**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: 28th August to 30th August 2023
Venue: Hotel Orchid, *Naharlagun,* 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 Northeastern 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 supporting and assessing 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 supports 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. Amping Perme, Jt. DFW cum NO Quality
2. Dr. Anupjyoti Basistha, Sr. Consultant-QI, RRC-NE, MoHFW, GOI.
3. Dr. Ajay Arya, Consultant, RRC-NE, MoHFW, GoI
4. Ms. Toko Jumsi, State QA Consultant, Arunachal Pradesh
5. Dr. Tana Natung, State Nodal Officer. Child Health

The agenda of the 3 (Three) days workshop is placed as Annexure – I.
Participants: Total 45 (Forty-Five) participants including Medical Officers, Dental Surgeon, Matron, Nursing Officers, Health & Wellness Officers and Laboratory Technicians attended the training. Participant list along with the Post Training Evaluation is enclosed in Annexure – II.

C. Inaugural Session

At the very outset, Dr. Amping Perme, Jt. DFW cum NO Quality welcomed all the participants from various facilities across the District and the Resource Persons to the three days Internal Assessors cum Service Providers' 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 Sessions

	Topic	Brief of the Session
**DAY-1- (28.08.2023)**	
1.	Overview of National Quality Assurance Program and assessment protocol	**Dr. Anupjyoti Basistha, Sr. 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 Arya, Consultant, RRC-NE,** 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 levels of facilities.
4.	Standards for Support Services (AOC D)	This Session was taken by **Dr. Anupjyoti Basistha** 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.
**Day -2 (29.08.2023)**	
5.	Recap	The second day of the training started with a quick recapitulation of Areas of Concern A, B, C, D.
6.	Standards for Clinical Services (AOC E1-E9)	**Dr. Ajay Arya, consultant, RRC-NE** 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.	Standards for specific Clinical Services (AOC E10 –E16)	**Dr. Tana Natung, NO CH** 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.
8.	Standards for specific Clinical Services (AOC E17 –E 22 & NHP E 23)	**Dr. Tana Natung, NO CH** 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.
9.	Standards for Infection Control (AOC F)	The session was taken by **Dr. Ajay Arya**. It includes detailed discussion about infection control practices, hand hygiene, antisepsis, and personal protection, processing of equipment,

Topic	Brief of the Session
	environment control and biomedical waste management. A video on Infection Control Practices was also shown to the participants.
10. KPI, Outcome & Patient Satisfaction Score (AOC-H)	**Dr. Ajay Arya,** discussed about the 30 Key Performance Indicators of District Hospital, its calculation and reporting mechanism with examples.
Day 3 (30.08.2023)	
11. Recap	The third day of the training started with recap of second day's sessions.
12. Standards for Quality Management (AOC G 1-5)	The session was taken by **Dr. Basistha**. This session includes 8 (eight) standards on Quality Management system. He discussed the importance of Quality Policy, Objective, SOP, Patient Satisfaction Survey etc. Various "Mudas or Wastes in Hospital" and "Process Mapping" were also discussed. He also discussed 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.
13. MusQan – An Overview	**Dr. Ajay Arya, consultant** took session on the essentials of MusQan certification in facilities
14. Overview of "GUNAK Application" and its use.	**Dr. Ajay Arya, 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.
15. Status & Road map for NQAS implementation in the state	**Dr. Amping Perme, Jt. DFW cum NO Quality** updated the participants on the current situation of NQAS certification in the state.
16. Quality Tools: PDCA, 5S, Mistake proofing	The session was carried forward by **Dr. Basistha**. 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.
17. Post training evaluation	At the end of session, a post training evaluation was conducted 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. Amping Perme, Jt. DFW cum NO Quality. The feedback analysis is annexed as Annexure III.

Internal Assessor's Cum Service Provider Training
(National Quality Assurance Standards)
28th August-30th August 2023
Venue- Auditorium, District Naharlung, Arunachal Pradesh

Time	Topic	Resource Person
Day-01 (28th August 2023)		
09:00 am - 09:30 am	Registration	State Team
09:30 am - 09:45 am	Inaugural Address	Dr. Amping Perme, Jt. DFW cum NO Quality
09:45 am – 10:00 am	Introduction by Participants	Participants
10:00 am -11:30 am	Overview of National Quality Assurance Program and Assessment Protocol	Dr Anup Basistha
11:30 am -11:45 am	**Tea & Group Photo**	
11:45 am – 12:30 pm	Standards for Service Provision (AoC-A)	Dr Ajay Arya
12:30 PM – 01:15 PM	Standards for Patient Rights (AoC-B)	Dr Ajay Arya
01:15 pm – 02:00 pm	**Lunch**	
02:00 pm – 03:00 pm	Standards for Inputs (AoC-C)	Dr Anup Basistha
03:00 pm – 04:00 pm	Exercise on AOC – A, B & C	RRCNE
04:00 pm – 04:15 pm	**Tea**	
04:15 pm – 5:30 pm	Standards for support Services (AoC-D)	Dr Anup Basistha
Day-02 (29th August 2023)		
09:00 am - 09:15 am	Recap	RRCNE
09:15 am – 11:00 am	Standards for Quality Management (AoC G 1-5)	Dr Anup Basistha
11:00 am – 11:15 am	**Tea**	
11:15 am – 12:15 pm	Standards for General Clinical Services (AoC-E)(Std. E1 - E9)	Dr Ajay Arya
12:15 pm – 01:15 pm	Standards for - AoC E Specific Clinical Services (Std. E10 - Std. E16)	Dr.Tana Natung, NO CH
01:15 pm – 02:00 pm	**Lunch**	
02:00 am – 03:00 pm	Standards for RMNCHA Services - AoC E (Std. E17 - Std. E22)	Dr.Tana Natung, NO CH
03:00 pm – 03:30 pm	Standards for NHP (Std E 23)	Dr.Tana Natung, NO CH
03:30 pm – 04:15 pm	Standards for Infection Control, AoC-F	Dr Ajay Arya
04:15 pm – 04:30 pm	**Tea**	
04:30 pm – 05:30 pm	Outcome Indicators & KPIs, AoC H	Dr. Ajay Arya
Day-03 (30th August 2023)		
09:00 am - 09:15 am	Recap	RRCNE
09:15 am – 11:00 am	Standards for Quality Management (AoC G 6-10)	Dr Anup Basistha
11:00 am – 11:15 am	**Tea**	
11:15 am – 12:15 pm	MusQan – An Overview	Dr Ajay Arya
12:15 pm - 1:15 pm	Overview of GUNAK App	Dr Ajay Arya
01:15 pm - 02:15 pm	**Lunch**	
02:15 pm - 03:15 pm	Status & Road map for NQAS implementation in the state	Dr. Amping Perme, Jt. DFW cum NO Quality
03:15 pm – 04:30 pm	Post Training Evaluation & Feedback	RRCNE
04:30 pm – 05:00 pm	Valedictory & Tea	State QA Team

Annexure II

List of Participants with Scores

S. no.	Participants	Designation	% marks	status
1	Dr. Rinchin Thungon	MO/IC CHC Kalaktang	69.05	Pass
2	Shri. Yito Riba	DPM	64.29	Pass
3	Dr. Nyaba Jini	MO/IC cum MO RI, PHC Kangku	69.05	Pass
4	Shri Lame Taluk	DPM	76.19	Pass
5	Dr. Geyom Potom	MO, CHC Menchuka	76.19	Pass
6	Dr. Gerik Jini	DANO	78.57	Pass
7	Shri Yomto Lollen	DPM	73.81	Pass
8	Dr. Kengam Ninu	MO, CHC Kamba	73.81	Pass
9	Ms. Mumtak Rome	HWO, HWC-SC Pobdi	71.43	Pass
10	Dr. Tatok Gao	DRCHO	61.90	Pass
11	Ms. Lomhat Nocte	DPM	60.00	Pass
12	Dr. Dusu Tabyo	MO, CHC Old Ziro	57.14	Not Qualified
13	Mr. Nani Nado	DPM	61.90	Pass
14	Ms. Sony Tatin	HWO-SC Dosing	61.90	Pass
15	Dr. Pemin Kamki	DANO	66.67	Pass
16	Dr. Kamala Pegu	MO, PHC Kamhua Noknu	57.14	Not Qualified
17	Shri P. Wangpan	DPM	45.24	Not Qualified
18	Ms. Nawmun Arangham	HWO, HWC -SC Tissa	64.29	Pass
19	Dr. Nani Tanyo	DRCHO	57.14	Not Qualified
20	Shri Tamchi Taring	DPM	52.38	Not Qualified
21	Shri Hillang Jadish	DPM	60.00	Pass
22	Ms. Bengi Mary	HWO, HWC-SC Layang	61.90	Pass
23	Shri Okang Borang	DPM	45.24	Not Qualified
24	Ms. Punyo Shanti	HWO- Sopo	52.38	Not Qualified
25	Ms. Roleng Burang	DPM	66.67	Pass
26	Ms. Anu Tekseng	Nursing Officer	40.48	Not Qualified
27	Dr. Kamkar Riku	MO, DH Daporijo	52.38	Not Qualified
28	Dr. Takam Bagbi	MO/IC, CHC Maro	45.24	Not Qualified
29	Shri Kenli Doji	DPM	57.14	Not Qualified
30	Karmar Drirchi	DRCHO	61.90	Pass
31	Shri Chamrak Jakub	DPM	45.24	Not Qualified
32	Dr. Kago Laji	MO, PHC Baosimla	60.00	Pass
33	Ms. Kamem Pertin	HWO, HWC-SC Silluk	69.05	Pass
34	Ms. Punyo ollo	HWO, HWC-SC Berung	60.00	Pass
35	Shri Rakesh Nibe	DPM	47.62	Not Qualified
36	Ms. Ponung Messar	NO	64.29	Pass
37	Ms. Anu Tayeng	HWO, HWC SC Meka	61.90	Pass
38	Shri Babing Tachang	DPM	76.19	Pass
39	Dr. Bishnu Rebi	MO, PHC Rilo	64.29	Pass

40	Shri Lai Bagan	DPM	47.62	Not Qualified
41	Ms. Dolang Anu	Zonal Manager, SHA, Naharlagun	33.33	Not Qualified
42	Dr. Gem Meri	MO, SHA, Naharlagun	71.43	Pass
43	Sanyukta Kashyap	P.M., SHA(Coordination), Naharlagun	69.05	Pass
44	Kime Pubyang	PM(Policy) SHA, Naharlagun	76.19	Pass
45	Dr. Liyo Nyodu	District coordinator, SHA, Nahalagun	73.81	Pass

Total Participants who appeared in the Post Training Evaluation : 45
Total participants who cleared the Post Training Evaluation : 30
Post Training Evaluation cut of % : 60 %
Pass Percentage : 66.66 %
Special Concern : 7 out of 15 DPM could not qualify

Training Feedback Analysis

Sl.	Details of Session	Average Score
1.	Overview of National Quality Assurance Program and assessment protocol	4.24
2.	Standards for Service Provision and Patient Rights (AOC A)	4.43
3.	Standards for Inputs (AOC B)	4.39
4.	Standards for Inputs (AOC C)	4.24
5.	Standards for Support Services (AOC D)	4.26
6.	Standards for Clinical Services (AOC E1-E9)	4.39
7.	Standards for Infection Control (AOC F)	4.3
8.	Exercise on AoC A, B, C	4.26
9.	Standards for Quality Management (AOC G)	4.21
10.	Internal Assessment and Root Cause Analysis, Action Planning & Prioritization	4.16
11.	Prescription Audit	4.21
12.	Standards for RMNCHA Services (AOC E10-E16)	4.04
13.	Standards for RMNCHA Services (AOC E17-E23)	4.04
14.	KPI, Outcome Indicators & Patient Satisfaction Score (AOC H)	3.92
15.	MusQaan and Gunak App	4.30
16	Quality Tools – PDCA, 5S, Mistake Proofing etc.	4.17
17.	Patient Satisfaction Survey and Exercise	4.19
18.	Exercise on Process Mapping	4.26
	Total Average	4.23

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

Sl.	Training Topics	Number of participants who found the topic useful
1.	Standards for Quality Management (AOC G)	18
2.	Clinical Service (AOC E)	16
3.	Infection control (AOC F)	15
4.	Patient Safety (AOC B)	14
5.	Service Provision (AOC A)	12
6.	Inputs (AOC C)	10

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