

REPORT ON MANAGEMENT DEVELOPMENT PROGRAM
ON
“UNDERSTANDING HEALTHCARE THROUGH
QUALITY LENS: NABH STANDARDS 5TH
EDITION”

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16.04.2022

“Understanding Healthcare through Quality Lens: NABH Standards 5th Edition”

Introduction:

IIHMR-Delhi has organized a Management Development Program on “Understanding Healthcare through Quality Lens: NABH Standards 5th Edition” from 11th to 14th April, 2022. It was an online 4 day program, conducted from 1:30 PM to 5:30 PM each day.

The program was designed with the objective to provide the knowledge and insights on NABH Standards and accreditation to the healthcare professionals.

Benefit to the participants:

The participants looked forward to finding job opportunities in quality departments of leading hospitals and other healthcare organizations.

The healthcare professionals who have attended the program learnt the practical guidelines and tips to overcome accreditation challenges that hospitals and other healthcare facilities encounter while getting them accredited, which would further help them in their professional and organizational growth.

Resource Persons:

Course Co-ordinator - Dr. Nikita Sabherwal (Associate Dean – Trainings & Associate Professor, IIHMR-Delhi)

Moderator - Dr. Diksha Gautam (Business Development Officer)

Faculties – Along with Dr Nikita Sabherwal, 2 other experts were:

- Dr. PN Kakar (CEO, Park Hospital, Gurgaon)
- Dr Sippy Malhotra (Consultant, Holistic Healthcare Solutions)

Program Curriculum:

Day	Session	Topic	Resource Person
1	1	Introduction	Dr Nikita Sabherwal
	2	Access Assessment and Continuity of Care (AAC)	Dr PN Kakar
	3	Care of Patient (COP)	Dr PN Kakar
2	1	Patients’ Rights and Education (PRE)	Dr Nikita Sabherwal
	2	Hospital Infection Control (HIC)	Dr PN Kakar
	3	Management of Medication (MOM)	Dr PN Kakar
3	1	Patient Safety and Quality Improvement (PSQ)	Dr Sippy Malhotra
	2	Facility Management and Safety (FMS)	Dr Sippy Malhotra
	3	Responsibilities of Management (ROM)	Dr Sippy Malhotra
4	1	Human Resource Management (HRM)	Dr Sippy Malhotra
	2	Information Management System (IMS)	Dr Sippy Malhotra

Flow of the program:

Day 1:

Introductory Session: The program was started with the welcome of participants by Dr Diksha followed by inauguration of the program and a brief introduction on NABH Standards 5th Edition by Dr Nikita Sabherwal. A pre-test containing objective questions was taken to assess the baseline knowledge of the participants. Introduction of the faculties was given by Dr Diksha.

Session 2 & 3: Dr PN Kakar explained the chapters of AAC and COP. He explained each Standard and Objective Elements of each component with practical based examples. The difference between NABH Standards 4th Edition and 5th Edition were focused.

A small quiz was also conducted to interact with the participants and refresh the learnings.

Questions were being addressed during and at the end of the session

Day 2:

The session began with the recap of the previous day's sessions taken by Dr Nikita Sabherwal. Post which Dr Nikita explained Patient's Rights and Education along with practical examples based on her experience.

Dr Kakar then took the session on HIC and MOM. He emphasized on the new practices introduced in the HIC and gave innovative examples of best practices. Q & A round was taken at the end.

Day 3:

The session began with the introduction of the new faculty Dr Sippy Malhotra, followed by a rapid-fire quiz to do a quick recap of the previous sessions by Dr Diksha. It was a good exercise with quite good responses. Followed by this, Dr Malhotra dealt with the chapters of PSQ, FMS and ROM. She used examples, exercises, videos, and case studies to explain the chapters in detail. Q & A round was taken at the end. Participants were given home exercise.

Day 4:

The session began with a quick recap of the previous day. Participants were randomly asked to answer to the exercise given previous day and a lot of participants had presented their views. The session was highly interactive. Dr Malhotra then explained the chapters on IMS and HRM. Video was displayed on Risk Identification and mock drill on Fire Safety. At the end of the program, all the sessions were summarized, and a quick recap was done. Dr Malhotra gave the concluding remarks.

All the participants shared their feedback on the MDP. Dr Sidharth Sekhar Mishra (Assistant Professor, IIHMR Delhi) gave the valedictory speech.

A post test was conducted after the workshop was over and feedback was also taken in the google format.

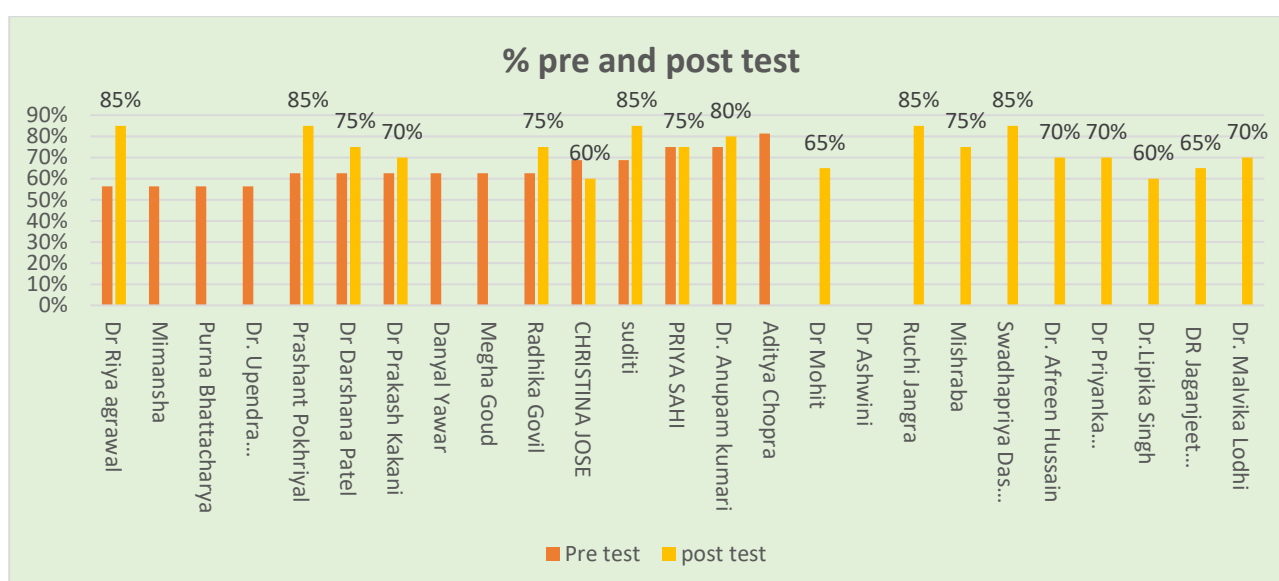
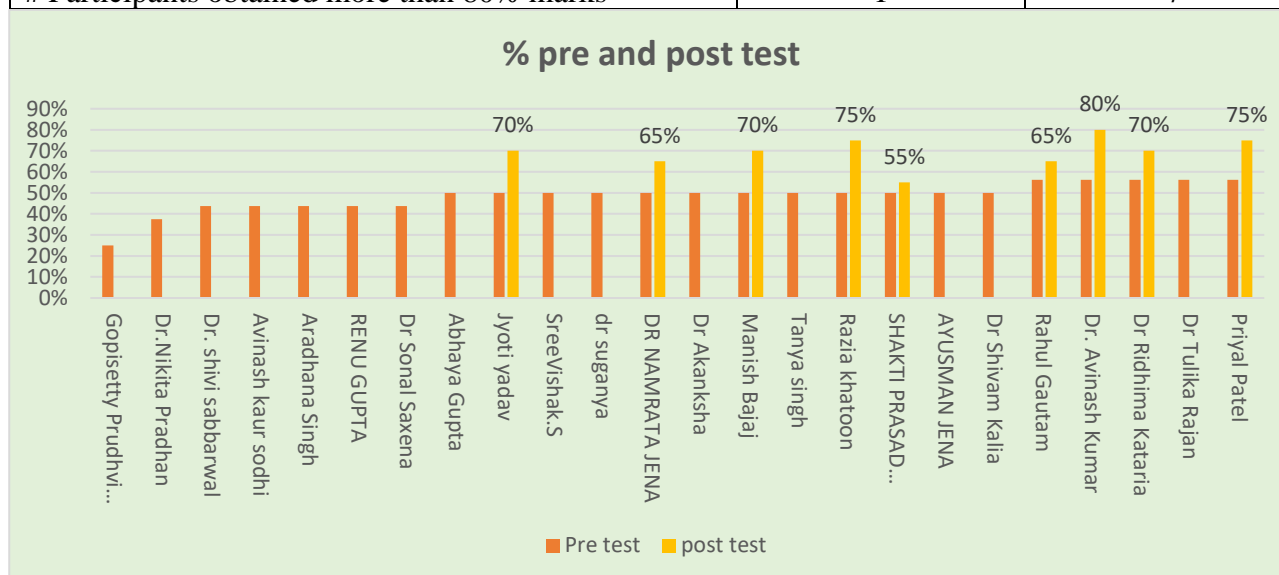
Total participants attended the program:

A total of 42 participants attended the workshop, in which 15 were external participants from varied hospital background and 27 were students of PGDHHM for the batch 2021-23 of IIHMR-Delhi.

Evaluation:

Total 39 participants completed the pre-test and 27 participants completed the post-test. The summary is as below:

	Pre test	Post test
Participants attended the workshop	42	
Participants completed the test	39	27
Average % marks obtained	55%	73%
Maximum marks obtained	13 (out of 16)	17 (out of 20)
Minimum marks obtained	4 (out of 16)	11 (out of 20)
# Participants obtained more than equal to 50% marks	32	27
# Participants obtained more than 80% marks	1	7

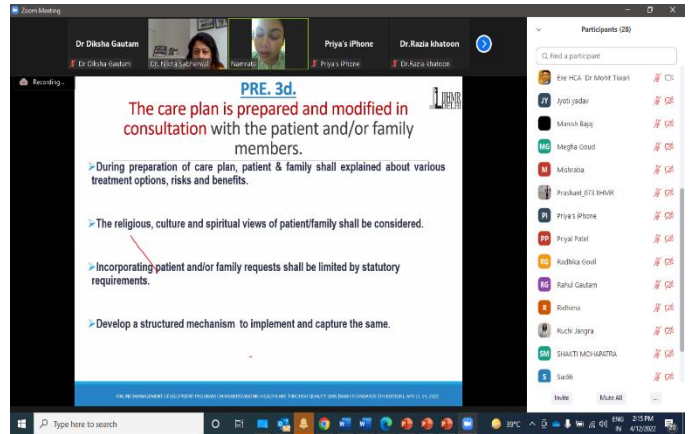
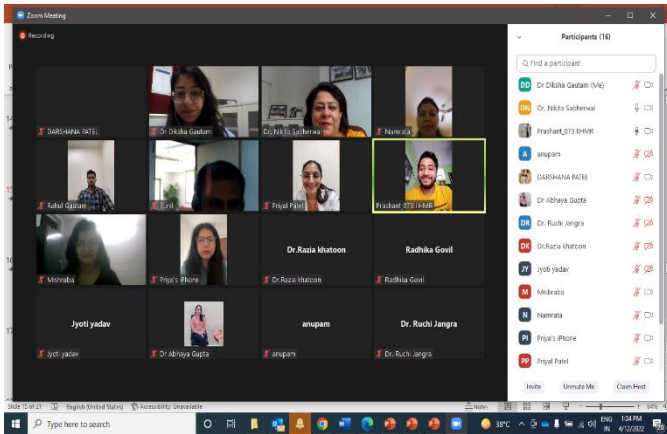


Feedback:

The feedback given by the participants was quite satisfactory. Total 15 participants shared the feedback form. The average satisfaction score out of 15 is as follows:

	Extremely Satisfied	Satisfied	Average	Dissatisfied	Extremely Dissatisfied
Overall	8	7	0	0	0
AAC	5.25	9.75	0	0	0
COP	6	8	0	0	0

Day 2



Day 3

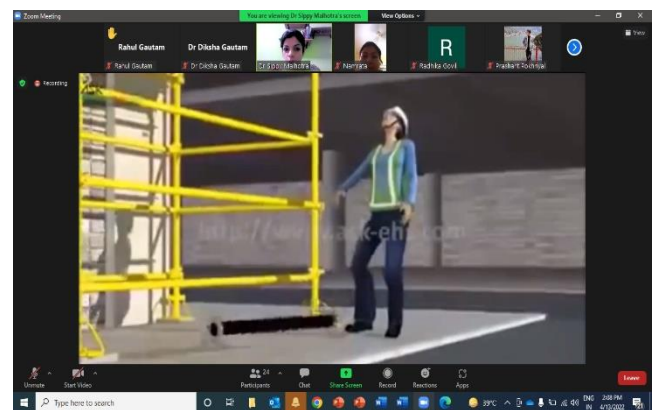
8. State whether TRUE or FALSE

- Informed consent also includes Patient education on Blood donation.

TRUE

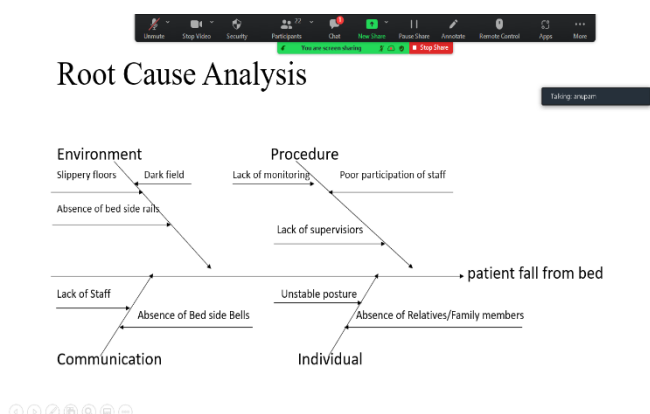
Informed consent also includes Patient education on Blood donation.

Rapid Fire Quiz

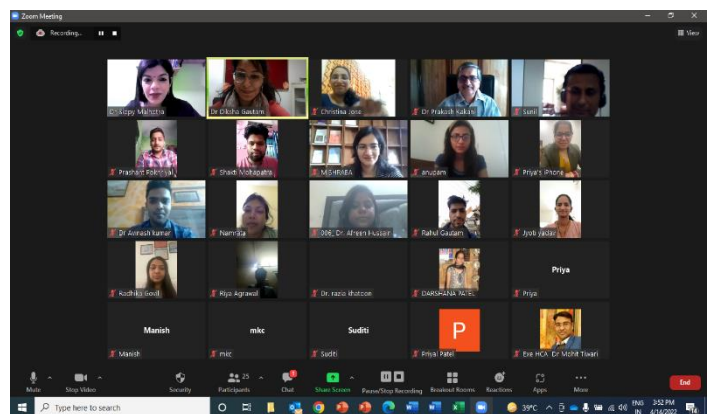


Explanation through videos

Day 4



Exercise presented by participants



Group Photograph