



**Internal Assessor Training (UPHC) on
National Quality Assurance Program
08th & 09th February 2017, Lucknow, Uttar Pradesh**



**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:** 8th & 9th February, 2017
- **PLACE OF TRAINING:** State Institute of Health and Family Welfare, Lucknow (Uttar Pradesh)
- **PARTICIPANTS OF TRAINING:** 34 (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 Uttar Pradesh

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 in association with the State officials.

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 6 districts of Uttar Pradesh 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 4.80 on a 5 point scale.

DAYWISE SUMMARY OF THE PRESENTATIONS

Day 1

1. Inaugural Address was done by **Director - Prof. N. L. Srivastava**, Director SIHFW, U.P along with **Dr. Usha Gangwar**, DGM NUHM SPMU,U.P.
2. 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 explained the following subtopics in the session:
 - Definition of Quality.
 - Perspectives of Quality.
 - Key Concept of Quality.
 - Principles of Quality Management.
 - Overview of National Quality Assurance Standard for Healthcare Facilities.
 - Impact of Quality in Healthcare.
3. In continuation he also covered an “**Overview of National Quality Assurance Program and standards**”. He 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 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.
4. Next session of the day was taken by **Dr Namit Singh Tomar** who 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 also explained about the Patient rights which included the accessibility of services along with their availability & services provision in dignified manner for its acceptance by the clients (patients).
5. Post lunch session was presented by **Dr. Jagjeet Singh** on “**Areas of Concern C & D, Inputs & Support Services**”. Here he 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 area of concern - support services, Dr Jagjeet covered equipment maintenance, inventory management, community participation, reporting and work management.

6. 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.

7. In the evening session, **Dr. Sulbha Swaroop** explained about “**Implementation of QA Program in Urban Health**”. She 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

8. First session of Day 2 was taken by **Director - Prof. N. L. Srivastava**, Director SIHFW, U.P on topic “Profile of a Trainer” by. He explained the key points that we have to adhere during training the people.
9. The second session of the Day was done by Dr. Namit Singh Tomar. He did a recap on the last day topics. He asked some questions to the participants to check the knowledge. Participants were seen more enthusiastic to answer the questions related to topics taken on Day-1.
10. After recap **Dr. Namit Singh Tomar** 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.
11. 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.

12. 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.
13. The next session was taken by **Namit Singh Tomar** on “**BMW Rules 2016**” & “**Fire Safety**”. 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. Then he continued session regarding Fire Safety which includes types of fire and how we can handle different types of fire.
14. 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.
15. Post lunch session was started by **Mr.R.S.Chaurasia** 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.
16. In the last session **Dr.Usha Gangwar, Nodal Officer for NUHM at Uttar Pradesh** talked about the Road map/plan of action for implementing quality in the UPHCs. She gave the deadlines for the formation of Quality Teams, Baseline assessments, Patients Satisfaction Survey etc.
17. 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 **4.80 out of 5**.

NAME OF TOPIC & PRESENTER	SCORE
Key concept of Quality, Overview of National Quality Assurance Programme,& National Urban Health Mission, Measurement System by Dr Jagjeet Singh	4.90
Fire Safety by Dr. Namit Singh Tomar	4.85
Area of Concern C & D by Dr Jagjeet Singh	4.84
Gap Analysis, action Planning & Patient satisfaction (Area of concern G) by Dr Jagjeet Singh	4.84

Most useful topics

- Fire management
- Key concepts of Quality Overview
- Gap Analysis
- Waste disposal
- Area of concern A,B & F

Suggestions to improve the training:-

- Field assessment of a facility should be there.(Visit to 1centre,its documentation , data collection methods can be explained during field visit)
- Two days training is not enough(It should be at least 4-5 days including field visit)
- More participation by participants ie, Issues of participants can be discussed during the session
- Time management of the training
- Rooms should be improved so that we can stay here.
- Gap between two sessions.

Annexure I

List of Participants					
Sr. No.	NAME	MOBILE NO	Post	DISTRICT	HOSPITAL
1	Dr.R.N.Giri	9286368380	<u>ACMO</u>	Bareilly	CMO Office
2	Dr.Kafeel Khan	9259298007	<u>MO/IC</u>	Bareilly	UPHC Bakarganj
3	Dr.Raveesh Agarwal	9756608085	<u>MO/IC</u>	Bareilly	UPHC Gherjafar Khan
4	Dr.Mradulika Singh	9557732343	<u>MO/IC</u>	Bareilly	UPHC Madhi Nath
5	Dr. Vinod Sahgal	9411424635	<u>MO/IC</u>	Bareilly	UPHC Civil Lines
6	Dr. Maya Phulera	9456686077	<u>MO/IC</u>	Bareilly	UPHC Subhash Nagar
7	Dr.Narendra Kumar Jain	9838091847	<u>ACMO</u>	Jhansi	CMO Office
8	Dr. Gauri Pandey	9794472069	<u>MO/IC</u>	Jhansi	UPHC Talpura
9	Dr.Shashibala Chaudhari	9794837870	<u>MO/IC</u>	Jhansi	UPHC Puliya N-9
10	Dr.Kirti Yadav	73983722303	<u>MO/IC</u>	Jhansi	UPHC
11	Dr. Suman Rao	7800573530	<u>MO/IC</u>	Jhansi	UPHC Chand Darvaja Nai
12	Dr.Pragya Shrivastava	9451895465	<u>MO/IC</u>	Jhansi	UPHC Badagano, Gate Bahar
13	Dr.Sudhanshu	9457723165	<u>MO/IC</u>	Kannauj	UPHC Chhibramau
14	Dr.S.K.Singh	9415175136	<u>Dy.CMO</u>	Kanpur Nagar	CMO Office
15	Dr.Nitu Verma	9415565973	<u>MO/IC</u>	Kanpur Nagar	UFWC Gitanagar / Panki
16	Dr.Anjula Gupta	9335627267	<u>MO/IC</u>	Kanpur Nagar	DTC Sarvodaya Nagar
17	Dr.Jaya Singh	7388935973	<u>MO/IC</u>	Kanpur Nagar	DTC Harjindar Nagar
18	Dr.Sushila Verma	9410055107	<u>MO/IC</u>	Kanpur Nagar	UPHC Krishna Nagar
19	Dr.Madhur Saxena	9415480600	<u>MO/IC</u>	Kanpur Nagar	UPHC Naubasta
20	Dr.Vandana Gupt	9198276123	<u>MO/IC</u>	Kanpur Nagar	UPHC J.P.Nagar
21	Dr.Satyendra Kumar	9415645616	<u>MO/IC</u>	Lalitpur	UPHC Govind Nagar
22	Mr.Ajin Ayodh Karayil	8903883728	<u>Fellow,NHSRC</u>	Lucknow	NHM,UP
23	Mr.Rakesh Chandra Verma	8090297535	<u>Prog. Coordinator</u>	Lucknow	SPMU,NHM
24	Dr.G.S.Martholiya	9412138344	<u>ACMO</u>	Moradabad	CMO Office
25	Dr.Asha Gupta	9412422758	<u>MO/IC</u>	Moradabad	UPHC Manjholi
26	Dr.Priti Sharma	9634316099	<u>MO/IC</u>	Moradabad	UPHC Peetal Basti
27	Dr.Kiran Gautham	9456222414	<u>MO/IC</u>	Moradabad	UPHC Mukarram Nagar
28	Dr. A.K Maurya	9415209595	<u>ACMO</u>	Varanasi	CMO Office
29	Dr. Manisha Pandey	9935570919	<u>MO/IC</u>	Varanasi	UPHC BheInpur
30	Dr.Preeti Tiwari	9935395298	<u>MO/IC</u>	Varanasi	UPHC Townhall
31	Dr.Mamta Pandey	9415813231	<u>MO/IC</u>	Varanasi	UPHC Seva Sadan
32	Dr.Madhu Pandey	9997360929	<u>MO/IC</u>	Varanasi	UPHC
33	Dr. Manjulbala	7052843333	<u>MO/IC</u>	Varanasi	UPHC Durgakund
34	Dr.Yathish Bhuwan Pathak	8933983848	<u>MO/IC</u>	Varanasi	UPHC Ardali Bajar

Annexure II (Agenda)

IAT ON NATIONAL QUALITY ASSURANCE STANDARDS 08th & 09th February 2017

Time	Session	Speaker
Day 01 (8th Feb)		
9:00am - 9:30am	Registration	
9:30am - 10:00 am	Inaugural Address	Prof. N.L.Srivastava
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	Tea	
12:00noon - 1:00pm	Area of Concern A&B (Service Provision & Patient Rights)	Dr Namit Singh Tomar
1:00pm - 2:00pm	Lunch	
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	Tea	
4:15pm - 5:15pm	Implementing Quality Assurance in Urban Health Facilities	Dr. Sulbha Swaroop
Day 2 (9th Feb)		
9:00am - 9:30am	Recap	
9:30am - 10:00am	Profile of a Trainer	Prof. N.L.Srivastava
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	Tea	
11:15am - 11:45am	Area of concern F – Infection Control BMW Rules 2016	Dr Namit Singh Tomar
11:45am – 12:15pm	Fire Safety	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	Exercise on gap analysis & action planning	
1:20pm - 2:00pm	Lunch	
2:00pm - 2:30pm	Kayakalp In UPHCs/UHCs	Dr Jagjeet Singh
2:30pm - 3:15pm	Key Performance Indicators (Area of concern H)	Mr.R.S.Chaurasiya
3:15pm - 3:45pm	Road map/plan of action for quality assurance in	Dr.Usha Gangwar

	facility.	
3:45pm - 4:15pm	Post Training Evaluation & working tea	
4:15pm - 4:30pm	Thanks & valedictory	

PHOTO GALLERY



DR. JAGJEET SINGH EXPLAINING THE KEY CONCEPT OF QUALITY.



DR. NAMIT TAKING SESSION ON FIRE SAFETY



CERTIFICATION DISTRIBUTION FOR PARTICIPANTS



GROUP PHOTO OF VARANASI DISTRICT PARTICIPANTS WITH THE TEAM