

Management Development Programme on “Point of Care Quality Improvement (POCQI)”

Organized by IIHMR Delhi, supported by WHO

21 – 24 November 2022

A four-day online Management Development Programme on “Point of Care Quality Improvement” was successfully conducted by IIHMR Delhi, supported by WHO, from 21st to 24th November 2022. It was delivered in an online mode through zoom platform. We received representations from four state NHMs i.e., Gujarat, Punjab, Telangana, and Kerala. A total of 47 participants, majority holding the responsibility of management and administration, attended the programme. (*Annexure I: Participants list*). The objective of the workshop was to build a pool of trained healthcare administrators to enable them to execute the quality improvement project in their own facilities.

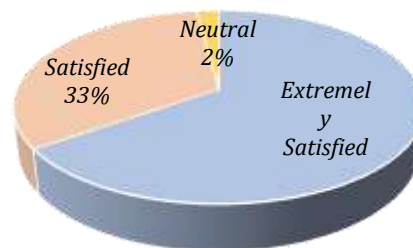
The workshop delivered acumens to the participants from eminent speakers from several establishments namely - Prof (Dr) Preetha GS (Professor & Dean Research, IIHMR Delhi), Dr. Sonali Vaid (Founder & Director, Include Labs LLP & Consultant Healthcare Improvement, WHO, HQ & SEARO), Dr. Diksha Gautam (Training Manager, IIHMR Delhi), Dr. Akshay Kumar (Emergency Dept., AIIMS Delhi), and Dr. Vikram Datta (Director-Professor, Department of Neonatology, Lady Hardinge Medical College , New Delhi & President, Nationwide Quality of Care Network (NQOCN)). Also, received contant guidance and support from Dr. Rajesh Mehta (Formerly - Regional Adviser Child and Adolescent Health, WHO-SEARO) & Dr. Deepti (National Professional Officer, WHO Country Office for India).

The program covered the sessions on concept of quality improvement and POCQI; all four steps of POCQI i.e., Step I including identification of the problem, forming a team, writing an aim statement; Step II including analyzing the problem and measuring quality of care; Step III including Developing and testing the changes; and Step IV including Sustainability Plan. All the sessions throughout adopted the theoretical lectures, story based and case-based discussions, success stories, group exercises, and polls as pedagogy. (*Annexure II: Agenda*)

Participants thoroughly appreciated the workshop sessions and the method of teaching which is reflected through the feedbacks received. Some other feedbacks received were:

- More hands-on sessions
- Refresher training on the subject at regular intervals
- Support in implementation of POCQI in their settings
- Time to be kept in afternoon or evening.

Rate the overall training program



ANNEXURE I: Participants List

S No	State	Name	Designation	Email ID
1	Gujarat	Ms. Yashashwini Jethwa	CONSULTANT TRAINING AND CAPACITY BUILDING HR	stateconsultant.nhm@gmail.com
2	Gujarat	Dr Jay Thakkar	P.O SPMU	jay08910@gmail.com
3	Gujarat	Mitesh Pandya	Regional Program Coordinator, RDD Gandhinagar, National Health Mission, Gujarat	rpc.health.gandhinagar2021@gmail.com
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16	Kerala	Dr Bindu Aareekkal	Asst. Surgeon, GH Kozhikode	binduareekkal@gmail.com
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27	Kerala	Shini Cs	Nhm , Palakkad	shini373@gmail.com
28	Punjab	Dr Alisha Sharma	NHM	dralishaaha@gmail.com
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47	Punjab	Soumya CV	AHA	soumyabiophysics@gmail.com

ANNEXURE II: Agenda

Time	Sessions	Topic	Description	Mode	Resource Person
Day 1					
9:30 – 10:00 am	Session I	Introduction to the workshop	<ul style="list-style-type: none">Inaugural sessionIntroducing the coursePre-training knowledge assessment	Discussion, Activity	<ul style="list-style-type: none">Welcome Address by Dr Nikita (Ass. Professor & Ass. Dean Trainings, IIHMR Delhi)Course Introduction by Dr. Preetha (Professor & Dean Research, IIHMR Delhi)Evolution of Point of Care Quality Improvement (POCQI) by Dr. Rajesh Mehta (Formerly-Regional Adviser CAH, WHO-SEARO)Address by Dr. Deepti (NPO, WHO)
10:00 – 10:30 am	Session II	What is QI?	Introduction to the basic principles and concept of Quality, Quality Improvement and POCQI	Lecture, Discussion, Case studies	Dr. Preetha
10:30 - 10:45 am	Tea Break				
10:45 – 11:15 am		QI Story	An example of how to change systems		Dr. Sonali
11:15 – 12:15	Session III	Step 1 (Identification of the problem)	Identification of the problem, developing a team and writing an aim statement.	Lecture, Discussion, Case studies, Interactive exercises	Dr. Diksha
12:15 am – 1:00 pm	Q & A round (or breakout group if more time is available)				Poll
Day 2					
10:00 – 10:45 am	Session IV	Step 2 (Analyze the problem)	Analyzing the problem using 7 tools of QI and measuring quality of care.	Lecture, Discussion;Interactive exercises	Dr. Preetha
10:45 – 11:30	Break Out Group – Identify problems, prioritize and write aim statement				
11:30-11:45	Tea break				

11:45 – 12:15	Session IV	Step 2 (measure quality of care)	Analyzing the problem using 7 tools of QI and measuring quality of care.	Lecture, Discussion, Case studies, Interactive exercises	Dr. Diksha
12:15 -1:00 pm	Q & A round (poll)				Dr. Sonali
Day 3					
10:00 – 10:45 am	Session V	Step 3 (Develop changes and test these to learn that works)	How to select change ideas & how to test small changes under strict control and study (1) implementation of change idea and (2) measure process/outcome	Lecture, Discussion, Case studies, Interactive exercises	Dr. Sonali
10:45 – 11:30 am	Break Out Group – Determining indicators for selected aim statement				
11:30-11:45	Tea break				
11:45 – 12:15 am	Session VI	Step 4 (Sustainability)	Ways to sustain the improvement.	Lecture, Discussion, Case studies, Interactive exercises	Dr. Preetha
12:15 – 1:00 pm	Q & A round (poll)				Dr. Sonali
Day 4					
10:00 – 10:30	Success Stories				Dr. Akshay
10:30 – 10:45	How to do QI at scale				Dr. Sonali
10:45 – 11:00 am	About NQOCN				Dr. Vikram Datta
11:00 – 11:15 am	TEA BREAK				
11:15 – 12:30 pm	Session VIII	Group Presentations	Groups will present their QI project and discussions	Review, discussion	
12:30 – 12:45 pm	Session IX	Evaluation	Post-training knowledge assessment, feedback	Google form	
12:45 – 1:00 pm	Session X	Valediction	Closing session, views of the participants on training		

ANNEXURE III: Few Glimpses of the Training Program:

