

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



**Organized By**

State QA Team, NHM Arunachal Pradesh  
with technical support of  
Regional Resource Centre for NE States, Guwahati, Assam  
**Date of training: 7<sup>th</sup> September to 9<sup>th</sup> September 2021**

Venue: Auditorium, Seppa District Hospital, East Kameng Dist, Arunachal Pradesh

## **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 Arunachal Pradesh 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 Arunachal Pradesh & 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. Dr. Dilip Dutta, SMO (SG) cum External Assessor, Arunachal Pradesh
2. Dr. Raja Dodum, SNO (Civil Works), NHM, Arunachal Pradesh
3. Sh. Anup Basistha, Consultant-QI, RRC-NE, MoHFW, GOI.
4. Ms Toko Jumsi, State QA Consultant, Arunachal Pradesh

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

**Participants:** Total 26 (Twenty-six) participants including Medical Officers, Dental Surgeon, Matron, Nursing Officers, Health & Wellness Officer and Lab Technician attended the training. Participant list along with the Post Training Evaluation is enclosed in Annexure – II.

### C. Inaugural Session

At the very outset, Dr. Kaya Lapung, District Medical Officer, East Kameng District 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. He discussed about the importance of Quality in public health facilities and assured that District Administration will extend full support to the facilities for achieving National Quality Certification.

### D. Technical Session

Topic	Brief of the Session
<b>DAY-1- (07.09.2021)</b>	
1. Overview of National Quality Assurance Program and assessment protocol	<b>Mr. Anupjyoti Basistha, Consultant, Quality Improvement, RRC-NE,</b> 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)	<b>Dr. Raja Dodum, SNO-Civil Works &amp; NQAS External Assessor</b> 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)	<b>Mr. Anupjyoti Basistha</b> 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 <b>Mr. Anupjyoti Basistha</b> 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)	<b>Dr. Dilip Dutta, SMO(SG) &amp; NQAS External Assessor</b> 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.	<b>Ms Toko Jumsi, State Consultant</b> , 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.
<b>DAY – 2 (08.09.2021)</b>	
8. Recap	The second day of the training started with a quick recapitulation of Areas of Concern A, B, C, D, E1 to E9 & Gunak Application.
9. Standards for Infection Control (AOC F)	The session was taken by <b>Mr. Basistha</b> . 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.
10. Standards for specific Clinical Services (AOC E10 –E16)	<b>Dr. Dilip Dutta, SMO(SG) &amp; NQAS External Assessor</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 services.
11. Standards for RMNCHA Services (AOC E17-E23)	<b>Dr. Dutta</b> took the next session for RMNCH+A services also. In this session, he 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.
12. Exercises on AOC A, B & C	In this session, all participants were given a case study and were asked to give score in the checkpoints of the relevant checklist and to generate the overall score of the department.

13. Standards for Quality Management (AOC G)	The session was taken by <b>Mr. Basistha</b> . 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.
14. KPI, Outcome & Patient Satisfaction Score (AOC-H)	<b>Dr. Suman, Nodal officer, QA, Seppa DH</b> , discussed about the 30 Key Performance Indicators of District Hospital, its calculation and reporting mechanism with examples.
15. Internal assessment, Root Cause Analysis, Action Planning & Prioritization.	The session was taken by <b>Mr. Basistha</b> , where 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.
<b>DAY-3 (09.09.2021)</b>	
16. Recap	The third day of the training started with recap of second day’s sessions.
17. Quality Tools: PDCA, 5S, Mistake proofing	The session was carried forward by <b>Mr. Basistha</b> . He discussed about various Quality Tools like PDCA Cycle (Plan-Do-Check Act), 5 S (Sort, Set, Shine, Standardize and Sustain for workspace management, Mistake proofing i.e. preventing errors and negative effects from errors with various examples.
18. Prescription audit	This session was taken by <b>Mr. Basistha</b> where he discussed about the importance of prescription audit and method of analysis.
19. 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 Mr. Basistha discussed about its analysis, identification of low scoring attributes and to develop Corrective and Preventive Action.
20. Exercise on Process Mapping	In this activity, the participants were asked to make a Process Mapping by taking an example of an activity and then they were asked to present for discussion.
21. 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. Valedictory and closing ceremony**

The training program concluded with the closing remark and vote of thanks from Dr. Kaya Lapung, District Medical Officer. The feedback analysis is annexed as Annexure



**Internal Assessor's Cum Service Provider Training**  
**(National Quality Assurance Standards)**  
**7<sup>th</sup> September-9<sup>th</sup> September 2021**  
**Venue- Auditorium, District Hospital Seppa, East Kameng, Arunachal Pradesh**

Time	Topic	Resource Person
<b>Day-01 (7<sup>th</sup> September 2021)</b>		
09:00 am - 09:30 am	Registration	State Team
09:30 am - 09:45 am	Inaugural Address	State Representative District Representative
09.45 am. -10.45 am	Overview of National Quality Assurance Program and assessment protocol	Anup Basistha, Consultant-QI, RRCNE
10:45am -11:00 am	Tea	
11.00am - 11:45 am	Standards for Service Provision and Patient Rights (A, B)	Dr Raja Dodum SNO-Civil Works
11:45am - 12:15 pm	Standards for Inputs (C)	Anup Basistha, Consultant-QI, RRCNE
12.15pm - 1:30 pm	Group Activity: Identifying Standards	RRC-NE/State Team
1:30 pm - 2:15 pm	Lunch	
2:15 pm - 3:00 pm	Standards for support Services (D)	Anup Basistha, Consultant-QI, RRCNE
3:00 pm - 3:45 pm	Standards for Clinical Services (E1-E9)	Dr Dilip Dutta, SMO(SG) cum External Assessor
3:45pm - 4:00 pm	Tea	
4:00 pm - 4:45 pm	Standards for Infection Control (F)	Anup Basistha Consultant-QI, RRCNE
4:45 pm - 5:00pm	Overview of " Gunak Application" and its use	Toko Jumsi, State QA Consultant
<b>Day-02 (8<sup>th</sup> September 2021)</b>		
09:00 am - 09:30 am	Recap	Anup Basistha, Consultant-QI, RRCNE
9:30 am- 10:15 am	Standards for Specific Clinical Services (E10-E16)	Dr Dilip Dutta, SMO(SG) cum External Assessor
10:15 am - 11:00 am	Standards for RMNCHA Services E17-E22	Dr Dilip Dutta, SMO(SG) cum External Assessor
11:00 am- 11:15 am	Tea	

11.15 am-12.15 pm	Exercise on AoC A, B & C	RRC-NE Team
12.15 pm – 1.15 pm	Standards for Quality Management (G)	Anup Basistha, Consultant-QI, RRCNE
1:15 pm – 02.15 pm	Lunch	
2:15 pm. – 03.15 pm	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	Anup Basistha, Consultant-QI, RRCNE
3:15 pm. – 04.15 pm	KPI, outcome indicators & PSS (H)	Dr Suman, NO-Quality, Seppa DH
4:15 pm – 4:30 pm	Tea	
4:30 pm – 5:30 pm	Prescription audit	Anup Basistha, Consultant-QI, RRCNE
<b>Day 3 (9<sup>th</sup> September 2021)</b>		
09:30 am- 10:00 am	Recap	Anup Basistha, Consultant-QI, RRCNE
10:00 am– 11:00 am	Quality Tools- PDCA,5S, Mistake Proofing etc.	Anup Basistha, Consultant-QI, RRCNE
11:00 am -11:15 am	Tea	
11.15 am- 11:45 am	Exercise on Prescription audit & PSS	Anup Basistha, Consultant-QI, RRCNE
11:45 pm –12:30 pm	Process mapping	Anup Basistha, Consultant-QI, RRCNE
12:30 pm –1:15 pm	Exercise on Process mapping	Anup Basistha, Consultant-QI, RRCNE
01:15 pm – 02:00pm	Lunch	
02:00 pm-2:30 pm	Status & road map for NQAS implementation of the state	Dr Dondu Wange, Jt DFW cum SNO-QA
2:45 pm – 3:45 pm	Post Training Evaluation	RRC-NE Team
3:45 pm- 4:00 pm	Valedictory & Tea	

**Annexure II**

<b>Sl.</b>	<b>Name of Participant</b>	<b>Designation</b>	<b>Name of district/facility</b>	<b>Score (%)</b>	<b>Result</b>
1	Dr.Tarh Loth	Medical Officer	PHC Bameng	70%	Pass
2	Dr.Tage Tagyang	Medical Officer	PHC Khenewa	67.5%	Pass
3	Dr.Deepa Yudik Taba	GDMO	DH Seppa	70%	Pass
4	Dr.Shanti Bodi	Nursing Officer	DH Seppa	70%	Pass
5	Dr.Vijay Maying	Medical Officer	DH Seppa	72.5%	Pass
6	Mekhya Sonam	ANM	DH Seppa	52.5%	Fail
7	Dr.Papy Matung	Medical Officer	DH Seppa	62.5%	Pass
8	Miss Sima Pizi	Nursing Officer	DH Seppa	70%	Pass
9	Mrsiken Lollen	Matron	DH Seppa	60%	Pass
10	Mekhya Tajo	Nursing Officer	CHC Chayang Tajo	62.5%	Pass
11	Lidia Rimo		DH Seppa	70%	Pass
12	Rumi Tallo	H&W Officer	HWC Sawa	80%	Pass
P	Dr.Ajay Kumar Arya	Consultant	RRC-NE	92.5%	Pass
14	Suchita Kumari Thakur	Staff Nurse	DH Seppa	60%	Pass
15	Papu Beyong	H&W Officer	HWC SEBI BO	47.5%	Fail
16	Devi Liyak	CHO	Lada HWC	65%	Pass
17	Momang Badu	CHO	Seba HWC Center	60%	Pass
18	Mekia Bagang	Nursing Officer	DH Seppa	62.5%	Pass
19	Mumta Regon	Nursing Officer	DH Seppa	60%	Pass
20	Metum Twngi	Nursing Officer	PHC Bulla Camp	60%	Pass
21	Soing Miji	Nursing Officer	DH Seppa	52.%	Fail
22	Gyamar Chachung	Medicine Specialist	DH Seppa	50%	Fail
23	Johnson M Skariah	Lab-Technician	DH Seppa	40%	Fail
24	Taba Nyer	GDMO	PHC Poru	72.5%	Pass
25	Tad Marina	GDMO	DH Seppa	57.5%	Fail
26	Dr.Tasso Tagia	Senior Dental Surgeon	DH Seppa	67.5%	Pass

Total Participants who appeared in the Post Training Evaluation : 26  
Total participants who cleared the Post Training Evaluation : 20  
Pass Percentage : 77%



## Training Feedback Analysis

<b>Sl.</b>	<b>Details of Session</b>	<b>Average Score</b>
1.	Overview of National Quality Assurance Program and assessment protocol	3.9
2.	Standards for Service Provision and Patient Rights (AOC A and B)	3.9
3.	Standards for Inputs (AOC C)	3.9
4.	Group Activity: Identifying Standards	4.1
5.	Standards for Support Services (AOC D)	4.4
6.	Standards for Clinical Services (AOC E1-E9)	4.4
7.	Standards for Infection Control (AOC F)	4.2
8.	Overview of “GUNAK Application” and its use	4.3
9.	Standards for Specific Clinical Services (AOC E10-E16)	4.3
10.	Standards for RMNCHA Services (AOC E17-E22)	4.3
11.	Exercise on AOC A, B & C	4.2
12.	Standards for Quality Management (AOC G)	4.0
13.	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	4.0
14.	KPI, Outcome Indicators & Patient Satisfaction Score (AOC H)	4.1
15.	Prescription Audit	3.8
16.	Quality Tools: PDCA, 5S, Mistake Proofing	4.1
17.	Exercise on Prescription audit & PSS, Pareto etc.	3.9
18.	Process Mapping, procedure/ documentation for certification	4.0
19.	Exercise on Process Mapping	4.1
	<b>Total Average</b>	<b>4.1</b>

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

<b>Sl.</b>	<b>Training Topics</b>	<b>Number of participants who found the topic useful</b>
1.	Standards for Quality Management (AOC G)	8
2.	Infection Control (AOC F)	7
3.	Quality Tools,5S, Mistake Proofing	7
4.	Outcome Indicators, KPI, Patient Satisfaction Score	7
5.	Process Mapping	4
6.	Standards for Clinical Services	4

**Suggestions given by participants for improving the Training Programme:**

1. Need to improve the sound system