



TWO DAYS STATE LEVEL TRAINING ON NQAS IMPLEMENTATION IN HWC-SC



Organized By:

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

Date of Training : 28th December to 29th December, 2023

Venue: Training Hall -1, NHM Office, Agartala, Tripura

Introduction

Two days “State Level Training on NQAS Implementation in HWC-SCs” was organised by State QA Unit, NHM Tripura with the technical support of RRC-NE. RRC-NE extended support by conducting sessions and exercise during the training.

The objective of the training was to train nominated Community Health Officers on NQAS Standards for HWCs, equip them with knowledge of key concepts, tools, and methodologies for quality improvement, and acquaint them with NQAS HWC-SC Standards, Measurable Elements, NQAS Checklists, Scoring System, and their application in Health and Wellness Centres (Sub Centre).

Training programme was spread into 14 topics along with practical exercises for hands on experience on various methodologies of the assessment. The agenda of the 2 (Two) days Training is placed as Annexure-I. A total of 42 Health & Wellness Officers attended the training program, from the targeted Health & Wellness Centre - Sub Centre in eight Districts, for NQAS Certification by the end of FY 2023-24.

Training was facilitated by following Resource Persons:

1. Dr. Ajay Kumar Arya, Consultant-QPS, RRCE-NE.
2. Dr. Kallol Roy, SNO-QA, NHM, Tripura
3. Dr. Abhijit Das, SNO-CPHC, NHM, Tripura
4. Dr. Anirban Hore, Consultant - QA, NHM, Tripura
5. Dr. Ariba Beig, Program Officer, Jhpiego

Inaugural Session: Dr. Anirban Hore, State Consultant - QA, NHM, Tripura welcomed all the participants & resource persons from RRCNE, Jhpiego & state officials to 02 days State level Orientation Training on NQAS for Community Health Officers.

Keynote Address: In the keynote address, Mission Director, NHM Tripura emphasised the importance of NQAS guidelines and its implementation in public health facilities especially the Health and Wellness Centres. He added that CHO's should utilize the two days training program to full extent and work towards implementation of the guidelines in their respective facilities. Furthermore, MD, NHM added that state NHM will extend full support to the facilities for achieving National Quality Certification in the defined timely. Dr. Kallol Roy, SNO-QA, NHM Tripura elaborated the objective of the training and requested all the candidates to participate actively in the training. He emphasised the importance of implementing quality guidelines in Health and Wellness Centre (SCs) and assured that state will extend full support to the facilities for achieving National Quality Certification.

NQAS training programs include an inbuilt training evaluation system where each participant provides feedback on a 5-point Likert scale. The overall rating of the training, based on participant feedback analysis, was 3.72 out of 5. The analysis of Training feedback is presented in Annexure – II.

Technical Sessions	
Topic	Brief Description
Day -1 (28th December 2023)	
Session 1: Overview of NQAS for AB-HWC	Dr. Abhijit Das, SNO-CPHC , welcomed all participants to the training program. This session covered 'Overview of NQAS standards for AB-HWC,' including Quality in healthcare, Key quality initiatives, Organizational structure, Key features of NQAP, Measurement of Quality in HWC-SC, eight areas of concern (AoC A to H), Scoring system & Generating scorecard, & Way forward for NQAS certification of HWC-SCs.
Session 2: Measurement System of National Quality Assurance Standards	Dr. Ajay Arya, Consultant – QPS, RRC NE , explained the Layout & Design of different components of NQAS, Comprehension of Area of Concern, Standards, Measurable elements, and Checkpoints, Identifying & understand different methods of Assessment, Clarity on understanding of scoring & Assessment protocol.
Session 3: AoC A & B (Service Provision and Patient Rights)	Dr. Ariba Beig, Program Officer, Jhpiego , explained regarding the availability of functional services in HWC SCs encompassing comprehensive primary health care services, basic point-of-care diagnostics, and timely access to drugs and diagnostic reports. AoC B (Patient Rights) included patient

	access to service information, User-friendly signages, Confidentiality, Consent for treatment, Patient Privacy & Dignity, and Treatment accessibility without Physical and Financial barriers.
Session 4: Case study on the Intent of Standards & Measurement system	Dr. Ajay Arya , conducted online Quiz/exercise to engage participants in solving exercises related to the Intent of Standards & Measurement system of NQAS for HWC-SCs, focusing on Area of Concern and the measurement system of NQAS standards.
Session5: AoC C (Input)	Dr. Ajay Arya , covered the availability of Adequate and Safe Infrastructure for delivering assured services, highlighting well-ventilated, illuminated & demarcated work areas, 24/7 water, electricity & fire-fighting equipment availability, Adequate health workers, Competence assessment & staff performance evaluation, and the Availability of essential Drugs, Consumables, Equipment's & Instruments.
Session 6: AoC D (Support Services)	Dr. Ariba Beig , discussed the Maintenance and Upkeep of Infrastructure & Equipment's, Junk material removal, In-house equipment calibration, Drug Storage, Inventory management & dispensing, Record keeping, Jan Arogya Samitis functioning, Social Audits, Monthly calendar activities, and Compliance with statutory requirements
Day - 2 (29th December 2023)	
Session 7: AoC E (Clinical Services)	Dr. Kallol Roy, SNO-QA, NHM, Tripura , took the session. In the Area of Concern E - Clinical Services there are total 18 standards that measure quality of clinical services. Std. E1 - E7 covers general clinical process ranging from registration to emergency management, Std. E8- E12 covers extended service packages including Ophthalmic, ENT, Mental health, Disease control programs, elderly, and palliative care. Std. E13 - E18 covers clinical processes related to NAC, INC, PNC, New-born care, Child & Adolescent health, family planning services.
Session 8: AoC F (Infection Control)	Dr. Anirban Hore, Consultant - QA, NHM, Tripura , covers the basic infection prevention practices to be followed in a health & wellness centres like monitoring of infection control practices, ensuring hand hygiene practices, Use of PPE's & their adequate supply, Adherence to standard procedure for disinfection & sterilization of instruments, established procedures in the management of biomedical waste in the facility. Staff training on Hand washing, wearing PPE's and Biomedical Waste management.
Session 9: AoC G (Quality Management System)	Dr. Ajay Kumar Arya , explained Quality Management System, which covers the aspects like establishment of organizational framework for quality improvement, periodic patient satisfaction survey, analysis of the feedback & preparing the action plan. Work Instruction for all key processes & support services, display of critical work instructions & clinical protocols in HWC, conducting regular audits/assessment for improvement & sustenance of quality, facility should have defined Mission, Quality policy & Objectives to ensure its core values. Medication Refill audit also covered in the session.
Session 10: AoC H (Outcome Indicators)	In this session, Dr. Ajay Kumar Arya , covered the measurement of 28 outcome indicators which are mandatorily recorded by HWC on monthly basis which can help in knowing the productivity, Efficiency & Utilization of the facility as a unit. The calculation of these indicators by using certain formulas, recording, and analysing the obtained data and graphical presentation for trend analysis was discussed with the participants.
Session 11: Identification of Gaps, Prioritization, Action Planning for NQAS Certification with Exercise	In this session, Dr. Ariba Beig , explained the Internal Assessment & its importance, Types of Assessment and Internal assessment activities, IA Process, Assessment schedule and assessment plan, conducting assessment and methods, reporting of gaps, Gap Analysis & Action planning methodology were explained.

Session 12: Document Verification List	Dr. Anirban Hore , covered about Work instructions, its benefits, prerequisites, Format and how to prepare them. A tentative list of work instructions for HWC SC and a sample document has been explained during the session. This session also covered Process of certification, Certification criteria for HWC-SC, Documents to be submitted by HWC-SC for NQAS National certification.
Session 13: Overview of Kayakalp for AB-HWCs	Dr. Ariba Beig , provided a brief orientation on Overview of Kayakalp program for AB-HWC, covered the objectives of the Kayakalp program, salient features of extension of Kayakalp for Health & Wellness centres, Award for HWC-SCs, Assessment protocols, Criteria for assessment of HWC-SC, seven thematic areas and their attributes, assessment methods, Compliance & Scoring Rules.
Session 14: Challenges in implementing NQAS at HWC SC and roadmap for achieving NQAS certification in FY 2023-24.	Dr. Anirban Hore , presented the status of QA program implantation in Tripura and way forward to Mission Director, NHM Tripura, followed by discussion with the SNO-CPHC, SNO-QA and Mission Director to support the NQAS targeted Health and wellness centre for State and National Level NQAS certification. During discussion, RRCNE Team also requested Mission Director to devise short-term plan so that few of the health facilities achieved State/National NQAS Certification by end of FY 2023-24.

Valedictory and closing ceremony:

The training program concluded with the closing remarks and vote of thanks from Dr. Kallol Kr. Roy, State Nodal Officer-Quality, NHM-Tripura

Training Agenda		Annexure I
Time	Session	Facilitator
Day 1: 28th December 2023 (Thursday)		
09:30 AM - 10.00 AM	Registration	RRCNE
10:00 AM - 10.10 AM	Welcome Address	Dr. Anirban Hore Consultant QA
10.10 AM - 10.20 AM	Keynote Address	MD NHM
10:30 AM - 10:40 AM	Vote of Thanks	SNO QA
10:45 AM - 11:00 AM	Group Photo & Tea	
11:00 AM - 12:00 PM	Overview of National Quality Assurance Standards for AB- HWC's	Dr. Abhijit Das
12:00 PM - 01:00 PM	Measurement System of National Quality Assurance Standards (NQAS)	Dr. Ajay Arya, RRC NE
01:00 PM - 01:45 PM	Area of concern A (Service Provision) & Area of Concern B (Patient Rights)	Dr. Ariba Beig, Jhpiego
01:45 PM - 02:30 PM	Lunch	
02:30 PM - 03:15 PM	Case study on the 'Intent of the Standards & Measurement System'.	RRC NE & State Team
03:15 PM - 04:00 PM	Area of Concern C (Inputs)	Dr. Ajay Arya, RRC NE
04:00 PM - 04:15 PM	Tea Break	
04:15 PM - 05:00 PM	Area of Concern D (Support Services)	Dr. Ariba Beig, Jhpiego
Day 2: 29th December 2023 (Friday)		
09:00 AM - 10:00 AM	Area of Concern F (Infection Control)	Dr. Anirban Hore, Consultant QA NHM Tripura
10:00 AM - 10:45 AM	Area of Concern E (Clinical services)	Dr. Kallol Roy, SNO-QA, Tripura
10:45 AM - 11:00 AM	Tea Break	
11:00 AM - 12:00 PM	Area of Concern G (QMS)	Dr. Ajay Arya, RRC NE
12:00 PM - 12:45 PM	Area of Concern H (Outcome Indicators)	Dr. Ajay Arya, RRC NE
12.45 PM - 01:30 PM	Identification of Gaps, Prioritization, & Action planning for NQAS certification with Exercise.	Dr. Ariba Beig, Jhpiego
01:30 PM - 02:15 PM	Lunch	
02:15 PM - 03:00 PM	Document Verification List for NQAS National Assessment.	State Resource Person
03:00 PM - 03:45 PM	Overview of Kayakalp for AB-HWCs.	Ariba Beig, Jhpiego

03:45 PM - 04:15 PM	Challenges in implementing NQAS at HWC SC & roadmap for achieving NQAS certification in FY 2022-23.	Dr. Anirban Hore, Consultant QA NHM Tripura
04:15 PM - 04:30 PM	Valedictory & Tea	State Representative

Training Feedback Analysis

Annexure II

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

Sl.	Topics	Nos. out of total 19 Participants appreciated the session
1	Area of Concern - G	15
2	Overview of NQAS for AB -HWC	14
3	Measurement System of NQAS	14

2. Trainer wise Score:

Sl.	Name of the Trainer	Designation	No. of topics taken	Average Score
1	Dr Ajay Kumar Arya	Consultant - Q&PS, RRCNE	05	3.80
2	Dr. Kallol Roy	SNO-QA, NHM, Tripura	01	3.61
3	Dr. Abhijit Das	SNO-CPHC, NHM, Tripura	01	3.58
4	Dr. Anirban Hore	Consultant - QA, NHM, Tripura	03	3.75
5	Dr. Ariba Beig	Program Officer, Jhpiego	04	3.68

3. Topic wise Score

Sl.	Name of the Topic	Average Score
1	Overview of NQAS for AB -HWC	3.58
2	Measurement System of NQAS	3.82
3	Area of concern A (Service Provision) & Area of concern B (Patient Rights)	3.75
4	Case study on the 'Intent of the standards & measurement system'	3.82
5	Area of Concern C (Input)	3.83
6	Area of Concern D (Support Services)	3.75
7	Area of concern E (Clinical Services)	3.61
8	Area of concern F (Infection Control)	3.76
9	Area of concern G (QMS)	3.79
10	Area of concern H (Outcome Indicators)	3.76
11	Identification of Gaps, Prioritization, and Action Planning for NQAS	3.67
12	Challenges in implementing NQAS at HWC SC & roadmap for achieving NQAS certification	3.74
13	Overview of Kayakalp for AB-HWC's	3.56

All of the participants found the training to be helpful. 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.