



## 2 Days-Regional level NQAS Internal Assesor's Training under NUHM for NE States



Organized by:  
Regional Resource Centre for NE States  
02<sup>nd</sup> – 03<sup>rd</sup> August 2022  
Venue: Hotel Palacio, Guwahati, Assam

## Introduction

A Two-days “Regional level NQAS Internal Assessor’s Training under NUHM for NE States” was conducted by Quality & Patient Safety Division of Regional Resource Centre for North-Eastern States from 02<sup>nd</sup> to 03<sup>rd</sup> August 2022 at Hotel Palacio, Guwahati, Assam.

The objective of the training was to train the nominated State officials on NQAS standards and to equip them with knowledge of key concepts, tools, and methodologies of quality improvement for smooth implementation of the National Quality Assurance Program in Urban health facilities across their respective States.

Total 41 participants from 7 NE States participated in the training program which includes – State Nodal Officer – NUHM, District Family Welfare Officer, Medical Officers, Staff Nurse, Pharmacist and District Urban Health Coordinators etc.

**Inaugural Session:** At the outset, Dr Ashoke Roy, Director, RRCNE welcomed all the participants to the two days Regional level Internal Assessor training organized by Quality & Patient Safety Division, Regional Resource Centre for NE States. In the welcome speech he stated that ensuring quality in public health facility is one of the goals of National Health Policy. He also highlighted the DO letter Z-18015/26/2020-NHM-II dated 1st October 2021, wherein all the states & UTs have been advised to develop roadmap for the quality certification of public health facilities so that at least 60% of the all functional public health facilities are NQAS certified by 2025-26. During the inaugural keynote address, Dr J N Srivastava, Advisor, Q&PS Division, NHSRC addressed the participants virtually. He informed the participants that total 6 no. of UPHCs, out of total 115 nos. of urban PHCs, are nationally certified under NQAS till date in NE states. Dr Srivastava advised the States to shortlist the facilities for NQAS Certification which may be based on four criteria-infrastructure, HR, Kayakalp score & commitment of the In-charges. He also emphasized on the strengthening of State Certification Mechanism so that more nos. of facilities can be taken up for NQAS National Certification.

After that the technical session started with brief introduction of Quality, Overview of National Urban Health Mission & National Quality Assurance Program followed by presentation on various Area of Concerns.

On second day, a post-training evaluation was conducted which was an open book exam with 32 multiple-choice questions, related to the quality improvement and the NQAS framework under NUHM. Out of total 41 participants, 40 participants (97.57 %) qualified the Post-Evaluation.

QA training programs have an inbuilt training evaluation system, where a feedback form is provided to each participant. Feedback of the participants is analysed on a 5-point Likert scale. The overall rating of the training as per the analysis of the feedbacks from the participants was 4.60 out of 5.

**Technical Session:**

Topic	Brief
<p><b>Day -1:</b></p> <p><b>Topic:</b> Overview of National Urban Health Mission &amp; National Quality Assurance Program.</p> <p><b>Resource person-</b> <b>Mr Anup Basistha</b></p>	<p>The first session of the training program started with an overview of the implementation of quality in UPHC's which includes- the concepts of Quality, definitions &amp; its perspectives, evolution &amp; framework of NQAS, training &amp; capacity building, KPI's, Facility level activities to achieve national certification, criteria to achieve certification by UPHC's, and incentivization under NUHM etc.</p>
<p><b>Topic:</b> Key concepts of Quality, Measurement System &amp; Assessment Protocols of NQAS.</p> <p><b>Resource person-</b> <b>Mr Anup Basistha</b></p>	<p>This session includes- arrangement of National Quality Assurance standards for UPHC. Std., Measurable elements &amp; checkpoints in UPHC checklist, relationship of different aspects of checklist, Overview of scoring, Four methods of assessment – OB, SI, RR and SI, their Processes, Methodologies, and protocols of the NQAS System.</p>
<p><b>Topic:</b> Area of Concern A (Service Provision)</p> <p><b>Resource person-</b> <b>Dr Ajay Kumar Arya</b></p>	<p>Standards for Service Provision covers the availability of functional services &amp; facilities in the hospital which will be made available to the end users under various areas &amp; departments of the facility along with other support services. The 5 standards under Area of concern (A) Service Provision which are as follow: Curative Services, RMNCH+A services, Diagnostic Services, National Health Programs, Services as per local needs.</p>
<p><b>Topic:</b> Area of Concern B (Patient Rights)</p> <p><b>Resource person-</b> <b>Dr Ajay Kumar Arya</b></p>	<p>The Session on Patient Rights included rights of patients to access information about the services, user friendly signages, confidentiality of their information, obtaining consent for treatment, privacy &amp; dignity to patients, providing treatment without any physical and financial barriers. It also includes patients' right for grievance redressal and to take informed decisions regarding their treatment plan.</p>
<p><b>Topic:</b> Group Activity: Exercise on AoC A, B &amp; C</p> <p><b>QPS Team, RRC NE</b></p>	<p>QPS Team, RRC-NE conducted a group exercise on Area of Concern A, B and C based on a case study on the Maternal Health checklist of UPHC Guidelines where participants were asked to identify the checkpoints and give the score as per the compliance of NQAS standards.</p>
<p><b>Topic:</b> Standards for Inputs, AoC – C</p> <p><b>Resource person-</b> <b>Dr Vinaya RSL</b></p>	<p>This session covered the inputs required by a UPHC for its assured service delivery and to meet the prevalent norms, which included the availability of adequate &amp; safe infrastructure in the form of space, amenities and layouts inside the facility, the facility should ensure the seismic, electrical and fire safety in the hospital. Required adequate qualified &amp; trained staff as per the case load, Availability of essential drugs, vaccines, disposables &amp; consumables along with availability of equipment's &amp; instruments for examination &amp; treatment of the patients.</p>
<p><b>Topic:</b> Standards for Support Services, AoC – D</p> <p><b>Resource person-</b> <b>Mr Anup Basistha</b></p>	<p>Standards for Support Services covers various services in UPHC &amp; their importance. This session includes- the Maintenance of Critical Equipment's, managing condemned articles, internal &amp; open areas, Adequate Illumination, Availability of clean linen, Storage &amp; supply of potable water, Adequate Power backup, Storage areas for drugs, Vaccines &amp; other consumables, Activities of RKS &amp; MAS, Supporting of ASHA teams, System for outsourced services and Statutory Licenses, facility ensures collection of data and reporting of National health programmes.</p>

<p><b>Topic:</b> Mera Aspataal</p> <p><b>Resource person-</b> <b>Dr Ajay Kumar Arya</b></p>	<p>This resource person spoke about Mera Aspataal program, multi-channel approach to capture patients' feedback, parameters of patient feedback, status of MA in north-eastern region, data uploading process in MA Portal, various issues, and their solutions.</p>
<p><b>Day- 2:</b></p> <p><b>Topic:</b> Area of Concern E (Clinical Services)</p> <p><b>Resource person-</b> <b>Dr Joydeep Das</b></p>	<p>This sessions includes -Clinical Services for UPHC, which covers the clinical processes of registration, consultation, initial assessment &amp; reassessment, referrals &amp; follow ups, Emergency care &amp; ambulance services, drug administration and STG's, diagnostic services, Maternal &amp; child health, established procedures of family planning, ARSH Clinic &amp; counselling and mandated services as per the protocols.</p>
<p><b>Topic:</b> Area of Concern G (Quality Tools, Gap Analysis &amp; Action Planning).</p> <p><b>Resource person-</b> <b>Mr Anup Basistha</b></p>	<p>This session illustrates the standards for quality management in UPHC include establishing quality assurance program at the facility, conducting patient &amp; employee satisfaction survey, and developing SOP's. Formation of quality team, defining quality policy and objectives of the facility, establishing internal &amp; external quality assurance program, conducting periodic internal assessments in UPHC, developing action plans &amp; CAPA reports and finally maintaining SOP's in the facility.</p>
<p><b>Topic:</b> Patient Satisfaction Survey and Prescription Audit.</p> <p><b>Resource person-</b> <b>Dr Vinaya RSL</b></p>	<p>This session explains about the key component of quality where the patient satisfaction level is measured in a pre-defined format at periodic intervals where the response is collected, data is analysed to identify the low performing attributes for which the action plan is developed accordingly. An exercise on prescription audit was conducted by giving samples of prescription form to all the participants and they were told to fill 'YES' or 'NO' to the corresponding attributes of the prescription form then the scoring method, analysis, identification of low scoring attributes and to develop the corrective action and preventive action on the low scoring attributes of the audit exercise were also discussed by the resource person.</p>
<p><b>Topic:</b> Area of Concern F (Infection Control)</p> <p><b>Resource person-</b> <b>Dr Ajay Kumar Arya</b></p>	<p>Area of concern F covers the infection control practices and protocols to be followed in UPHC where the measures become more critical to avoid cross infections, nosocomial infections, and their spread. This section includes hand hygiene practices &amp; antisepsis, use of PPE's, std. practices for personal protection, processing of equipment &amp; instruments and biomedical and liquid waste management in the facility. A video on infection control practices was also shown to the participants.</p>
<p><b>Topic:</b> Key Performance Indicators and GUNAK App</p> <p><b>Resource person-</b> <b>Dr Vinaya RSL</b></p>	<p>The session on Key Performance Indicators discussed about the 15 Key Performance Indicators like OPD per month, No. of outreach sessions, Percentage of high-risk pregnancies, etc., which are mandatorily recorded by UPHC at regular intervals to fulfil one of the criteria for National Certification under NQAS. The calculation, formulas used, reporting and analysis of KPI's also discussed. The overview &amp; usage of 'GUNAK' application - a QA application developed by NHSRC for the assessment of quality programs like NQAS, LaQshya and Kayakalp through digital checklists available in the app at various levels of assessments like internal, external and peer assessment of facilities and for identification of gaps was discussed by the resource person.</p>
<p><b>Topic:</b> State Road Map for Quality Assurance</p> <p><b>State Representatives</b></p>	<p>In this session all the states presented their specific 'State Action Plan under NUHM for NQAS certification" in the provided template which includes- the no. of UPHC targeted for NQAS Certification for FY 2022-23 &amp; 2023-24, Sub activities planned in individual UPHC, Timeline for Kayakalp Assessment, Issues faced by state QA team, Support required from RRC NE etc. State-wise key discussion points are as follow:</p>

**Arunachal Pradesh:**

- 3 UPHC targeted for NQAS certification for FY 22-23.
- Dr Ashoke Roy, Director RRCNE advised the state to complete the Kayakalp External Assessment by the end of December 2022 for FY 2022-23.
- **Statue issues**-Inadequate HR, inadequate Supply chain system, Poor infrastructure etc are the challenges faced by state.
- Director reiterates that all category of public health facility need to participate in the Kayakalp program every year.

**Assam:**

- 6 out of 55 functional UPHC have been short listed for NQAS National Certification for FY 2022-23.
- Director RRCNE, advised the state to prioritize the gaps and initiate the gap closure activities immediately.
- One of the issues of Assam is – almost all UPHCs are in rented building because of this, space is become a major concern for the UPHCs.
- Construction of sharp pit/deep burial pit etc is difficult in rented building.

**Meghalaya:**

- For FY 2022-23, 2 UPHCs out of 19 functional UPHCs in the state have been shortlisted for NQAS National Certification.
- State has requested RRCNE to visit the shortlisted facilities and extend technical support for preparing for NQAS National assessment.

**Mizoram:**

- 2 out of 9 functional UPHC in the state have been targeted for NQAS National Certification in FY 2022-23.
- Application for National Assessment of these 2 UPHCs will be submitted by December 2022
- The issues faced by state are mainly -delay in release of funds and Inadequate HR etc.

**Nagaland:**

- 2 out of 7 UPHC are targeted for NQAS National certification in FY 2022-23.
- The Kayakalp Internal Assessment for FY 2022-23 to be completed by 3<sup>rd</sup> week of August.
- Lack of HR, Frequent transfers of staff, delay in getting the licenses are the main challenges faced by state.
- State requested RRCNE for mentoring support to the targeted facilities.

**Sikkim:**

- For FY 2022-23, One UPHC has been targeted for NQAS National Certification.
- Old infrastructure, Space constraints, Lack of trainings etc are some of the challenges faced by state.

**Tripura:**

- 2 out of 8 UPHCs are targeted for NQAS certification in FY 2022-23.
- State requested RRCNE to support in drafting of SOP's and other documents. Also requested for Mentoring visit to the targeted facilities. Director, RRCNE advised the states to take support from the NQAS Certified Ashram Para UPHC for drafting the SOP and involve the External Assessor & Internal Assessor for various Quality related activities.

Post-Training Evaluation <b>QPS Team, RRC NE</b>	QPS Team, RRC – NE conducted a post training evaluation of the participants with an objective type of question paper containing 32 multiple choice questions covering the NQAS standards of UPHC after which it is followed by providing training feedback on the 2 days training program.
<b>Valedictory</b>	The training program was concluded with distribution of 'Certification of Participation' to all the participants. Then the participants shared their feedback and experience of the training program. Mr. Anup Basistha, Consultant – QPS delivered the valedictory address. He thanked all the participants for their co-operation and sincerity during the training.

### Feedback Analysis and Action Taken Report

#### 1. Feedback by the participants

A. The Average Score of feedback analysis:

Day 1	4.62
Day 2	4.58
<b>Average</b>	<b>4.60</b>

B. Faculty wise feedback Analysis:

Sl.	Name	Average
1	Dr. Joydeep Das	4.48
2	Anupjyoti Basistha	4.66
3	Dr Ajay Kumar Arya	4.66
4	Dr. Vinaya RSL	4.51
5	QPS Team, RRC NE	4.65

C. Most Liked Sessions:

Sl.	Most Liked Sessions	Trainer
1	Area of Concern F	Dr. Ajay Kumar Arya
2	Area of Concern D	Mr. Anup Basistha
3	Key Performance Indicators	Dr. Vinaya RSL
4	Area of Concern G	Mr. Anup Basistha

All participants expressed that they are well satisfied with the training. They have learned many new subjects, acquired several new technical skills to conduct an assessment. They expressed that after going through this program their knowledge and skills have been upgraded in respect to healthcare quality, which they will implement at their respective facilities.

#### Conclusion and Action taken

The result obtained from feedback highlights that - the participants were satisfied with the subject content and resource material. Sessions were understandable and useful to improve the quality of care provided at public health facilities. All presenters were skilled, with knowledge and competent enough to impart the training in clear and meaningful way. However, based on the suggestions and recommendations given by participants, an action plan was prepared.

**Time Bound Action Plan:**

Sl.	Action Taken	Responsibility
1	More Group exercises on case studies, use of quality tools, surveys & audits will be incorporated in upcoming trainings to make it more interactive and practical.	QPS Team, RRCNE
2	It is decided that more nos. of online quiz programs will be added between each session during the training program.	QPS Team, RRCNE

**All action points will be incorporated in next Internal Assessors' training**

Sl.	Activity Planned	Time duration	Action Planned
1	Preparation of exercise workbooks	Next batch of Internal Assessor training	Group exercise will be incorporated in upcoming trainings to make it more practical.
2	Addition of online quiz sessions	Next batch of Internal Assessor training	More no. of online quiz sessions will be conducted.

**Training Agenda**  
**Regional Level Internal Assessors Training under NUHM**  
**(National Quality Assurance Standards)**  
**02<sup>nd</sup> – 03<sup>rd</sup> August 2022**  
**Venue: Hotel Palacio, Guwahati, Assam**

**Annexure I**

Time	Topic	Resource Person
<b>Day 01 (02<sup>nd</sup> August 2022)</b>		
08:45 AM – 09:00 AM	Registration	RRC NE
09:00 AM – 09:15 AM	Welcome Address & Objective Sharing	Dr. Ashoke Roy, Director, RRC NE
09:15 AM – 09:30 AM	Keynote Address	Dr. J N Srivastava, Advisor, QPS, NHSRC
09:30 AM – 10:00 AM	<b>Tea &amp; Group Photo</b>	
10:00 AM – 10:45 AM	Overview of National Urban Health Mission & National Quality Assurance Program	Mr. Anup Basistha, Consultant, QPS, RRCNE
10:45 AM – 11:30 AM	Key concepts of quality, Measurement System & Assessment Protocols of NQAS	Mr. Anup Basistha, Consultant, QPS, RRCNE
11:30 AM – 12:15 PM	Area of Concern A (Service Provision)	Dr. Ajay Arya, Consultant, QPS, RRCNE
12:15 PM – 01:00 PM	Area of Concern B (Patient Rights)	Dr. Ajay Arya, Consultant, QPS, RRCNE
01:00 PM – 01:30 PM	<b>Lunch</b>	
01:30 PM – 02:00 PM	Group Activity: Exercise on AoC A, B & C	QPS Team, RRCNE
02:00 PM – 02:45 PM	Standards for Inputs, AoC – C	Dr. Vinaya RSL, Consultant, QPS, RRCNE
02:45 PM – 03:30 PM	Standards for Support Services, AoC - D	Mr. Anup Basistha, Consultant, QPS, RRCNE
03:45 PM – 04:00 PM	<b>Tea</b>	
04:00 PM – 05:00 PM	Standards for Clinical Services	Dr. Joydeep Das, Lead Consultant, RRCNE
05:00 PM – 05:30 PM	Mera Aspataal	Dr. Ajay Arya, Consultant, QPS, RRCNE
<b>Day 02 (03<sup>rd</sup> August 2022)</b>		
09:00 AM – 09:15 AM	Recap	QPS Team, RRC NE
09:15 AM – 10:30 AM	Area of Concern G (Quality Tools, Gap Analysis & Action Planning)	Mr. Anup Basistha, Consultant, QPS, RRCNE
10:30 AM – 11:00 AM	Patient Satisfaction Survey and Prescription Audit	Dr. Vinaya RSL, Consultant, QPS, RRCNE
11:00 AM – 11:15 AM	<b>Tea</b>	
11:15 AM – 12:00 PM	Area of Concern F (Infection Control)	Dr. Ajay Arya, Consultant, QPS, RRCNE
12:00 PM – 01:00 PM	Key Performance Indicators & GUNAK App	Dr. Vinaya RSL, QPS, Consultant, RRCNE
01:00 PM – 01:30 PM	<b>Lunch</b>	
01:30 PM – 03:45 PM	State Road Map for Quality Assurance	State Representative
03:45 PM – 04:00 PM	<b>Tea</b>	
04:00 PM – 05:00 PM	Post Training Evaluation	QPS Team, RRC NE
05:00 PM – 05:30 PM	Valedictory	RRC NE



Post Training Evaluation					
Sl.	Name of Participant	Designation	Name of district/facility	Score (%)	Result
<b>Arunachal Pradesh</b>					
1	Dr. Tiling Gambo	Medical Officer In-Charge	UPHC Rakap, Papumpare	93.34	PASS
2	Priyanka Kumari	Nursing Officer	UPHC Itafort, Papumpare	86.67	PASS
3	Bater Kamsam	Health & Wellness Officer	HWC Lobi, Papumpare	86.67	PASS
4	Dr. Tumge Loyi	Public Health Consultant, NHM	Papumpare	83.34	PASS
5	Karbi Game	Nursing Officer	UPHC Itafort, Papumpare	80.00	PASS
<b>Assam</b>					
1	Rumi Kujur	Hospital Administrator	GMCH, Kamrup Metro (D)	96.67	PASS
2	Hazrat Omar Faruk	District Urban Health Coordinator	DPMU, Kamrup Metro (D)	96.67	PASS
3	Suman Choudhury	In charge DUHC, Karimganj	District Media Expert	96.67	PASS
4	Dr. Borhon Enghi	Medical Officer - NUHM	Diphu UPHC	96.67	PASS
5	Upasana Das	Program Executive - Quality	State HQ, NHM, Assam	93.34	PASS
6	Ms. Shampa Das	District Urban Health Coordinator	UPHC Dibrugarh, DPMU	93.34	PASS
7	Dr. Rumi Ara Begum	Medical Officer	UPHC Sarabhathi, Kamrup	90.00	PASS
8	Dildar Hussain C	Accountant cum ABPM	Bazaricherra SHC	90.00	PASS
9	Ms. Rimpee Borah	District Urban Health Coordinator	DPMU, Sivasagar (D)	90.00	PASS
10	Paban Chandra Das	Pharmacist	Lokhara SD, Kamrup (M)	76.67	PASS
<b>Meghalaya</b>					
1	Smt. Mandakini Florence Tariang	Staff Nurse	Loomkyrwiang UPHC, West Jaintia Hills	83.33	PASS
2	Dr. (Mrs). Monica L	Medical Officer	Dongkharmalki	80.00	PASS
3	Smt. Marlasanki Toi	Staff Nurse	Loomkyrwiang UPHC	80.00	PASS
4	Dr. Pretimai K	Medical Officer	Madanrting UPHC	73.34	PASS
<b>Mizoram</b>					
1	Dr. David Zothansanga	State Nodal Officer, NUHM	NUHM, Aizawl, Mizoram	96.67	PASS
2	Dr. Peter Lalrinzuala	Medical Officer	UPHC Chawlhmun	96.67	PASS
3	Dr. V L Hrechianga	Medical Officer	UPHC Hrangchalkawn	93.34	PASS
<b>Nagaland</b>					
1	Ms. Toshinano	NUHM Consultant, Dimapur	CMO Office, Dimapur	100.00	PASS
2	Ms. S Arenla Ao	Staff Nurse	Wokha UPHC, Wokha (D)	100.00	PASS
3	Ms. Chubakatila L	Staff Nurse	Yimyu UPHC	96.67	PASS
4	Ms. Imnasenla I	Staff Nurse	Yimyu UPHC	96.67	PASS
5	Mr. Neimhazo T	Staff Nurse	UPHC, Poterlane, Kohima	96.67	PASS
6	Ms. Chibeno Lotha	Pharmacist	Wokha UPHC, Wokha (D)	93.34	PASS
7	Ms. Luvini Swu	Pharmacist	Porterlane UPHC, Kohima	90.00	PASS
8	Dr. Bilva Yalie	Medical Officer In Charge	Seikhazou UPHC, Kohima	86.67	PASS
9	Ms. Noksensangla Y	Pharmacist	Tuensang UPHC	86.67	PASS
10	Mr. Aotemsu O	State Consultant - NUHM	SPMU, NHM, Kohima (D)	83.33	PASS
11	Ms. Naongsenti	Staff Nurse	UPHC Tuensang	63.35	PASS
<b>Sikkim</b>					
1	Dr. Manisha Rai	Senior Medical Officer	UPHC, Gangtok	93.33	PASS
2	Dr. Roshnee Tamang	Medical Officer	Ranipool UPHC, Sikkim	66.67	PASS
<b>Tripura</b>					
1	Dr. Ishita Guha	District Family Welfare Officer	West Tripura (D)	96.67	PASS
2	Dr. Arpita Sinha	Medical Officer in Charge	Ashrampara UPHC	96.67	PASS
3	Dr. Arunjit Roy	Medical Officer in Charge	Paschim Bhubanban UPHC	90.00	PASS
4	Dr. Bhaskar Roy B	Medical Officer (Dental)	Agartala Pura Nigam UPHC	90.00	PASS
5	Dr. Nanimala D	Medical Officer	Bhatiabhoy Nagar	80.00	PASS

Training Course Evaluation							
<i>Please fill this form to provide the training team, feedback about the course. This would help us in improving the future trainings.</i>							
Topic	Resource Person	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)	Remarks
Overview of National Urban Health Mission & National Quality Assurance Program	Mr. Anup Basistha, QPS, RRCNE						
Key Concept of Quality, Measurement System & Assessment protocols of NQAS	Mr. Anup Basistha, QPS, RRCNE						
Area of Concern A (Service Provision)	Dr. Ajay Arya, QPS, RRCNE						
Area of Concern B (Patient Rights)	Dr. Ajay Arya, QPS, RRCNE						
Standards for Inputs, AoC – C	Dr. Vinaya RSL, QPS, RRCNE						
Group Activity: Exercise on AoC A, B & C	QPS Team, RRCNE						
Standards for Support Services, AoC - D	Mr. Anup Basistha, QPS, RRCNE						
Mera Aspataal	Dr. Ajay Arya, QPS, RRCNE						
Standards for Clinical Services, AoC – E	Dr. Joydeep Das, Lead Consultant, RRCNE						
Area of Concern G (Quality Tools, Gap Analysis & Action Planning)	Mr. Anup Basistha, QPS, RRCNE						
Patient Satisfaction Survey and Prescription Audit	Dr. Vinaya RSL, QPS, RRCNE						
Area of Concern F (Infection Control)	Dr. Ajay Arya, QPS, RRCNE						
Key Performance Indicators & GUNAK App	Dr. Vinaya RSL, QPS, RRCNE						

1. What topic of the training program you found most useful?
2. Your suggestion for inclusion of topics, which could also be included in NQAS Trainings under
3. NUHM?
4. Please indicate how these sessions will help you in your work. (Give specific situations,
5. if possible)
6. Any Suggestions to improve the training sessions.