

Uttarakhand “Service Provider Training” on National Quality Assurance Standards

26th to 28th October 2016, Dehradun, Uttarakhand



Conducted by:

**National Health Systems Resource Centre in collaboration
with Uttarakhand Health and Family Welfare**

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.

Three day Service Provider training is mandated for the facility levels service providers who can understand the requirements of NQAS and successfully implements standards and improved their health facilities as per the mandate of NQAS.

There is fixed curriculum for the training extended up to period of three days.

Executive Summary

2nd Service Provider training was conducted by NHSRC in collaboration with Uttarakhand Health & Family Welfare from 26th October to 28th October 2016 at Dehradun, Uttarakhand. It was conducted for Garhwal region of Uttarakhand. Garhwal region of Uttarakhand has seven districts, namely Uttarkashi, Rudraprayag, Chamoli, Pauri, Tehri, Dehradun and Haridwar.

Course curriculum for training was prepared by the NHSRC and was duly syndicated with state. Participants were from diverse background including CMOs, SMOs, Medical Officers, Hospital Manager, Quality Consultants, Matrons and Staff Nurses from selected seven districts of Garhwal region.

TRAINING COORDINATOR: Dr Sushant Kumar Agrawal (Consultant, NHSRC, New Delhi)
Dr. Abhay Kumar (State Consultant, QA)

DATE OF TRAINING: 26th to 28th October 2016
PLACE OF TRAINING: Auditorium, State Directorate, Dehradun, Uttarakhand
PARTICIPANTS OF TRAINING: Total no. 32-. (*List attached in Annexure ii*)
COURSE OVERVIEW: The course schedule (*Attached in Annexure iii*)

OBJECTIVES OF TRAINING:

The specific objectives of the Training programme were: -

- A) To understand basic concept of Quality in Public health facilities.
- B) To equip with knowledge of key concepts, tools and methodologies of National quality assurance standards.
- C) Provide skill to identify gaps and fulfils these gaps.
- D) To develop skills and acumen to implement Quality services in their health facilities.

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. Writing pad and pen.
4. Pen drive with all presentations of three days training.
5. Hard copy of Exercises and material wherever required during training.
6. Dynamic Training tools like Group discussions; Interactions, group work, individual work etc. has been used to facilitate focused learning and keep the interest of the audience alive.

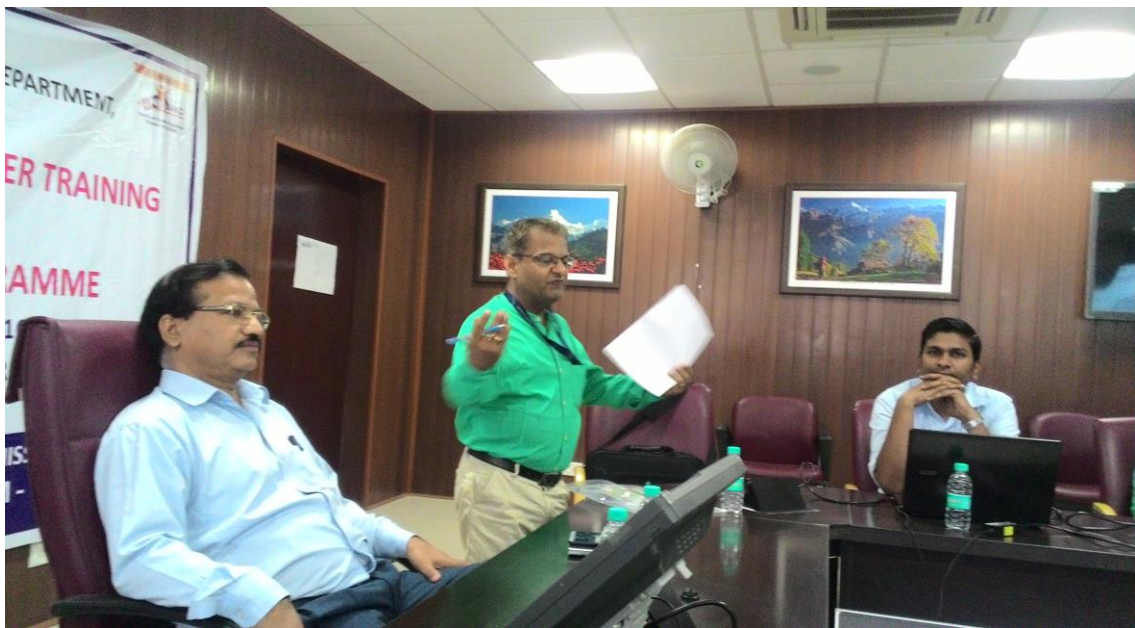
The programme had 18 Sessions, spread over a period of three days.

Feedback from the participants was taken and the report contains analysis and suggestions given by the participants at annexure-i.

Training Brief:-

Inauguration:-

Dr Jeetendra Singh Negi, Nodal Officer QA, Uttarakhand welcomes all participants and resource person from NHSRC for the workshop. After this training was inaugurated by Dr R S Aswal, Director, National Programme Uttarakhand. In his opening remarks he gave an overview about the importance of Quality in Public health facilities. he said that about the role of service provider training for successful implantation of National Quality Assurance Program. He requested resource person from NHSRC to have a post training evaluation also after training. After this



Picture-1: - Dr R S Aswal and Dr Jeetendra Negi during Inaugural session of programme

Followed by this, technical session of the training started.

Technical Sessions Day-1 (26th October 2016)

Dr Sushant Agrawal, Consultant QI NHSRC first introduced himself to the participants followed by introduction of all participants. He discussed about the ***“Key Concepts and Principles of Quality Assurance in Public Health Facilities”*** in this session. Dr.Agrawal defined Quality in many terms like Quality is minimising variation, Meeting and surpassing customer expectations. Then he also explained why Quality required in public health facilities. He also discussed about the Donabedian model of Quality i.e. Structure, Process and Outcome. Participants were also involved in their own way to define Quality. He discussed various approach of Quality like Certification, Quality Management system, Quality Improvement, Quality Assurance and Quality

Control. He also explained about the objective of service provider training and role of participants in implementing QA program in their health facilities.



Picture 2:- Dr Sushant Agrawal taking session on “Key Concepts of Quality”

Followed with this Ms. Vinny Arora, Consultant QI NHSRC given brief about the “**Overview of National Quality Assurance Program and standards**”. She first introduced national quality assurance program and briefly explained eight key features of QA program namely, unified organizational framework, Quality assurance standards, continual assessment and scoring, Assessment Methodology, Training and Capacity building, inbuilt quality improvement model, Certification at state and national level, Incentives and sustenance. She discussed about the Organizational framework of Quality and role of SQUA, SQAC, DQUA and DQAC. Then she explained about the measurement system of Quality, Customization of standards. She also explained about the 4 training under NQAP. She covered scoring rules and incentive mechanism under this program in details.

Next presentation made by Dr. Dharmesh Lal, PHFI, he explained about the “**Quality Assurance in Operation Theatre and Labour Room**” in Public health facilities. Dr Lal said prime objective of OT is to create an area of asepsis and provide comfort to patient, staff and operating doctor. He discussed about the 4 zoning required in operating room i.e. protective, clean, aseptic and disposal zone. He described specifications required for an OT. He gave emphasis on Positive pressure, temperature and humidity control required in OT. He also discussed about the process requirement of OT and gave due weightage on monitoring of its outcome. He continued his presentation and discussed about the Quality requirement in Labour room also. He discussed about the Push and Pull factor for institutional delivery in this session. He shown few

photographs of labour room to the participants and discussed about the quality of care in labour room.

It was followed by lunch.

After lunch session started by Dr.Sushant, he discussed about **“Internal Assessment and Gap Analysis”**. He discussed various steps of conducting assessment. Participants were explained about the scoring system and the method to obtain the cumulative hospital score card, department wise score and also areas of concern wise score.

After this Dr Sushant divided the whole batch of participants into four Groups randomly. These four groups were Quality Pur, Quality Ganj, Quality Nagar and Quality Bad. All participants were instructed to sit with their grouped team for all three days.

It was followed by a group exercise, where participants were shown some photographs of gaps found in a district Hospital. They were instructed to write gap statement and find about the standard and measurable elements of the gap. All 4 groups did this exercise very enthusiastically.

Last presentation for the day was about the **“Hospital infection control”** practices and taken by Ms. Vinny Arora. She defined hospital acquired infection and its importance for patient and staff of the hospital. She discussed about the myths about antiseptic and disinfectant during this session. She showed a video also which described about the disinfection, sterilization and equipment processing. She also explained about the Standard precautions required for a Hospital to control hospital acquired infections. Participants were instructed to demonstrate six steps of hand washing also during this session.

Technical Sessions Day-2 (27th October 2016):-

Session started after brief recap by Dr.Sushant Agrawal.

After this Dr Sushant Agrawal took session on **“action planning and Prioritization”**. He explained about the steps for action planning and, how to prioritize these gaps based upon their severity, ease of implementation and level of intervention required for closing these gaps. All 4 groups were instructed to prioritize the gaps identified during exercise on gap analysis and action planning. Then all 4 groups presented one by one their prioritization.

Dr Dharmesh Lal took next session and described about the **“Prescription and clinical audit”**. He covered Medical, death, and prescription audits. He described about the general rule for conducting audits and said it is fact finding exercise and not fault finding, focus of audit should always be on improving the quality of current process based upon the findings.

Followed by this Dr Sushant Agrawal distributed two OPD prescription and two case sheets selected from district hospital of Uttarakhand to each four group. He also distributed format for conducting prescription and clinical audit to each group. Dr Agrawal had given an exercise to all four group for conducting prescription and clinical audit. Then all groups made presentation one

by one. Each group shared their audit findings and Dr Agrawal explained them to conclude the audit process after the audit.

Followed by Lunch

Post lunch session was started with “Hospital **infection control’ Module ii’** and taken by Ms. Vinny Arora. She explained about the Standard precautions required for a Hospital to control hospital acquired infections. Participants were instructed to demonstrate six steps of hand washing also during this session. Six steps of hand washing and 5 moments of hand washing was also explained during this session.

Followed by this Dr Sushant Agrawal took session on “**Patient Rights and satisfactions’** and explained the importance of rights of patients in terms of availability, accessibility, acceptability and Quality, He covered importance of Patient satisfaction survey in the hospital, and explained various steps for conducting patient satisfaction survey in the hospital.

Last session of the day was taken by Ms Vinny Arora and took session on “**Process mapping’**”. She first discussed about the process followed by steps for mapping the process. She gave importance in process mapping to Increase efficiency, eliminate non-value-added activities, reduce cycle time, expand service capabilities, simplify work flow, and minimize dependencies. She explained about the 7 MUDAS in a hospital which are confusion, motion/conveyance, waiting, over processing, inventory, defects and over production. Followed by this participants were given a homework to do process mapping based on a case study.



Picture-3:- Ms Vinny Arora taking session on Process Mapping

Technical Sessions Day-3(28th October 2016)

Day started with recap from Dr.Sushant Agrawal for all two days sessions. All participants were requested to share one or two things which they would like to implements in their facilities soon after learning from this training.

Followed by recap Ms. Vinny Arora had undertaken group exercise on process mapping, which given as a homework. She requested all four groups to present their process mapping with their improved process to reduce time. All 4 groups made presentations and Ms Vinny clarified their problems.

Next presentation was taken by Dr Dharmesh Lal on ***“Quality Assurance in Accident and Emergency department”*** of the hospital. He briefly described about thing which should take into consideration before planning of A&E department. He explained about the triage protocol and management of Disaster in this session. He said most crucial department of the hospital is A&E department. Hospital can build good image with quality services provided by A&E department.



Picture-4:- Dr Dharmesh Lal taking session on “Accident and Emergency Department”

Followed by this, next session of the day was taken by Dr.Sushant and he took sessions on measuring ***“Key performance indicator and tools for Quality Improvement”***. He discussed one by one all 30 KPI’s applicable for district hospital. He had few exercises to calculate some of important KPI like BOR, ALOS etc. He also discussed some of the Quality toll like brain storming, Fish Bone Diagram, Run Chart and control chart and PICK Chart very briefly. Dr Agrawal did one brain storming session alive with participants for detecting cause of “Dirty toilets in health care facilities”.

Next session was taken by Dr Dharmesh Lal and he discussed about **“Patient Safety”** .He said about the various factors affecting the safety of patients, vulnerable group of patients, general rules on protection of patients and common safety measures. He also discussed about the Patient safety solutions like Look alike sound alike medicines, Patient identifications, Hand over practice etc. He also covered medication safety issue in brief during this session.

Followed by this Lunch

Post lunch session for was **“Standard Operating Procedures”** taken by Dr Sushant Agrawal. He described importance of SOP’s for Health care industry and emphasized importance of service provider to make SOP of their department. Then he also explained how to make SOP and described each component of SOP’s. He had given task to each group to make one SOP for Laundry, Pharmacy, Radiology and Dietary, followed by lunch.

Post lunch started with presentation from all groups one by one and Ms. Vinny Arora cleared their queries to make SOP in effective way.

Last sessions for this service Provider training was taken by Dr.Sushant Agrawal and he discussed about the **“Documentation requirements for NQAS”**. Dr Agrawal explained about the requirements for customization of standards and required documents before final submission of application for National certification to the ministry.

Post training Evaluation and Feedback was taken at the end of the training, Results of Post training evaluation has been placed at **Annexure-iv**.

Facilitation and vote of thanks: - Facilitation was done to **“Qualityganj”** team for their best performance on all exercises among all 4 groups by Dr Jeetendra Singh Negi followed by this vote of thanks to all participants and trainers of NHSRC done by Dr Negi.



Picture-5:- Quality Ganj getting winner prize from Dr Jeetendra Singh Negi

Training Feedback Evaluation:-

Participants found this training very relevant to their current work. Feedback on Quality of facilitators was positive. Feedback on all sessions was evaluated at level of fair or above in 1-5 point of scale. No sessions was found unsatisfactory.

Annexure-i

Service Provider Training, Dehradun, Uttarakhand (FEEDBACK EVALUATION)		
SESSION	FACULTY	AVERAGE
Key Concepts and Principles of Quality Assurance in Public Health Facilities	Dr.Sushant Agrawal	4.32
Overview of National Quality Assurance Programme and Standards	Ms Vinny Arora	4.41
Quality Assurance in Operation Theatre and Labour Room	Dr Dharmesh Lal	4.46
Internal Assessment and Gap Analysis	Dr Sushant Agrawal	4.46
Quality Assurance in Labour Room	Dr Dharmesh Lal	4.36
Hospital Infection Control-i	Ms Vinny Arora	4.5
Prioritisation and Action Planning	Dr Sushant Agrawal	4.39
Prescription and Clinical Audit	Dr Dharmesh Lal	4.41
Hospital Infection Control-ii	Ms Vinny Arora	4.25
Quality Assurance in Pharmacy	Dr Dharmesh Lal	4.29
Patient Rights and Satisfaction	Dr Sushant Agrawal	4.32
Process Mapping with Exercise	Ms Vinny Arora	4.59
Quality Assurance in Accident & Emergency	Dr Dharmesh Lal	4.29
Key Performance Indicator & Tool for Quality Improvement	Dr Sushant Agrawal	4.54

Patient Safety	Dr Dharmesh Lal	4.29
Standard Operating Procedure with exercise	Dr.Sushant Agrawal	4.57
Quality Team Role Play exercise	Ms Vinny Arora	4.52
Documentation for NQAS	Dr Sushant Agrawal	4.52
	AVERAGE	4.42

Most liked sessions	Trainer
Process Mapping with Exercise	Ms Vinny Arora
Standard Operating Procedures	Dr Sushant Agrawal
Key Performance Indicators	Dr Sushant Agrawal
SUGGESTIONS TO IMPROVE TRAINING	
More Group exercise	
More training days	
More involvement of Participants	
More Audio Video and Handouts	
Suggestions of Participants for any topic inclusion	
Care of Burn Patients	
Political interference in Hospital	

List of Participants: -

Annexure-ii

Sl. No.	Name of Participants	Designation	District	Mobile No.
1	Dr. Vijay Singh	MO	Rudrapriyag	9411352973
2	Uttam Singh Bisht	Pharmacist	Haridwar	9412114710
3	Jyoti Khanna	Sister	Rudrapriyag	9868207541
4	Kiran Singh	Sister	Tehri	9897136332
5	Tarun Bhartwaj	Hospital Manager	Haridwar	9411070470
6	Ramesh Chandra Negi	Pharmacist	Gopeshwar	9412119135
7	Dr. Meghna Aswal	SMO	Dehradun	9412923114
8	Dr. V.C. Kala	MS	Tehri	9456119032
9	J.P.S. Makhaloga	Pharmacist	Tehri	9412312295
10	Smt. Reena	Pharmacist	Dehradun	9997517996
11	Dr. Amit Kumar	Regional Consultant QA	State UK	7310801595
12	Girish Khanduri	State Consultant QM	State UK	7310801601
13	Dr. V.S. Chauhan	CMS	Rudrapriyag	9411170487
14	Smt. Priti Rawat	Staff Nurse	Gopeshwar	8859493839
15	Dr. B.S. Toliya	MO	Dehradun	9411722838
16	Atul Dwivedi	Consultant DQC	SPMU	8826516101
17	Dr. Abhay Kumar	State Consultant PH	State UK	7310801603
18	S.P. chamoli	Pharmacist	Hridwar	9411578727
19	Kusum Semwal	Sister	Haridwar	8171253309
20	Smt.AshaRani Sharma	Sister	Haridwar	9759893918
21	Kanishk Kala	QM	Uttarkashi	9759563503

22	Hem Lata Singh	AMC	Dehradun	9456774600
23	Smt. Vijay Kathiyal	Sister	Dehradun	9760285659
24	IYV Renis	ANC	Dehradun	9411549273
25	Balbeer Singh	HM	Pauri	9634562236
26	Dr. Dayal Sharan	CMS	Dehradun	9897482867
27	Dr. Yasoda Pal	Pathologist	Gopeshwar	9411355430
28	Dr. B.K. Shukla	CMS	Chamoli	9452514444
29	Smt. Veerwat	Sister	Chamoli	9410140271
30	Dr. S.K. Varma	JD	Dehradun	9412369248
31	Smt. Maheshwari	Staff Nurse	Dehradun	9410724829
31	Smt.Sandhya Bose	Assitant Nursing	Pauri	8126688554
32	Dr. RP Singh	Eye Surgeon	Uttarkashi	9412505562

Program Schedule-

Annexure-iii

Day-1		
Time	Topic	Resource Person
09:00AM- 09:30AM	Registration	
09:30AM -10.00AM	Inaugural Address MD NHM/State representative	MD NHM
10.00AM - 11.00AM	Key Concepts and Principles of Quality Assurance in Public Health Facilities	Dr Sushant Agrawal
11:00AM - 11:15AM	TEA	
11:15AM - 12:00PM	Overview of National Quality Assurance Program and standards	Ms Vinny Arora
12:00PM -12:45PM	Quality Assurance in Operation Theatre	Dr Dharmesh Lal
12:45PM – 01:30PM	Internal Assessment and Gap Analysis	Dr Sushant Agrawal
01:30PM – 02:15PM	LUNCH	
02:15PM – 03:00PM	Quality Assurance in Labour Room	Dr Dharmesh Lal
03:00PM - 03:15PM	TEA	
03:15PM - 04:15PM	Hospital Infection Control- Module-i	Ms Vinny Arora
04:15PM - 05:00PM	Prioritization and Action Planning	Dr Sushant Agrawal
Day-2		
09:00AM -09:15AM	Recap	
09.15AM- 10:30AM	Prescription, Clinical Audit with Exercise	Dr Dharmesh Lal
10:30AM- 10:45AM	TEA	
10:45AM - 11:30AM	Hospital Infection Control- Module-ii	Ms Vinny Arora

11:30AM- 12:15PM	Bio Medical Waste Management Rule 2016	Dr Sushant Agrawal
12:15PM- 01:00PM	Quality Assurance in Pharmacy Services	Dr Dharmesh Lal
01:00PM - 02:00PM	LUNCH	
02:00PM- 02:45PM	Process Mapping	Ms Vinny Arora
02:45PM- 03:30PM	Process Mapping Exercise	Ms Vinny Arora/ Dr Sushant Agrawal
03:30PM - 03:45PM	TEA	
03:45PM - 04:30PM	Patient Rights and Satisfaction	Dr Sushant Agrawal
Day-3		
Time	Topic	Resource Person
09:15AM - 09:30AM	Recap	
09:30AM - 10:15AM	Quality Assurance in Accident & Emergency	Dr Dharmesh Lal
10:15AM - 11:15 AM	Key Performance Indicator and Tools for QI	Dr Sushant Agrawal
11:15AM - 11:30AM	TEA	
11:30AM - 12:15PM	Patient Safety	Dr Dharmesh Lal
12:15PM – 12:45PM	Standard Operating Procedure	Dr Sushant Agrawal
12:45PM- 01:15PM	Standard Operating Procedure Exercise	Dr Sushant Agrawal/ Ms Vinny Arora
01:15PM - 02:00PM	LUNCH	
02:00PM - 03:00PM	Quality Team Role Play Exercise	Ms Vinny Arora
03:00 PM- 03:45	Documentation for NQAS	Dr Sushant Agrawal
03:45PM - 04:00PM	TEA	
04:00PM- 04:15PM	Valedictory and Feedback	SQAC Uttarakhand

Post training Evaluation

Annexure:-iv

S. No.	Name of Participants	Designation	District	Marks Obtained (Out of 32)
1	Dr. Vijay Singh	MO	Rudrapriyag	27
2	Uttam Singh Bisht	Pharmacist	Haridwar	21
3	Jyoti Khanna	Sister	Rudrapriyag	21
4	Kiran Singh	Sister	Tehri	17
5	Tarun Bhartwaj	Hospital Manager	Haridwar	A
6	Ramesh Chandra Negi	Pharmacist	Gopeshwar	21
7	Dr. Meghna Aswal	SMO	Dehradun	30
8	Dr. V.C. Kala	MS	Tehri	27
9	J.P.S. Makhaloga	Pharmacist	Tehri	19
10	Smt. Reena	Pharmacist	Dehradun	27
11	Dr. Amit Kumar	Regional Consultant QA	State UK	A
12	Girish Khanduri	State Consultant QM	State UK	A
13	Dr. V.S. Chauhan	CMS	Rudrapriyag	23
14	Smt. Priti Rawat	Staff Nurse	Gopeshwar	25
15	Dr. B.S. Toliya	MO	Dehradun	18
16	Atul Dwivedi	Consultant DQC	SPMU	A
17	Dr. Abhay Kumar	State Consultant PH	State UK	A
18	S.P. chamoli	Pharmacist	Hridwar	21
19	Kusum Semwal	Sister	Haridwar	17
20	Smt.AshaRani Sharma	Sister	Haridwar	17

21	Kanishk Kala	QM	Uttarkashi	26
22	Hem Lata Singh	AMC	Dehradun	23
23	Smt. Vijay Kathiyal	Sister	Dehradun	24
24	IYV Renis	ANC	Dehradun	20
25	Balbeer Singh	HM	Pauri	27
26	Dr. Dayal Sharan	CMS	Dehradun	21
27	Dr. Yasoda Pal	Pathologist	Gopeshwar	23
28	Dr. B.K. Shukla	CMS	Chamoli	26
29	Smt. Veerwat	Sister	Chamoli	22
30	Dr. S.K. Varma	JD	Dehradun	26
31	Smt. Maheshwari	Staff Nurse	Dehradun	16
31	Smt.Sandhya Bose	Assitant Nursing	Pauri	05
32	Dr. RP Singh	Eye Surgeon	Uttarkashi	20