Root cause analysis
6. Write Prioritisation score of each gap

All six groups presented and best two groups were identified and awarded by Dr Parvinder Pal Kaur.

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), Feedback were also collected after completion of training.

*Annexure I*

*List of Participants Internal Assessor Training- 3rd Batch (17th to 19th May 2017), Punjab*

S.No.	Name of Participant	Name of Facility	Designation
<b>S.NO.</b>	<b>NAME OF PARTICIPANT</b>	<b>DESIGNATION</b>	<b>NAME OF FACILITY</b>
1	DR SHIFA ARORA	ASSIT. HOSPITAL ADMINISTRATOR	CIVIL HOSPITAL, FARIDKOT
2	DR ARPIT SHARMA	ASSIT. HOSPITAL ADMINISTRATOR	DH- FAZILKA
3	DR VIKRANT NAGRA	MEDICAL OFFICER	APJAIN CIVIL HOSPITAL RAJPURA, PATIALA
4	DR VISHALLY DHINGRA	MEDICAL OFFICER	PHC- PANJRAIN RALAN
5	DR KAMAL KISHORE	MEDICAL OFFICER	CIVIL HOSPITAL ,PHAGWARA
6	DR BABANDEEP KAUR	STATE QUALITY CONSULTANT	PUNJAB HEALTH SYSTEMS CORPORATION, MOHALI
7	DR SAKSHI GARG	MEDICAL OFFICER	MKH-PATIALA
8	NITYA KUMAR DAS	TECHNICAL ASSISTANT	PUNJAB HEALTH SYSTEMS CORPORATION, MOHALI
9	DR RUCHIKA	MEDICAL OFFICER	CHC-SUJANPUR
10	DR PUNEET CHUCHRA	MEDICAL OFFICER	CIVIL HOSPITAL
11	DR DHARMINDER SINGH	MEDICAL OFFICER	SDH-MANDI, GIBINDGARH
12	DR KIRANDEEP KAUR	MEDICAL OFFICER	PHC RORIKAPURA
13	DR RAJIV BHAGAT	MEDICAL OFFICER	PHC-KABIRPUR, KAPURTHALA



14	DR MANPREET SINGH	MEDICAL OFFICER	MINI PHC PARAMJITPUR
15	DR MOHIT PAUL	MEDICAL OFFICER	SDH, BHOLATH
16	DR VIKAS DEEP	MEDICAL OFFICER	CHC-FATTUDHINGA, KAPURTHALA
17	DR SUNITA PALIWAL	SR CONSULTANT	NHSRC
18	DR PARVINDER SINGH	MEDICAL OFFICER	CIVIL HOSPITAL, SAMANA PATIALA
19	DR GUNTAS	MEDICAL OFFICER	PHC-BHANO LANGA
20	NIRMAL KUMARI GILL	NURSING SISTER	CIVIL HOSPITAL, BATALA
21	DR HARJOT SINGH DOAD	MEDICAL OFFICER	CIVIL HOSPITAL, FARIDKOT
22	DR SOURABH PHUTELA	MEDICAL OFFICER	DH- FAZILKA
23	DR ANUREET	MEDICAL OFFICER	PHC-MARDANPUR
24	DR JAIDEEP SINGH CHAHAL	MEDICAL OFFICER	CHC-AMLOH
25	RAMINDER KAUR	STAFF NURSE	SDH-ZIRA, FEROZPUR
26	DR GURINDER PAL SINGH	MEDICAL OFFICER	CHC-GHANAUR
27	DR VANINDER SINGH RIAR	MEDICAL OFFICER	PHC-BHUMBLI
28	DR PRERANA ARORA	FELLOW	NHSRC
29	SNEH LATA	RADIATION SAFETY INSPECTOR	PUNJAB HEALTH SYSTEMS CORPORATION, MOHALI
30	GAGANDEEP KAUR	STAFF NURSE	CHC-JAITO
31	DR GURPREET SINGH GILL	MEDICAL OFFICER	CHC-KOTSANTOH RAJ
32	DR SANDEEP SINGH GILL	MEDICAL OFFICER	DH-FATEHGARH SAHIB
33	KARAMJEET SINGH	MPHW	PHC-SAUJA

34	DR DESHINDER SHARMA	MEDICAL OFFICER	PHC-GUNOPUR, GURDASPUR
35	DR GURINDERBIR SINGH	MEDICAL OFFICER	SDH, ZIRA
36	AMARPREET	NURSING SISTER	CIVIL HOSPITAL, FAZILKA
37	DR GAGANDEEP SAINI	MEDICAL OFFICER	CHC- PANCHMAT, KAPURTHALA
38	DR MOHIT KATAL	MEDICAL OFFICER	PHC-MARARA
39	RACHNA VERMA	NURSING OFFICER	PHC-BALLUANA
40	SUSHMA	NURSING SISTER	CIVIL HOSPITAL, PATHANKOT
41	DR RAKESH BALI	MEDICAL OFFICER	PHC-BALARI KALAN, FATEHGARH SAHIB
42	DR MANJIT KUMAR	MEDICAL OFFICER	CHC-KALA SANGHA, KAPURTHALA
43	DR HARPREET SINGH	MEDICAL OFFICER	CIVIL HOSPITAL GURDASPUR
44	HARMEET KAUR	NURSING SISTER	DISTRICT HOSPITAL FATEHGARH SAHIB
45	DR GURKAMJIT SINGH	MEDICAL OFFICER	CHC-TIBBA, KAPURTHALA
46	DR NAVJOT SINGH	MEDICAL OFFICER	PHC- DHIANPUR
47	DR ROHIT	MEDICAL OFFICER	CIVIL HOSPITAL, GURDASPUR
48	DR CHARANJIT SINGH	MEDICAL OFFICER	SDH-SULTANPUR LODHI, KAPURTHALA
49	DR RASHMI CHOPRA	SMO	CHC-KHAMANO
50	DR ABHAY RAJ SINGH	MEDICAL OFFICER	PHC-ATHOULI, KAPURTHALA
51	DR DEVINDER SINGH BRAR	MEDICAL OFFICER	PHC-BARGARI
52	DR MANDEEP RAI	MEDICAL OFFICER	CHC-NAROT
53	KARMJEET KAUR	STAFF NURSE	CHC-PATRAN

54	DR GAGAN DEEP SINGH	MEDICAL OFFICER	CHC BUNGAL BADHANI
55	DR KAMRAJ	MEDICAL OFFICER	CH-KAPURTHALA
56	NAVTEJ SINGH	PHARMACIST	PHC-GHIYALA, PATHANKOT
57	SAMINDER KAUR	STAFF NURSE	CIVIL HOSPITAL GURDASPUR
58	DR MOHAMMED SAJID	MEDICAL OFFICER	PHC
59	DR TARDEEP SINGH	MEDICAL OFFICER	CHC-BEEOWAL

**Annexure II**

<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
<b>Day-01 ( 17<sup>th</sup> May 2017)</b>		
09:00 am - 09:30 am	<b>Registration</b>	
09:30 am - 10.00 am	<b>Inaugural Address</b>	<b>MD, NHM</b>
10.00 am - 10:45 am	<b>Overview of National Quality Assurance Programme</b>	<b>Dr Sushant Agrawal</b>
10:45 a.m. -11.00 a.m.	<b>Tea</b>	
11:00 am – 12:00 pm	<b>Measurement System, Standards and Assessment Protocols</b>	<b>Dr Jagjeet</b>
12:00 pm - 01:00 pm	<b>Standards for Service Provision , Patient Rights and Input</b>	<b>Dr Sushant</b>
01:00 pm - 2:00 pm	<b>Lunch</b>	
02:00 pm- 03:00 pm	<b>Exercise Labour Room</b>	<b>NHSRC Team</b>
03.00 pm- 03:45 pm	<b>Standards For Support Services</b>	<b>Dr Jagjeet</b>
03.45 pm – 04.15 pm	<b>Standards for General Clinical Services</b>	<b>Dr Sushant Agrawal</b>
4:15 p.m. – 5.00 p.m.	<b>Standard for RMNCH+A</b>	<b>Dr Parvinder Pal Kaur</b>
<b>Day-02 ( 18<sup>th</sup> May 2017)</b>		
09:00 a.m. - 09:30 a.m.	<b>Recap</b>	
09:30 a.m. - 10:15 a.m.	<b>Standards for Specific Clinical Services</b>	<b>Dr Parvinder Pal Kaur</b>
10:15 a.m. - 11:30 a.m.	<b>Standards for Quality Management System</b>	<b>Dr Jagjeet</b>
11:30 am- 11:45 am	<b>Tea</b>	
11:45 a.m. - 12:15 p.m.	<b>Key Performance Indicators</b>	<b>Dr Sushant Agrawal</b>
12:15 p.m. - 01:15 p.m.	<b>Standards for Infection Control</b>	<b>Dr Jagjeet</b>
01:15 p.m. – 02:00 p.m.	<b>Lunch</b>	
02:00 p.m. - 02:45 p.m.	<b>Internal Assessment and Gap Analysis</b>	<b>Dr Sushant Agrawal</b>
02:45 p.m. - 03:30 p.m.	<b>Action Planning and Prioritization</b>	<b>Dr Jagjeet</b>
03:30 pm- 04:30 pm	<b>Kayakalp Programme and Measurement System</b>	<b>Dr Sushant Agrawal</b>
04:30 pm- 05:00 pm	<b>Discussion on Field visit</b>	<b>State Team</b>
<b>Day-03 ( 19<sup>th</sup> May 2017)</b>		
09:00 a.m. – 01:15 pm	<b>Field Visit of DH</b>	
01:15 p.m. - 02:00 p.m.	<b>Lunch</b>	
02:00 p.m. - 03:00 p.m.	<b>Presentations by Team of Assessors</b>	<b>All Group</b>
03:00 p.m. - 03:30 p.m.	<b>Report Writing after Assessment and Criteria of Certification for NQAS</b>	<b>Dr Sushant Agrawal</b>
03:30 p.m. - 04:30p.m.	<b>Post training Evaluation</b>	<b>NHSRC Team</b>
04:30 p.m. - 05:00 p.m.	<b>Feedback and Valedictory (Tea after completion of training)</b>	<b>NHSRC Team and State</b>