



## **Internal Assessor Training (UPHC) on National Quality Assurance Program 22<sup>nd</sup> to 23<sup>rd</sup> December 2016, Bihar**



**Conducted by  
National Health System Resource Centre, New Delhi**

**TRAINING REPORT  
INTERNAL ASSESSOR TRAINING FOR UPHC ON NATIONAL  
QUALITY ASSURANCE PROGRAM**

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## TRAINING DETAILS

- **TRAINING COORDINATORS:**
  - Dr. Jagjeet Singh (Consultant, QI, NHSRC, New Delhi)
  - Dr. Namit Singh Tomar (Consultant, QI, NHSRC, New Delhi)
- **DATE OF TRAINING:** 22<sup>nd</sup> & 23<sup>rd</sup> December, 2016
- **PLACE OF TRAINING:** State Institute of Health and Family Welfare, Patna (Bihar)
- **PARTICIPANTS OF TRAINING:** 51 (List attached in *Annexure I*)
- **COURSE SCHEDULE:** The course schedule (Attached in *Annexure II*) outlines the day to day contents and learning methods.

## OBJECTIVES OF TRAINING

- The objective of “Internal Assessor Training on Quality Assurance in Urban Health Facilities” Programme is to impart knowledge and skills of conducting internal assessment of Health Facilities against the predefined norms of National Quality Assurance Programme at fixed interval preferably quarterly covering all critical departments. An action plan would be prepared on observed non conformities for corrective/improvement activities.
- The course intends building the participants’ capacity to evaluate evidences to arrive at a conclusion with reference to various check-points, which are given in the “Assessors Guide Book for Quality Assurance in UPHC, 2016”.
- To equip assessors with knowledge of key concepts, tools and methodologies of National Quality Assurance Standards.
- Provide skill to assessors to independently assess different Areas of concern, Measurable Elements & Thematic Checklists.
- To develop skills and acumen to carry out internal evaluation as well as assessment of the UPHC’s / UCHC’s.
- To set up pool of Internal Assessors for State of Bihar.

## 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 with these standards, Govt. has launched operational Guidelines as well as Assessor's Guidebook for District hospitals, CHC (FRU) and PHC (24X7) and UPHC's.

For implementation and certification under National Quality Assurance Standards (NQAS), 4 types of trainings courses were designed which includes one day Awareness training, two days Internal Assessor Training, three days Service provider training and five days External Assessor training.

Two days Internal Assessor training is mandated for assessors who will periodically assess 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, followed by written evaluation of aspiring Internal Assessors.

In evaluation, if trainer would be able to score minimum 60 % of marks, then he/she will be awarded with Internal Assessor Certification for NQAS & will be eligible as an empanelled Internal Assessor for the State.

## EXECUTIVE SUMMARY

The training was conducted by the Consultants of Quality Improvement team of NHSRC, New Delhi.

The aim of the 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 Chief Medical Superintendent, Gynaecologists, Regional Consultants QA, Hospital Quality Managers, Medical Officers etc. called from 38 districts of Bihar by the state for this training. The participants were given:

- A copy of Assessor's guidebook for Urban Primary Health Centre
- A folder with writing pad, pen, sharpener, eraser and pencil
- Course instruction for IA-Training
- Feedback form
- Hard copy of guidelines, exercises and material whenever required during the training

The programme had 12 sessions, spread over a period of two days 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 4.27 on a 5 point scale.

## DAYWISE SUMMARY OF THE PRESENTATIONS

### Day 1

1. The starting session was presented by **Dr. Jagjeet Singh** on “**Key Concepts and Principles of Quality Assurance, an Overview of National Quality Assurance Program**”. He had explained following things in his session:
  - Definition of Quality.
  - Perspectives of Quality.
  - Key Concept of Quality.
  - Principles of Quality Management.
  - National Quality Assurance Standard for Healthcare Facilities.
  - Impact of Quality in Healthcare.
2. This session also covered an “**Overview of National Quality Assurance Program and standards**”. He had explained NQAS programme, information about the Checklists, key features of the programme, snapshot of all eight Areas of Concerns and the Standards concerning them. He had also explained about measurement system of NQAS and the relationship between the areas of concern, standards, measurable elements, checkpoints and approaches for the assessment. This was followed by explanation about the scoring patterns and the methods to obtain the cumulative Hospital Score Card. A brief introduction of twelve thematic checklists was also provided. This helped the participants to acquaint themselves with the newly introduced National Quality Assurance Standards for UPHC’s.
3. This was followed with the presentation of **Dr Namit Singh Tomar**. He had presented the **Areas of Concern A & B, “Service Provision & Patient Rights”**. During the session, participants were given a detailed explanation about all the standards of Area of Concern - Service Provision which included curative services, 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.  
He had also explained about the Patient rights which had included the accessibility of services along with their availability & services provision in dignified manner for its acceptance by the clients (patients).
4. Post lunch session was presented by **Dr. Jagjeet Singh** on “**Areas of Concern C & D, Inputs & Support Services**”. He had covered the “Area of Concern and explained about infrastructure availability & adequacy, physical safety, fire safety, HR availability & their

training requirement & availability of equipment & instruments at the facility level. In Support services area of concern, Dr Jagjeet had covered equipment maintenance, Inventory management, Community participation, reporting and work management.

5. An exercise was conducted soon after completing the Areas of concern A. B. C & D by **Dr. Namit Singh Tomar & Dr. Jagjeet Singh**. All participants were given a case sheet and were instructed to fill the checklist for Maternal Health for the mentioned areas of concern.

Based upon the score generated by the participants they were explained how this scoring can be done in excel sheet. Also, the methodology of Department wise scoring and Area of concern wise scoring were being explained to the participants.

6. In the evening session, **Mr Masood Alam** explained about “**Steps for Implementation of QA Program**”. He explained about the key features of Quality team, Quality Policy, Quality objectives and Quality Assurance cycle. The participants were also informed about the logistics and process of conducting of Internal Assessment at the facility level.

## **Day2**

Day 2 was initiated with a brief recap of all the sessions of Day 1 by Dr. Namit Singh Tomar. Participants were encouraged to talk about their understanding from Day-1.

7. First session of the day was taken up by **Dr. Namit Singh Tomar**; he had provided a detailed explanation of “**Area of Concern E, Clinical Services**”. This session included Standards E1 to E9 i.e. General Clinical services standards. He had also presented a brief introduction of various National Health Programs launched by Government of India.
8. The next session was on “**Prescription Audit**” where participants were explained about the importance and process of conducting prescription audit by **Dr. Jagjeet Singh**. This was followed by an exercise on conducting the Prescription Audit at facility level by using prescription audit tool and photocopies sample of prescriptions arranged by the State NUHM team.
9. Next session of the day was conducted by **Dr. Namit Singh Tomar** on “**Infection Control (Area of Concern F)**”. All the four Standards related to Infection control namely - Hand Hygiene practices, Use of Personal protective equipment, Processing of equipments & instruments and Bio medical waste management were explained. He had also demonstrated six steps of Hand washing and discussed practical issues related to infection control during his session. Followed by this, two Videos about “Infection control practices” and “Infection Prevention – Disinfection & Sterilization” was shown by him to the participants.



10. The next session was taken by **Namit Singh Tomar** on “**BMW Rules 2016**”. He explained about the meaning of Bio Medical Waste and the amendments made in the BMW Rules in 2016. He explained about the categories of the Waste and the segregation method.

11. Next session was taken up by **Dr. Jagjeet Singh** on “**Gap analysis, Action Planning & Patient Satisfaction (Area of Concern G)**”. This had included information about Post assessment activities i.e. generating score cards, gap analysis, reporting. Methods of Root cause analysis like fish bone technique, why- why analysis, PICK chart, action planning and prioritization etc. were adequately explained to the participants, with appropriate examples and quick interaction with the participants. The participants were also explained about the process of conducting Patients Satisfaction Surveys at facility level.

This was followed by an Exercise on “**Gap analysis and action planning**” in which participants were shown different pictures in which they had to identify the gap based on SMART approach and plan an action accordingly. The exercise was an interactive one and had a positive impact on the understanding of the basic concept of gap analysis for the participants.

12. Post lunch session was started by **Dr. Namit Singh Tomar** and he discussed about the “**Key Performance Indicators (Area of Concern H)**” in which all 16 KPI’s, data required for KPI’s, calculation of KPI’s were discussed.

13. In the last session **Mr. Masood Alam, Nodal Officer for NUHM at Bihar** talked about the Road map/plan of action for implementing quality in the UPHCs. He gave the deadlines for the formation of Quality Teams, Baseline assessments, Patients Satisfaction Survey etc.

14. At last, the participants were given question papers with 32 multiple choice questions. 3 set of question paper were prepared for evaluation (A, B and C). Feedback forms were also distributed to all participants.

## PARTICIPANT'S FEEDBACK

Evaluation of participant's feedback is taken on a 5-point scale. Overall average scoring was **4.27 out of 5**.

### Most liked sessions

NAME OF TOPIC & PRESENTER	SCORE
Key Concept of Quality, Overview of National Quality Assurance Standards by Dr. Jagjeet Singh	4.45
Area of Concern C& D by Dr Jagjeet Singh	4.44
Area of Concern A& B by Dr. Namit Singh Tomar	4.43
Prescription Audit by Dr. Jagjeet Singh	4.38

### Most useful topics

- BMW rules 2016 & Infection Control
- Gap Analysis & Action Planning
- Key Performance Indicators
- Prescription Audit
- Assessment protocols.

### Suggestions to improve the training:-

- Practical visit to the facility.
- More training days
- Time management of the training
- Training on regular basis.
- Gap between two sessions.
- Call Participants 1 day prior to the training.
- More videos.
- Change the venue.

## Annexure I

List of Participants					
Sr. No.	NAME	MOBILE NO	E-mail ID	DISTRICT	HOSPITAL
1	Dr. Manoj Kumar	9006107657	<a href="mailto:manojkumar1012583@gmail.com">manojkumar1012583@gmail.com</a>	Begusarai	UPHC Teliya Pokhar
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7	Dr Chandra Bhushan Kumar	9835227654		Bhagalpur	UPHC Nathnagar (Budhiya)
8	Dr Alpana Nagar	9162596087		Bhagalpur	UPHC Mohaddinagar
9	Dr Pragya Singh	9939210838		Darbhanga	UPHC Chuna Bhatti
10	Dr Shilpi Chauhan	7352004390		Darbhanga	UPHC Urdu Nagar
11	Dr Manoj Kumar	9430018545		Darbhanga	UPHC Raj Campus
12	Dr Kazmi Zafar	95348112501	<a href="mailto:kazmi23sep@yahoo.com.in">kazmi23sep@yahoo.com.in</a>	Darbhanga	UPHC Khajasarai
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33	Dr Lalit Kishore	9835462566		Patna	UPHC Gardanibagh
34	Dr Himanshu	9779832004		Patna	UPHC Digha Mushari
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43	Dr Prabhat Kumar	9334541881		Bhojpur	UPHC Dharahra
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47	Sunil Kumar	9471007345	<a href="mailto:rpmudatacentregaya@gmail.com">rpmudatacentregaya@gmail.com</a>	Gaya	
48	Shabnam	9386553971	<a href="mailto:dpcbegusarsai@gmail.com">dpcbegusarsai@gmail.com</a>	Begusarai	
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## Annexure II (Agenda)

### IAT ON NATIONAL QUALITY ASSURANCE STANDARDS 22nd & 23rd DECEMBER, 2016

Time	Session	Speaker
<b>Day 01 (22<sup>nd</sup> Dec)</b>		
9:00am - 9:30am	<b>Registration</b>	
9:30am - 10:00 am	Inaugural Address	State Resource
10:00am - 11:00am	Key concept of Quality, overview National Quality Assurance Program & National Urban Health Mission	Dr Jagjeet Singh
11:00am – 11:45am	Measurement System, standards & Assessment Protocol	Dr Namit Singh Tomar
11:45am – 12:00Noon	<b>Tea</b>	
12:00noon - 1:00pm	Area of Concern A&B (Service Provision & Patient Rights)	Dr Namit Singh Tomar
1:00pm - 2:00pm	<b>Lunch</b>	
2:00pm - 3:00pm	Area of Concern C & D (Inputs & Support Services)	Dr Jagjeet Singh
3:00pm - 4:00pm	Exercise on Area of concern A,B,C, & D	Dr Namit Singh Tomar Dr Jagjeet Singh
4:00pm - 4:15pm	<b>Tea</b>	
4:15pm - 5:15pm	Implementing Quality Assurance in Urban Health Facilities	Mr Masood Alam
<b>Day 2 (23rd Dec)</b>		
9:00am - 9:30am	<b>Recap</b>	
9:30am - 10:30am	Area of concern E (Clinical Services)	Dr Namit Singh Tomar
10.30am - 11:00am	Prescription Audit	Dr Jagjeet Singh
11:00am - 11:15am	<b>Tea</b>	
11:15am - 11:45am	Area of concern F – Infection Control	Dr Namit Singh Tomar
11:45am – 12:15pm	BMW Rules 2016	Dr Namit Singh Tomar
12:15pm – 01:00pm	Gap analysis, action Planning & Patient satisfaction (Area of Concern G)	Dr Jagjeet Singh
01:00pm - 1:20pm	<b>Exercise on gap analysis &amp; action planning</b>	
1:20pm - 2:00pm	<b>Lunch</b>	
2:00pm - 2:45pm	Key Performance Indicators (Area of concern H)	Dr Namit Singh Tomar
2:45pm - 3:15pm	Road map/plan of action for quality assurance infacility.	Mr Masood Alam
3:15pm - 4:15pm	<b>Post Training Evaluation &amp; working tea</b>	
4:15pm - 4:30pm	<b>Thanks &amp; valedictory</b>	

## PHOTO GALLERY



**DR. JAGJEET SINGH EXPLAINING THE KEY CONCEPT OF QUALITY.**



**DR. NAMIT TAKING SESSION ON FIRE SAFETY**



**PARTICIPANTS DURING THE FINAL ASSESSMENT EVALUATION EXAM**



**GROUP PHOTOGRAPH OF THE PARTICIPANTS & THE TRAINERS.**