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



**16th to 17th June 2015**

**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:** 16th to 17th June 2015

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

**PARTICIPANTS OF TRAINING:** Total no. 60–. (*List attached in Annexure I*)

**COURSE OVERVIEW:** The course schedule (Attached in A*nnexure II*)

**OBJECTIVES OF TRAINING:**

The specific objectives of the Training programme were: -

1. To set up pool of Internal Assessors for state of Punjab.
2. To equip assessors with knowledge of key concepts, tools and methodologies of National quality assurance standards.
3. Provide skill to assessors to independently assess different area of concern, measurable elements & checklist
4. 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.

Two day 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, 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 empanelled Internal Assessor for the State.

**eXECUTIVE sERVICE**

2nd Internal Assessor training was conducted by NHSRC in collaboration with PHSC, Punjab from 16th June, 2015 to 17th June, 2015 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 Deputy Medical Commissioner, District Family Welfare Officers, Nodal Officers, SMO’s, Medical officers, Matrons and Nursing sisters from 11 districts of Punjab like Barnala, Ferozepur, Fategarh sahib, Faridkot, Fazilka, Gurdaspur, Moga, Muktsar, Nawanshahr, Pathankot, Kapurthala 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 Bag with writing pad and pen.
4. Instruction’s for Participant about ‘’Internal Assessor’s Training.
5. 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 Dr. Parvinder Pal Kaur (AD, QA) followed by opening remark of Dr. A.K.Dutta (Short term Consultant- QI, NHRSC).

The overall rating of the programme in feedback was excellent with an overall score of 4.10 on a 5 point scale.

**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

Dr.Sushant Agrawal Consultant, NHSRC also explained about measurement system of NQAS and the relationship between the areas of concern -Standard -measurable element –Checkpointand approachesfor assessment. Dr.Sushant 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



The next presenter for the day was **Ms.Vinny Arora, she explained about the Area of concern ‘’Service Provision’’.** 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 Ms.Vinny also covered Area of Concern B & C “Assessment of Patient Rights & Inputs** “. In her presentation she 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). She continued her presentation with “**Area of Concern C –Inputs**” and explained about infrastructure availability & adequacy, physical safety, fire safety, HR availability & their training requirement & availability of equipments & instruments.

**Post lunch** session was started by Dr.A.K.Dutta 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 was started by Dr.Sushant Agrawal with an exercise called- Identifying Standards**. Dr.Sushant distributed some small slips to all participants with some ‘’key words’’, all participants were expected to identify standards based upon that key words, and they were instructed to form group based upon ‘’Area of Concern’’. Total 8 groups were formed and then participants came one by one and described their respective standards and areas of concern. This exercise was appreciated by all participants and gave clear view about areas of concern and standards.

The last session of the day was about some part of **Area of concern E “Clinical Services**” which was taken by Dr. A.K.Dutta. He covered Specific clinical services from **E10 to E-16** like ICU, Accident and Emergency department of the Hospital. Dr. Dutta also explained best practices and quality standards as per NQAS for both of these departments.

**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.

First session of the day was started by Dr. A.K.Dutta with the session of a**rea of concern clinical services- RMNCH+A Services**. Dr.Dutta explained standards related to RMNCH+A services and explained about the Quality of ANC services, labour room protocol etc during this session.



Next 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.

Followed by this **Dr.Sushant Agrawal presented about Exercise on Gap Analysis and action planning**, Participants were distributed format for gap analysis. Dr. Sushant 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.

Next session was presented by **Ms. Vinny Arora 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 Ms.Vinny Arora explained how this scoring can be done in excel sheet. She also explained about the methodology of Hospital wise scoring, Department wise scoring and Area of concern wise scoring.

Session was followed by Ms.Vinny Arora 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 equipments, processing of equipment and instruments ,Physical layout and environmental control of the patient care areas & Bio medical waste management were explained. She demonstrated six steps of Hand washing and discussed practical issues related to infection control during her session. Followed by this one **Video about ‘’Infection control practices’’** was shown by her.



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.

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

Last session of this training was ‘’Introduction of Swachata Abhiyan and KAYAKALP Scheme of GOI, which was discussed by Ms.Vinny Arora. Ms.Vinny first discussed about the swachata Guideline and its importance in Public health facilities. Followed by this she also explained about GOI Scheme of ‘’KAYAKALP’’. She said for FY-2015-16, State is supposed to take all District Hospital under this scheme; best district hospital will get Rs. 50 Lakhs, followed by 2nd prize of 20 lakhs and consolation award of Rs. 3 lakhs for facilities scored more than 70%. State can propose budget under this scheme for its implementation under Supplementary PIP.

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).

**PARTICIPANT FEEDBACK**

Following examination feedback was taken from participants. Evaluation of participant feedback is taken on 5 point scale. Analysis of Participant feedback is attached in *Annexure IV.* Overall Average scoring was of 4.10 out of 5.

**MOST LIKED SESSIONS WERE**:

|  |  |
| --- | --- |
| **Name of Session & Presenter** | **Score** |
| Standard for Infection Control-  Ms.Vinny Arora | 4.22 |
| Standard for Support Services-  Dr.Sushant Agrawal | 4.16 |
| Swachhta Guideline and ‘’KAYAKALP’’- Ms.Vinny Arora | 4.16 |
| Standard for Service Provision, Patient Rights and Input-Ms. Vinny Arora | 4.14 |
| Standard for General Clinical Services  Dr.A.K.Dutta | 4.14 |
| Key Performance Indicators  Dr.Sushant Agrawal | 4.12 |

**SUGGESTIONS TO IMPROVE THE TRAINING**

1. Number of training days should be increased.
2. Follow up of training should also be done.
3. Hospital visit for live assessment should also be done.
4. More interactive
5. Video films especially in BMW, Infection Control etc.
6. More exercises.

***Annexure I***

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| **Post Training Evaluation of INTERNAL ASSESSOR Training- 2nd Batch (16th to 17th June 2015), Punjab** | | | | |
| **S.No.** | **Name of Participant** | **Name of Facility** | **Designation** | **Contact number** |
| 1 | DR MANDEEP SINGH | DH FAZILKA | MEDICAL OFFICER | 9464094288 |
| 2 | DR SURJIT SINGH | TARN TARAN | DISTRICT FAMILY WELFARE OFFICER | 752983328 |
| 3 | DR MANJIT SINGH | FARIDKOT | NODAL OFFICER | 9872010013 |
| 4 | DR KULDEEP RAI | CH NAWANSHAHAR | PAEDIATRICIAN | 9814150275 |
| 5 | DR KEWAL RAM | KAPURTHALA | DISTRICT FAMILY WELFARE OFFICER | 9872817140 |
| 6 | DR GULSHAN KUMAR | KAPURTHALA | DEPUTY MEDICAL COMMISIONAR | 9815937388 |
| 7 | DR ARVINDER GILL | CH MOGA | SENOIR MEDICAL OFFICER | 9814036869 |
| 8 | DR SANJIV KUMAR JAIN | CH MOGA | MEDICAL OFFICER | 9464094684 |
| 9 | DR VIJAY KUMAR GUPTA | BARNALA | DISTRICT FAMILY WELFARE OFFICER | 9872209209 |
| 10 | DR RAJESH KUMAR SHARMA | CS OFFICE FAZILKA | DEPUTY MEDICAL COMMISIONAR | 9216361493 |
| 11 | DR MOHINDER SINGH | BARNALA | DEPUTY MEDICAL COMMISIONAR | 9878577667 |
| 12 | DR CHUNI LAL |  | DISTRICT FAMILY WELFARE OFFICER | 9872044737 |
| 13 | DR SATISH KUMAR SHARMA | PATHANKOT | DEPUTY MEDICAL COMMISIONAR | 9888359515 |
| 14 | DR AVINASH KUMAR BANSAL | CH BARNALA | MEDICAL OFFICER | 9872973354 |
| 15 | DR SWARAN SINGH | CS OFFICE FETAHGARH SAHIB | DISTRICT FAMILY WELFARE OFFICER | 9814473277 |
| 16 | DR SANDEEP SINGH GILL | DH FATEHGARH | NODAL OFFICER | 9417080588 |
| 17 | DR CHARANJIT SINGH KAHLON | CS OFFICE GURDASPUR | DISTRICT FAMILY WELFARE OFFICER | 9464059890 |
| 18 | DR PARDEEP KUMAR AGGARWAL | FEROZEPUR | SENOIR MEDICAL OFFICER | 9417281700 |
| 19 | DR SUKHPAL SINGH | CH MUKTSAR | DEPUTY MEDICAL COMMISIONAR | 8146900210 |
| 20 | DR GAWINDER KUMAR HANS | CS OFFICE GURDASPUR | DEPUTY MEDICAL COMMISIONAR | 9464080088 |
| 21 | DR SANDEEP DHAWAN | CH | MEDICAL OFFICER | 9815979369 |
| 22 | DR H N SHARMA | ROPAR | DISTRICT FAMILY WELFARE OFFICER | 9872025382 |
| 23 | DR RAVI KANT | CH PATHANKOT | MEDICAL OFFICER | 9780413452 |
| 24 | DR RANJIT SINGH BUTTAR | AMRITSAR | DISTRICT FAMILY WELFARE OFFICER | 9501833665 |
| 25 | DR LASHKAR | CH PATHANKOT | SENOIR MEDICAL OFFICER | 9417807715 |
| 26 | DR RAJINDER KUMAR | CH | SENOIR MEDICAL OFFICER | 9876243335 |
| 27 | DR TARSEM SINGH |  | DISTRICT FAMILY WELFARE OFFICER | 9814171360 |
| 28 | DR VIJAY KUMAR | CH GURDASPUR | MEDICAL OFFICER | 9041980048 |
| 29 | DR HARVINDER SINGH | DH NAWANSHAHR | SENOIR MEDICAL OFFICER | 9815022840 |
| 30 | DR MONINDER SINGH | CS OFFICE LUDHIANA | DISTRICT FAMILY WELFARE OFFICER | 9815175049 |
| 31 | DR SHINGARA SINGH | MOGA | SENOIR MEDICAL OFFICER | 9814241537 |
| 32 | MS HARMEET KAUR | DH FATEHGARH SAHIB | NURSING SISTER | 9417157290 |
| 33 | DR RAVINDER KLAIR |  | DISTRICT FAMILY WELFARE OFFICER | 9814046367 |
| 34 | DR GIAN CHAND | FARIDKOT | DISTRICT FAMILY WELFARE OFFICER | 98145177440 |
| 35 | DR DEVINDER BHUKAL | CH FAZILKA | SENOIR MEDICAL OFFICER | 9872840537 |
| 36 | DR JAGRITI CHANDER |  | DISTRICT FAMILY WELFARE OFFICER | 9417261255 |
| 37 | DR JAGPAL SINGH BASI | SAS NAGAR MOHALI | DISTRICT FAMILY WELFARE OFFICER | 8427310008 |
| 38 | DR ROSHAN LAL | CH KAPARTHALA | SENOIR MEDICAL OFFICER | 9888425380 |
| 39 | DR MEENAKSHI ABROL | CS OFFICE FZR | DISTRICT FAMILY WELFARE OFFICER | 9814744804 |
| 40 | DR SATISH KUMAR | CH MUKTSAR | NODAL OFFICER | 9814215614 |
| 41 | DR VANITA BHULLAR |  | NODAL OFFICER | 9815749549 |
| 42 | DR ASHA KIRAN | CS OFFICE MANSA | DISTRICT FAMILY WELFARE OFFICER | 9417682173 |
| 43 | DR MUNISH KUMAR | CS OFFICE BARNALA | NODAL OFFICER | 9815954645 |
| 44 | DR JIWAN KUMAR | MOGA | DEPUTY MEDICAL COMMISIONAR | 9872139555 |
| 45 | DR RACHHPAL SINGH | PHC SUJJON | SENOIR MEDICAL OFFICER | 9417246024 |
| 46 | DR DESH RAJ | CS OFFICE | ACS | 9417233127 |
| 47 | MS JASMAIL KAUR | CH FARIDKOT | NURSING SISTER | 9646200760 |
| 48 | MS NEELAM BEDI | CH PATHANKOT | NURSING SISTER | 9780906691 |
| 49 | DR SUDHIR KUMAR | CH GURDASPUR | SENOIR MEDICAL OFFICER | 9417130560 |
| 50 | MS RAJRANI | CH | NURSING SISTER | 9815522370 |
| 51 | DR HARI NARAYAN SINGH | CH SRI MUKTSAR SAHIB | SENOIR MEDICAL OFFICER | 9855991438 |
| 52 | MS LAKHWINDER KAUR | CH GURDASPUR | NURSING SISTER | 9988377518 |
| 53 | MS CHARANJIT KAUR |  | NURSING SISTER | 9814429630 |
| 54 | MS RAJ KUMARI | CH ALKAPRTHALA | MATRON | 8437900927 |
| 55 | DR GURNIDERJIT KAUR | CH | NURSING SISTER | 9915988026 |
| 56 | MS ANJANA RANI | CH FAZILKA | NURSING SISTER | 9878606195 |
| 57 | DR MANJIT SINGH DHALIWAL | FATEH GARH SAHIB | DEPUTY MEDICAL COMMISIONAR | 9814100784 |
| 58 | DR MALKIT SINGH | DH FETAHGARH SAHIB | SENOIR MEDICAL OFFICER | 9915105774 |
| 59 | MS RAMESH KUMARI |  | NURSING SISTER | 9646136135 |
| 60 | MS HAMIR KAUR | CH BARNALA | NURSING SISTER | 9855888605 |

***Annexure II***

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| **Time** | **Topic** | **Resource Person** |
| **Day-01 ( 16th June 2015)** | | |
| 09:00 am - 09:30 am | Registration |  |
| 09:30 am - 10.00 am | Inaugural Address | MD NHM |
| 10.00 am - 11:30 am | Overview of National Quality Assurance Program and Measurement System | Dr. Sushant Agrawal |
| 11.30 am- 11.45 am | Tea | |
| 11:45 am - 12:45 pm | Standards for Service Provision , Patient Rights & Inputs | Ms.Vinny Arora |
| 12:45 pm-1:30 pm | Group Activity: Identifying Standards | Dr. Sushant Agrawal |
| 1:30 pm - 2:15 pm | Lunch | |
| 2:15 pm – 3:00 pm | Standards for General Clinical Services | Dr.A.K.Dutta |
| 3:00 pm- 3:45 pm | Exercise | Ms. Vinny Arora |
| 3.45 pm – 4.00 pm | Tea | |
| 4:00 p.m. – 5.00 p.m. | Standards for Specific Clinical Services | Dr. A.K.Dutta |
| **Day-02 ( 17th June)** | | |
| 09:00 a.m. - 09:15 a.m. | Recap |  |
| 09:15 a.m. - 10:00 a.m. | Standards for RMNCH+A Services | Dr.A.K.Dutta |
| 10:00 a.m. - 10:45 a.m. | Standards for Support Services | Dr. Sushant Agrawal |
| 10:45 a.m. - 11:30 a.m. | Standards for Infection Control | Ms. Vinny Arora |
| 11:30 am – 11:45 am | Tea | |
| 11:45 p.m. - 12:30 p.m. | Key Performance Indicators | Dr. Sushant Agrawal |
| 12:30 p.m. - 01:15 p.m. | Standards for Quality Management | Ms. Vinny Arora |
| 01:15 p.m. – 02:00 p.m. | Lunch | |
| 02:00 p.m. - 02:45 p.m. | Exercise: Gap analysis & Action Planning | Dr. Sushant Agrawal |
| 02:45 p.m. - 03:15 p.m. | Introduction of ‘’Swachata Guideline’’ & ‘’KAYAKALP’’ | Ms.Vinny Arora |
| 03:15 p.m. - 04:15 p.m. | Post Training Evaluation & Feedback | NHSRC Team |
| 04:15 p.m – 04:30 p.m | Tea | |
| 04:30 p.m. - 04:45 p.m. | Roadmap for Quality Assurance | Dr. Parvinder Pal Kaur |

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| **Annexure-111** | |
| **Internal Assessor Training, Punjab Participant Feedback Evaluation** | |
| **Topic** | **Average** |
| **Day 1 (16/06/2015)** | |
| Overview of National Quality Assurance Program Dr. Sushant Agrawal | 3.95 |
| Standards for Service Provision, Patient Rights and Inputs  Ms.Vinny Arora | 4.14 |
| Group Activities-Identifying Standards  Dr.Sushant Kumar Agrawal | 4.05 |
| Standards for General Clinical Services  Dr.A.K.Dutta | 4.14 |
| Exercise:- Labour Room  Ms. Vinny Arora | 4.14 |
| Standards for Specific Clinical Services  Dr.A.K.Dutta | 3.98 |
| **Day 2 (17/06/2015)** | |
| Standards for RMNCH+A Services  Dr.A.K.Dutta | 4.11 |
| Standards for Support Services Dr. Sushant Agrawal | 4.16 |
| Standards for Infection Control  Ms.Vinny Arora | 4.22 |
| Standards for Quality Management Dr. Sushant Agrawal | 4.07 |
| Key Performance Indicators  Dr.Sushant Agrawal | 4.12 |
| Exercise Gap Analysis and Action Planning  Dr.Sushant Agrawal | 4.24 |
| Swachata Guideline and ‘’KAYAKALP’’  Ms.Vinny Arora | 4.16 |
| Road Map for Quality Assurance  Dr. Parvinder Pal Kaur | 3.94 |
| **Overall Average** | **4.10** |