



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



### **Organized By:**

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

**Date of Training :** 01<sup>st</sup> March to 03<sup>rd</sup> March 2023

**Venue:** Hotel Grand Bhabendra Alay, Survey, Guwahati, Assam

## **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 Program in the North Eastern States has been closely monitored and supported by Regional Resource Centre for North Eastern States (RRC-NE) in coordination with National Health Systems Resource Centre (NHSRC) since the launch of the program 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 (03) Internal Assessor cum Service Provider Training was organized by State QA Team, NHM, Assam 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 16 topics along with 03 practical exercises for hands on experience on various methodologies of the assessment. Training was followed by discussion on NQAS implementation status in the State of Assam & then training concluded with Post Training Evaluation.

## **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 Areas of Concern, 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. Parminder Gautam, NPO (Quality & Patient Safety), WHO
2. Dr. Anupjyoti Basistha, Sr. Consultant-QPS, RRC-NE
3. Dr. Ajay Kumar Arya, Consultant-QPS, RRCE-NE
4. Dr. Vinaya RSL, Consultant-QPS, RRCE-NE
5. Dr. Meena Chavan, State Program Officer, Jhpiego
6. Dr. Puneet Bhat, State Program Manager, Jhpiego
7. Dr. Hirvani Mandaik, Consultant, UNICEF
8. Ms. Bhagyadevi Das, Sr. Consultant – Nursing, NHM
9. Dr. Rohini Kumar, NQAS External Assessor, Assam

The agenda of the three days' workshop is placed as **Annexure – I**.

**Participants:** A total 67 (Sixty-Seven) Participants including Senior Medical & Health Officers, Grade I – Medical & Health Officers, State Program Officer – Jhpiego, State program Manager – Jhpiego, Consultant – UNICEF, DCQA's, Staff Nurse, Block Program Managers, CHOs, Pharmacists and Lab Technicians attended the training.

Participants list along with the Post Training Evaluation result is enclosed as **Annexure – II**.

### C. Inaugural Session

Dr. Hemen Das, State Nodal Officer – QA welcomed all the participants from various health facilities across the state along with representatives from Jhpiego and UNICEF and Resource persons from WHO & RRC NE 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
<b>Day : 1 (01<sup>st</sup> March 2023)</b>	
Overview of National Quality Assurance Program and Assessment Protocol.	In this session, <b>Dr. Parminder Gautam</b> covered the concepts of Quality, development of National Quality Assurance Standards, key features, Implementation framework at state and district level, function of Quality Assurance committees & units. He briefed about Areas of Concern & Standards, Measurable Elements & Checkpoints, followed by the Measurement System of National Quality Assurance standards. The session also included Scoring System, Assessment methods, Methodologies, and protocols.
Standards for Service Provision, (AoC-A)	<b>Dr. Ajay Arya</b> , briefed about availability of functional services & facilities in a hospital to the end users under various departments of the hospital along with other support services. He explained the compliance to the standards and measurable elements where it is checked by observing the extent of delivery of those services, review of documents & checking the utilization of those services.
Standards for Patient Rights, (AoC-B)	<b>Dr. Ajay</b> explained standards in AoC - B which 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)	<b>Dr. Ajay</b> briefed 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.
Standards for support Services, (AoC-D)	In this session, <b>Dr. Anup</b> explained support services in hospitals which included Preventive & Breakdown Maintenance of Equipment’s, 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)	<b>Dr. Rohini Kumar</b> , NQAS External Assessor took the session on first part of Standards for Clinical Services. She explained the general clinical services & their importance. The first set of nine standards of Clinical Services 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

Topic	Brief
	patients, prescription practices, safe drug administration, maintenance of records and discharge from the hospital.
Standards for Infection Control, (AoC-F)	<b>Ms. Bhagya Devi</b> Das explained the infection control practices and protocols to be followed in hospitals and the 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, hand hygiene practices & antisepsis std. practices for personal protection, processing of equipment & instruments, environmental control, and biomedical waste management in the facility.
Exercise on Area of Concern A, B and C	<b>Dr. Vinaya RSL</b> coordinated the session, where all participants were given a case study on Labour Room of NQAS Checklist. Participants were asked to give score by reading the case study where the statement correlates with the checkpoints and generating the overall score of the department.
<b>Day : 2 (02<sup>nd</sup> March 2023)</b>	
Standard for Quality Management, (AoC-G)	<b>Dr. Parminder Gautam</b> explained the ten standards of AoC G which covers formation of Quality team, Quality Policy and Objectives, Patient and Employee Satisfaction, Standard Operating Procedures & Work Instructions, Use of Quality tools (run chart, control chart etc) and methods, Process mapping. In implementation of internal & external quality assurance system, he explained importance of Internal assessment, Gap analysis, Prioritization, and action planning. <b>Dr. Parminder</b> also discussed about the importance of Internal assessment, Gap analysis, Prioritization, and action planning. Gap Analysis', by using various techniques was explained in detailed with examples. He then explained the prioritization of gaps.
Prescription Audit & Exercise	This session was taken by <b>Dr. Parminder Gautam</b> where he discussed about the importance of prescription audit and method of analysis. An exercise was conducted where sample prescriptions were given to the participants, and they were asked to give scores on the prescription audit form. Then followed by discussion about analysis, identification of low scoring attributes & develop Corrective and Preventive Action.
Standards for RMNCHA Services, AoC-E (Std. E10 - Std. E16)	<b>Dr. Rohini Kumar</b> explained in detail the 7 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.
Standards for Specific Clinical Services, AoC-E (Std. E17 - Std. E23)	<b>Dr. Rohini Kumar</b> took the next session for RMNCH+A services also. In this session, she delivered a detailed talk 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.
LaQshya Overview	In this session <b>Dr. Meena Chavan</b> , SPO, Jhpiego gave an overview on LaQshya program of Maternal Health. She emphasized the quality of care in Maternal & Child health, its importance, In her deliberation, she informed about LaQshya interventions and core standards of the initiative i.e., B3, E18 & E19 and LDR Concept.



Topic	Brief
Outcome Indicators and KPI's, (AoC-H)	<b>Dr. Puneet Bhat</b> , SPM, Jhpiego took the session on Outcome indicators where four areas of measures for quality – Productivity, Efficiency, Clinical Care & Service Quality were briefed in terms of measurable indicators. System to measure the indicators and meeting the benchmarks. Later few indicators like ALOS, BOR, Rate of Surgeries, C-section Rate, OT Utilization Rate have been explained with formulas.
<b>Day-03 (03<sup>rd</sup> March 2023)</b>	
Overview of GUNAK Application & its uses.	<b>Dr. Vinaya RSL</b> spoke on the overview & usage of 'GUNAK' application - quality assessment application developed by NHSRC for the assessment of quality programs : NQAS, LaQshya, MusQan 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.
Process Mapping and exercise	<b>Dr. Parminder Gautam</b> explained the process mapping, series of steps involved in the process mapping, symbols used for representing various activities in process mapping, bottle necks in a process, removing nonvalue adding activities in the process. A group exercise was 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 observed in the process.
MusQan – An Overview	In this session, <b>Dr Hirkani Mandaik</b> 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. She concluded her session with discussing the criteria of NQAS Certification under MusQan.
Status & Road map for NQAS implementation in the state.	The state representative briefly explained the State Action Plan of QA related activities as per the Proposed SPIP 2023-24. She also spoke about the status of shortlisted facilities for NQAS & LaQshya program in the state and urged the officials to adhere to timelines to complete the assessments in time.
Post Training Evaluation	RRC – NE Team 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 Ms. Upasana, Program Executive, State Quality Cell, NHM, Assam.

**Training Agenda**
**Annexure I**

Time	Topic	Resource Person
<b>Day-01 (1<sup>st</sup> March 2023)</b>		
09:00 am - 09:30 am	Registration	State Quality Cell
09:30 am - 09:40 am	Welcome address	Dr. Hemen Das, SNO-QA
09:40 am - 10:00 am	Keynote Address	Dr. M S Lakshmi Priya, MD, NHM
10:00 am - 10:30 am	<b>Tea and Group Photo</b>	
10.30 am -11:30 am	Overview of National Quality Assurance Program and Assessment protocol	Dr. Parminder Gautam NPO (QPS), WHO
11:30 am - 12:00 pm	Standards for Service Provision (A) and Standards for Patient Rights (B)	Dr. Ajay Arya, Consultant - QPS, RRC NE
12:00 pm - 12:30 pm	Standards for Inputs (C)	Dr. Ajay Arya
1:30 pm - 2:15 pm	<b>Lunch</b>	
2:15 pm - 3:00 pm	Standards for Support Services (D)	Dr. Anup Basistha Senior Consultant - QPS, RRC NE
3:00 pm - 3:45 pm	Standards for Clinical Services (E1-E9)	Dr. Rohini Kumar NQAS External Assessor
3:45 pm - 4:00 pm	<b>Tea</b>	
4:00 pm - 5:00 pm	Standards for Infection Control (F)	Ms. Bhagya Devi Das Sr. Consultant - Nursing, NHM
<b>Day-02 (2<sup>nd</sup> March 2023)</b>		
09:00 am - 09:30 am	Recap	Dr. Puneet Bhat, SPM, Jhpiego
9:30 am - 10:30 am	LaQshya Overview	Dr. Meena Chavan, SPO, Jhpiego
10:30 am- 11:15 am	Standards for RMNCHA Services (E10-E16)	Dr. Rohini Kumar
11:15 am-11:30 am	<b>Tea</b>	
11:30 am - 12:30 am	Standards for Specific Clinical Services (E17-E23)	Dr. Rohini Kumar
12.30 am-2:00 pm	Standards for Quality Management (G) and Internal Assessment, Root Cause Analysis, Action Planning & Prioritization.	Dr. Parminder Gautam
2:00 pm - 2:30 pm	Prescription Audit & Exercise	Dr. Parminder Gautam
2:30 pm - 3:00 pm	<b>Lunch</b>	
3:00 pm. - 04:00 pm	Group Activity - Exercise on Area of Concern A, B and C	Dr. Vinaya RSL, Consultant - QPS, RRC NE
4.00 pm - 04.30 pm	Overview of GUNAK Application and Uses	Dr. Vinaya RSL
4.30 pm - 05.00 pm	Discussion	Participants
<b>Day 03 (3<sup>rd</sup> March 2023)</b>		
09:30 am- 10:00 am	Recap	Dr. Puneet Bhat, SPM, Jhpiego
10:00 am- 10:45 am	Outcome Indicators, KPI's & PSS (H)	Dr. Puneet Bhat, SPM, Jhpiego
10:45 am -11:00 am	<b>Tea</b>	
11.00 am- 11:45 am	Process Mapping & Exercise	Dr. Parminder Gautam
11:45 am -12:15 pm	Status & Road map for NQAS implementation in the state.	State Quality Assurance Cell, NHM, Assam
12:45 am - 1.30 pm	MusQan - An Overview	Dr. Hirkani Mandaik Consultant, UNICEF
01:30 pm - 02:30 pm	<b>Lunch</b>	
02:30 pm-3:30 pm	Post Training Evaluation	RRC NE & State Team
3.30 pm - 4.00 pm	Valedictory & Tea	State QA Cell, NHM

Sl.	Name of the Participant	Designation	Score (%)	Result
1	Ms. Sonalee Rajput	Program Officer, Jhpiego	95.00	Qualified
2	Dr. Abu Hasan Sarkar	Consultant - ANC, WHO India	95.00	Qualified
3	Nupur Choudhury	State Consultant – QA	95.00	Qualified
4	Jenita Khwairakpam	SPM, Jhpiego, Assam	95.00	Qualified
5	Dr. Upangana Bhagabati	M & H O - I	92.50	Qualified
6	Rishav Rittam Sarmah	M & H O - I	85.00	Qualified
7	Dr. Azharuddin Ahmed	Medical & Health Officer	85.00	Qualified
8	Dr. Amrit Deka	M & H O - I	85.00	Qualified
9	Dr. Hemen Das	Sr. M & H O – I	85.00	Qualified
10	Dr. Chandan Sarma	Senior Medical Officer	82.50	Qualified
11	Dr. Subhakanta Behera	State Consultant - UNICEF	82.50	Qualified
12	Babita Baishya	Staff Nurse	82.50	Qualified
13	Dr. Suny Barbhuiya	M & H O - I	82.50	Qualified
14	Phalalmalsawm Suantak	Staff Nurse	80.00	Qualified
15	Nipon Gogoi	CHO	80.00	Qualified
16	Rima Sonowal	Staff Nurse	80.00	Qualified
17	Demi Gogoi	CHO	80.00	Qualified
18	Jugasmita Saikia	Block Program Manager	80.00	Qualified
19	Biman Hazarika	Hospital Administrator	77.50	Qualified
20	Dr. Francis Buragohain	M & H O - I	77.50	Qualified
21	Dr. Lalbiaksangi Ralte	Sr. Medical & Health Officer	77.50	Qualified
22	Mitali Saharia	Staff Nurse	77.50	Qualified
23	Koushik Baruah	Block Program Manager	77.50	Qualified
24	Sri Bijit Saikia	J E Instrumentation	77.50	Qualified
25	Anjuma Khandakar	District Coordinator	77.50	Qualified
26	Imran Hussain Choudhury	M & H O - I	77.50	Qualified
27	Swagata Gogoi	Staff Nurse	75.00	Qualified
28	Dr. Rohini Kumar Bora	Pathologist	75.00	Qualified
29	Dr. Mofidur Rahman	Medical Officer	75.00	Qualified
30	Kashmiri Das	Lab Technician	75.00	Qualified
31	Devika Chawrak	CHO	72.50	Qualified
32	Violeena Baruah	District Quality Consultant	72.50	Qualified
33	Rima Kalita	District Quality Consultant	72.50	Qualified
34	Dr. Nawaz Amania Islam	M & H O - I	72.50	Qualified
35	Miss Bobby Kurmi	GNM Staff Nurse	70.00	Qualified
36	Amrenora Kumar Tiwari	DCQA	70.00	Qualified
37	Rupalee Kakati	DCQA	70.00	Qualified
38	Ananga Chakraborty	District Quality Consultant	70.00	Qualified
39	Mirdha Sanowar Hossain	M & H O - I	67.50	Qualified
40	Mrs. Krishna Borah	Staff Nurse	67.50	Qualified
41	Hunmoni Tamuli	Staff Nurse	67.50	Qualified
42	Mrs. Ranjana Patir	Ward In charge	67.50	Qualified
43	Dr. Jonali Gogoi	Superintendent	67.50	Qualified
44	Chainesh Doley	Staff Nurse	67.50	Qualified
45	Rajib Mitra	Sr. M & H O	67.50	Qualified
46	Dr. Bibha Noni Keot	Deputy Superintendent	65.00	Qualified
47	Sudip Nag	M O - Ayurveda	65.00	Qualified
48	Biplab Kumar Das	Block Pharmacist	65.00	Qualified
49	Dr. Nishit Nunisa	Sr. Medical & Health Officer	65.00	Qualified
50	Nitul Mani Thakuria	Lab. Tech	65.00	Qualified
51	Samar Jyoti Borah	BPM	65.00	Qualified
52	Dr. Hafijur Rahman	Medical Officer	65.00	Qualified
53	Jitram Tanti	Pharmacist	62.50	Qualified
54	Amina Parbin	District Quality Consultant	62.50	Qualified

Sl.	Name of the Participant	Designation	Score (%)	Result
55	Dr. Mukrang Terang	Sr. Medical & Health Officer	62.50	Qualified
56	Archana Saharia	BPM	62.50	Qualified
57	Bhanita Kumar	Staff Nurse	60.00	Qualified
58	Juri Gogoi	DCQA	60.00	Qualified
59	Dr. Amin A Islam	M & H O - I	60.00	Qualified
60	Dr. Bibhu Ranjan Pandey	M O Ayurveda	55.00	Not Qualified
61	Parakram Chandra B	BPM	52.50	Not Qualified
62	Mridul Deka	ACTT cum ABPM	52.50	Not Qualified
63	Nur Jahan Begum	Pharmacist	52.50	Not Qualified
64	Dr. Imdad Ahmed	Senior Medical Officer	45.00	Not Qualified
65	Gaurav Pegu	M & H O - I	45.00	Not Qualified
66	Chinmoy Paul	Pharmacist	35.00	Not Qualified
67	Mayuri Rahman Saikia	M & H O - I	22.50	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	4.48
2	Day 2	4.58
3	Day 3	4.38
<b>Average Score</b>		<b>4.48</b>

(b). Trainer wise Feedback Analysis

Sl.	Trainer's name	Average Score (Out of 5)
1	Dr. Parminder Gautam	4.78
2	Dr. Anupjyoti Basistha	4.28
3	Dr. Ajay Arya	4.40
4	Dr. Rohini Kuma	4.62
5	Ms. Bhagya Devi Das	4.30
6	Dr. Meena Chawan	4.18
7	Dr. Puneet Bhat	4.23
8	Dr. Vinaya RSL	4.32
9	Dr. Hirkani Mandaik	4.20

(c). Most Liked Sessions

Sl.	Most Liked Sessions	Trainer
1	Standards for Quality Management (AoC - G)	Dr. Parminder Gautam
2	Overview of National Quality Assurance Program & Assessment Protocol	Dr. Parminder Gautam
3	Standards for Infection Control (AoC F)	Ms. Bhagya Devi Das
4	Standards for Clinical Services (AoC E) (Std. E1 - E9)	Dr. Rohini Kumar

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 greatly 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, suggestions given by participants, will be explored to be incorporated in future trainings.