



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



Organized By:

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

Date of Training : 06th December to 08th December, 2022
Venue: Auditorium, Aizawl West College, Aizawl, Mizoram

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 FRUs) 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 Mizoram 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 programme was spread into 15 topics along with 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 Mizoram & then training concluded with Post Training Evaluation.

B. Objectives and Participants.

The main objectives of the training were as follow:

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

Training was facilitated by following Resource Persons:

1. Dr. Anupjyoti Basistha, Sn. Consultant-QPS, RRC-NE, MoHFW, GOI.
2. Dr. Ajay Kumar Arya, Consultant-QPS, RRCE_NE, MoHFW, GOI
3. Dr. Vinaya RSL, Consultant-QPS, RRCE_NE, MoHFW, GOI
4. Dr. Lalnunpuui, NQAS External Assessor, Lunglei DH, Mizoram

The agenda of the 3 (Three) days workshop is placed as Annexure – I.

Participants: A total 31 (Thirty-one) Participants including Medical officers, Health & Wellness Officers, Staff Nurse, Consultant and Public Health Manager, Attended the training. Participant list along with the Post Training Evaluation is enclosed in Annexure – II..

C. Inaugural Session:

Dr. R. Lalchhuanawma, SNO-QA, Mizoram welcomed all the participants from various health facilities across the districts and the 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 (06th December 2022)	
1. Overview of National Quality Assurance Program and Assessment Protocol	Dr. Anupjyoti Basistha , Sn. Consultant -QPS, RRCNE, welcomed all the participants to the training program. In this session, He covered concept of Quality, development of National Quality Assurance Standards, key features of NQAS, Implementation framework at state and district level, function of Quality Assurance committees & units. He briefed about areas of concerns & Standards, Measurable elements & checkpoints in checklists, followed by the measurement system of National Quality Assurance standards. The session also included Scoring System, Assessment methods, Methodologies, and protocols of the NQAS System.
2. Standards for Service Provision and Patient Rights. (AOC – A and B)	Dr. Vinaya RSL , Consultant- QPS, RRCNE conducted the session on the first two Areas of Concern i.e. Service Provision and Patient Rights. The session included thorough explanation about availability of services under various departments of a facility and Patient Rights which includes patients’ rights to information about the services, accessible to them and are provided with dignity and confidentiality and without any physical and financial barrier. It also includes Patients’ right to take informed decisions regarding their treatment plan
3. Standards for Inputs (AOC C)	Dr. Anupjyoti Basistha explained about Area of Concern C with 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.
4. Group Activity: Identifying Standards	RRC Team conducted the group activity was about identifying the standards and the corresponding area of concern. During the exercise, one key word was given to each participant and was asked to identify the standard and the area of concern.
5. Standards for Support Services (AOC D)	In this session, Dr. Vinaya RSL Explained support services in hospitals. This session included the detailed discussion on the 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.
6. Standards for Clinical Services (AOC: E1-E9)	Dr. Lalnunpuii , 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 patients, prescription practices, safe drug administration, maintenance of records and discharge from the hospital.
7. Overview of “GUNAK Application” and its use	Dr. Vinaya RSL spoke on the overview of ‘GUNAK’ application which is a quality assessment application developed by NHSRC for the assessment of quality programs like NQAS, LaQshya, MusQan and Kayakalp through digital checklists available in the app.

Day : 2 (07 th December 2022) – Field Visit	
8. Field Visit	31 participants were divided into 4 groups. Each group consist of 7 - 8 members. Participants visited Emergency dept, Blood Bank, Pharmacy, Labour Room department of Aizawl Civil Hospital.
9. Presentation by Team	Each group presented their observations, gaps & best practices as per the given format
10. Standards for Infection Control (AOC F)	Dr. Ajay Arya , Consultanat-QPS, RRCNE explained the infection control practices and protocols to be followed in public hospitals which usually have foot fall 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, hand hygiene practices & antisepsis std. practices for personal protection, processing of equipment & instruments, environmental control, and biomedical waste management in the facility.
Day : 3 (08 th December 2022)	
11. Standards for Clinical Services (AOC: E10-E17)	Dr. Lalnunpuii explained in detail the 8 standards for specific clinical Services from E10 to E17 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.
12. Standards for Quality Management (AOC - G)	Dr. Ajay Arya explained the ten standards of AoC G Which covers quality teamsFormation, Quality Policy and Objectives, Patient and Employee satisfaction, Standard Operating Procedures & work instructions, use of Quality tools and methods, Process mapping. In implementation of internal & external quality assurance system, he explained importance of Internal assessment, Gap analysis, Prioritization, and action planning. Session ended with brief discussion on Risk Management Framework.
T13. Standards for Clinical Services (AOC: E18-E23)	Dr. Lalnunpuii briefed six standards of RMNCHA services whihc covers services like ANC Registration, ANC Checkup, Identification of high-risk pregnancy, Quality of intra natal care which includes clinical process & management of complications, Resuscitation & Essential new-born care, Post-natal care of mother & new-born, Adherence to clinical protocols in Immunization, Emergency Triage, Rx of childhood illnesses, Family planning & Abortion Services, RKSK & Adherence to clinical guidelines under various NHP's.
14. Prescription Audit & Patient Satisfaction Survey	In this session, Dr. Vinaya RSL covered covered the importance of Prescription Audit and Patient Satisfaction Survey, its prerequisites, Sample size, Format & its parameters, Data analysis & Evaluation, and developing action plan for low performing attributes and its corrective action.
15. Area of Concern H - Outcome	Dr. Lalnunpuii briefed the four Standards under AoC-H i.e., Productivity, Efficiency, Clinical Care & Service indicators and discussed Key Performance Indicators of District Hospital, its calculation and reporting mechanism with examples

E. Valedictory and closing ceremony

The training program concluded with the closing remark and vote of thanks from Dr. Lalchhaunawma, State Nodal Officer-Quality, NHM-Mizoram. The feedback analysis is annexed as Annexure III.

Time	Topic	Resource Person
Day-01 (6th December 2022)		
09:00 AM - 09:30 AM	Registration	
09:30 AM - 09:45 AM	Welcome & Inaugural Speech	MD, NHM, Mizoram
09:45 AM - 10:30 AM	Overview of National Quality Assurance Program and Assessment protocol	Dr. Anup Basistha Sr. Consultant, RRC-NE
10:30 AM - 10:45 AM	Tea	
10:45 AM - 11:30 AM	Standards for Service Provision and Patient Rights (AOC A and B)	Dr. Vinaya RSL Consultant, RRC-NE
11:30 AM - 12:45 PM	Standards for Inputs (AOC C)	Dr. Anup Basistha
12:45 PM - 01:15 PM	Group Activity: Identifying Standards	RRC NE Team
01:15 PM - 02:00 PM	Lunch	
02:00 PM - 03:30 PM	Standards for Support Services (AOC D)	Dr. Vinaya RSL
03:30 PM - 03:45 PM	Tea	
03:45 PM - 04:30 PM	Standards for Clinical Services (AOC E1-E9)	Dr. Lalnunpuii NQAS External Assessor
04:30 PM - 05:00 PM	Overview of "GUNAK Application".	Dr. Vinaya RSL
Day-02 (7th December 2022)		
09:00 AM - 01:00 PM	Field Visit	Teams
01:00 PM - 02:00 PM	Lunch	
02:00 PM - 03:15 PM	Presentation	Teams
03:15 PM - 04:00 PM	Standards for Infection Control (AOC F)	Dr. Ajay Arya Consultant, RRC-NE
04:00 PM - 04:15 PM	Tea	
04:15 PM - 05:00 PM	Standards for Clinical Services (AOC E10-E17)	Dr. Lalnunpuii NQAS External Assessor
Day-03 (8th December 2022)		
09:00 AM- 09:30 AM	Recap	Dr. Ajay Arya
09:30 AM- 10:30 AM	Standards for Clinical Services (AOC E18-E23)	Dr. Lalnunpuii NQAS External Assessor
10:30 AM- 12:00 AM	Area of Concern G	Dr. Ajay Arya
12:00 AM -12:15 PM	Tea	
12:15 PM- 1:00 PM	Prescription Audit & Patient Satisfaction Survey	Dr. Vinaya RSL
1:00 PM - 2:00 PM	Lunch	
2:00 PM- 03:00 PM	Area of Concern H	Dr. Lalnunpuii
3:15 PM - 4:30 PM	Post Training Evaluation	RRC Team
4:30 PM- 5:00 PM	Valedictory & Tea	

Post Training Evaluation Report & Result Sheet
Annexure II

Sl.	Name of the Participant	Designation	District/facility	Score	Result
1	Lalzuitluangi	Medical Officer	Lawipu UPHC	85%	Qualified
2	Dr. Alin Lalvenhini	Medical Officer	UPHC -	80%	Qualified
3	Ruthi Lalnunfeli	Health & Wellness Officer	Rahsiveng HWC	78%	Qualified
4	Dr. Jacinta Lalmunsangi	Assistant Professor	Zoram Medical College	78%	Qualified
5	Dr. Lalngaihawmi Chhangte	District Immunization Officer	CMO Office, Serchhip	78%	Qualified
6	Malsawmdawngliani	Health & Wellness Officer	Bazar SHC HWC, Lunglei	78%	Qualified
7	Malsawmsangi Pachuah	Health & Wellness Officer	Ramthar HWC	75%	Qualified
8	K L Khawlrinawii	Block Manager - Accounts	PHC, Champhai (D)	75%	Qualified
9	Dr. Lalramengi	Medical Officer	DH, Champhai	75%	Qualified
10	Ludy Lalramdinpuii	Health & Wellness Officer	Bethlehem Vengthlang HWC	73%	Qualified
11	Dr. Samuel Laldinthara	Medical Officer	Champhai UPHC	73%	Qualified
12	Dr. Annie Lalhriatrengi	Medical Officer - AYUSH	DH, Mamit	73%	Qualified
13	Vera Lalnunpuii	Health & Wellness Officer	Thinglian HWC	73%	Qualified
14	Lalthazuali	Health & Wellness Officer	Zotlang HWC, Lunglei	73%	Qualified
15	Dr. Ruth VL Ralte	Medical Officer	ITI UPHC, Aizawl	70%	Qualified
16	Dr. K Lalruati	Medical Officer	UPHC Sazaikawn	68%	Qualified
17	Reena Lalengpuii	Health & Wellness Officer	Durtlang HWC	68%	Qualified
18	Dr. Lalramhluna	Medical Officer	Sialhawk PHC	68%	Qualified
19	Salome Zonunsangi Hnamte	Dental Surgeon	DH, Kolasib	65%	Qualified
20	Dr. Lalrindika	Medical Officer	DH, Lawngtlai	63%	Qualified
21	Dr. Noel Lalremruatasako	Medical Officer	Sangau PHC	63%	Qualified
22	Lalbiakzuali	Health & Wellness Officer	Luangmual HWC	63%	Qualified
23	R Lalrintluanga	Medical Officer	UPHC Hlimen	63%	Qualified
24	Dr. Lalrempuii	Consultant	Civil Hospital, Aizawl	60%	Qualified
25	Malsawmdawngi	Health & Wellness Officer	Diakkawn HWC	60%	Qualified
26	Dr. Lalrohlupuii	Medical Officer	Elungdar PHC	60%	Qualified
27	Dr. Lalmuanpuia	Medical Officer - AYUSH	Venghnvai HWC, Aizawl	58%	Not Qualified
28	R Lalmahruaii	Staff Nurse	DH, Lunglei	55%	Not Qualified
29	Lalkhawngaihsanga Chinzah	Medical Officer - AYUSH	DH, Siaha	48%	Not Qualified
30	Melody Malsawmtluangi	Health & Wellness Officer	Chanmari West HWC	43%	Not Qualified
31	Lalmangaihzuai Ralte	Public Health Manager	NUHM	25%	Not Qualified

(a). The Average Score of Feedback Analysis

Sl.	Day	Average Score (Out of 5)
1	Day 1	3.92
2	Day 2	4.02
3	Day 3	3.86
Average Score		3.93

(b). Trainer-wise Feedback Analysis

Sl.	Trainer Name	Average Score
1	Dr. Anup Basishta	4.05
2	Dr. Lalnunpuii	3.97
3	Dr. Ajay Arya	3.92
4	Dr. Vinaya RSL	3.79

(c). Most Liked Sessions

Sl.	Most Liked Sessions	Trainer
1	Standards for Infection Control, AoC F	Dr. Ajay Arya
2	Standards for Clinical Services, AoC E	Dr. Lalnunpuii
3	Area of Concern G - Quality Management	Dr. Ajay Arya

(d). Suggestions Given By the Participants

Sl.	Suggestions to improve training
1	Extend the no. of days for training
2	More no. of field visits

All of the participants found the training 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, suggestion given by participants, will be explored to be incorporated in future trainings.