

ASSESSMENT OF NABH TRAINING **FOR HOSPITAL STAFF OF SHALBY** **HOSPITAL, JAIPUR**



SUBMITTED BY:

MONIKA PANWAR

HOSPITAL AND HEALTHCARE MANAGEMENT

GUIDED BY:

Dr. P.R SODANI

PRO-PRESIDENT, THE IIHMR UNIVERSITY

1.INTRODUCTION



DEFINING QUALITY:

- Quality refers to how good something is compared to other similar things. In other words, its degree of excellence.

- **What is NABH?**
National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a constituent board of Quality Council of India (QCI), set up to establish and operate accreditation programme for healthcare organizations. Established in 2005, its main principle is to provide accreditation to hospital in India. NABH has 10 chapters containing 100 standards and 503 objective elements.

- **The objective of NABH is**
 - Accreditation of healthcare institutions
 - Quality promotion i.e. quality care of patient, nursing excellence, laboratory certificate program etc.
 - Education and training of healthcare staff
 - IEC Activities- Advertisement, Seminar/workshops Lecture.
 - Endorsement of various healthcare quality courses, Manuals, Workshops

CONTINUED

□ **What is Accreditation?**

Accreditation is the formal process of certification; it can be self-assessment and external peer assessment process used by Hospitals to accurately assess their level of performance in relation to established standards and to put into practice to continuously improvement in quality.

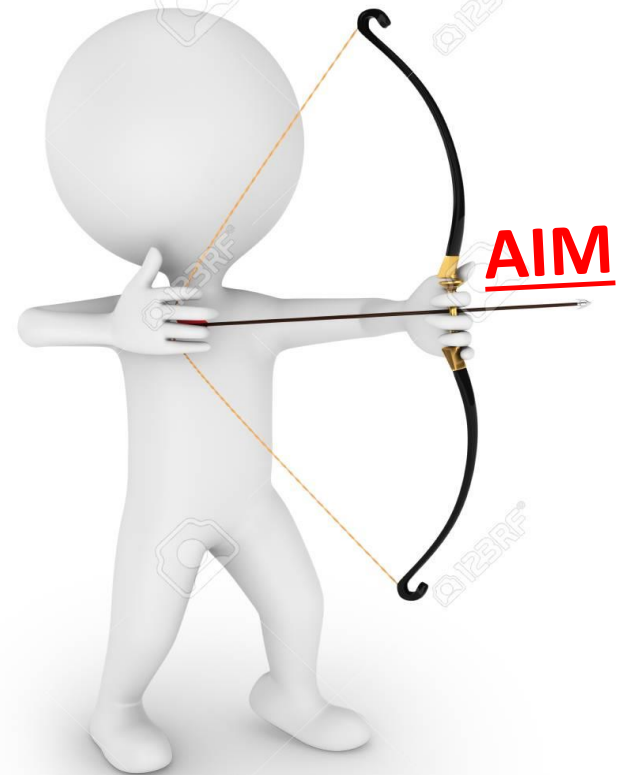
- Quality has become an essential part of the management and evaluation of health care. The continual improvement of service quality in healthcare units has become a prime consideration to ensure patient satisfaction across the world in the modern economic Scenario.
- The objective of NABH accreditation is on continuous improvement in the organizational and clinical performance of health services, not just the achievement of a certificate or award or merely assuring compliance with minimum acceptable standards.

CONTINUED

- Shalby Hospital has undertaken an initiative for quality improvement in the health facilities.
- With this understanding, Shalby hospital had started a training session of staff on National Accreditation Board for Hospitals & Healthcare (NABH) Standards to enhance the service quality level of hospital.
- The principal objective of training is to make sure the availability of a skilled and willing of staff to work in effective way.
- So the study was conducted on the topic “ASSESSMENT OF NABH TRAINING FOR HOSPITAL STAFF OF SHALBY HOSPITAL, JAIPUR” with objectives of to identify the effectiveness of training and development programs on NABH standards of the staff as well as their knowledge, awareness, education of staff on NABH standards.

2. AIM OF THE STUDY

- **To Study the Effectiveness of Training and Development Programs on NABH Standards of the Staff in Shalby Hospital, Jaipur.**







2.1 RESEARCH PROBLEM-

- ❑ Does training and development programs have positive effect in increasing the knowledge of hospital staff on NABH standards?
- ❑ Find out whether there is difference in knowledge level of staff before and after the training on NABH standards?
- ❑ What are the major purposes of training and development, and what key internal and external influences impact on training?

3. OBJECTIVE:



1. To assess the effectiveness of training and development programs on NABH standards of the staff.

2. To assess awareness, educate the people about the NABH standards.

3. To identify awareness among the individuals about the framed policies.

4. To identify the results of training program of staff.

5. .To measure the growth of skill of pre and post training and development program on NABH standards of staff.

6.To build confidence among the participants on Self Assessment, Internal and External Assessment Process.

4. METHODOLOGY

The Training program was designed to be participatory so was a mix of Power point presentations, group work and Question and answer sessions.



Sampling Design-
**DESCRIPTIVE -
CROSS
SECTIONAL
STUDY**



Sample size- **225
EMPLOYEES OF
SHALBY
HOSPITAL**



Study Period -
3 MONTH



Sampling Technique-
**Simple Purposive
Random
Sampling**



Sample Tool-
**STRUCTURED
QUESTIONNAIRE**

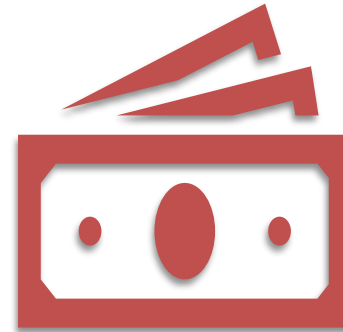


Respondents-
**MEDICAL
OFFICERS,
NURSING STAFF OF
SHALBY HOSPITAL**



Location - **SHALBY
HOSPITAL, JAIPUR**

4.2 DATA COLLECTION TOOL AND TECHNIQUE

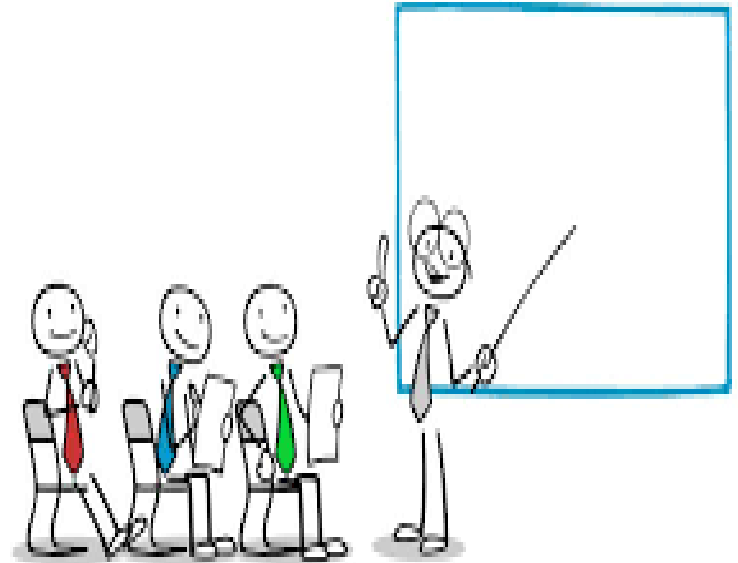


SAMPLE COLLECTION TOOL- The questionnaire is well structured and it consists of closed ended questions. The participants fill out the 10 questionnaire in Shalby Hospital before and after the training with the same set of questions concerning NABH standards, knowledge, Policies.

DATA ANALYSIS PLAN –The Quantitative technique was used for study. The data was collected and analyzed using MS Excel with categorizing the staff according to their patient care level and knowledge into Clinical, Support and Utility staff.

4.3 TRAINING GIVEN ON:

- The training was given to staff on 10 chapters of NABH are as follows-
- 1. **AAC:** Access assessment & Continuity of Care.
- 2. **COP:** Care of Patient
- 3. **MOM:** Management of Medication
- 4. **PRE:** Patient Right & Education
- 5. **IC:** Infection Control
- 6. **CQI:** Continuous Quality Improvement
- 7. **FMS:** Facility Management & Safety
- 8. **ROM:** Responsibility of Management
- 9. **HRM:** Human Resource Management
- 10. **IMS:** Information System Management



5.RESULT AND DISCUSSION





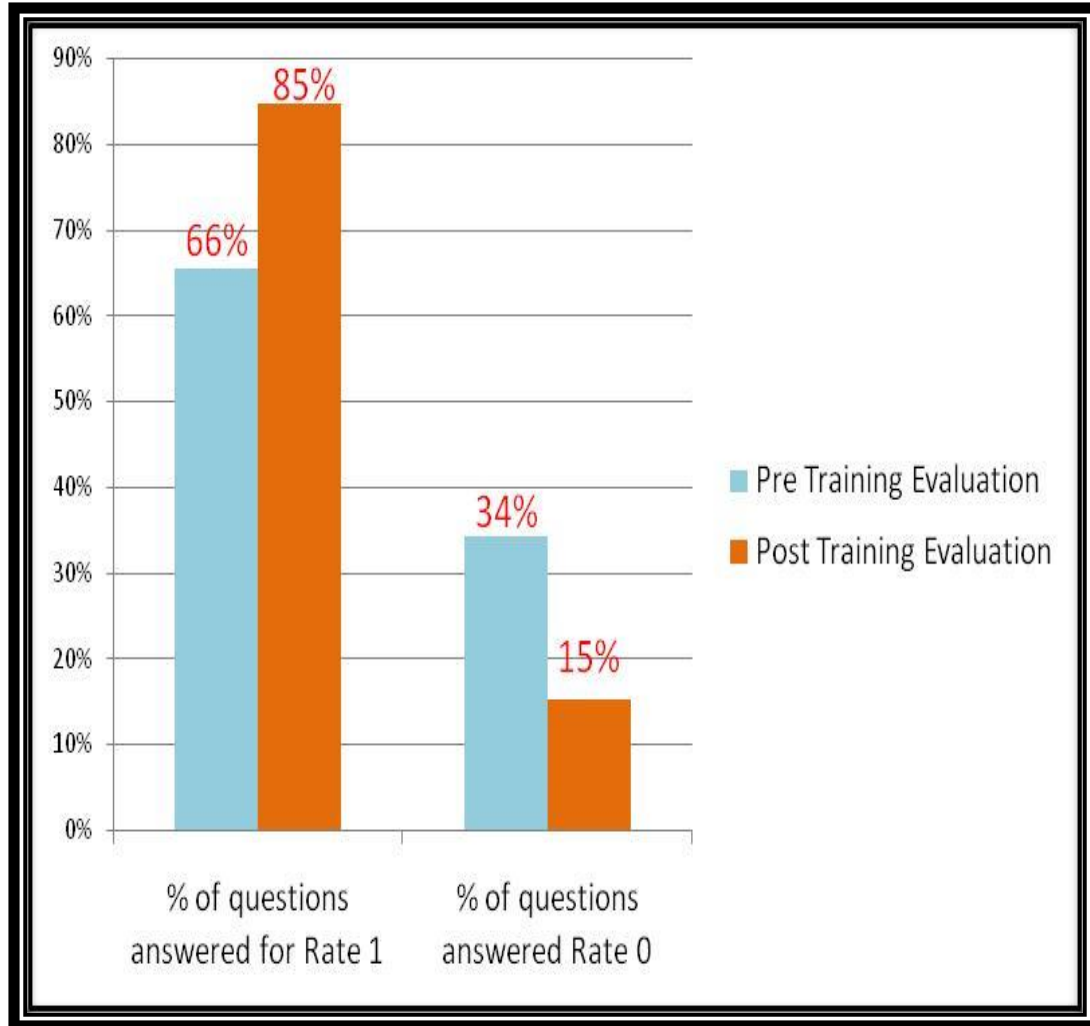
ANALYSIS OF PRE & POST TEST QUESTIONNAIRE:

5.1-Access Assessment and Continuity of Care

Training Size of the hospital Staff	
No. of Respondents	16
Questions In Each Questionnaire	14

The capacity of the Shalby hospital Medical Officers and staff before and after the training was evaluated through a set of 14 questions addressing various issues like knowledge about Scope of services, Initial Assessment, Referral and transfer policy, Ambulance service policy etc . Keeping in view the number of participants (16) who attended the trainings in the Shalby Hopsital

Comparative Responses of the Staffs- Pre-Test and Post-Test Evaluation on 5.1 Access Assessment and Continuity of Care



Rate-1 % of Questions answered Correctly
Rate-1 % of Questions not answered Correctly

- It was observed that the questions regarding which some doubts still remained among the staff were:
 - Contents of the plan of care
 - Scope of services
 - Referral of Stable and Unstable patients
 - Ambulance services patients
- **Lastly to sum up the session showed an overall improvement by 18%.**

Figure-5.1 Access Assessment and Continuity of Care

ANALYSIS OF PRE & POST TEST QUESTIONNAIRE:

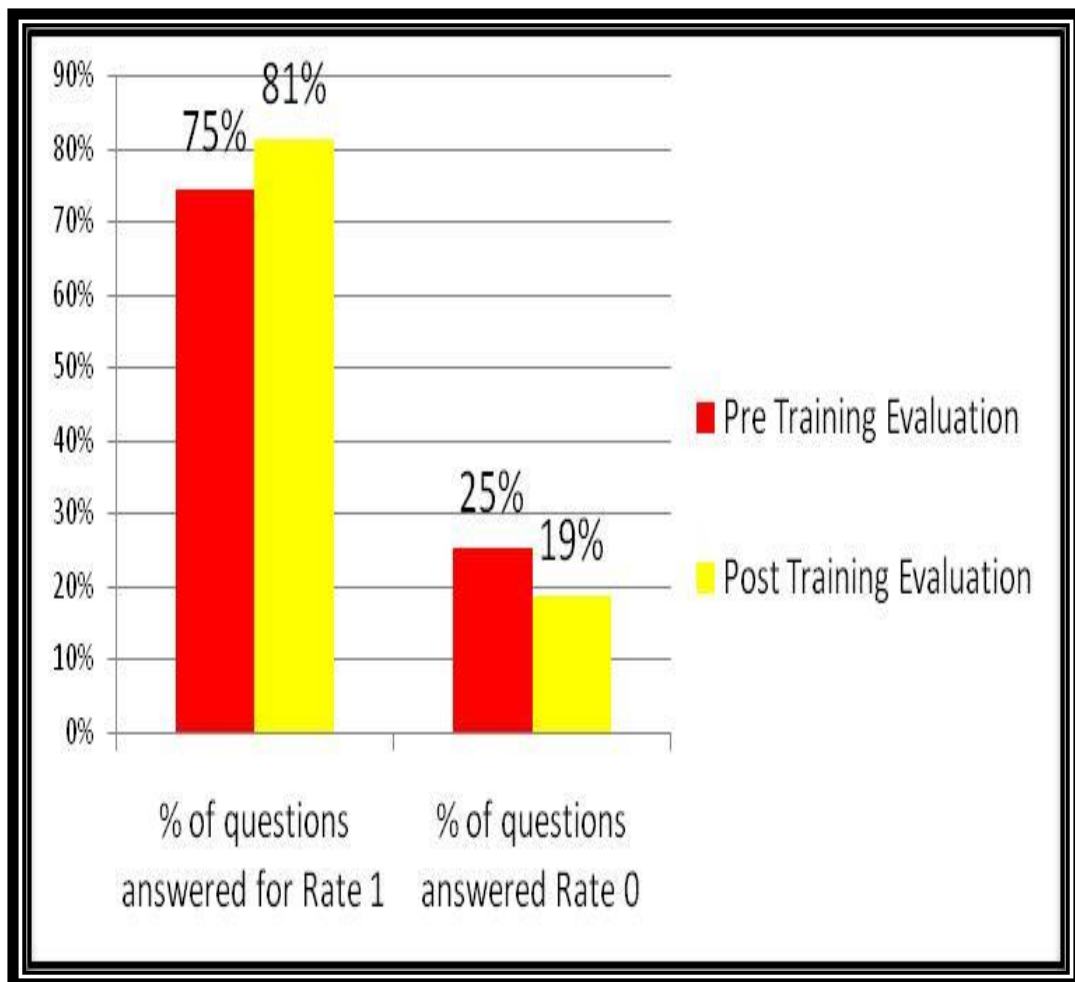
5.2-Care of Patients

Training Size of the hospital Staff	
No. of Respondents	25
Questions In Each Questionnaire	12

The capacity of the Shalby hospital staff of hospital before and after the training was evaluated through a set of 12 questions addressing various issues like knowledge about Uniform care policy, vulnerable and high risk patients, verbal orders of medicines, etc . drug storage policy, medication errors and types of events.

Keeping in view the number of participants (25) who attended the trainings in the Shalby Hopsital .

Comparative Responses of the Staffs- Pre-Test and Post-Test Evaluation on 5.2 Care of Patient



Rate-1 % of Questions answered Correctly
Rate-1 % of Questions not answered Correctly

It was observed that the questions regarding which some doubts still remained among the staff were:

- Evidence based Medicine
- High risk patients policy
- Drugs storage Policy
- Verbal orders
- Types of event policy

- **Lastly to sum up the session showed an overall improvement by 7%.**

Figure-5.2 Care of Patient

ANALYSIS OF PRE & POST TEST QUESTIONNAIRE:

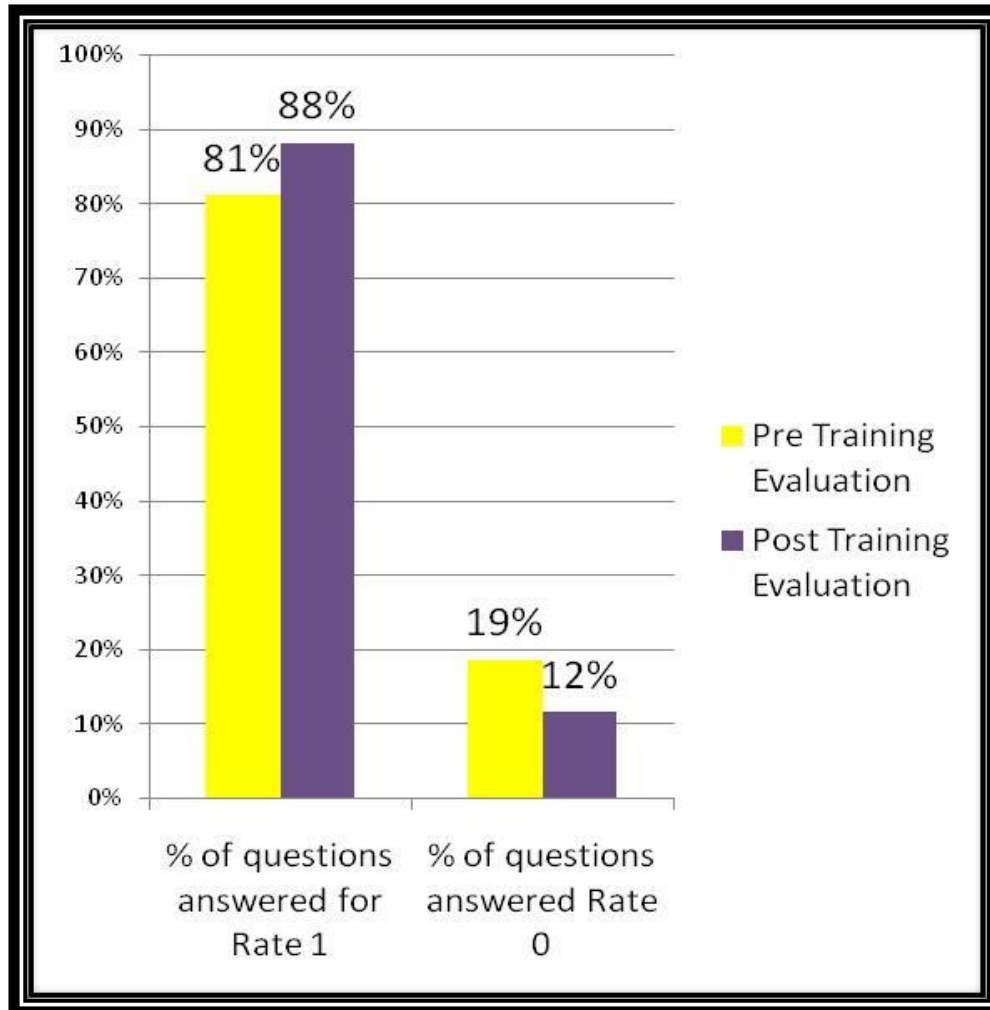
Chapter 3- Management of Medication

Training Size of the hospital Staff	
No. of Respondents	30
Questions In Each Questionnaire	8

The capacity of the staff before and after the training was evaluated through a set of 8 questions addressing various issues like management of medication, prescription error, high risk medication, abbreviation, medication orders.

Keeping in view the number of participants (30) who attended the trainings in the Shalby Hopsital .

Comparative Responses of the Staffs- Pre-Test and Post-Test Evaluation on 5.3 Management of Medication



Rate-1 % of Questions answered Correctly
Rate-1 % of Questions not answered Correctly

- It was observed that the questions regarding which some doubts still remained among the staff were:
- Employee rights towards the patients
- Types of consent
- General consent
- **Lastly the session showed an overall improvement by 8%.**

Figure-5.3 Management of Medication

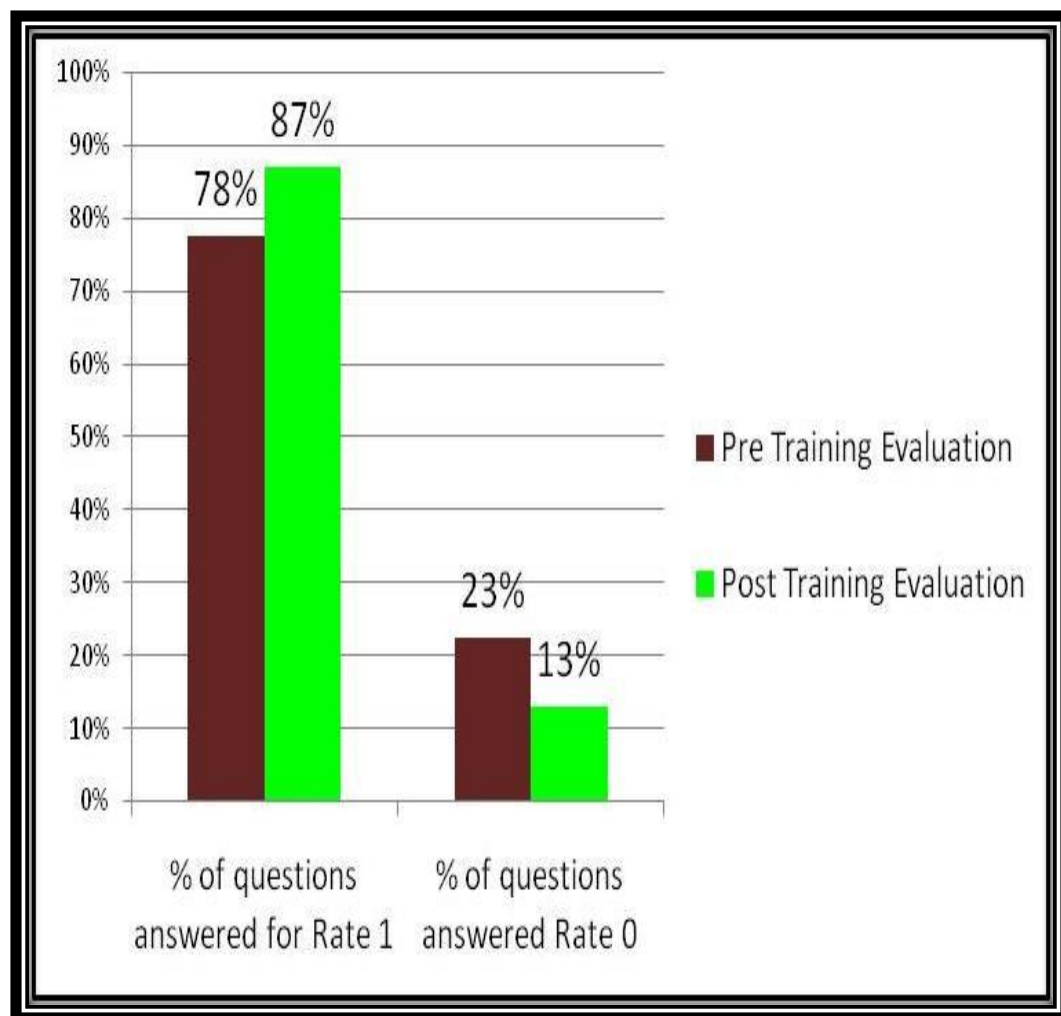
ANALYSIS OF PRE & POST TEST QUESTIONNAIRE:

Chapter 4- Patient's Rights and Education

Training Size of the hospital Staff	
No. of Respondents	40
Questions In Each Questionnaire	10

The capacity of the staff before and after the training was evaluated through a set of 10 questions addressing various issues like knowledge about the patients rights and responsibilities, Types of consent and, patient feedback and complaint mechanism etc. **Keeping in view the number of participants (40) who attended the trainings in the Shalby Hospital**

Comparative Responses of the Staffs- Pre-Test and Post-Test Evaluation on 5.4 Patient Rights and Education



Rate-1 % of Questions answered Correctly
Rate-1 % of Questions not answered Correctly

- It was observed that the questions regarding which some doubts still remained among the staff were:
- Employee rights towards the patients
- Types of consent
- General consent
- **Lastly the session showed an overall improvement by 10%.**

Figure-5.4 Management of Medication

ANALYSIS OF PRE & POST TEST QUESTIONNAIRE:

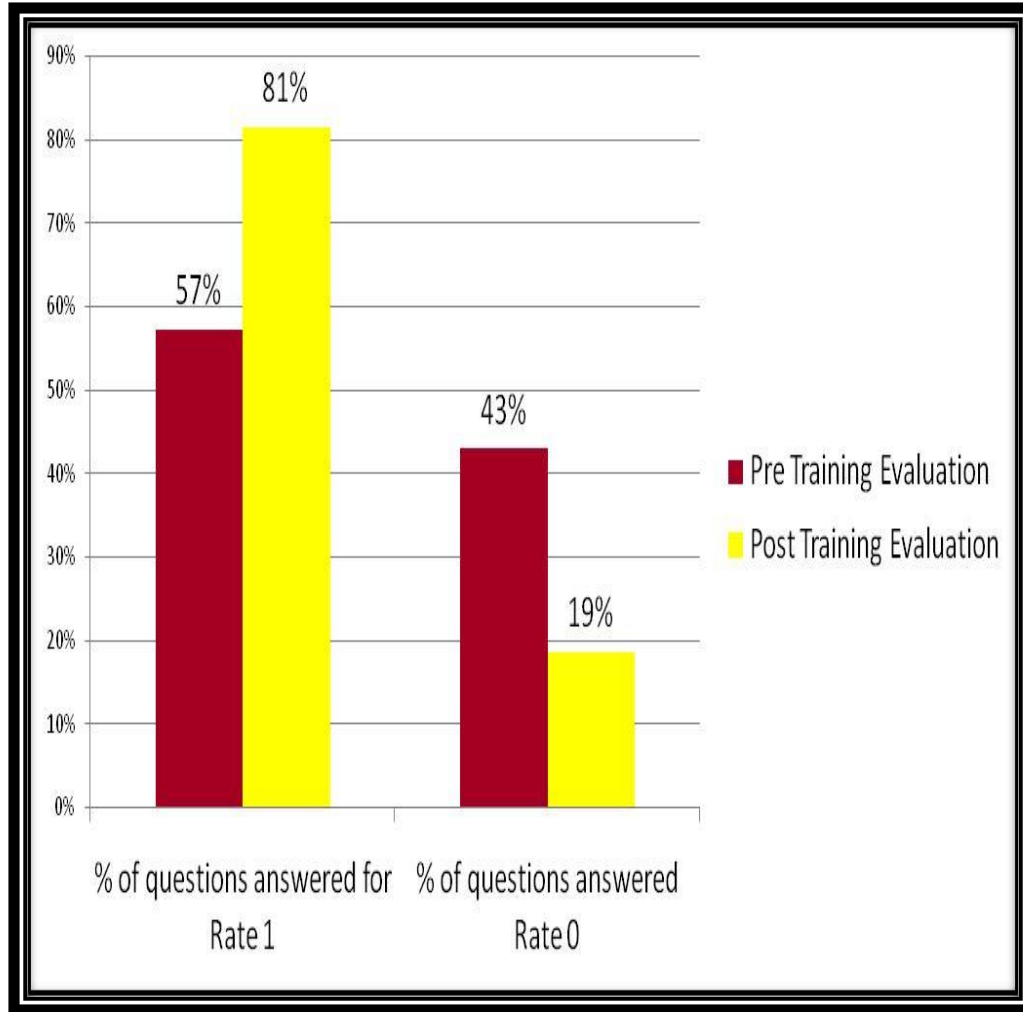
Chapter 5- Continuous Quality Improvement

Training Size of the hospital Staff	
No. of Respondents	14
Questions In Each Questionnaire	10

The capacity of the staff before and after the training was evaluated through a set of 10 questions addressing various issues like knowledge about Concept of Quality Indicators, Monitoring of Indicators, Corrective and Preventive action, incidence Reporting, Sentinel Event etc .

Keeping in view the number of participants (14) who attended the trainings in the Shalby Hospital.

Comparative Responses of the Staffs- Pre-Test and Post-Test Evaluation on 5.5 Continuous Quality Improvement



Rate-1 % of Questions answered Correctly
Rate-1 % of Questions not answered Correctly

- It was observed that the questions regarding which some doubts still remained among the staff were:
- Corrective and Preventive Action
- Key Indicators of Quality
- Incidence Reporting
- **Lastly to sum up the session showed an overall improvement by 24%.**

Figure-5.5 Continuous Quality Improvement

ANALYSIS OF PRE & POST TEST QUESTIONNAIRE:

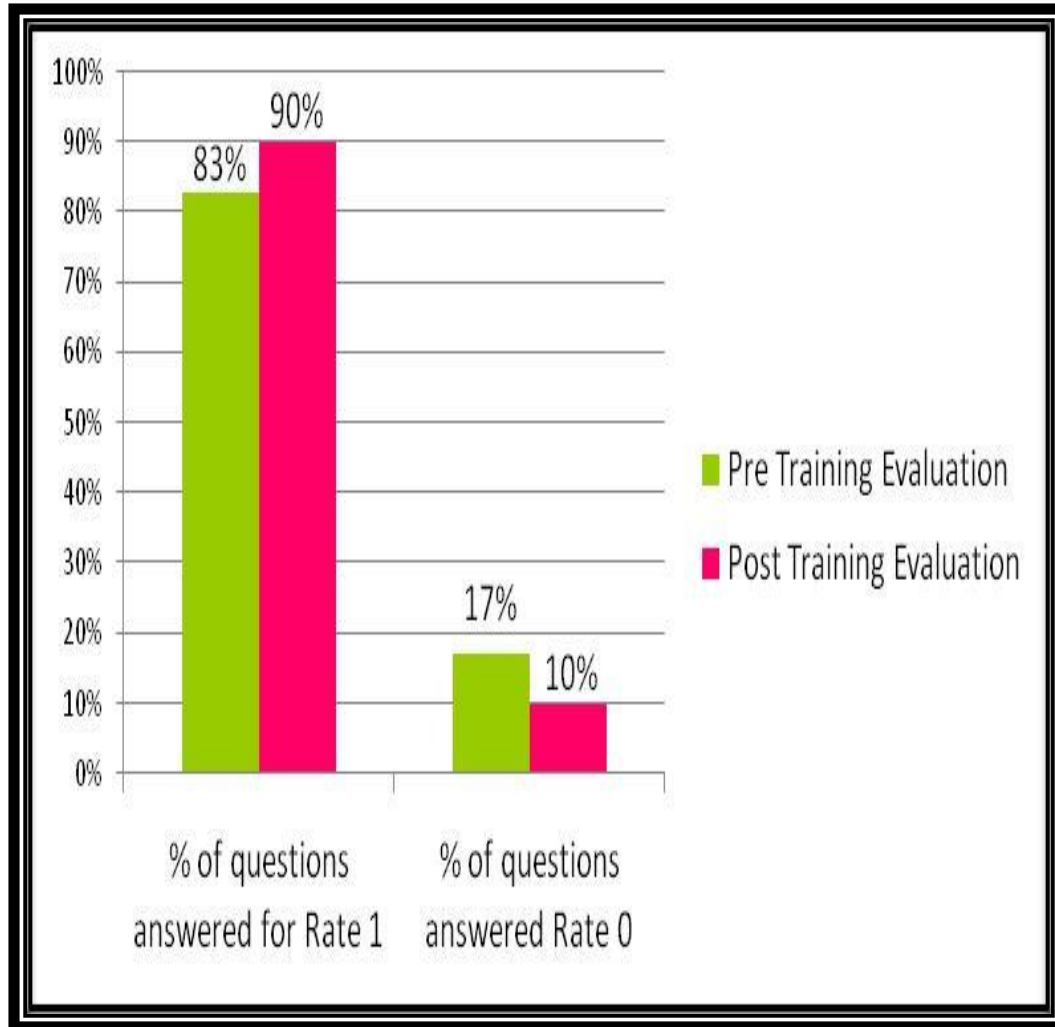
Chapter 6- Infection Control

Training Size of the hospital Staff	
No. of Respondents	10
Questions In Each Questionnaire	10

The capacity of the staff before and after the training was evaluated through a set of 10 questions addressing various issues like knowledge about Scope of services, Initial Assessment, Referral and transfer policy, ambulance service policy Hand Washing Policy, PPE's, Needle stick Injury Protocol, and infection control practices etc .

Keeping in view the number of participants (10) who attended the trainings in the Shalby Hospital.

Comparative Responses of the Staffs- Pre-Test and Post-Test Evaluation on 5.6 Hospital Infection Control



Rate-1 % of Questions answered Correctly
Rate-1 % of Questions not answered Correctly

- It was observed that the questions regarding which some doubts still remained among the staff were:
 - Infection Control Nurse
 - Sterilization Method
 - Needle stick Injury Protocol
- **Lastly the session showed an overall improvement by 7%.**

Figure-5.6 Hospital Infection Control

ANALYSIS OF PRE & POST TEST QUESTIONNAIRE:

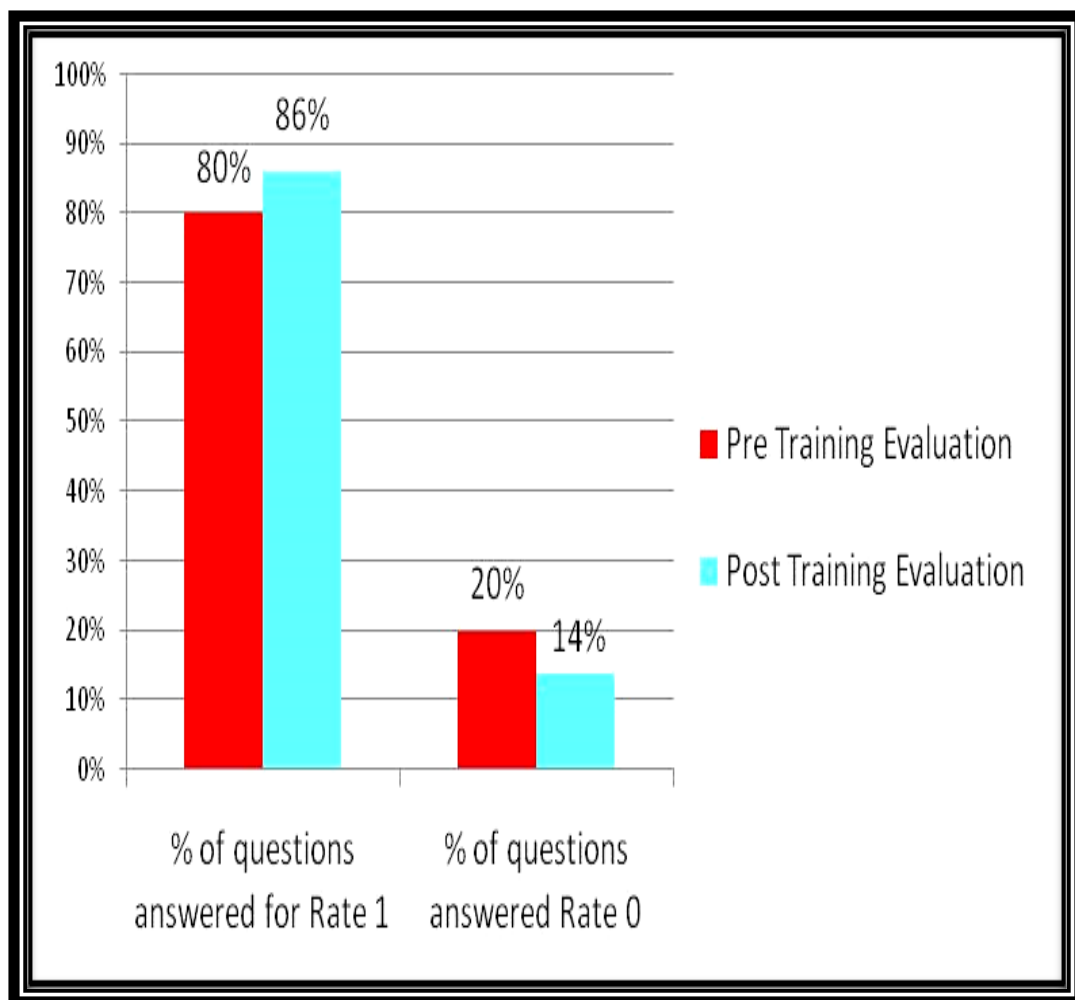
Chapter 7- Responsibilities of Management

Training Size of the hospital Staff	
No. of Respondents	25
Questions In Each Questionnaire	10

The capacity of the staff before and after the training was evaluated through a set of 10 questions addressing various issues like knowledge about Mission, Vision, Appraisal Policy, Job responsibility, Medical Policy, Acts and Laws etc .

Keeping in view the number of participants (25) who attended the trainings in the Shalby Hospital.

Comparative Responses of the Staffs- Pre-Test and Post-Test Evaluation of 5.7 Responsibility of Management



Rate-1 % of Questions answered Correctly
Rate-1 % of Questions not answered Correctly

- It was observed that the questions regarding which some doubts still remained among the staff were:
- NABH Committees
- Sentinel Event
- Medical Policy of the NDMC Employees
- **Lastly to sum the session showed an overall improvement by 6%.**

Figure-5.7 Responsibility of Management

ANALYSIS OF PRE & POST TEST QUESTIONNAIRE:

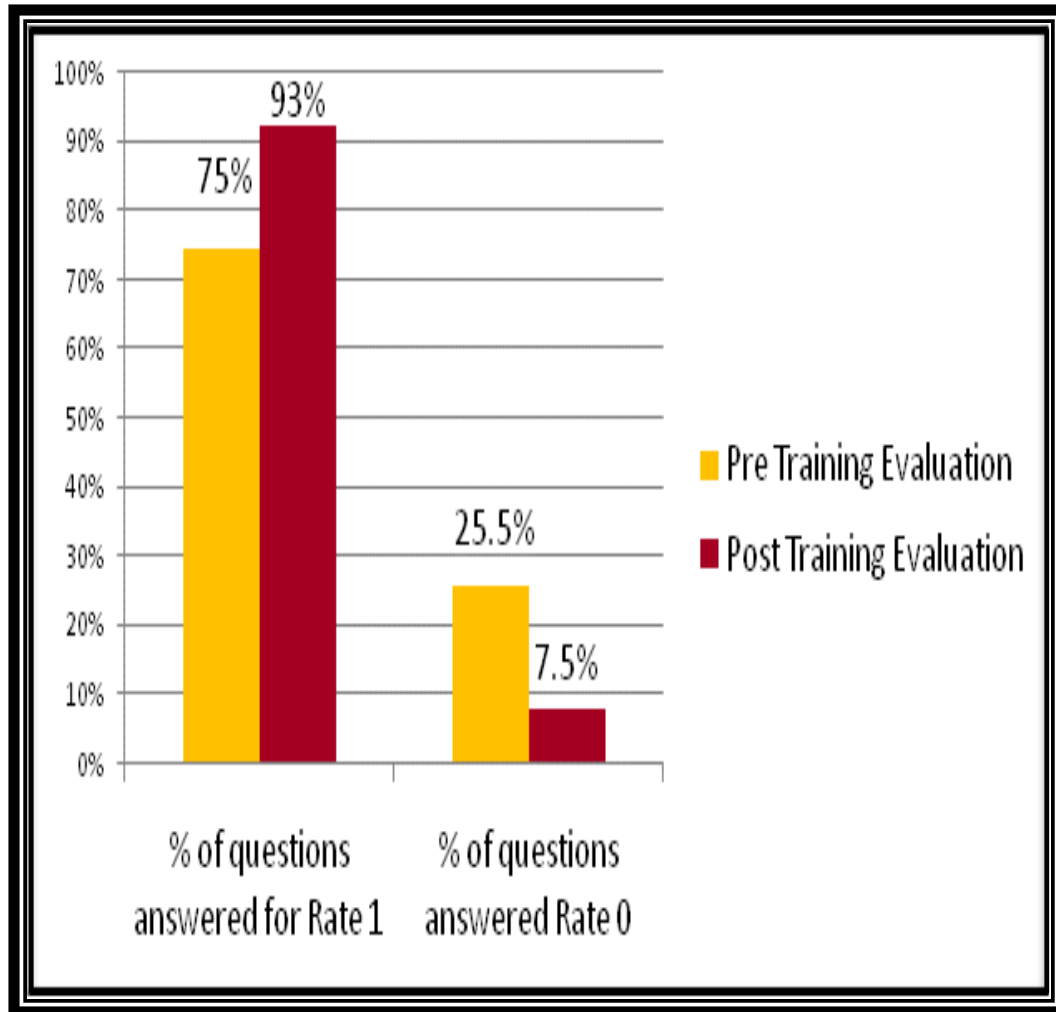
Chapter 8- Facility Management Safety

Training Size of the hospital Staff	
No. of Respondents	25
Questions In Each Questionnaire	10

The capacity of the staff before and after the training was evaluated through a set of 10 questions addressing various issues like knowledge about Laws applicable, Emergency codes, Hazardous materials and their spillage policy etc .

Keeping in view the number of participants (20) who attended the trainings in the Shalby Hospital.

Comparative Responses of the Staffs- Pre-Test and Post-Test Evaluation on 5.8 Facility Management System



Rate-1 % of Questions answered Correctly
Rate-1 % of Questions not answered Correctly

- It was observed that the questions regarding which some doubts still remained among the staff were:
- Acts and Laws applicable
- Emergency Codes
- Handling of hazardous material
- **Lastly to sum up the session showed an overall improvement by 19%.**
- .

Figure-5.8 Facility Management System

ANALYSIS OF PRE & POST TEST QUESTIONNAIRE:

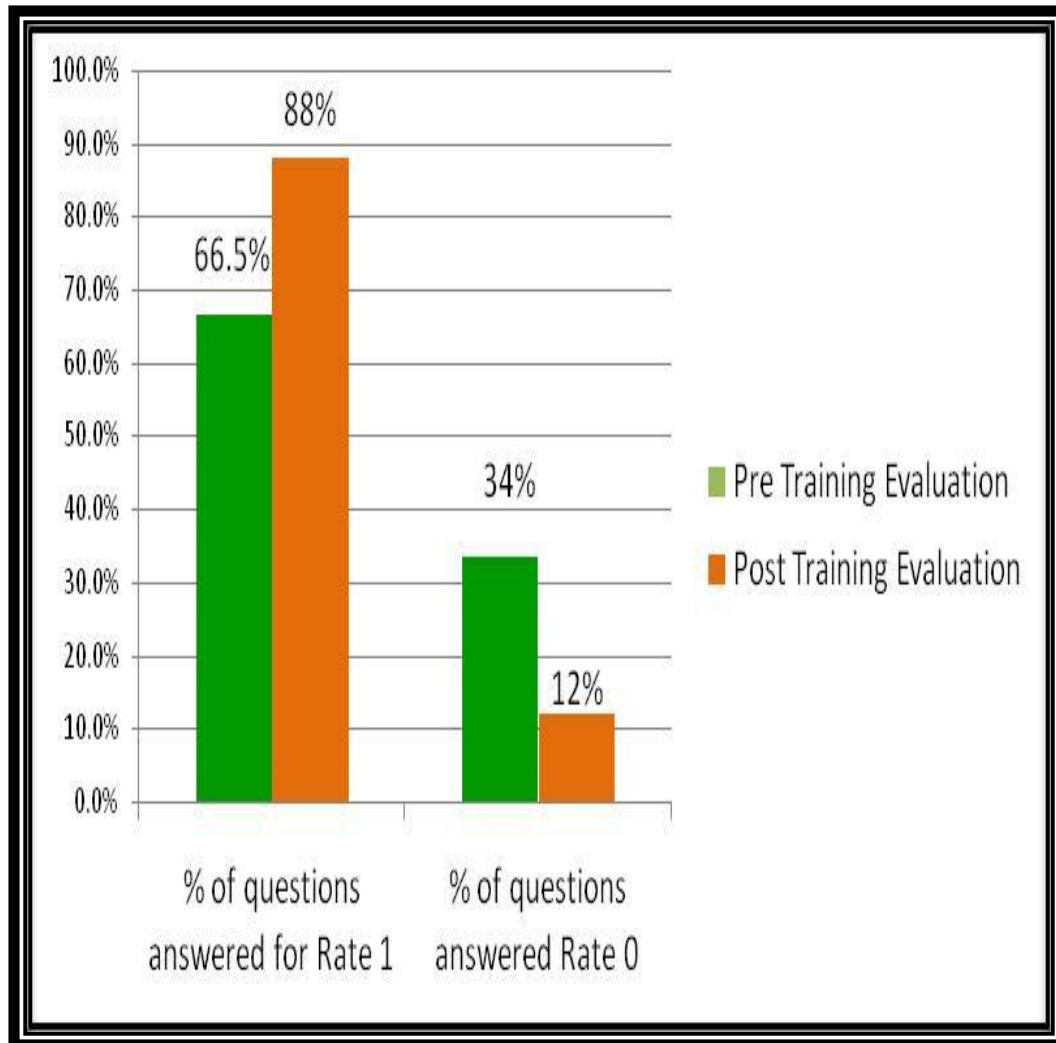
Chapter 8- Human Resource Management

Training Size of the hospital Staff	
No. of Respondents	20
Questions In Each Questionnaire	10

The capacity of the staff before and after the training was evaluated through a set of 10 questions addressing various issues like knowledge about Recruitment, Job Description, Induction and Orientation for new staff, process of Performance appraisal.

Keeping in view the number of participants (20) who attended the trainings in the Shalby Hospital

Comparative Responses of the Staffs- Pre-Test and Post-Test Evaluation on 5.9 Human Resource Management



Rate-1 % of Questions answered Correctly

Rate-1 % of Questions not answered Correctly

It was observed that the questions regarding which some doubts still remained among the staff were:

- Knowledge regarding occupational health hazards
- Grievance handling procedure
- Rules of appraisal
- **Lastly to sum up the session showed an overall improvement by 22%.**

Figure-5.9 Human Resource Management

ANALYSIS OF PRE & POST TEST QUESTIONNAIRE:

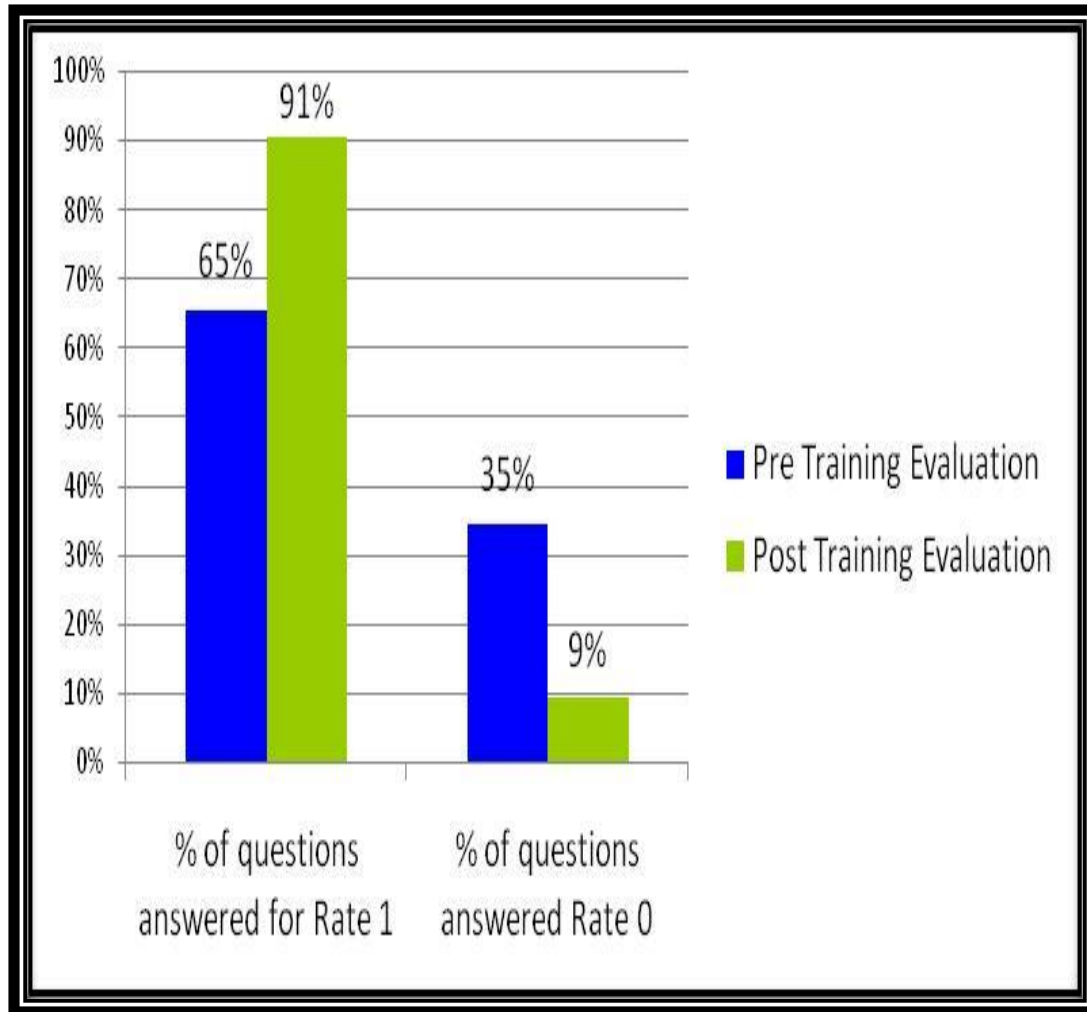
Chapter 8- Information Management System

Training Size of the hospital Staff	
No. of Respondents	25
Questions In Each Questionnaire	10

The capacity of the staff before and after the training was evaluated through a set of 10 questions addressing various issues like knowledge about Medical Record, Medical audit, Retention period of files, storage of documents.

Keeping in view the number of participants (24) who attended the trainings in the Shalby Hospital

Comparative Responses of the Staffs- Pre-Test and Post-Test Evaluation on 5.10 Information Management System



Rate-1 % of Questions answered Correctly
Rate-1 % of Questions not answered Correctly

It was observed that the questions regarding which some doubts still remained among the staff were:

- Retention Procedure of Records
- Security of Medical Record
- **Lastly to sum up the session showed an overall improvement by 26%.**

Figure-5.10 Information Management System

RESULT



NABH Components	PRE –TEST TRAINING RESULT	DENOMINATOR (Total no. of Questions* Total No. Of Respondent)	PERCENTAGE (%)	POST- TEST TRAINING RESULT	DENOMINATOR (Total no. of Questions* Total No. Of Respondent)	PERCENTAGE (%)	EFFECTIVE CHANGE EVALUATION OF TRAINING (Percentage of Pre-Training- Percentage of Post-Training)
AAC	147	224	66%	190	224	84%	18%
COP	224	300	74%	244	300	81%	7%
MOM	195	240	81%	212	240	88%	7%
PRE	310	400	77%	348	400	87%	10%
CQI	80	140	57%	114	140	81%	24%
HIC	83	100	83%	90	100	90%	7%
ROM	200	250	80%	215	250	86%	6%
FMS	149	200	74%	185	200	93%	19%
HRM	133	200	66%	176	200	88%	22%
IMS	157	240	65%	218	240	91%	26%



FINDINGS OF RESULT

- In this study, an evaluation of training has been done which shown the improvement in knowledge between pre and post training evaluation.
- It was observed that some training session were found to be positive improvement in knowledge more than 20% of staff after the training given to the staff that sessions are assess assessment care of patient, Continuous Quality Improvement, Human Resource Management, Information Management System, Facility Management System.
- This is because most of the aspects in the standards included in the day to day activities of nursing staff. Almost all the employees are very clear about the training programs and its objectives, well before attending training. For most of the employees, training and development program content has met their needs.

FINDINGS OF RESULT



- Though some training session were showing very less improvement which is only 7%.
- These sessions are Care of Patient, Management of Medication, Patient Right's, Responsibility of Management and Hospital Infection Control.
- After evaluating the results of these sessions, it is recommended that hospital should rethink about the training sessions. Proper training should be given again to staff.
- It is more effective when some new techniques followed in existing system by the organization. Hospital should include more innovative and new ideas in training like demonstration, role play, hospital visits, videos and etc. NABH manual should be provided to each and every department in hospital.

6. RECOMMENDATIONS



I recommend!

- ❑ Regular quarterly training sessions to be scheduled followed by objective assessment, with attendance for each training session to be entered in the staff data.
- ❑ We recommend that all training session should videotape for take further improvement in training method.
- ❑ Try to use more visual and audio aids to make trainings more interactive and active participation.
- ❑ The organization has to concentrate more on staff who are not satisfied with the present training methods; they have to be counselled to know their reasons for not being satisfied. So that effectiveness can be achieved.
- ❑ It also suggested having outside experts for training the staff which will attract and make staff serious about training.
- ❑ The hospital has to ask its employees to suggest types of trainings which they think is more helpful in achieving the organizational goals.
- ❑ Training should be given for hospital staff on benefits of NABH accreditation

6.2 CONCLUSION

- ❑ The training program was conducted successfully and all the participants took active part in all the days of the training. The results from the pre-test and the post-test (summarized above) show that there were concepts and topics which the staff didn't know about before the training and after the training they could explain the topics.
- ❑ From the above evaluation, the conclusions that were drawn include:
- ❑ Training environment must favourable.
- ❑ Course material should include more case studies and practical trainings.
- ❑ Session should not be lengthy and exhaustive and must include video demonstration and mock drills with free time.
- ❑ NABH should add facility planning criteria chapter within content, aims, and objectives for further information and clarity.
- ❑ More flexibility should be given to staff, which helps them to raise their questions to the trainer.





THANK YOU