

**Report on Three Days Internal Assessors’
cum
Service Providers’ Training on
National Quality Assurance Standards (NQAS)**



Organized By

State QA Team, NHM Mizoram
with technical support of
Regional Resource Centre for NE States, Guwahati, Assam
Date of training: 27th October to 29th October 2021
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 24 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:

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. Sh. Anup Basistha, Consultant-QI, RRC-NE, MoHFW, GOI.
2. Dr. Ajay Kumar Arya, Consultant-QI, RRCE_NE, MoHFW, GOI
3. Dr Lalitlanliani, State QA Consultant, NHM, Mizoram
4. Dr Luchi Chawisangzeli, MD(Biochemistry), Mizoram

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

Participants: Total 35 (Thirty-Five) participants including Health & Wellness Officer, District Quality Manager, Public Health Manager, State QA Consultant & Quality Consultants from Mizoram Health System Strengthening Project attended the training. Participant list along with the Post Training Evaluation is enclosed in Annexure – II.

C. Inaugural Session

At the very outset, Dr. Lalchhaunawma, State Nodal Officer-Quality welcomed all the participants from various facilities across the District and the Resource Persons to the three days Internal Assessor cum Service Provider training program. Then Dr Eric Zomawia, Mission Director, NHM Mizoram inaugurated the program. He then highlighted the importance of Quality in public health facilities and assured that Administration will extend full support to the facilities for achieving National Quality Certification.

D. Technical Session

Topic	Brief of the Session
DAY-1- (27.10.2021)	
1. Overview of National Quality Assurance Program and assessment protocol	Mr. Anupjyoti Basistha, Consultant, Quality Improvement, RRC-NE , welcomed all the participants to the training program. He then delivered the first technical session about overview of National Quality Assurance Program. The session covered concepts of Quality, discussion about various definitions of Quality, development of National Quality Assurance Standards & Implementation framework at state and district level, key features of NQAS and Measurement system of National Quality Assurance standards, Measurable elements and checkpoints. It also includes overview of scoring methodologies and protocols.
2. Standards for Service Provision and Patient Rights (AOC A and B)	Dr. Ajay Kumar Arya, Consultant QI, 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)	Mr. 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	The session on Group activity was about identifying the standard 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)	This Session was taken by Dr Laltlanliani, State QA Consultant, NHM, Mizoram which includes the importance of Support Services

	in the public healthcare facilities. It included detailed discussion on the standards for maintenance, calibration, inventory management, laundry, dietary, financial management, contract management and statutory requirements.
6. Standards for Clinical Services (AOC E1-E9)	Dr. Ajay Kumar Arya took the Session on first part for Standards for Clinical Services. He explained the importance of clinical services and discussed about the 9 (nine) Standards of Clinical Services which includes registration, admission, consultation, assessment, reassessment, patient care during transfer & referral. It also includes nursing care, drug administration, patient record maintenance and discharge process etc.
7. Overview of “GUNAK Application” and its use.	Dr Lalitlanliani, State Consultant , spoke on the overview of the application of “GUNAK” which is a quality assessment application for NQAS, LaQshya and Kayakalp. This application can be used for internal, external and peer assessment of public healthcare facilities and for identification of gaps. This application is available for both android and apple users.
8. Standards for Infection Control (AOC F)	The session was taken by Mr. Basistha . It includes detailed discussion about infection control practices, hand hygiene, antisepsis, and personal protection, processing of equipment, environment control and biomedical waste management. A video on Infection Control Practices was also shown to the participants.
DAY – 2 (28.10.2021)	
9. Field Visit	35 participants were divided into 5 groups. Each group consist of seven members. Participants visited Emergency dept, Blood Bank, Pharmacy, Labour Room & Radiology dept of Aizawl Civil Hospital.
10. Presentation by Team	Each group presented their observations, gaps & best practices as per the given format.
DAY-3 (29.10.2021)	
11. Recap	The third day of the training started with recap of first day’s sessions.
12. Standards for specific Clinical Services (AOC E10 –E16)	Dr Luchi Chawisangzeli, MD(Biochemistry) 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 services.
13. Standards for RMNCHA Services (AOC E17-E23)	Dr Luchi Chawisangzeli 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, Newborn, Child, Adolescent & Family Planning services and National Health Programs. Maternal Services is further categorized into Ante-natal, Intra-natal, and Post-natal services.
14. Standards for Quality Management (AOC G)	The session was taken by Mr. Basistha . This session includes 8 (eight) standards on Quality Management system. He discussed about the importance of Quality Policy, Objective, SOP, Patient Satisfaction Survey etc. Various “Mudas or Wastes in Hospital” and “Process Mapping” were also discussed. 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.

15. Exercise on Prescription audit	In this activity, sample prescriptions were given to the participants and were asked to give scores on the prescription audit form. Then Dr Ajay Arya discussed about its analysis, identification of low scoring attributes and to develop Corrective and Preventive Action.
16. KPI, Outcome & Patient Satisfaction Score (AOC-H)	Dr Laltlanliani, State Consultant , discussed about the 30 Key Performance Indicators of District Hospital, its calculation and reporting mechanism with examples.
17. Post training evaluation	At the end of session, a post training evaluation was conducted in the form of questions and answer sheet of objective type which was followed by filling up of the feedback form by the participants.

E. Roadmap for FY 2021-22:

NQAS												
	2021									2022		
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
State level assessment and certification of 3 DHs (CHA, CHL, Champhai)												
State level assessment and certification of 4 PHCs (Aibawk, Haulang, Kawrtethawveng, Bilkhawthlir)												
Baseline assessment of 37 PHCs + all DHs and SDH/CHCS												
	2022									2023		
	April	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Internal Assessors Training												
Kayakalp												
	2021									2022		
	April	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Peer assessment for all facilities												
External assessment for all facilities												

F. 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.

**Internal Assessor's Cum Service Provider Training
(National Quality Assurance Standards)
27th -29th October 2021
Auditorium, Aizawl West College, Mizoram**

Time	Topic	Resource Person
Day-01 (27th October 2021)		
09:00 am - 09:30 am	Registration	
09:30 am - 09:45 am	Inaugural Address	State Representative
09:45 am. -10.30 am	Overview of National Quality Assurance Program and assessment protocol	Sh. Anup Basistha Consultant QI, RRC-NE
10:30 am -10:45 am	Tea	
10:45 am - 11:30 pm	Standards for Service Provision and Patient Rights (AOC A and B)	Dr Ajay Kumar Arya Consultant QI, RRC-NE
11:30pm - 12:45 pm	Standards for Inputs (AOC C)	Sh. Anup Basistha Consultant QI, RRC-NE
12:45 pm - 1:15 pm	Group Activity: Identifying Standards	RRC Team
1:15 pm - 1:45 pm	Lunch	
1:45 pm - 2:30 pm	Standards for Support Services (AOC D)	Dr Laltnlaniani, State QA Consultant, NHM, Mizoram
2:30 pm - 3:30 pm	Standards for Clinical Services (AOC E1-E9)	Dr Ajay Kumar Arya Consultant QI, RRC-NE
3:30pm - 3:45 pm	Tea	
3:45 pm - 4:15 pm	Overview of "GUNAK Application" and its use	Dr Laltnlaniani, State QA Consultant, NHM, Mizoram
4:15 pm - 5:00 pm	Standards for Infection Control (AOC F)	Sh. Anup Basistha Consultant QI, RRC-NE
Day-02 (28th October 2021)		
09:00 am - 01:00 pm	Field Visit	Teams
01:00 pm - 02:00 pm	Lunch	
02:00 pm- 03:00 pm	Analysis & Scoring	Teams
03:00 pm - 04:30 pm	Presentation	Teams
04:30 pm - 04:45 pm	Tea	
Day 3 (29th October 2021)		
09:00 am- 09:30 am	Recap	Sh. Anup Basistha Consultant QI, RRC-NE
09:30 am- 10:30 am	Standards for Clinical Services (AOC E10-E17)	Dr Luchi Chawisangzeli, MD(Biochemistry)
10:30 am- 11:15 am	Standards for Clinical Services (AOC E18-E23)	Dr Luchi Chawisangzeli, MD(Biochemistry)
11:15 am -11:30 am	Tea	
11:30 am- 1:00 am	Area of Concern G	Sh. Anup Basistha Consultant QI, RRC-NE
1:00 pm- 1:30 pm	Prescription Audit	Dr Ajay Kumar Arya Consultant QI, RRC-NE
1:30 pm - 2:15 pm	Lunch	
2:15 pm- 03:00 pm	Area of Concern H	Dr Laltnlaniani, State QA Consultant, NHM, Mizoram
03:00 pm-3:30 pm	NQAS Implementation Status & Road Map for the State of Mizoam for FY 2021-22	State Representative
3:30 pm - 4:30 pm	Post Training Evaluation	RRC Team
4:30 pm- 5:00 pm	Valedictory & Tea	

Annexure II

Sl. No.	Name of Participants	Designation	Name of district/facility	Score (%)	Result
1	V. Vanlalhumi	Health & Wellness Officer	Hnahthial N SHC	75.0	PASS
2	Abigail KT Zaizai	District Quality Manager	Siaha	65.0	PASS
3	Julie Lalawmawii	District Quality Manager	Kolasib	72.50	PASS
4	F Lalbiakthara	District Quality Manager	Lunglei	62.50	PASS
5	Lalruatsangi Khiangte	District Quality Manager	CMO, Lawngtlai	87.5	PASS
6	Elesi Beinopha	Health & Wellness Officer	Laki Subcentre	70.00	PASS
7	Rebecca Lalremsangi	Health & Wellness Officer	Diakkawn Subcentre, Kolasib	67.50	PASS
8	Marina lalengkimi	Health & Wellness Officer	Saitual SHC	67.50	PASS
9	Lalchhanmawii	District Hospital Quality Manager	Civil Hospital, Lunglei	75.00	PASS
10	H T Laltharzuali	Health & Wellness Officer	Zanlawn SHC	75.00	PASS
11	P C Vanlalduati	District Hospital Quality Manager	DH, Lawngtlai	75.00	PASS
12	Dr. John Lalthanpuia	District Quality Manager, Champhai	CMO Office, Champhai	62.50	PASS
13	K Vanlalrintlaki	Health & Wellness Officer	Mamit SHC, AB-HWC	60.00	PASS
14	L S Lalnienga	Quality Consultant	MHSP, Mizoram	67.50	PASS
15	Lalchhuansanga Pachhau	DC-QI, Program Management Unit	Mizoram Health System Strengthening Project	80.00	PASS
16	Dr. Nunsangzela Khupchawng	DHQC	Mizoram Health System Strengthening Project	82.50	PASS
17	Lalmangaihzuali	District Hospital Quality Manager	DH, Champhai	80.00	PASS
18	H C Lalhriatpuii	Health & Wellness Officer	Buhchangphai, HWCISHC	75.00	PASS
19	Lalremruati Fanai	Health & Wellness Officer	Pangbalkawn SHC	80.00	PASS
20	Lalkhawngaihzuali	Health & Wellness Officer	Mampui HWC-SHC	62.50	PASS
21	Zodinliani	Health & Wellness Officer	Zote SHC-HWC	67.50	PASS
22	Lalrindiki	Health & Wellness Officer	North Subhealth Centre, Hlimen	67.50	PASS
23	Lalnunpuii	District Hospital Quality Manager	DH, Kolasib	75.00	PASS
24	Lalawmpuii Fanai	Health & Wellness Officer	Central Sub centre, Chanmari, Lunglei	75.00	PASS
25	Lalrinpuii	District Quality Manager	CMO Office, Serchhip	67.50	PASS

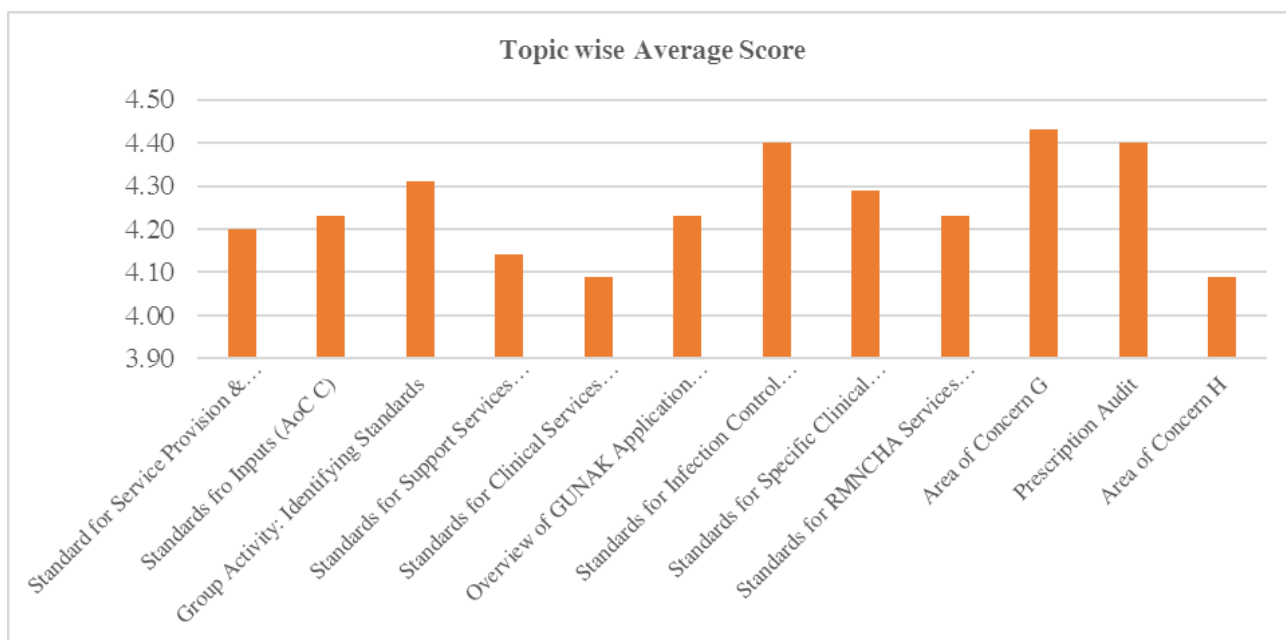
26	Elsa Lalremkimi	Health & Wellness Officer	Tanhril HWC	70.00	PASS
27	Vanlalmangaihzuai	District Quality Manager	CMO Office, Mamit	72.50	PASS
28	Rosie Zosangkimi	State Consultant Quality Assurance – Public Health	QA Unit, NHM, Mizoram	62.50	PASS
29	H Lalmuankimi	Public Health Manager	NUHM, Mizoram	67.50	PASS
30	Sharon Lallawmkimi	Health & Wellness Officer	H&W Centre, Serchhip	52.50	FAIL
31	Vanlachruai	Health & Wellness Officer	H&W Centre, Lungtian	52.50	FAIL
32	Bogam Ranjeet Kumar	Quality Consultant	Mizoram Health System Strengthening Project, Mizoram	50.00	FAIL
33	Angelie Lalhmingmawii	Health & Wellness Officer	College Veng H&W Centre	47.50	FAIL
34	Mitali chakma	Health & Wellness Officer	-	52.50	FAIL
35	F Lalngilneili	Health & Wellness Officer	-	52.50	FAIL

Total Participants who appeared in the Post Training Evaluation : 35
Total participants who cleared the Post Training Evaluation : 29
Pass Percentage : 82.86%
Number of participants from Aspirational District : 02

Annexure III

Training Feedback Analysis

Sl. No.	Name of the Topic	Average Score
1	Standard for Service Provision & Patient Rights (AoC A & B)	4.20
2	Standards of Inputs (AoC C)	4.23
3	Group Activity: Identifying Standards	4.31
4	Standards for Support Services (AoC D)	4.14
5	Standards for Clinical Services (AoC E1-E9)	4.09
6	Overview of GUNAK Application & its use	4.23
7	Standards for Infection Control (AoC F)	4.40
8	Standards for Specific Clinical services (AoC E10-E17)	4.29
9	Standards for RMNCHA Services (AoC E18-E23)	4.23
10	Area of Concern G	4.43
11	Prescription Audit	4.40
12	Area of Concern H	4.09



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

Sl. No.	Topic	No. of Participants appreciated the session
1	Overview of National Quality Assurance Program & Assessment Protocol	16
2	Standard for Service Provision & Patient Rights (AoC A & B)	12
3	Standards for Clinical Services (AoC E1-E9)	11
4	Standards for Infection Control (AoC F)	9
5	Standards for Specific Clinical Services (AoC E10-E17)	7
6	Standards for RMNCHA Services (AoC E18-E23)	8
7	Area of Concern G	15
8	Prescription Audit	7
9	Field Visit	10

Trainers Score:

Sl. No.	Name of the Trainer	Position	No. of topics taken	Average Score
1	Shri. Anupjyoti Basistha	Consultant -QI, RRC-NE	4	4.34
2	Dr. Ajay Kumar Arya	Consultant -QI, RRC-NE	3	4.29
3	Dr. Luchi Chawisangzeli	Biochemist	2	4.25
4	Dr. Lalthlanliani	SCQA, NHM, Mizoram	3	4.13