

Report
On
Regional Level Internal Assessor cum Service Providers' Training
on National Quality Assurance Standards for Aspirational Districts
of Six North-Eastern States
(05th April 2022 to 7th April 2022)



Organized By
Regional Resource Centre for North-eastern States
(Branch of NHSRC, MoHFW, GoI, New Delhi)
Venue: Hotel Palacio, Guwahati, Assam

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 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-days Regional level Internal Assessor cum Service Providers' Training was organized in Hotel Palacio, Guwahati by Quality & Patient Safety Division, Regional Resource Centre for North-Eastern States, Guwahati, Assam to increase the pool of assessors in the identified aspirational districts of North-Eastern states, the agenda is at **Annexure-1**. Training agenda includes training sessions on various areas of concern in NQAS & exercises on various topics like AoC A, B & C, Exercise on Support Services, Prescription Audit, Patient Satisfaction Survey, Process Mapping & use of Quality tools like PICK Chart, PDCA Methodology etc. Training program was spread into 16 topics and 5 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:

- a. To impart understanding of the basic concept of Quality Assurance Standards and
- b. how to implement them in public health facilities.
- c. To acquaint the participants with Area of Concerns, Standards, Measurable elements,
- d. Departmental Checklists and Scoring System.
- e. To support the public health facilities of Aspirational Districts of NE states for achieving National Quality Assurance Standards Certification.

Training was facilitated by following Resource Persons:

1. Dr. Return Pohsnem, Senior Medical & Health Officer, (NQAS External Assessor), Govt. of Meghalaya
2. Dr. Joydeep Das, Lead Consultant, RRCNE
3. Mr. Anupjyoti Basistha, Consultant, Q&PS, RRCNE
4. Dr. Ajay Kumar Arya, Consultant, Q&PS, RRC-NE
5. Dr. Vinaya RSL, Consultant, Q&PS, RRCNE

Participants:

Total 30 (Thirty) participants including Doctors from Civil Hospital, Medical Officer In charge from various CHC's & PHC's, Nursing Officers, District Program Manager, Assistant Hospital Administrator & Consultant, HRH from RRC-NE have attended the training. Participants list along with the Post Training Evaluation Report is enclosed in **Annexure – II**.

C. Inaugural Session

At the very outset, Ms. Sagarika Kalita welcomed Chief guest of the program, **Dr Lakshmanan S.**, IAS, Mission Director, NHM, Assam, Dr Ashoke Roy, Director-RRCNE, Dr Joydeep Das, Lead Consultant, RRCNE & all the participants from the aspirational districts of 6 NE states to the 3 days Regional level Internal Assessor cum Service Providers' training program. Ms. Kalita acknowledged that out of the 112 Aspirational Districts in the country, 14 are in NE States (7 are in Assam & 1 each is in the remaining 7 NE States). She highlighted that creating a pool of Internal Assessors in the aspirational districts of NE States is the main objective of this training. Then she welcomed the dignitaries to the dais.



Inauguration Session



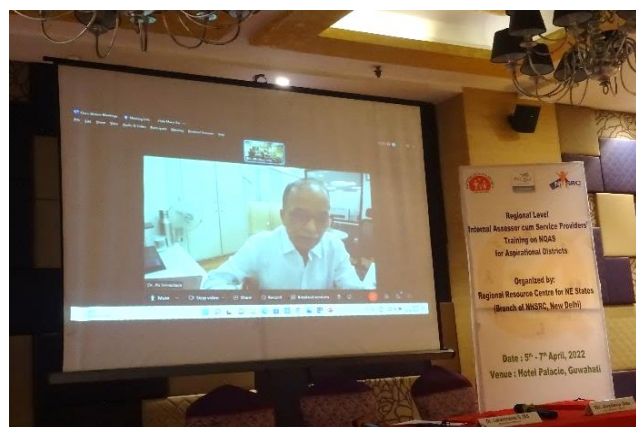
Welcome address by Dr Ashoke Roy, Director RRCNE

In the welcome speech, **Dr. Ashoke Roy, Director, RRCNE**, stated that ensuring quality is one of the focus areas of National Health Policy (NHP 2017) and RRCNE is committed to support the NE States in achieving the Quality Certification under NQAS. He emphasized on adopting targeted approach for NQAS Certification of public health facilities, with reference to DO letter vide no. Z-18015/26/2020-NHM-II Dated. 1st October 2021 of Secretary, MOH&FW, Govt of India. He also pondered on the need of providing safe, effective & timely quality care services through public health facilities.

In the Inaugural speech, **Dr. Lakshmanan S. IAS, MD, NHM, Assam**, said that the quality program has been launched with an intention to make sure that the services which are being provided to the people should be of utmost quality. He also added that adequate resources in terms of HR, infrastructure, equipment has been provided to the health sector of our country but still the people in the government sector lacks responsibility among them and they fail to deliver the required health services, the main reason behind this is lack of ownership among the health care providers.



Inaugural Address by Mission Director, NHM, Assam



Keynote address by Dr J N Srivastava

Dr. J N Srivastav, Advisor-QPS, NHSRC gave the keynote address of the training programme. He expressed his gratitude to Dr Ashoke Roy, for his dedication and support in this training programme and appreciated the effort of RRC-NE QPS team. He told that during recent times a substantial number of investments have been made in health sector, in terms of infrastructure, capacity building activities for staff, improvement in availability of drugs and logistics supplies. Poor communication has become the common critical gap in all levels of health facilities where lot of questions from the beneficiaries remain unanswered. He advised the participants to take support from RRCNE & NHSRC for implementation of quality program in their facility.



Felicitation of the respected dignitaries on the dais

D. Technical Sessions:

Day - 1

Session 1: Overview of National Quality Assurance Program, Measurement System & Assessment Protocol:

Mr. Anup Basistha, Consultant, QPS, RRC-NE delivered the first technical session of the training program i, e., Overview of National Quality Assurance Program which is about the overview of National Quality Assurance Program. The session covered concepts of Quality, various definitions of Quality, development of National Quality Assurance Standards & Implementation framework at state and district level, key features of NQAS, Quality Assurance committees & units, key features of NQAS, all 8 Areas of Concern, their standards from A to H explained in this session. Then he conducted the session on the measurements system of National Quality Assurance standards, he briefed about Measurable elements & checkpoints in checklists. session included Overview of scoring, Four methods of assessment – OB, SI, RR and SI, their Processes, Methodologies, and protocols of the NQAS System.



Session 2: Standards for Service Provision, AoC-A:

Dr. Ajay Arya, Consultant, QPS, RRCNE conducted the Standards for Service Provision which covers availability of functional services & facilities in the hospital which will be made available to the end users under various areas & departments of the facility along with other support services. He also explained the 6 standards under Area of concern (A) Service Provision which are as follow: Curative Services, RMNCH+A services, Diagnostic Services, National Health Programs, Support Services and Services as per local needs.



Dr. Arya Taking Session on AOC-A



DR. Vinaya Taking Sessions on AOC -B

Session 3: Standards for Patient Rights, AoC-B:

Dr. Vinaya RSL, Consultant, QPS, RRCNE conducted the session on Patient Rights covering 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 & dignity to patients, providing treatment without any physical and financial barriers. It also included patients' right for grievance redressal and to take informed decisions regarding their treatment plan.

Session 4: Quiz

In this session, all participants took online quiz program through **an application called 'Quizizz'** where they selected the correct answer on the MCQ's which were prepared based on the NQAS overview, AOC A & B, and small token of appreciation was given to the winners.



Online Dashboard for Quiz



Gift Distribution to the Top Scorer

Session 5: Standards for Inputs, AoC-C

Mr. Anup Basistha took the next session on area of concern C ie. Inputs which has 7 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.

Session 6: Exercise on Area of Concern A, B and C

Dr. Vinaya RSL conducted a group exercise on Area of Concern A, B and C where a case study on the Labor room checklist has been given to all the participants and were asked to read the checklist & identify the checkpoints and score according to the compliance of NQAS scoring system & finally arriving at the total score each area of concern (AoC) has scored. This activity provided the first-hand knowledge on how to conduct assessments in the facility.

Session 7: Standards for Support Services, AoC-D

Dr Ajay Arya conducted the session which covered various support services in hospitals & their importance. 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.

Session 8: Exercise on AOC D

QPS Team, RRCNE conducted an exercise on AoC D Support services where participants were made to 'spot or identify' the standard related to the picture displayed on the screen. Participants should identify the standard along with the corresponding measurable element which the picture represents. This spotting exercise helps in identifying key elements in the standard during assessments.

Day - 2

Session 1: Standards for General Clinical Services, AoC-E (Std. E1 - Std. E9)

Dr. Joydeep Das, Lead Consultant, RRCNE 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.



Session 2: Standards for Specific Clinical Services, AoC-E (Std. E10 - Std. E16)

Dr. Return Pohsnem, NQAS External Assessor, Senior. M&HO, Govt. of Meghalaya 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.

Session 3: Standards for Infection Control, AoC-F

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.

Session 4: Exercise / Training videos

QPS Team, RRC NE showcased videos on Hand Washing, how to wear sterile gloves, Infection prevention protocols & Biomedical Waste Management to the participants & participants were asked to demonstrate the steps of hand washing.

Session 5: Standards for RMNCHA Services, AoC-E (Std. E17 - Std. E22)

In this session **Dr. Return Pohsnem** explained the six standards of RMNCHA services which included the standards for services like ANC Registration, processes during check-up, 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 like neonatal asphyxia, low birth weight, Jaundice, Sepsis & diarrhoea, Family planning & Abortion Services, RKSK & Adherence to clinical guidelines under various NHP's.



Session 6: Outcome Indicators and KPI's, AoC-H

Dr. Vinaya RSL 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.

Session 7: Prescription Audit & Exercise

Mr. Anup Basistha conducted the session which included the importance and need of conducting prescription audits on monthly basis in the facilities, he also explained prescription form, its contents, effects of inadvertent prescription of drugs and Adverse drug reactions. 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 **RRC Team** members discussed the analysis, identification of low scoring attributes and to develop the corrective action and preventive action on the low scoring attributes of the audit.



Session 8: GUNAK App

Dr. Ajay Arya spoke on the overview & usage 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 at various levels of assessments like internal, external and peer assessment of facilities and for identification of gaps.

Session 1: Standards for Quality Management, AoC-G

The first session of third day was taken by **Mr. Anup Basistha** where the ten standards of AoC G were explained in brief, namely 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, various MUDAS – wastes in hospital processes. Then he discussed about 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.

He then explained the prioritization of gaps by using ‘PICK’ chart & ‘PDCA’ Cycle. Later he explained the process mapping, its importance, series of steps involved in the process mapping, symbols used for representation of various activities while mapping the process, pointing out the bottle necks in a process, removing nonvalue adding activities from the process. Later an exercise was conducted where participants were made to map any of the hospital process, and they were told to present it.



Session 2: Patient Satisfaction Survey & Exercise:

The second session was taken by **Dr. Vinaya RSL** who explained the method of taking quarterly feedbacks in a structured format, collating & analysing them resulting in generation of score based on 5-point Likert scale, developing action plan on low performing attributes, doing root cause analysis, and based on the findings in PSS, facilities should take action to improve the services.

Session 3: Standards for National Health Program, AoC-E (Std. E23)

Dr. Joydeep Das, Lead Consultant, RRCNE explained the Std. E23 which covers the various national health programs as per Operational/Clinical Guidelines under RMNCHA Services, National Nutritional Programmes, Health System Strengthening Programs, Communicable diseases, Non communicable diseases. He also briefed about the components of National Health Programs, Integrated Disease Surveillance Project, he also briefed about the Integrated health information portal.

Session 4: Status & Road Map for NQAS Implementation in the Aspirational Districts of NE States

In this session all states presented their district specific ‘Road Map for NQAS Certification of Aspirational Districts’ in the provided PPT format.

Representative from each team have briefed about the no. of health facilities targeted for NQAS Certification for FY 2022-23, SWOT Analysis for implementation of NQAS, Strategy to achieve targets in the Aspirational district, Prioritization of Health Facilities within the Aspirational district, and support required from state QA team & QPS Team of RRCNE etc. **(Annexure IV)**



Session 5: Post training evaluation & post Training feedback

QPS, RRCNE Team has conducted a Post training evaluation test of one-hour duration for all the 30 participants with an objective type of questionnaire. There were three sets of question papers with total marks 40. The test is followed by providing feedback on the 3 days training program in the provided training feedback form.



Post Training Evaluation

E. Valedictory & Closing Ceremony:

The training program was concluded with distribution of 'Certification of Participation' by **Dr Raj Prabha Moktam, Mission Director, National Health Mission, Sikkim & Dr Ashoke Roy, Director, RRCNE** to all the participants. Dr Raj Prabha expressed her views regarding the importance of the training. She also requested the participants to draw the micro plans which will help their health facilities to achieve the NQAS Certification. 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.



Distribution of Participation certificate by Dr Raj Prabha Moktam, Mission Director, National Health Mission, Sikkim & Dr Ashoke Roy, Director, RRCNE

Agenda of the Regional Level IA cum SPT

Time	Topic	Resource Person
Day 01 (05th April 2022)		
09:00 AM – 09:30 AM	Registration	RRCNE
09:30 AM – 09:40 AM	Welcome Address & Objective sharing	Dr. Ashoke Roy, Director, RRC-NE
09:40 AM – 09:50 AM	Inaugural Speech	Mission Director, NHM, Assam
09:50 AM – 10:00 AM	Keynote address	Dr. J N Srivastava, Advisor - QPS, NHSRC
10:00 AM – 10:30 AM	Tea & Group Photo	
10:30 AM – 11:30 AM	Overview of National Quality Assurance Program	Mr. Anupjyoti Basistha, QPS, RRCNE
11:30 AM – 12:15 PM	Measurement System & Assessment Protocol	Mr. Anupjyoti Basistha, QPS, RRCNE
12:15 PM – 01:00 PM	Standards for Service Provision, AoC-A	Dr. Ajay Arya, QPS, RRCNE
01:00 PM – 01:45 PM	Lunch	
01:45 PM – 02:15 PM	Standards for Patient Rights, AoC-B	Dr. Vinaya RSL, QPS, RRCNE
02:15 PM – 03:00 PM	Standards for Inputs, AoC-C	Mr. Anupjyoti Basistha, QPS, RRCNE
03:00 PM – 03:45 PM	Exercise on Area of Concern A, B and C	Dr. Vinaya RSL, QPS, RRCNE
03:45 PM – 04:00 PM	Tea	
04:00 PM – 05:00 PM	Standards for Support Services, AoC-D	Dr. Ajay Arya, QPS, RRCNE
05:00 PM – 05:30 PM	Exercise on AOC D	QPS Team, RRCNE
Day-02 (06th April 2022)		
09:00 AM – 09:15 AM	Recap	Dr. Vinaya RSL, QPS, RRCNE
09:15 AM – 10:15 AM	Standards for General Clinical Services, AoC-E (Std. E1 - Std. E9)	Dr. Joydeep Das, Lead Consultant, RRCNE
10:15 AM – 11:15 AM	Standards for Specific Clinical Services, AoC-E (Std. E10 - Std. E16)	Dr. Return Pohsnem, NQAS External Assessor, Sr. M&HO, Govt. of Meghalaya
11:15 AM – 11:30 AM	Tea	
11:30 AM – 12:30 PM	Standards for Infection Control, AoC-F	Dr. Ajay Arya, QPS, RRCNE
12:30 PM – 01:00 PM	Exercise/Training videos	QPS Team, RRCNE
01:00 PM – 01:45 PM	Lunch	
01:45 PM – 03:00 PM	Standards for RMNCHA Services, AoC-E (Std. E17 - Std. E22)	Dr. Return Pohsnem, Sr. M&HO, Govt. of Meghalaya
03:00 PM – 04:00 PM	Outcome Indicators and KPI's, AoC-H	Dr. Vinaya RSL, QPS, RRCNE
04:00 PM – 04:15 PM	Tea	
04:15 PM – 05:00 PM	Prescription audit & exercise	Mr. Anupjyoti Basistha, QPS, RRCNE
05:00 PM – 05:30 PM	Gunak App	Dr. Ajay Arya, QPS, RRCNE
Day-03 (07th April 2022)		
09:00 AM – 09:15 AM	Recap	Dr. Vinaya RSL, QPS, RRCNE
09:15 AM – 10:45 AM	Standards for Quality Management, AoC-G	Mr. Anupjyoti Basistha & Dr. Ajay Arya, QPS, RRCNE
10:45 AM – 11:00 AM	Tea	
11:00 AM – 12:00 PM	Patient Satisfaction Survey & Exercise	Dr. Vinaya RSL, QPS, RRCNE
12:00 PM – 01:00 PM	Standards for National Health Program, AoC-E (Std. E23)	Dr. Joydeep Das, Lead Consultant, RRCNE
01:00 PM – 01:45 PM	Lunch	
01:45 PM – 03:15 PM	District Presentation on Road Map	Aspirational District Representative
03:15 PM – 03:30 PM	Tea	
03:30 PM – 04:30 PM	Post Training Evaluation	QPS Team
04:30 PM – 05:00 PM	Valedictory & Tea	RRCNE

Post Training Evaluation Report & Result Sheet

Sl.	Name of Participants	Designation	Name of district/facility	Score (%)	Result
Arunachal Pradesh					
1	Dr. Habung Ampi	Medical Officer	CHC, Mahadevpur	67.5	Qualified
2	Ms. Sangeeta Deori	Nursing Officer	CHC, Chowkham, Namsai	62.5	Qualified
3	Dr. Nikita Binny	Medical Officer	District Hospital, Namsai	60	Qualified
4	Ms. Nang Pronita Mowke	Nursing Officer	PHC, Lathao, Namsai (D)	60	Qualified
5	Dr. Natasha Binny	Medical Officer	PHC, Piyong, Namsai (D)	52.5	Not Qualified
6	Ms. Bulbul Borang	Nursing Officer	DH Namsai	52.5	Not Qualified
Manipur					
1	Dr. Laishram Sonash S	Medical Officer	District Hospital, Chandel	75	Qualified
2	Dr. Lepshang Roel	Medical Officer	PHC, Komlathabi	75	Qualified
3	Ms. Jahsa Premi	DPM	DPMU, NHM, Chandel	67.5	Qualified
4	Dr. Sumpi Monoringa	Medical Officer	CHC, Chakpikarong	62.5	Qualified
5	Dr. Langhu Konihring	Medical Officer	District Hospital, Chandel	55	Not Qualified
Meghalaya					
1	Dr. Pynkhrwnam W	Medical Officer	Umden PHC	67.5	Qualified
2	Dr. Karmila Lyngdoh	Medical Officer	Patharkhmah CHC	65	Qualified
3	Dr. Pritom M Marak	Medical Officer	Byrnihat PHC	65	Qualified
4	Dr. (Mrs.) Sumita K	Ayurvedic Physician	Civil Hospital, Nongpoh	62.5	Qualified
5	Dr. Sandip M. Sangma	Specialist	Civil Hospital, Nongpoh	55	Not Qualified
Mizoram					
1	Dr. R. Vanneihsang	Medical Officer	Kawrthah CHC, Mamit	80	Qualified
2	Dr. Lalpianmawia Ralte	Medical Officer	Kawrtethawveng PHC	77.5	Qualified
3	Dr. Lalzuatlina	SMO (NF), Eye Specialist	District Hospital, Mamit	75	Qualified
4	Dr. C. Lalramengmawia	Medical Officer	West Phaileng PHC	75	Qualified
Nagaland					
1	Dr. Tiakumzuk Sangtam	Medical Officer	District Hospital, Kiphire	72.5	Qualified
2	Dr. Keviyani Chucha	Medical Officer	PHC Seyochung	70	Qualified
3	Dr. Ameka I Sumi	Medical Officer	PHC, Sitimi	60	Qualified
4	Dr. Kawoto Rhakho	Medical Officer	CHC Pungro	60	Qualified
5	Dr. Sikukhiumew T	Medical Officer	CHC Pungro	55	Not Qualified
Tripura					
1	Mr. Dipjoy Dhar	AHA	District Hospital, Dhalai	77.5	Qualified
2	Dr. Akash Bhowmik	Medical Officer	Nepaltilla PHC	60	Qualified
3	Dr. Dipantu Sarkar	Medical Officer	District Hospital, Dhalai	60	Qualified
4	Dr. Trideep Debbarma	Medical Officer	Manughat CHC	60	Qualified
RRC-NE					
1	Mrs. Sunita Kalita	Consultant, HR	RRC-NE, Guwahati	85	Qualified

Total No. of Participants=30

Total No. of participants qualified the Post Training Evaluation = 25 (83.33%)

Training Feedback Analysis

1. Topic wise Score

Sl.	Name of the Topic	Average Score
1	Overview of National Quality Assurance Program	4.03
2	Measurement System & Assessment Protocol	4.00
3	Standards for Service Provision, AoC - A	4.13
4	Standards for Patient Rights, AoC - B	4.13
5	Standards for Inputs, AoC - C	4.13
6	Exercise on Area of Concern A, B and C	4.10
7	Standards for Support Services, AoC - D	4.10
8	Exercise on Area of Concern D	4.09
9	Standards for General Clinical Services, AoC - E (Std. E1 - Std. E 9)	4.13
10	Standards for Specific Clinical Services, AoC - E (Std. E10 - Std. E 16)	4.10
11	Standards for Infection Control, AoC - F	4.16
12	Exercise / Training Videos	4.27
13	Standards for RMNCHA Services, AoC - E (Std. E17 - Std. E22)	4.10
14	Outcome Indicators and KPI's, AOC - H	4.13
15	Prescription Audit & Exercise	4.13
16	GUNAK App	4.20
17	Standards for Quality Management, AoC G	4.30
18	Patient Satisfaction Survey & Exercise	4.30
19	Standards for National Health Program, AoC - E (Std. E23)	4.30

2. Topics that were MOST USEFUL as per the feedback received from the participants:

Sl.	Topics	No. of Participants
1	Standards for Quality Management, AoC G	24
2	Patient Satisfaction Survey & Exercise	16
3	Measurement System & Assessment Protocol	15
4	Standards for Patient Rights, AoC - B	15
5	Standards for National Health Program, AoC - E (Std. E23)	15
6	Standards for Infection Control, AoC - F	13
7	Overview of National Quality Assurance Program	12
8	Standards for Service Provision, AoC - A	12
9	Standards for Support Services, AoC - D	12
10	GUNAK App	12

3. Trainer wise Score:

Sl.	Name of the Trainer	Position	No. of topics taken	Average Score
1	Dr. Return Pohsnem	Senior Medical & Health Officer	2	4.10
2	Dr. Joydeep Das	Lead Consultant, RRC NE	2	4.22
3	Mr. Anupjyoti Basishta	Consultant - QPS, RRC NE	5	4.14
4	Dr. Ajay Kumar Arya	Consultant - QPS, RRC NE	4	4.15
5	Dr. Vinaya RSL	Consultant - QPS, RRC NE	4	4.17
6	QPS Team, RRC NE	-	2	4.18

Annexure IV: District wise Road map for FY 2022-23 to achieve NQAS Certification.
