



**Internal Assessor Training (UPHC) on
National Quality Assurance Program
18th to 19th July 2016, Punjab**



**Conducted by
National Health System Resource Centre in collaboration
with State Health Systems Resource Centre, Punjab**

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

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TRAINING DETAILS

➤ **TRAINING COORDINATORS:**

- Dr. Nikhil Prakash (Senior Consultant, QI, NHSRC, New Delhi)
- Dr. Sushant Agrawal (Consultant, QI, NHSRC, New Delhi)
- Dr. Namit Singh Tomar (Consultant, QI, NHSRC, New Delhi)

➤ **DATE OF TRAINING:** 18th & 19th July, 2016

➤ **PLACE OF TRAINING:** State Health Systems Resource Centre, Phase 6, Mohali

➤ **PARTICIPANTS OF TRAINING:** 166 (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” 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 & Checklists.
- To develop skills and acumen to carry out internal evaluation as well as assessment of the UPHC’s..
- To set up pool of Internal Assessors for state of Punjab.

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 70 % 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 team of NHSRC, New Delhi in collaboration with State Health Systems Resource Centre, Mohali at SHSRC, Phase-6, Mohali.

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 26 districts of Punjab called by the state for this training. The participants were given:

- A copy of Assessor's guidebook for Urban Primary Health Centre
- A copy of Biomedical Waste Management Guidelines, 2016
- A folder with writing pad, pen and pencil
- Course instruction for IA-Training
- Feedback form
- Hard copy of guidelines, exercises and material whenever required during the training

The programme had 13 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 4.13 on a 5 point scale.

DAYWISE SUMMARY OF THE PRESENTATIONS

Day 1

1. In the starting session **Mr. Navdeep Gautam, Consultant Policy & Planning, NHM Punjab**, gave presentation on “**National Urban Health Mission, Punjab**”. The overview of Urban Health needs was being explained elaborately in the presentation which has covered the following topics:

- An overview of NUHM
- Reasons for giving special focus to Urban areas
- Different needs of Urban population
- Vulnerability of Urban poor/slum population
- Punjab state demographic profile (NUHM)
- Special focus on MMR & IMR rates

2. This is followed by the session presented by **Dr. Nikhil Prakash** 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 the Quality
- Key Concept of Quality
- Principles of Quality Management
- National Quality Assurance Standard for Healthcare Facilities
- How Hazardous is healthcare

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.

3. This was followed by **Dr. Sushant Agrawal** and he had explained about the scoring patterns and the methods to obtain the cumulative Hospital Score Card. A brief introduction of twelve checklists was also provided. This helped the participants to acquaint themselves with the newly introduced National Quality Assurance standards for UPHC’s.
4. The next presenter for the day was **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 include 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).

5. Post lunch session was presented by **Dr. Sushant Agrawal** 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. Sushant had 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 & Dr. Sushant**. 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. Nikhil Prakash** had provided a detailed explanation of “**Area of Concern E, Clinical Services**”. This session had 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.

Day2

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

1. First session of the day was taken up by **Dr. Nikhil Prakash** about “**Steps for Implementation of QA Program, Area of Concern G i.e. Quality Management**”. Dr. Nikhil 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.
2. Next session of the day was conducted by **Dr. Namit Singh Tomar** on “**Infection Prevention & BMW Rules 2016 (Area of Concern F)**”. All the six Standards related to Infection control, namely, Infection control program, Hand Hygiene practices, Use of Personal protective equipment, Processing of equipments and instruments, Physical layout and environmental control of the patient care areas & 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, one Video about “Infection control practices” was shown by him.
3. Next session was taken up by **Dr. Sushant Agrawal** 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.
4. This was followed by an Exercise conducted by **Dr. Namit** 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.
5. Post lunch session was started by **Dr. Sushant Agrawal** and he discussed about the “**Key Performance Indicators (Area of Concern H)**” in which all 30 KPI’s, data required for KPI’s, calculation of KPI’s were discussed. A quiz was organized by Dr. Sushant to engage the participants in calculating KPI’s on their own and provided them with a clear idea of the calculation of Key performance indicators. In between training to engage participants he has some quiz’s related to calculations of indicators.

6. The last session was covered by **Dr. Palvinder Pal Kaur, Nodal Officer, QI, Punjab** on **“Prescription Audit”** where participants were explained about the importance and process of conducting prescription audit. This was followed by an exercise on conducting the Prescription Audit at facility level.
7. At last, the participants were given question papers with 42 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 **4.13 out of 5**.

Most liked sessions

NAME OF TOPIC & PRESENTER	SCORE
Prescription Audit by Dr. Palvinder Pal Kaur	4.26
Infection Control & BMW Management by Dr. Namit Singh Tomar	4.20
Standard for Clinical Services by Dr. Nikhil Prakash	4.17
Gap Analysis, Action Planning & Prioritization by Dr. Sushant Agrawal	4.17

Most useful topics

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

Suggestions to improve the training:-

- More interaction with the participants
- More Group exercise
- More training days
- More video clips
- TA DA should be provided just after training
- Provision of Retraining after fixed intervals to trace improvements

Annexure I

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Annexure II

AGENDA

INTERNAL ASSESSOR'S TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS 18TH & 19TH JULY, 2016

Time	Topic	Resource Person
Day-01 (18th July 2016)		
09:00 am - 09:30 am	Registration	
09:30 am - 09:45 am	Inaugural Address	
09:45 am - 10:30 am	Overview of National Urban Health Mission	Nodal Officer, Urban Health Punjab, NHM
10:30 am - 11:15 am	Key Concepts of Quality, Overview on National Quality Assurance Program	Dr. Nikhil Prakash
11:15 am.- 11.30 am	Tea	
11:30 am - 12:15 pm	Measurement System, Standards and Assessment Protocol	Dr. Sushant Agrawal
12:15 pm- 01.00 pm	Area of Concern A & B (Service Provision and Patient Rights)	Dr. Namit Singh Tomar
01:00 pm - 02:00 pm	Lunch	
02:00 pm - 03:00 pm	Area of Concern C & D (Inputs & Support Services)	Dr. Sushant Agrawal
03:00 pm - 04:00 pm	Exercise on Area of Concern A, B, C & D	Dr. Namit Singh Tomar & Dr. Sushant Agrawal
04:00 p.m.- 4:15 p.m.	Tea	
4:15 p.m. - 5.15 p.m.	Area of Concern E (Clinical Services)	Dr. Nikhil Prakash
Day-02 (19th July 2016)		
09:00 a.m. - 09:30 a.m.	Recap	
09:30 a.m. - 10:30 a.m.	Steps for Implementation of QA Program (Area of Concern G)	Dr. Nikhil Prakash
10:30 a.m. - 11:00 a.m.	Infection Prevention & BMW Rules 2016 (Area of Concern F)	Dr. Namit Singh Tomar
11:00 a.m. - 11:15 a.m.	Tea	
11:15 a.m. - 12:15 p.m.	Gap Analysis, Action Planning & Patient Satisfaction (Area of Concern G)	Dr. Sushant Agrawal
12:15 p.m. - 01:00 p.m.	Exercise on Gap Analysis & Action Planning	Dr. Namit Singh Tomar
01:00 p.m. – 02:00 p.m.	Lunch	
02:00 p.m. - 03:00 p.m.	Key Performance Indicators (Area of Concern H)	Dr. Sushant Agrawal
03:00 p.m. – 03:30 p.m.	Prescription Audit	Dr. Palvinder Pal Kaur
03:30 p.m. - 04:30 p.m.	Post Training Evaluation & Feedback (Tea during the evaluation)	

PHOTO GALLERY



CONSULTANT POLICY PLANNING PRESENTING AN OVERVIEW OF NUHM, PUNJAB



MR. GAUTAM PROVIDING INFORMATION ON URBAN HEALTH KIOSK DEVELOPED IN PUNJAB STATE



DR. NIKHIL EXPLAINING KEY CONCEPTS OF QUALITY DURING THE SESSION



DR. SUSHANT EXPLAINING AREA OF CONCERN G



DR. NAMIT SINGH TOMAR PROVIDING INFORMATION ABOUT HYGIENE & OTHER INFECTION CONTROL PRACTICES



DR. NIKHIL DURING INTERACTIVE SESSION ON PRIORITIZATION OF GAPS



DR. SUSHANT DURING SESSION ON GAP ANALYSIS



PARTICIPANTS DURING THE FINAL ASSESSMENT EVALUATION EXAM