

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



Organized By

State QA Team, NHM Meghalaya
with technical support from
Regional Resource Centre for North-eastern States, Guwahati, Assam

28th to 30th March 2022
Venue: MIIT, Shillong, Meghalaya

A. Introduction and 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 PHC's were developed in 2016. LaQshya guidelines for Labor Room & Maternity OT rolled out in 2017, SUMAN – A new initiative for zero preventable maternal & neonatal death was launched in October 2019, NQAS guidelines for Health & Wellness Centres rolled out in 2020 & for ensuring child friendly services in public health facilities, a new initiative called 'MusQan' for the paediatric age group within the existing NQAS framework was launched in 2021. 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-eastern States has been closely monitored and supported by Regional Resource Centre for Northeast States (RRC-NE) in coordination with National Health System Resource Centre (NHSRC) since the launch of the programme in November 2013. A pool of assessors, both 'Internal' and 'External', 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 Providers' Training was organized in MIIT, Shillong, Meghalaya by State QA Team, NHM, Meghalaya with the technical support from RRC-NE to increase the pool of Internal Assessors in the state, the agenda is at **Annexure – I**. RRC-NE extended support by drafting the agenda, providing study materials & taking sessions on various areas of concerns of NQAS & conducting exercises on various topics like Prescription Audit, Patient Satisfaction Survey, Process Mapping & use of Quality tools during the training. Training program was spread into 12 topics and 3 practical exercises for hands on experience on various methodologies of the assessment. Post training, participants were made to undergo a qualifying exam on NQAS Internal Assessors certificate program.

B. Objectives and Participants.

The main objectives of the training are 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 public health facilities for achieving National Quality Assurance Standards Certification.

Training was facilitated by following Resource Persons:

1. Sh. Anupjyoti Basistha, Consultant – Q&PS, RRC-NE
2. Dr Ajay Kumar Arya, Consultant – Q&PS, RRC-NE
3. Dr Return Pohsnem, Sr. M&HO, Shillong, Meghalaya
4. Dr Fernandez Lamin, M&HO, West Jaintia Hills, Meghalaya
5. Dr Balahun Pohsngap, MO, RI Bhoi, Meghalaya
6. Dr Steffi C. Laloo, State Quality Consultant, NHM Meghalaya

Participants: Total 41 (Forty-one) participants including Medical Officers, Nursing Staff, PHNs, MLHPs, from 11 Districts of Meghalaya, State Nodal Officer – QA and State QA Consultant, have also attended the training. Participant list along with the Post Training Evaluation Report is enclosed in **Annexure – II**.

C. Inaugural Session

At the very onset of the Program, the State Consultant for Quality Assurance Dr. Steffi C. Lalo welcomed all officials & the participants who have come from various health facilities and the resource persons from RRC-NE to the three days Internal Assessor cum Service Provider training program.

D. Technical Session

Topic	Briefing of the Session
Day 1 (28-03-2022)	
1. Overview of National Quality Assurance Program and Assessment Protocol	<p>Mr. Anupjyoti Basistha, Consultant, Quality & Patient Safety Division, RRC-NE started the session by welcoming all the participants to the 3-day training program.</p> <p>The first session, an overview of National Quality Assurance Program was explained thoroughly which covered the concepts of Quality & its various definitions, development of National Quality Assurance Standards & its Implementation framework at state & district level, key features of NQAS, Measurement system of National Quality Assurance standards, Measurable elements & checkpoints. It also included overview of scoring methodologies and protocols.</p>
2. Standards for Service Provision, AoC-A and Standards for Patient Rights, AoC-B	<p>Dr Ajay Kumar Arya, Consultant, QPS Division, RRCNE conducted the session on Service Provision and Patient Rights.</p> <p>He explained about the availability of functional services & facilities in the hospital which in turn made available to the end users under various areas & departments of the facility along with other support services. Patient rights includes rights of patients to access information about the services, user friendly signages, confidentiality of their information which are provided with privacy & dignity without any physical and financial barrier which also includes patients' right for grievance redressal and to take informed decisions regarding their treatment plan.</p>
3. Standards for Inputs, AoC-C	<p>Mr. Anupjyoti Basistha, explained this area of concern which has seven standards from infrastructure to performance of staff which includes the structural part of the facility based on the standard guidelines of Indian Public Health Standards (IPHS) for different levels of facility.</p>
4. Exercise on AoC A, B & C	<p>RRC-NE team conducted a group exercise on Area of Concern A, B and C where a case study on the Labor room checklist has been given and participants were asked to read and identify the checkpoints and score according to the compliance of NQAS scoring & finally arriving at total score in the particular area of concern.</p>
5. Standards for Support Services, AoC-D	<p>This session was taken by Dr Balahun Pohsngap, MO, RI Bhoi District, where he explained the importance of support services which are backbone of the facility. This session included the detailed discussion on the maintenance & calibration of equipment's, inventory management & dispensing of drugs, safe environment, upkeep of facility, 24X7 water and power supply, Laundry, Dietary Services, Accounts & Finance management, Contract Services and Statutory requirements.</p>
6. Standards for Clinical Services, AoC-E, (Std. E1 - Std. E9)	<p>Dr Return Pohsnem, Sr. M&HO, Shillong took the session on first part of Standards for Clinical Services. He explained the importance of 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 patients, prescription practices, safe drug administration, maintenance of records and discharge from the hospital.</p>
7. Standards for Infection Control, AoC-F	<p>Dr Ajay Kumar Arya explained the infection control practices and protocols to be followed in public hospitals which usually have high occupancy where 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, hand hygiene practices & antisepsis std. practices for personal protection, processing of equipment & instruments, environmental control, and biomedical waste management in the facility. A video on Infection Control Practices was also shown to the participants.</p>
8. Overview of "Gunak Application" and its uses	<p>RRC-NE team spoke on the overview & usage of 'GUNAK' application which is a quality assessment application developed for the assessment of quality programs like NQAS, LaQshya, MusQan and Kayakalp through digital checklists available in the app.</p>

Day 2 (29-03-2022)	
9. Field Visit	41 participants were divided into 6 groups. Each group consist of seven members. Participants visited Emergency dept, OPD, Pharmacy, Laboratory, Labour Room, Maternity OT & SNCU dept. of Ganesh Das Civil Hospital, Shillong.
10. Presentation by Team	Each group presented their observations, gaps & best practices as per the prescribed format
Day 3 (10-03-2022)	
11. Standards for Specific Clinical Services, AoC-E (Std. E10 - Std. E16)	Dr Fernandez Lamin , M&HO, West Jaintia Hills, took this session & explained in detail the 7 standards for specific clinical Services from E10 to E16 which included the standards for services like Intensive care treatment, Emergency clinical processes, Ambulance, MLC Cases & Disaster preparedness & its management, Lab and radio diagnostics, Blood bank, Anaesthesia, OT & Established procedures for end-of-life care & death.
12. Standards for RMNCHA Services, AoC-E (Std. E17 - Std. E23)	Dr Fernandez Lamin , M&HO, West Jaintia Hills, took this session & explained in detail the 7 standards for specific clinical Services from E10 to E16 which included the standards for services like Ante natal care & its processes, Intra natal care, post-natal care of mother & new-born, care of new-born, infant and child as per guidelines, abortion & family planning, ARSH Guidelines & providing national health program as per respective OG's.
13. Standards for Quality Management, AoC-G	This session was taken by Mr. Anupjyoti Basistha where he discussed eight standards on Quality Management system which are creating quality teams in the facility, employee satisfaction, implementation of internal & external quality assurance system – EQAS, SOP's & work instructions, Process mapping, Quality Policy, Objectives, Patient Satisfaction Survey etc. various MUDAS – wastes in hospital processes were also discussed. He Also discussed the importance of Internal assessment, Gap analysis, Prioritization, and action planning. Gap Analysis by using “fish bone diagram” and “Why - Why” technique was explained in detailed with examples, followed by prioritization of gaps by using ‘PICK’ chart & ‘PDCA’ Cycle.
14. Exercise on Prescription Audit & Patient Satisfaction Survey	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 Dr Ajay Arya discussed 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.
15. Outcome Indicators and KPI's, AoC-H	Dr Steffi C. Laloo , State Consultant -QA, NHM Shillong explained the four areas of measures for quality – Productivity, Efficiency, Clinical Care & Service Quality 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 to calculate the KPI's & examples on how to measure & analyse these indicators were also briefed to the participants.
16. Status & Road Map for NQAS Implementation in the state	Dr Steffi C. Laloo , State Consultant -QA, NHM Shillong has briefly explained the State Action Plan of QA related activities as per the Proposed SPIP 2022-23. He 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. During the session Dr. Ashoke Roy, Director, RRCNE interacted with the State QA team and participants. He emphasized on the prioritization of the health facilities for the NQAS certification and advocated to adopt targeted approach for the NQAS certification, wide the DO Letter Z-18015/26/2020-NHM-II dated 1st October 2022 of Secretary, MoHFW, GOI.
17. Post training evaluation	RRC – NE Team has conducted a post training evaluation of the participants with an objective type of question paper. After exam participants shared their feedback and learning from the training, followed by closing remarks & vote of thanks by State QA team.

Agenda of the IA cum SPT

Time	Topic	Resource Person
Day-01 (28th March 2022)		
09:00 AM – 09:30 AM	Registration	State Team
09:30 AM – 09:45 AM	Inaugural Address	State Representative
09:45 AM – 10:45 AM	Overview of National Quality Assurance Program and assessment protocol	Anup Basistha Consultant-QPS, RRCNE
10:45 AM – 11:00 AM	Tea	
11:00 AM – 12:00 PM	Standards for Service Provision and Patient Rights (A, B)	Dr Ajay Arya Consultant-QI, RRCNE
12:15 PM – 01.00 PM	Standards for Inputs (C)	Anup Basistha Consultant-QPS, RRCNE
01:00 PM – 01:30 PM	Lunch	
01:30 PM – 02:00 PM	Group Activity: Exercise on AoC A, B & C	Dr Ajay Arya Consultant-QI, RRCNE
02:00 PM – 03:00 PM	Standards for support Services (D)	Dr Balahun Pohsngap, MO, RI Bhoi
03:00 PM – 04:00 PM	Standards for Clinical Services (E1-E9)	Dr Return Pohsnem, Sr. M&HO, Shillong
04:00 PM – 04:15 PM	Tea	
04:15 AM – 05:00 PM	Standards for Infection Control (F)	Dr Ajay Arya Consultant-QI, RRCNE
05:00 PM – 05:30 PM	Overview of “Gunak Application” and its use	RRC-NE Team
Day-02 (29th March 2022)		
09:00 AM – 01:00 PM	Field Visit	RRC-NE Team
01:00 PM – 02:00 PM	Lunch	
02:00 PM – 03:00 PM	Analysis & Scoring	RRC-NE Team
03:00 PM – 04:30 PM	Presentation	RRC-NE Team
Day 3 (30th March 2022)		
09:00 AM – 09:30 AM	Recap	
09:30 AM – 10:15 AM	Standards for Specific Clinical Services (E10-E16)	Dr Fernandez Lamin, M&HO, West Jaintia Hills
10:15 AM – 11:00 AM	Standards for RMNCHA Services E17-E23	Dr Fernandez Lamin, M&HO, West Jaintia Hills
11:00 AM – 11:15 AM	Tea	
11:15 AM – 01:00 PM	Standards for Quality Management (G)	Anup Basistha Consultant-QPS, RRCNE
01:00 PM – 01:30 PM	Prescription audit & PSS	Dr Ajay Arya Consultant-QI, RRCNE
01:30 PM – 02:00 PM	Lunch	
02:00 PM – 03:00 PM	KPI, outcome indicators (H)	Dr Steffi C Laloo
03:00 PM – 03:30 PM	Status & road map for NQAS implementation of the state	Dr Steffi C Laloo
03:30 PM – 04:30 PM	Post Training Evaluation	RRC-NE Team
04:30 PM – 05:00 PM	Valedictory & Tea	

Post Training Evaluation Report & Result Sheet

Sl.	Name of Participants	Designation	Name of district/facility	Score (%)	Result
1	Lasiewdor Riahtam	DEIC Manager	Southwest Khasi Hills	75.00	Qualified
2	Dr Supriya K Marak	M&HO	Phulbari CHC, West Garo Hills	75.00	Qualified
3	Dr Chera M Sangma	M&HO	Samanda PHC	75.00	Qualified
4	Dr Rudeimaya Passah	M&HO	Loomkyrwiang HWC, Jowai	75.00	Qualified
5	Dr Mishael E Shabong	M&HO	Pdengshakap PHC	75.00	Qualified
6	Smt. Babiangler M Marngar	Staff Nurse	Mawphlang CHC	72.50	Qualified
7	Nangteiskhem Rajee	Mid-Level Health Provider	Thynroit HWC-SC	72.50	Qualified
8	Dr Jimrich A Marak	Sr. M&HO	Chokpot CHC, South Garo Hills	72.50	Qualified
9	Dr Pynkhambor P Lyngdoh	Sr. M&HO	Umsning CHC	70.00	Qualified
10	Pyntngenborlang Lyngdoh	Mid-Level Health Provider	Umsong HWC, Ri-bhoi district	70.00	Qualified
11	Dr Rio Reetha A Sangma	Homeopathic Physician	Ampati Civil Hospital, Southwest Garo Hills	70.00	Qualified
12	Chengki K Marak	Staff Nurse	Ampati Civil Hospital, Southwest Garo Hills	70.00	Qualified
13	Dr Chusrang K Sangma	M&HO	Mendipathar PHC	70.00	Qualified
14	Dr Ryan Recheng D Sangma	Medical Officer	Baghmara Civil Hospital	67.50	Qualified
15	Sophia Dora Dkhar	Public Health Nurse	Office of the DM&HO, Khliehriat, East Jaintia Hills	65.00	Qualified
16	Dr Pritam Das	M&HO	Bhaitbari CHC	65.00	Qualified
17	Dr Arfina M Sangma	Sr. M&HO	Dainadubi PHC, North Garo Hills	65.00	Qualified
18	Dr Silberth T Sangma	M&HO	Asananggre PHC	62.50	Qualified
19	Dr Nicky Cruz R Marak	M&HO	Sibbari PHC	62.50	Qualified
20	Sandip CH Sangma	M&HO	Betasing PHC, Southwest Garo Hills	60.00	Qualified
21	Deishisha Marbaniang	Staff Nurse	District Medical & Health Officer, Southwest Khasi Hills	60.00	Qualified
22	Helga K Sangma	Mid-Level Health Provider	Mukdangra HWC	57.50	Not Qualified
23	Dr Nangbha Dhar	Ayush MO	Mawkyrwat CHC	55.00	Not Qualified
24	Dr Lari B Lyndem	Ayush MO	Jongksha PHC	52.50	Not Qualified
25	Dr DanialKing Marwein	Ayush MO	Rambrai PHC	52.50	Not Qualified
26	Smt. Juliana Kharthangmaw	Staff Nurse	Umsning CHC	52.50	Not Qualified
27	Dr (Ms). Celestina Dhar	Ayush MO	Sahnsiang PHC	52.50	Not Qualified
28	Dr Banrilang Sohtun	Ayush Physician	Madan Maroid PHC	50.00	Not Qualified
29	Smt. Bellie R Marak	Public Health Nurse	O/o DM&HO, East Garo Hills	50.00	Not Qualified
30	Smt. Jelly R Marak	Staff Nurse	Resubelpara CHC	50.00	Not Qualified
31	Smt. Falysha Kurbah	Staff Nurse	Pomlum PHC	47.50	Not Qualified
32	Dr Tinnu S Momin	Sr. M&HO	DHS (MCH&FW), Shillong	47.50	Not Qualified
33	Dr Pynhunlin Lyngkhai	Ayush Physician	Markasa PHC	45.00	Not Qualified
34	Smt. Jenny Mary Dkhar	Ward In charge	Khliehriat Civil Hospital	45.00	Not Qualified
35	Smt. Salchiba CH Marak	Health Educator	Silkigre PHC	45.00	Not Qualified
36	Zinat Arrah Rngaid	Public Health Nurse	O/o DM&HO, Nongpoh, Ri Bhoi District	40.00	Not Qualified
37	Sobin K Sangma	Staff Nurse	O/o DM&HO, West Garo Hills	40.00	Not Qualified
38	Smt. Nazia G Momin	Health Educator	Mendipathar PHC	37.50	Not Qualified
39	Dr (Mrs.) Karudaioo Sari	AYUSH MO	Rymbai PHC	35.00	Not Qualified
40	Smt. Marchmilla G Momin	Public Health Nurse	O/o DF WB	32.50	Not Qualified
41	Dr (Mrs.) Ioohum Hinge	AYUSH MO	Sutnga CHC	30.00	Not Qualified

- Total Participants appeared in the NQAS Internal Assessor's Certificate Test: 41
- Total Participants who cleared the NQAS Internal Assessor's Certificate Test: 21
- Pass Percentage: 51.22 %
- Average Score of the Test: 69.05 %

Training Feedback Analysis

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

Sl.	Topics	Nos. of Participants appreciated the session
1	Standards for Service Provision & Patient Rights (AoC A & B)	15
2	Overview of GUNAK Application & its use	12
3	Standards for Infection Control (AoC F)	12
4	Prescription Audit & Patient Satisfaction Survey	9
5	Standards for Inputs (AoC C)	8
6	Standards for Clinical Services (AoC E1-E9)	8
7	Standards for Quality Management, AoC - G	8
8	Standards for Specific Clinical Services (AoC E10-E17)	7
9	Standards for RMNCHA Services (AoC E18-E23)	6
10	Overview of NQAP & Assessment Protocol	5

2. Trainer wise Score:

Sl.	Name of the Trainer	Position	No. of topics taken	Average Score
1	Dr Ajay Kumar Arya	Consultant - Q&PS, RRCNE	3	4.16
2	Dr Steffi C Laloo	State Consultant -QA, Meghalaya	2	4.12
3	Shri. Anupjyoti Basistha	Consultant - Q&PS, RRCNE	3	4.11
4	Dr Return Pohsnem	Senior M&HO, Shillong, Meghalaya	1	4.07
5	Dr Fernandez Lamin	M&HO, West Jaintia Hills	2	4.01
6	Dr Balahun Pohsngap	Medical Officer, Ri - Bhoi (D)	1	3.83

3. Topic wise Score

Sl.	Name of the Topic	Average Score
1	Overview of NQAP & Assessment Protocol	4.02
2	Standards for Service Provision & Patient Rights (AoC A & B)	4.20
3	Standards for Inputs (AoC C)	4.12
4	Group Activity: Exercise on AoC A, B & C	4.10
5	Standards for Support Services (AoC D)	3.83
6	Standards for Clinical Services (AoC E1-E9)	4.07
7	Overview of GUNAK Application & its use	4.20
8	Standards for Infection Control (AoC F)	4.18
9	Standards for Specific Clinical Services (AoC E10-E17)	4.03
10	Standards for RMNCHA Services (AoC E18-E23)	4.00
11	Standards for Quality Management, AoC - G	4.20
12	Prescription Audit & PSS	4.12
13	KPI, Outcome Indicators, AoC - H	4.15
14	Status & Roadmap for NQAS Implementation of the state	4.10