



Report on Three Days Internal Assessor's Cum Service Provider Training on National Quality Assurance Standards (NQAS)



Organized By:

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

Date of Training : 23rd March to 25th March 2023
Venue: Institute of Cooperative Management, Imphal, Manipur

A. Introduction & Background

National Quality Assurance Standards were launched for improving the Quality of Care (QoC) in public health facilities in 2013 for District Hospitals. Standards for Community Health Centres (functional as FRU's) and Primary Health Centres (with beds) rolled-out in the year 2014. Subsequently, Quality Standards for Urban PHCs were developed in 2016. NQAS Standards have attained International Accreditation from International Society for Quality in Healthcare (ISQua). At National level, these standards have been recognized by the Insurance Regulatory and Development Authority (IRDA) for empanelment of hospitals.

Implementation of National Quality Assurance Programme in the North East States has been closely monitored and supported by Regional Resource Centre for North East States (RRCNE) in coordination with National Health System Resource Centre (NHSRC) since the launch of the programme in November 2013. A pool of assessors has been created in each State for undertaking the assessment of the health facilities, identification of gaps, analysis of the identified gaps, prioritization, action planning for closure of the gaps so that quality of the services provided in our Public health facilities can be improved and they may be taken up for National Certification.

A three-day Internal Assessor cum Service Provider Training was organized by State QA Team, NHM, Manipur with the technical support of RRC-NE to increase the pool of assessors. RRC-NE extended support by drafting the agenda, providing study materials, and taking sessions during the training. Training program was spread into 17 topics along with 03 practical exercises for hands on experience in various methodologies of the assessment. Training was followed by discussion on NQAS implementation status in Manipur & concluded with Post Training Evaluation & Feedback.

B. Objectives and Participants

The main objectives of the training were as follow:

1. To impart understanding of the basic concept of Quality Assurance Standards and how to implement them in Public health facilities.
2. To acquaint the participants with Area of Concerns, Standards, Measurable elements, Departmental Checklists and Scoring System.
3. To support the facilities for achieving National Quality Certification.

Training was facilitated by following Resource Persons:

1. Dr. Ajay Kumar Arya, Consultant-QPS, RRCE-NE, MoHFW, GOI
2. Dr. Vinaya RSL, Consultant-QPS, RRC-NE, MoHFW, GOI
3. Dr. Suchitra R, SPO, Jhpiego, Manipur
4. Dr. Ramananda, NQAS External Assessor
5. Dr. Benedict Maring, NQAS External Assessor

The agenda of the 03 (Three) days' workshop is enclosed as Annexure – I.

Participants: A total 42 (Forty-two) Participants including District Program Manager, DNO – Child Health, Paediatricians, Junior Residents, Medical Officers, Staff Nurses attended the training. Participants list along with the Post Training Evaluation result is enclosed as Annexure – II.

C. Inaugural Session

Dr. Somorendro, SNO-QA, Manipur welcomed all participants from various health facilities across the districts and Resource Persons to the three days Internal Assessor's cum Service Providers Training Program. In his welcome speech he emphasised the importance of implementing quality guidelines in public health facilities and assured that state will extend full support to the facilities for achieving National Quality Certification.

D. Technical Sessions

Topic	Brief
Day : 1 (23rd March 2023)	
Overview of National Quality Assurance Program and Assessment Protocol.	In this session, Dr. Ajay covered the concepts of quality, development of NQAS, key features, implementation framework at state and district level, function of quality assurance committees & units. Later followed by briefing on 08 Areas of concern & Standards, Measurable Elements & Checkpoints, and the Measurement system of National Quality Assurance standards. The session also included NQAS measurement system, Assessment methods, Scoring, protocols and criteria of the NQAS certification.
Standards for Service Provision, (AoC-A) & Standards for Patient Rights, (AoC-B)	Dr. Suchitra , briefed about availability of functional services & facilities in a hospital to the end users under various areas & departments of the hospital along with other support services. The session on 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.
Standards for Inputs, (AoC-C)	Dr. Vinay explained about Area of Concern C and its seven standards, which includes the structural part of the facility, which is based on the standard guidelines of Indian Public Health Standards (IPHS) for different level of facilities.
Exercise on AoC A, B and C	RRC NE Team coordinated the session, where all participants were given a case study on Labor room checklist where participants were asked to score the relevant checkpoints which are relevant of the checklist and finally generating the overall score of the department.
Standards for Support Services (AoC-D) & Inventory Management	The session was taken by Dr. Suchitra , she included the detailed discussion on the Preventive & Breakdown Maintenance of Equipment, Daily inspection, Calibration of critical equipment's, Inventory management of drugs & consumables in pharmacy & patient care areas, Dispensing & Storage of drugs, Safe environment in hospital, Upkeep of facility, 24X7 water and power supply, Laundry & Linen services, dietary Services, Accounts & Finance management, Contract Services and Statutory requirements for hospital.
Standards for Clinical Services (AoC-E) (Std. E1- Std. E9)	Dr. Benedict explained the general clinical services & their importance which are concerned with those clinical processes that ensures adequate care to the patients which includes registration, admission, consultation, assessment, continuity of care, nursing care, identification of high risk and vulnerable patients,

Topic	Brief
	prescription practices, safe drug administration, maintenance of records and discharge from the hospital.
Standards for Infection Control (AoC-F)	Dr. Ajay explained the infection control practices and protocols to be followed in public hospitals which usually have high case load and these measures become more critical to avoid cross infections, nosocomial infections, and their spread. This section includes infection control program to curb the incidence of nosocomial infections, promote hand hygiene practices & antisepsis, practices for using personal protection equipment, processing of equipment & instruments, environmental control, and biomedical waste management in the facility.
Day-02 (24th March 2023)	
Standard for Quality Management (AoC-G) & PSS	In this session Dr. Ajay explained importance of Quality Team formation, Quality Policy and Objectives, Patient and Employee Satisfaction, Standard Operating Procedures, Implementation of internal & external quality assurance system, Risk management framework. This session covered the Patient Satisfaction Survey, Sample size, Attributes in PSS format, PDCA Methodology of data collection & analysis, developing action plan to low performing attributes observed in the survey.
Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps	The session was taken by Dr. Ajay where he discussed about the importance of Internal assessment, Gap analysis, Prioritization, and action planning. Gap Analysis, root cause analysis using “fish bone diagram” and “why-why” technique was explained in detailed with examples. He then explained the prioritization of gaps by using ‘PICK’ chart.
Process Mapping and Exercise	Dr. Vinay explained steps involved in the process mapping, symbols used for representing various activities in process mapping, including bottle necks in a process, removing nonvalue adding activities from the process. A group exercise has been conducted where participants were asked to map the process of certain activities of a hospital and to present it by highlighting the value and nonvalue adding activities including bottlenecks facing in the process.
Standards for RMNCHA Services, AoC-E (Std. E10 - Std. E16)	Dr. Ramananda , NQAS External Assessor explained in detail the standards for specific clinical Services from E10 to E16. It includes Standards for Intensive Care, Emergency, Diagnostic, Blood Bank/Storage, Anesthetic, Surgical and End of life care services.
Prescription Audit & Exercise	Dr. Vinay covered the importance of Prescription Audit, its prerequisiteies, Audit Format & its parameters, Data analysis & Evaluation, % calculations, and developing action plan for low performing attributes and its corrective action.
Standards for Specific Clinical Services, AoC-E (Std. E17 - Std. E23)	Dr. Ajay Arya took the next session for RMNCH+A services also. In this session, he delivered a detailed presentation on the 6 standards which are specific to Maternal, New-born, Child, Adolescent & Family Planning services and National Health Programs. Maternal Services is further categorized into Ante-natal, Intra-natal, and Post-natal services.

Topic	Brief
Outcome Indicators and KPI's (AoC-H)	Dr. Vinay took the session on Outcome indicators where the four areas of measures of quality were briefed in terms of measurable indicators and to have a system to measure the indicators and meeting the benchmarks. Later few indicators like ALOS, BOR, Rate of Surgeries, C-section Rate, OT Utilization Rate, SSI Rate have been explained with formulas.
Overview of GUNAK App	Dr. Ajay spoke on the GUNAK app used for the assessment of QA programs like NQAS & Kayakalp through digital checklists in the app which can be used at various levels of assessment in public health facilities.
Day-03 (25th March 2023)	
Quality Tools - PDCA, 5S, Mistake Proofing etc	Dr. Vinay discussed about various Quality Tools like PDCA Cycle (Plan-Do-Check Act), 5 S (Sort, Set, Shine, Standardize and Sustain) for workspace management, Mistake proofing i.e., preventing errors and negative effects from errors with numerous examples.
MusQan – An Overview	In this session, Dr Ajay gave an overview of the MusQan initiative – Ensuring child friendly services in public health facilities where he explained about the continuum of new-born care & the facility-based new-born care. Objectives, scope & key strategies for implementation of MusQan in the facilities were also discussed along with Rapid improvement events. he concluded her session with discussing the criteria of NQAS Certification under MusQan.
Status & Road map for NQAS implementation in the state.	Dr. Somorendro , SNO-QA, NHM, Manipur briefly explained the State Action Plan of QA related activities as per the Proposed SPIP 2023-24. He also spoke about the status of shortlisted facilities for NQAS & MusQan program in the state and urged the officials to adhere to timelines to complete the assessments in time.
Post Training Evaluation	RRC – NE Team has conducted a post training evaluation of the participants with an objective type of question paper where answer sheet was filled by participants, and this is followed by providing feedback on the 3 days training program.

E. Valedictory and closing ceremony.

The training program concluded with the closing remarks and vote of thanks from Dr. Somorendro, SNO-QA and Dr. Shadhana, SNO-Child Health, NHM Manipur followed by speech from few participants regarding the experience of the training.

The training feedback analysis is enclosed as Annexure II.

Training Agenda

Annexure I

Time	Topic	Resource Person
Day-01 (23rd March 2023)		
09:00 am - 09:30 am	Registration	State Team
09:30 am - 09:45 am	Inaugural Address	State Representative
09:45 am – 10:00 am	Introduction by Participants	Participants

Time	Topic	Resource Person
10:00 am - 11:15 am	Overview of National Quality Assurance Program and Assessment Protocol	Dr. Ajay Arya, Consultant – QPS
11:15 am - 11:30 am	Tea & Group Photo	
11:30 am – 12:30 pm	Standards for Service Provision (AoC-A) & Patient Rights (AoC-B)	Dr. Suchitra R, SPO, Jhpiego, Manipur
12:30 pm – 01:15 pm	Standards for Inputs (AoC-C)	Dr. Vinaya RSL, Consultant – QPS
01:15 pm – 02:00 pm	Lunch	
02:00 pm – 02:30 pm	Exercise on AoC A, B and C	RRCNE Team
02:30 pm – 03:30 pm	Standards for support Services (AoC-D) & Inventory Management	Dr. Suchitra R
03:30 pm – 04:15 pm	Standards for Clinical Services (AoC-E) (Std. E1 - E9)	Dr. Benedict Maring NQAS Ext. Assessor
04:15 pm – 04:30 pm	Tea	
04:30 pm – 05:30 pm	Standards for Infection Control, AoC-F	Dr. Ajay Arya
Day-02 (24th March 2023)		
09:00 am - 09:15 am	Recap	RRCNE Team
09:15 am – 10:45 am	Standards for Quality Management (AoC G) & PSS	Dr. Ajay Arya
10:45 am – 11:00 am	Tea	
11:00 am – 11:45 am	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps	Dr. Ajay Arya
11:45 am – 12:15 pm	Process Mapping and Exercise	Dr. Vinaya RSL
12:15 pm – 01:15 pm	Standards for Specific Clinical Services - AoC E (Std. E10 - Std. E16)	Dr. Ramananda NQAS Ext. Assessor
01:15 pm – 02:00 pm	Lunch	
02:00 pm - 03:00 pm	Prescription Audit & Exercise	Dr. Vinaya RSL
03:00 pm – 04:00 pm	Standards for RMNCHA Services & NHP - AoC E (Std. E17 - Std. E23)	Dr. Ajay Arya
04:00 pm – 04:15 pm	Tea	
04:15 pm – 05:00 pm	Outcome Indicators & KPIs (AoC H)	Dr. Vinaya RSL
05:00 pm – 05:30 pm	Overview of GUNAK App	Dr. Ajay Arya
Day-03 (25th March 2023)		
09:00 am - 09:15 am	Recap	RRCNE Team
09:15 am – 10:30 am	Quality Methods & Tools - PDCA, 5S, Mistake Proofing	Dr. Vinaya RSL
10:30 am – 10:45 am	Tea	
10:45 am – 11:30 pm	MusQan – An Overview	Dr. Ajay Arya
11:30 am – 12:00 pm	Status & Road map for NQAS implementation in the state	State QA team
12:15 pm - 01:30 pm	Post Training Evaluation & Feedback	RRCNE Team
01:30 pm - 02:30 pm	Valedictory & Lunch	

Post Training Evaluation Report & Result Sheet

Annexure II

Sl.	Name of the Participant	Designation	Name of District / Facility	Score (%)	Result
1	Rajkumar Busho S	District Program Manager	CMO Office, Imphal West	85.00	Qualified
2	Khumanthem John	Paediatrician	DH, Bishnupur	85.00	Qualified
3	Laishram Devabrata	Medical Officer	CMO Pool, Ukhrul	82.50	Qualified

Sl.	Name of the Participant	Designation	Name of District / Facility	Score (%)	Result
4	Oinam Pushpa Devi	District Program Manager	CMO, Kakching	77.50	Qualified
5	S Iris Ashoni S	Dpt. of Pediatrics, JNIMS	JNIMS, Porompat Imphal	77.50	Qualified
6	Kshetrimayum P	Nursing Officer	RIMS, Imphal	75.00	Qualified
7	Anamika Rajkumari	Nursing Officer	RIMS, Imphal	72.50	Qualified
8	Dr. Bhargava Rama K	Junior Resident, PG, Ped.	RIMS, Imphal	72.50	Qualified
9	Dr. Pebam A S	Assistant Professor	JNIMS Hospital, Imphal	72.50	Qualified
10	Raj Kumar S	DNO-Child Health, Noney	CHC, Nungba	70.00	Qualified
11	Rahees V K	Junior Resident, PG, Ped.	RIMS, Imphal	70.00	Qualified
12	Jire L Pudaite	DNO-Child Health	Churachandpur	70.00	Qualified
13	Bidyarani Devi O	Medical Officer	DH Bishnupur	70.00	Qualified
14	Jangkholun T	Senior Resident	JNIMS	70.00	Qualified
15	Zen Ngaih Lun	District Program Manager	CMO Pherzawl (D)	67.50	Qualified
16	Rammayo Chipang	District Program Manager	NHM	67.50	Qualified
17	T Kambiakdik	Asst. Professor	Dpt. of Paediatrics, RIMS	67.50	Qualified
18	Nancy Ngiimei	ANM	SDH Mao	67.50	Qualified
19	Kashung Wormichon	Medical Officer	SDH Mao	65.00	Qualified
20	Ldurembam Romita	Staff Nurse	JNIMS, Imphal	65.00	Qualified
21	Jasha Premi	District Program Manager	CMO Office, Chandel (D)	65.00	Qualified
22	Kamei Khampu	District Program Manager	Tamenglong	62.50	Qualified
23	Waikhom Joseph S	DNO Child Health	DH, Chandel	62.50	Qualified
24	Elizabeth R K	District Program Manager	CMO Office, Senapati (D)	62.50	Qualified
25	Gaichamdinpou G	Block Program Manager	CHC Nungba, Noney (D)	60.00	Qualified
26	Nongthombam Thoibiton	District Program Manager	CMO Office, Bishnupur	60.00	Qualified
27	Satyakumar Singh	Assistant Professor	Dpt. of Paediatrics, RIMS	60.00	Qualified
28	K Angdar Maring	Medical Officer	PHC Tengnoupal	60.00	Qualified
29	Dr. KSH Umananda	AYUSH Specialist	DH, Bishnupur	57.50	Not Qualified
30	Takhellambam B	Nursing Officer	RIMS, Imphal	57.50	Not Qualified
31	K Lamsanglian	District Program Manager	Churachandpur	57.50	Not Qualified
32	Thanglien zoul	DNO Child Health	CHC Parbung	55.00	Not Qualified
33	Chingangbam Basanta	District Program Manager	CMO Office, Jiribam	55.00	Not Qualified
34	Niang Ngaih Vung	Staff Nurse	DH, Churachandpur	52.50	Not Qualified
35	Naorem Romenkumar	District Program Manager	CMO Office, Thoubal	50.00	Not Qualified
36	N Rekhavati Devi	Staff Nurse	JNIMS, Imphal	50.00	Not Qualified
37	Dr. Lalzarzolgen H	DNO, SNCU	DH, Churachandpur	50.00	Not Qualified
38	T H Kamala devi	Nursing Officer	RIMS Hospital	47.50	Not Qualified
39	Laiphrakpam Jenita	District Program Manager	CMO Office, Tengnoupal	45.00	Not Qualified
40	Brenda Roselyn	Staff Nurse	DH, Churachandpur	42.50	Not Qualified
41	Waikhom Surbala C	Staff Nurse	JNIMS, Imphal	42.50	Not Qualified
42	Kabita Malangmei	Staff Nurse	JNIMS, Imphal	35.00	Not Qualified

Feedback Analysis & Action Taken

Annexure III

(a). The Average score of Feedback Analysis

Sl.	Day	Average Score (Out of 5)
1	Day 1	4.02
2	Day 2	4.06
3	Day 3	4.18
Average Score		4.08

(b). Trainer wise Feedback Analysis

Sl.	Trainer's name	Average Score (Out of 5)
1	Dr. Ajay Arya	4.15
2	Dr. Vinaya RSL	4.10
3	RRC NE Team	4.06
4	Dr. Suchitra R	3.93
5	Dr. Ramananda	3.82
6	Dr. Benedict Maring	3.75

(c). Most Liked Sessions

Sl.	Most Liked Sessions	Trainer
1	MusQan – An Overview	Dr. Ajay Arya
2	Standards for Quality Management (AoC G)	Dr. Ajay Arya
3	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps	Dr. Ajay Arya
4	Standards for Infection Control (AoC-F)	Dr. Ajay Arya
5	Prescription Audit and Exercise	Dr. Vinaya RSL

(d). Suggestions given by the Participants.

Sl.	Suggestions to improve training
1	Increase the no. of days of training.
2	To Include facility visits in the training.

All the participants found the training program to be helpful. They learned a wealth of new information, gained new skills in conducting assessment. They all expressed that after completing this training their knowledge and skills were improved in terms of healthcare quality, which they will implement at their respective facilities.

The feedback highlights that the participants were satisfied with the content The presenters were knowledgeable and capable of explaining the material in an easily understandable way. However, suggestion given by participants, will be explored to be incorporated in future trainings.
