



TWO DAYS STATE LEVEL TRAINING ON NQAS IMPLEMENTATION IN HWC-SC



Organized By:

State Quality Assurance Unit, NHM Arunachal Pradesh
With technical support of
Regional Resource Centre for NE States, Guwahati, Assam

Date of Training : 27th December to 28th December, 2022
Venue: Hotel Golden Orchid, Naharlagun, Arunachal Pradesh

Introduction

Two days “State Level Training on NQAS Implementation in HWC-SCs” was organised by State QA Unit, NHM Arunachal Pradesh with the technical support of RRC-NE. RRC-NE extended support by taking sessions during the training.

The objective of the training was to train the nominated Community Health Officers on NQAS Standards for HWCs and to equip them with knowledge of key concepts, tools, and methodologies for quality improvement & to acquaint the participants with NQAS HWC SC Standards, Measurable Elements, Departmental Checklists, Scoring System and how to use them in their respective Health and Wellness Centres (Sub Centre).

Training programme was spread into 13 topics along with practical exercises for hands on experience on various methodologies of the assessment. The agenda of the 2 (Two) days Training is placed as Annexure-I Total 19 Health & Wellness Officers attended the training program, from the targeted 19 Health & Wellness Centre – Sub Centre (as per ROP Approval of FY 2022-23) for NQAS Certification by the end of FY 2022-23. The agenda of the 2 (Two) days Training is placed as Annexure – I.

Training was facilitated by following Resource Persons:

1. Dr. Anupjyoti Basistha, Sr. Consultant-QPS, RRC-NE.
2. Dr. Ajay Kumar Arya, Consultant-QPS, RRCE-NE.
3. Dr. Tomar Kamki, NQAS External Assessor, Arunachal Pradesh.

Inaugural Session: At the outset, Dr Amping Perme, SNO-QA, NHM Arunachal Pradesh, welcomed all the participants to the two days State level Training on NQAS Implementation in HWC-SC. In the welcome speech she emphasised the importance of implementing quality guidelines in Health and Wellness Centre (SCs) and assured that state will extend full support to the facilities for achieving National Quality Certification. She stressed upon the utilization of Internal & External Assessors of respective districts in achieving the target of NQAS Certification i.e., 10% of total facilities (HWC-SC) by the end of FY 2022-23.

QA training programs have an inbuilt training evaluation system, where a feedback form is provided to each participant. The feedback provided by all the participants is analysed on a 5-point Likert scale. The overall rating of the training as per the analysis of the feedback from the participants was 4.51 out of 5. Analysis of Training feedback is given in Annexure – II.

| Technical Sessions | |
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| Topic | Brief Description |
| Day -1 (27th December 2022) | |
| Session 1: Overview of NQAS for AB-HWC | Dr. Ajay Kumar Arya , Consultant-QPS, RRCE-NE, welcomed all the participant to the training program. This session of ‘Overview of NQAS standards for AB-HWC’ includes Quality in healthcare, Key quality initiatives, Organizational structure, Key feature of NQAP, Measurement of Quality in HWC-SC, eight areas of concern (AoC A to H), Scoring system & Generating score card, Way forward for NQAS certification of HWC-SCs. |
| Session 2: Measurement System of National Quality Assurance Standards | Dr. Anupjyoti Basistha , Sr. Consultant-QPS, RRC-NE, explained the Layout & Design of different components of NQAS, Comprehension of Area of Concern, Standards, Measurable elements, and Checkpoints, Identifying & understand different methods of Assessment, Clarity on understanding of scoring & Assessment protocol. |
| Session 3: AoC A & B (Service Provision and Patient Rights) | Dr. Ajay Kumar Arya , explained regarding the availability of functional services in HWC SCs where facility provides comprehensive primary health care services and availability of basic point of care diagnostics and drugs used in HWC including timely availability of drugs and diagnostic reports. AOC B (Patient Rights) included Rights of patients to access information about services available, User friendly signages, confidentiality of their information, obtaining Consent for treatment, Privacy & Dignity to patients, Providing treatment without any Physical and Financial barriers. |
| Session 4: Case study on the Intent of Standards & Measurement system | An exercise was conducted on the Intent of Standards & Measurement system of NQAS for HWC-SCs where participants were made to solve exercise on Area of Concern A and B and the measurement system of NQAS standards. |

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| Session5: AoC C (Input) | Dr. Anupjyoti Basistha , covers the availability of Adequate and Safe Infrastructure for delivery of assured services in the form of well ventilated, illuminated & demarcated work areas with minimum adequacy and space. Availability of 24/7 water, electricity & fire- fighting equipment's. Availability of CHO's, adequate frontline health workers and support staff. Competence assessment & performance evaluation of staff required trainings for staff, Availability of Drugs, Consumables, Equipment's & Instruments required for assured services in the facility. |
| Session 5: AoC D (Support Services) | Dr. Ajay Kumar Arya , covered Maintenance and Upkeep of Infrastructure & Equipment's, Removal of Junk materials, Inhouse calibration of Equipment's, Storage, Inventory management & dispensing of drugs, Secured record keeping and data management, Functioning of Jan Arogya Samitis, its members, conducting meetings, Social Audits, and monthly calendar activities. Finally, compliance of facilities with statutory and regulatory requirements like Fire NOC's, BMW Authorization certificate. |
| Session 6: AoC E (Clinical Services) | Dr. Tomar Kamki, NQAS External Assessor , took the session. In the Area of Concern E – Clinical Services there are total 18 standards that measure quality of clinical services. Std. E1 – E7 covers general clinical process ranging from registration to emergency management, Std. E8- E12 covers extended service packages including Ophthalmic, ENT, Mental health, Disease control programs, elderly, and palliative care. Std. E13 – E18 covers clinical processes related to NAC, INC, PNC, New-born care, Child & Adolescent health, family planning services. |
| Day - 2 (28th December 2022) | |
| Session 7: AoC F (Infection Control) | Dr. Ajay Kumar Arya , covers the basic infection prevention practices to be followed in a health & wellness centres like monitoring of infection control practices, ensuring hand hygiene practices, Use of PPE's & their adequate supply, Adherence to standard procedure for disinfection & sterilization of instruments, established procedures in the management of biomedical waste in the facility. Staff training on Hand washing, wearing PPE's and Biomedical Waste management. |
| Session 8: AoC G (Quality Management System) | Dr. Anupjyoti Basistha , explained Quality Management System, which covers the aspects like establishment of organizational framework for quality improvement, periodic patient satisfaction survey, analysis of the feedback & preparing the action plan. Work Instruction for all key processes & support services, display of critical work instructions & clinical protocols in HWC, conducting regular audits/assessment for improvement & sustenance of quality, facility should have defined Mission, Quality policy & Objectives to ensure its core values. Medication Refill audit also covered in the session. |
| Session 9: AoC H (Outcome Indicators) | In this session, Dr. Ajay Kumar Arya , covered the measurement of 28 outcome indicators which are mandatorily recorded by HWC on monthly basis which can help in knowing the productivity, Efficiency & Utilization of the facility as a unit. The calculation of these indicators by using certain formulas, recording, and analysing the obtained data and graphical presentation for trend analysis was discussed with the participants. |
| Session 10: Identification of Gaps, Prioritization, Action Planning for NQAS Certification with Exercise | In this session, Dr. Anupjyoti Basistha , explained the Internal Assessment & its importance, Types of Assessment and Internal assessment activities, IA Process, Assessment schedule and assessment plan, conducting assessment and methods, reporting of gaps, Gap Analysis & Action planning methodology were explained. |
| Session 11: Document Verification List | Document Verification list covered all about work instructions, its benefits, prerequisites, Format and how to write them. A tentative list of work instructions for HWC SC and a sample document has been explained in the session. This session also covered Process of certification, Certification criteria for HWC-SC, Documents to be submitted by HWC-SC for NQAS National certification. |
| Session 12: Overview of Kayakalp for AB-HWCs | Dr. Ajay Kumar Arya , provided a brief orientation on Overview of Kayakalp program for AB-HWC, covered the objectives of the Kayakalp program, alien features of extension of Kayakalp for Health & Wellness centres, Award for HWC-SCs, Assessment protocols, Criteria for assessment of |

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| | HWC-SC, seven thematic areas and their attributes, assessment methods, Compliance & Scoring Rules. |
| Session 13: Journey of NQAS Certification Hajipara HWC-SC | In this session participants were shown Hajipara HWC SC, Assam video, showcasing their journey of NQAS certification which was the first NQAS Certified HWC SC in NE region. |
| Session 14: Challenges in implementing NQAS at HWC SC and roadmap for achieving NQAS certification in FY 2022-23. | Dr Anupjyoti Basistha presented the status of QA program implantation in Arunachal Pradesh and way forward to Mission Director, NHM Arunachal Pradesh, followed by discussion with the SNO-CPHC, SNO-QA and Mission Director to support the NQAS targeted Health and wellness centre for State and National Level NQAS certification. During discussion, RRCNE Team also requested Mission Director to devise short-term plan so that few of the health facilities achieved State/National NQAS Certification by end of FY 2022-23. |
| Session 15: Valedictory session | Dr Amping Perme delivered the valedictory address. She thanked all the participants for their co-operation and sincerity during the training. |

Training Agenda

Annexure I

| Time | Session | Facilitator |
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| Day 1: 27th December 2022 (Tuesday) | | |
| 09:00 AM – 09:30 AM | Registration | RRCNE |
| 09:30 AM – 09:45 AM | Welcome Address & Objective sharing | State Representative |
| 09:45 AM – 10:00 AM | Introduction by Participants | Participants |
| 10:00 AM – 10:45 AM | Overview of National Quality Standards for AB-HWCs | Dr Ajay Arya, RRCNE |
| 10:45 AM – 11:30 AM | Measurement System of National Quality Assurance Standards (NQAS) | Dr Anup Basistha, RRCNE |
| 11:30 AM – 12:15 PM | Area of concern A (Service Provision) & B (Patient Rights) | Dr Ajay Arya, RRCNE |
| 12:15 PM – 01:00 PM | Case study on the intent of the Standards & Measurement System | RRCNE |
| 01:00 PM – 02:00 PM | Lunch | |
| 02:00 PM – 02:45 PM | Area of Concern C (Inputs) | Dr Anup Basistha, RRCNE |
| 02:45 PM – 03:45 PM | Area of Concern D (Support services) | Dr Ajay Arya, RRCNE |
| 03:45 PM – 04:00 PM | Tea Break | |
| 04:00 PM – 05:00 PM | Area of concern E (Clinical services) | State Representative |
| Day 2: 28th December 2022 (Wednesday) | | |
| 09:00 AM – 09:45 AM | Area of concern F (Infection control) | Dr Ajay Arya, RRCNE |
| 09:45 AM – 11:00 AM | Area of concern G (QMS) | Dr Anup Basistha, RRCNE |
| 11:00 AM – 11:15 AM | Tea Break | |
| 11:15 AM – 12:00 PM | Area of concern H (outcome indicators) | Dr Ajay Arya, RRCNE |
| 12:00 PM - 01:00 PM | Identification of gaps, Prioritization, and action planning for NQAS certification with Exercise | Dr Anup Basistha, RRCNE |
| 01:00 PM – 02:00 PM | Lunch | |
| 02:00 PM – 02:45 PM | Document Verification List for NQAS National Assessment | Dr Anup Basistha, RRCNE |
| 02:45 PM – 03:30 PM | Overview of Kayakalp for AB-HWCs | Dr Ajay Arya, RRCNE |
| 03:30 PM – 03:45 PM | Journey of Certification of India's 1 st & 2 nd NQAS Certified HWC SC | RRCNE |
| 03:45 PM – 04:45 PM | Challenges in implementing NQAS at HWC SC & roadmap for achieving NQAS certification in FY 2022-23. | State team |
| 04:45 PM – 05:15 PM | Valedictory & Tea | State team |

1. Topics that were most useful as per the feedback received from the participants:

| Sl. | Topics | Nos. out of total 19 Participants appreciated the session |
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| 1 | Overview of NQAS for AB -HWC | 8 |
| 2 | Measurement System of NQAS | 8 |
| 3 | Overview of Kayakalp for AB-HWC's | 5 |

2. Trainer wise Score:

| Sl. | Name of the Trainer | Position | No. of topics taken | Average Score |
|-----|-----------------------|------------------------------|---------------------|---------------|
| 1 | Dr Tomar Kamki | NQAS External Assessor | 1 | 4.6 |
| 2 | Dr Ajay Kumar Arya | Consultant - Q&PS, RRCNE | 6 | 4.5 |
| 3 | Dr Anupjyoti Basistha | Sr. Consultant - Q&PS, RRCNE | 6 | 4.5 |

3. Topic wise Score

| Sl. | Name of the Topic | Average Score |
|-----|----------------------------------------------------------------------------|---------------|
| 1 | Overview of NQAS for AB -HWC | 4.55 |
| 2 | Measurement System of NQAS | 4.4 |
| 3 | Area of concern A (Service Provision) & Area of concern B (Patient Rights) | 4.45 |
| 4 | Case study on the 'Intent of the standards & measurement system' | 4.45 |
| 5 | Area of Concern C (Input) | 4.55 |
| 6 | Area of Concern D (Support Services) | 4.6 |
| 7 | Area of concern E (Clinical Services) | 4.6 |
| 8 | Area of concern F (Infection Control) | 4.6 |
| 9 | Area of concern G (QMS) | 4.55 |
| 10 | Area of concern H (Outcome Indicators) | 4.6 |
| 11 | Identification of Gaps, Prioritization, and Action Planning for NQAS | 4.45 |
| 12 | Document Verification List | 4.45 |
| 13 | Overview of Kayakalp for AB-HWC's | 4.45 |

All of the participants found the training to be helpful. They all expressed that after completing this training their knowledge and skills were greatly improved in terms of healthcare quality, which they will implement at their respective facilities.