



Report on Two Days Internal Assessors' Training on National Quality Assurance Standards (NQAS)



Organized By

Department of Hospital Administration, AIIMS Bhubaneswar
with the technical support of
Regional Resource Centre for NE States (Branch Of NHSRC), Guwahati, Assam

Training Date: 11th - 12th September 2023

Venue: MS Board Room, 1st Floor, OPD Block, AIIMS Bhubaneswar, Odisha

A. Introduction and Background

The National Quality Assurance Standards (NQAS) were introduced with the aim of enhancing the quality of care (QoC) provided in public health facilities. Initially, these standards were launched for District Hospitals in 2013. In 2014, the standards were extended to include Community Health Centres (functioning as FRUs) and Primary Health Centres with beds. Subsequently, in 2016, Quality Standards were established for Urban Primary Health Centres (PHCs), and further in 2021, Quality Standards were developed for Health & Wellness Centres – Sub Centres. NQAS Standards earned international recognition and accreditation from the International Society for Quality in Healthcare (ISQua). At the National level, the Insurance Regulatory and Development Authority (IRDA) recognized and endorsed these standards for hospital empanelment.

The implementation of National Quality Assurance Programmer's (NQAP) across all states has been closely monitored and supported by National Health System Resource Centre (NHSRC) since its launch in November 2013. In each state, a dedicated pool of assessors has been established to undertake assessment of public healthcare facilities, identify deficiencies, analyze these gaps, prioritize them, and create action plans for addressing these shortcomings. This comprehensive process is geared towards elevating the quality of services provided in our public healthcare institutions, ultimately working towards achieving National Certification.

The Department of Hospital Administration, AIIMS Bhubaneshwar, in collaboration with Department of Health & Family Welfare, Govt. of Odisha, NHM Odisha, UNICEF and with the technical support of Regional Resource Centre for Northeast States (Branch of NHSRC) organized a two-days training event designed for individuals who would serve as Internal Assessors. The primary objective of this training was to expand the pool of assessors capable of contributing to the NQAP implementation. RRC-NE played a supportive role in this initiative by formulating the training agenda, providing study materials, and conducting training sessions.

The training program encompassed 16 topics and included practical exercises, offering participants hands-on experience with various assessment methodologies. After the training sessions, there was an insightful discussion about the status of NQAS implementation in the state of Odisha by the State QA Consultant, Odisha, and the training concluded with a comprehensive 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. Raj Prabha Moktan, Lead consultant, RRC-NE, MoHFW, GOI
2. Dr. Anupjyoti Basistha, Sr. Consultant-QPS, RRC-NE, MoHFW, GOI.
3. Dr. Ajay Arya, Consultant-QPS, RRC-NE, MoHFW, GOI.
4. Dr. B.K Swain, State Consultant-QA, NHM Odisha.
5. Dr. Manoranjan Mohapatra, State Consultant-QA, NHM Odisha.

The agenda of the two days' workshop is placed as Annexure – I.

Participants: A total of 43 (Forty-Three) participants including Assistant Professors from various Medical Colleges of Odisha, Post-doctoral and Jr. PG Resident, and UNICEF Consultants, attended the training. The participant list along with the Post Training Evaluation is enclosed as Annexure – II.

C. Inaugural Session

At the very outset, **Dr. (Maj) M. C. Sahoo**, Additional Prof, Department of Hospital Administration, AIIMS Bhubaneswar extends warm welcome to all the Dignitaries: Prof (Dr) Ashutosh Biswas, Executive Director, AIIMS, BBSR, Prof (Dr) Dilip Kumar Parida, Medical Superintendent, AIIMS Bhubaneswar, Dr. J N Srivastava, Advisor-QPS, NHSRC (through Virtual Mode), Dr Raj Prabha Moktan, Lead Consultant-QPS, RRCNE, NHSRC, Dr Brajesh Merta, Health Officer, UNICEF, Odisha, Dr Dinabandhu Sahoo, Team Leader, SHSRC, NHM Odisha, Prof. (Dr.) Jawahar S. K. Pillai, HOD, Department of Hospital Administration, AIIMS Bhubaneswar, Resource Person from RRCNE and all participants from various Medical Colleges of Odisha.



Prof. (Dr.) Jawahar S. K. Pillai, HOD, Department of Hospital Administration, AIIMS Bhubaneswar, delivered the welcome speech. He welcomed all the dignitaries and participants to the NQAS Internal Assessors' Training. He elaborated on the importance of training and encouraged the participants to participate actively throughout the training.

Dr J.N Srivastava, Advisor- Q&PS, NHSRC, attended virtually and in his inaugural speech, he emphasized the importance of 'Quality of Care'. He briefed that to provide quality of services in the public health facilities, certain benchmarks need to be devised. Furthermore, Dr Srivastava highlighted that in the same context, the National Quality Assurance Services (NQAS) were formulated and launched in the year 2013.

Prof (Dr) Ashutosh Biswas, Executive Director, AIIMS, BBSR, stated that the National Quality Assurance Standards provide the most accepted framework for assessing and assuring quality in public health care facilities in States and UT's.

Prof (Dr) Dilip Kumar Parida, Medical Superintendent, AIIMS Bhubaneswar informed that the goal of this training is to raise the number of qualified Quality professionals in the state of Odisha. These professionals will aid States/UTs in implementing National Quality Assurance Standards by way of mentoring/ supporting health facilities of Odisha and coordinating the efforts to achieve quality certification in accordance with the NHM Target.

Dr Dinabandhu Sahoo, Team Leader, SHSRC, NHM Odisha highlighted the expected outcome of this training program.

The inaugural session concluded with vote of Thanks by Dr. (Maj) M. C. Sahoo, Additional Prof, Department of Hospital Administration, AIIMS Bhubaneswar.

D. Technical Session

Topic	Brief of the Session
DAY-1- (11.09.2023)	
Overview of Quality in Public health System	Dr. Raj Prabha Moktan , Lead Consultant for Quality & Patient Safety division at RRC-NE, extended a warm welcome to all the participants at the training program. Subsequently, she led the first technical session, providing an in-depth overview of the National Quality Assurance Program. She highlighted the pressing necessity for improving the quality of care within public healthcare establishments and addressing the same, National Quality Assurance Standards (NQAS) were launched in 2013
Introduction of National Quality Assurance Standards	Dr. Anup Basistha Sr. Consultant QPS RRCNE, conducted the next session. This session encompassed key concepts related to quality, comprehensive discussions on various definitions of quality, the evolution of National Quality Assurance Standards, and the implementation framework at National, state and district levels. Dr. Basistha also highlighted the key features of NQAS and delved into the measurement system of National Quality Assurance Standards, including measurable elements and checkpoints.
Measurement system and assessment protocol	Dr. Manoranjan Mohapatra , State Consultant-Quality Assurance, NHM Odisha, conducted the presentation elucidating the measurement system pertaining to National Quality Assurance standards, identifiable elements, and essential checkpoints. Furthermore, Dr. Mohapatra provided an overview of scoring methodologies, assessment protocols and certification process."
Standards for Service Provision (AOC A)	Dr. Ajay Kumar Arya , Consultant QPS, RRCNE conducted the session on the Areas of Concern – A i.e., Service Provision. During this session, he provided a comprehensive breakdown of the services and facilities available within a hospital across various departments, including support services. Dr. Arya elucidated how compliance with standards and measurable elements is assessed, emphasizing that this assessment involves observations regarding the extent of service delivery, document reviews, and an evaluation of the utilization of these services.
Standards for Patient Rights (AOC B)	Dr. Manoranjan Mohapatra , State Consultant for Quality Assurance, delivered a comprehensive presentation on Patient Rights. This encompassed patients' entitlements to information about available services, accessibility, the assurance of being treated with dignity and confidentiality, as well as the elimination of any physical or financial barriers. Additionally, the session addressed patients' rights to make informed decisions regarding their treatment plans.
Standards for Inputs (AOC C)	Dr. Anup Basistha provided an elucidation regarding Area of Concern C, along with its seven accompanying standards covering infrastructure and its safety, Trained & competent Human Resource, availability of drugs, consumables, equipment's & instruments. This area primarily focuses on the structural aspects of healthcare facilities, adhering to the

Topic	Brief of the Session
	established standard guidelines outlined in the Indian Public Health Standards (IPHS) applicable to various facility levels.
Standards for Support Services (AOC D)	Dr. B. K Swain, State Consultant QA, NHM Odisha conducted this session, which emphasized the significance of Support Services within the realm of public healthcare facilities. The session encompassed an in-depth exploration of standards related to maintenance, calibration, inventory management, laundry services, dietary provisions, financial management, Community monitoring, HR management, contract management, and statutory compliance.
Exercise	This exercise revolved around the identification of standards and their corresponding areas of concern, as well as the scoring methodology. Participants engaged in this exercise, wherein they were presented with two sets of exercises. In the first exercise, they were tasked with identifying the standard and the associated Area of Concern, while in the second exercise, they focused on scoring of the checkpoint as per the given situations in exercise.
Day -2 (12.09.2023)	
Recap	The second day of the training started with a quick recapitulation of Areas of Concern A, B, C, F and exercise.
Standards for Clinical Services (AOC E)	<p>Dr. Raj Prabha Moktan conducted a comprehensive session covering both General and Specific Clinical Services. The initial nine standards encompassed various facets of general clinical services, including registration, admission, consultation, assessment, reassessment, patient care during transfer and referral, nursing care, safe drug administration, patient record maintenance, and the discharge process. Following this, she provided detailed explanations of the subsequent set of seven standards, designated as E10 to E16, which are specific to services such as Intensive Care, Emergency, Diagnostic, Blood Bank/Storage, Anesthetic, Surgical, and End of Life Care</p> <p>Dr. B. K. Swain then proceeded to elucidate the set of seven standards i.e., E17 to E23, related to RMNCH+A services and National Health Programs. During this presentation, he delivered an in-depth discussion on the six standards customized for Maternal, Newborn, Child, Adolescent, and Family Planning services, followed by an exploration of services encompassed by various National Health Programs, as outline in Standard E23.</p>
Standards for Infection Control (AOC F)	Dr. Ajay Arya led the session, which involved an extensive discourse on infection control practices in public health facilities. The session covered critical topics such as hand hygiene, antisepsis, personal protective measures, equipment decontamination, disinfection & sterilization, environmental control, and the management of biomedical waste. Additionally, participants had the opportunity to watch an informative video on Infection Control Practices as part of the session.

Topic	Brief of the Session
Standards for Quality Management (AOC G)	Dr. Anupjyoti Basistha led this session, which covered ten standards within the Quality Management System. Throughout his presentation, he emphasized the critical significance of components such as Quality Policy, Objectives, Standard Operating Procedures (SOPs), Patient Satisfaction Surveys, Internal and external Quality program, Quality Tools & Methods. Additionally, Mr. Basistha explained the importance of internal assessments, gap analysis, and subsequent action planning with a prioritization approach using the 'PICK' chart method. He provided a comprehensive explanation of "Gap Analysis," employing techniques like the "fishbone diagram" and the "why-why" technique, complete Furthermore, he illuminated the Risk Management framework and its implementation, followed by a concise overview of Clinical Governance and various audit processes.
KPI, Outcome & Patient Satisfaction Score (AOC-H)	Dr. Ajay Arya took the session on Outcome indicators where four areas of measures for quality – Productivity, Efficiency, Clinical Care & Service Quality were briefed in terms of measurable indicators. System to measure the indicators and meet the benchmarks. Later few indicators like ALOS, BOR, have been explained with formulas.
Overview of LaQshya & MusQan	During this session, Dr. Raj Prabha Muktan provided an insightful overview of the LaQshya and MusQan initiative. LaQshya primarily aims to enhance the quality of care for maternal and newborn health services, while MusQan is dedicated to ensuring child-friendly services within public health facilities. The session also covered the objectives, scope, and the six rapid improvement cycles essential for the effective implementation of both LaQshya and MusQan in healthcare facilities.
Documentation in Quality / Application Requirements	Dr. Manoranjan Mohapatra provided a concise overview of the documents, records, and registers that must be upheld at the facility level. Additionally, he elaborated on the essential documentation requirements for NQAS, LaQshya, and MusQan National-level assessment and certifications. Furthermore, he offered a brief overview of the certification process and the mandatory criteria for achieving NQAS National Certification.
Overview of Customization Checklists for State of Odisha	Dr. Manoranjan Mohapatra in his session discussed and offered the knowledge about the checklist of each department in a different level of health facility and sensitize them on using the customized checklist for NQAS assessment.
Post training evaluation	Following the conclusion of the technical sessions, an extensive post-training assessment was conducted using a multiple-choice question format. This evaluation served as a valuable tool to gauge the participants' understanding and retention of the training content and only those who successfully passed this post-training evaluation would be eligible for empanelment as NQAS Internal Assessors

E. Valedictory and closing ceremony.

The Internal Assessor training came to its culmination with Dr. Jawahar Pillai, the Head of the Hospital Administrative Department, AIMMS, Bhubaneswar, delivering closing remarks that encapsulated the essence of the training and expressed gratitude to all participants and resource person for their active engagement and contributions.

F. Feedback Analysis:

Feedback and input regarding the technical session are collected from all participants. The feedback highlights that the participants were satisfied with the content. The presenters were knowledgeable and capable of explaining the material in an easily understandable way. This feedback was collected in a prescribed format, ensuring that it covered various aspects of the training content, delivery, and overall experience. The invaluable insights and suggestions provided by the participants would play a pivotal role in enhancing the quality of future training programs and refining the training approach. The feedback analysis is annexed as Annexure- III.

NQAS Internal Assessors Training Agenda		
11th - 12th September 2023		
AIIMS, Bhubaneswar, Odisha		
Time	Topic/Activity	Resource Person
Day 01 (11th September 2023)		
09.00AM - 09.30AM	Registration	State Representative
09.30AM - 09.45AM	Welcome and Inaugural Address	Dr. J N Srivastava, Advisor, QPS , NHSRC (Virtual Mode)
09.45AM - 10.15AM	Overview of Quality in Public health System	Dr. Raj Prabha Moktan, Lead Consultant QPS, RRC-NE
10.15AM - 11.15AM	Introduction of National Quality Assurance Standards	Dr. Anup Basistha, Sr Consultant, QPS, RRC-NE
11.15AM - 11.30AM	Group photograph & Tea	
11.30AM - 12.30PM	Measurement System and Assessment Protocol	Dr. Manoranjan Mohapatra, State Consultant, QA
12.30PM - 01.30PM	Standards for Service Provision	Dr. Ajay Arya Consultant, QPS, RRC- NE
01.30PM - 02.00PM	Lunch	
02.00PM - 02:45PM	Standards for Patient Rights	Dr. Manoranjan Mohapatra, State Consultant, QA
02.45PM - 03.30PM	Standards for Inputs	Dr. Anup Basistha, Sr. Consultant, QPS RRCE - NE
03.30PM - 04.30PM	Standards for Support Services	Dr. B. K. Swain, State Consultant, QA
04.30PM - 04.45PM	Tea	
04.45PM - 05.30PM	Exercise I	State Representative and RRC- NE
Day 02 (12th September 2023)		
09.00AM - 09.15AM	Recap	Dr. Ajay Arya, Consultant, QPS, RRC- NE
09.15AM - 11:00AM	Standards for Clinical Services I (E1-E16) & II (E17-E23)	Dr Raj Prabha Moktan, RRC- NE/ Dr. B. K. Swain, State Consultant- QA
11.00AM - 11.15AM	Tea	
11.15AM - 12.00PM	Standards for Infection Control	Dr. Ajay Arya, Consultant, QPS, RRC- NE
12.00PM - 12.45PM	Standards for Quality Management	Dr. Anup Basistha, Sr Consultant QPS, RRC- NE
12.45PM - 01.30PM	Standards for Outcome Indicators	Dr. Ajay Arya, Consultant, QPS, RRC- NE
01.30PM - 02.00PM	LUNCH	
02:00PM - 02.45PM	Quality Tools	Dr. Anup Basistha, Sr Consultant QPS, RRC- NE
03.00PM - 03.15PM	Overview of Maternal Health & Child Health Initiatives (LaQshya & MusQan) as applicable for FRU CHC	Dr. Raj Prabha Moktan, Lead Consultant, QPS, RRC- NE
03.15PM - 04.00PM	Documentation in Quality / Application Requirements	Dr. Manoranjan Mohapatra, State Consultant, QA
04:00PM - 04:30PM	Overview of Customization Checklists for State of Odisha	Dr. Manoranjan Mohapatra, State Consultant, QA
04.30PM - 05.30PM	Post-Training Evaluation	State Representative/Resources from RRC- NE
05.30PM - 05:45PM	Feedback & vote of thanks	State Representative

Sl.	Name	Designation	score (%)	Result
1	Mr. Rudra Prasanna Das	State Consultant-QA MNH, UNICEF Odisha	92.5%	Qualified
2	Mr. Nihar Ranjan Jena	Consultant - RRC Health UNICEF Odisha	90.0%	Qualified
3	Dr. Manoja Bhuyan	Assistant Professor, SCB MCH Cuttack	85.0%	Qualified
4	Mr. Somen Kumar Pradhan	Assistant Professor, MKCG Medical College Berhampur	85.0%	Qualified
5	Ms. Namrata Panigrahi	Assistant Professor, Vimsar Burla Odisha	85.0%	Qualified
6	Dr. Aliva Patra	Assistant Professor, Vimsar Burla Odisha	85.0%	Qualified
7	Dr. Debjyoti Mohapatra	Assistant Professor, Shri Jagannath Medical College, Puri	82.5%	Qualified
8	Dr. Deepak Kumar Panigrahi	Assistant Professor, FM Medical College Balasore	82.5%	Qualified
9	Dr. Sanjaya Kumar Sahoo	Assistant Professor, DDMCH Keonjhar	82.1%	Qualified
10	Dr. Devasish Panda	Assistant Professor, Bhima Bhoi Medical College and Hospital	80.0%	Qualified
11	Ms. Dipanweeta Routray	Associate Professor, DDMCH Keonjhar	80.0%	Qualified
12	Dr. Devi Kalyan Mishra	Associate Professor, SCB Medical College Cuttack Odisha	77.5%	Qualified
13	Dr. Madan Mohan Majhi	Assistant Professor, SCB Medical College Cuttack	77.5%	Qualified
14	Dr. Kartik Chandra Pati	Assistant Professor, FM Medical College Balasore	77.5%	Qualified
15	Mr. Preetam Kumar Kar	Assistant Professor, SCB Medical College Cuttack	77.1%	Qualified
16	Mr. Hemant Kumar Das	Co-Ordinator - MH, UNICEF Odisha	77.1%	Qualified
17	Mr. Deepak Kumar Sahu	Assistant Professor, SJMCH Puri	77.0%	Qualified
18	Dr. Anil Kr Agrawal	Assistant Professor, BB Medical College, Balangir	75.0%	Qualified
19	Dr. Pradip Kumar Bhue	Assistant Professor, GMC Sundargarh	75.0%	Qualified
20	Mr. Abhilash	Consultant, UNICEF Odisha	75.0%	Qualified
21	Dr. Sambit Jena	State Consultant, UNICEF Odisha	75.0%	Qualified
22	Dr. Dhaneswari Jena	Professor, GMC Sundargarh	75.0%	Qualified
23	Dr. Aurobindo Samantaray	Professor & Head, SRM MCH Bhawanipatna, Kalahandi	75.0%	Qualified
24	Dr. Sai Chandan Das	Associate Professor, FM Medical College Balasore	75.0%	Qualified

25	Mr. Jatiprasad Devasharma	Assistant Professor, PRM Medical College Baripada	75.0%	Qualified
26	Dr. Abinash Tripathy	Assistant Professor, Community Medicine	72.5%	Qualified
27	Dr. Sanjeeb Kumar Mishra	Assistant Professor, Community Medicine	72.5%	Qualified
28	Mr. Sandeep Kumar Agrawal	Assistant Professor, BB Medical College Balangir	70.0%	Qualified
29	Dr. P Narmada Reddy	Assistant Professor, Dharani Dhar MCH Keonjhar	65.5%	Qualified
30	Ms. Geetanjali Behera	Consultant -RMNCHA, UNICEF Odisha	65.0%	Qualified
31	Mr. Biswajeevan Sahoo	Post Doctoral Fellow, AIIMS Bhubaneswar	65.0%	Qualified
32	Dr. Manoranjan Jena	Associate Professor, PRM Medical College Baripada	65.0%	Qualified
33	Dr. Rajesh Kumar Ludam	Assistant Professor, GMCH Kalahandi Odisha	62.5%	Qualified
34	Mr. Levin Rao Dasari	Junior PG Resident, AIIMS Bhubaneswar	62.5%	Qualified
35	Dr. Bimal Kumar Sahoo	Assistant Professor, Shri Jagannath Medical College, Puri	62.5%	Qualified
36	Mr. Sanjaya Kumar Satapathy	Regional Consultant, UNICEF Odisha	60.0%	Qualified
37	Dr. Ajaya Bhatta	Associate Professor, GMC Sundargarh	60.0%	Qualified
38	Dr. Madhaba Nayak	Assistant Professor, GMCH Kalahandi	57.1%	Not Qualified
39	Mr. Chakradhar Sahu	Consultant -SBC, UNICEF Odisha	55.0%	Not Qualified
40	Dr. Hemanta Kumar Sahoo	Assistant Professor, SLNMCH Koraput	55.0%	Not Qualified
41	Dr. Suchitra Rani Haldar	Associate Professor, SLN Medical College Koraput	55.0%	Not Qualified
42	Dr. Debasish Bebartta	Assistant Professor, MKCG Medical College Berhampur	52.5%	Not Qualified
43	Dr. MD Sameer	Senior Resident, AIIMS Bhubaneswar	50.0%	Not Qualified

- Total Participants who appeared in the Post Training Evaluation : 43
- Total participants who cleared the Post Training Evaluation : 37
- Post Training Evaluation cut of percentage : 60 % & above
- Pass Percentage : 86 %

Session-wise Participant Feedback:

Sl.	Session	Average Score (In Likert scale)
1	Overview of Quality in Public health System	4.06
2	Introduction of National Quality Assurance Standards	4.79
3	Measurement System and Assessment Protocol	4.18
4	Standards for Service Provision	4.74
5	Standards for Patient Rights	4.41
6	Standards for Inputs	4.60
7	Standards for Support Services	4.69
8	Standards for Clinical Services -I	4.00
9	Standards for Clinical Services - II	4.57
10	Standards for Infection Control	4.66
11	Standards for Quality Management	4.73
12	Standards for Outcome Indicators	4.51
13	Quality Tools	4.57
14	Overview of LaQshya & MusQan	4.14
15	Documentation in Quality / Application Requirements	4.34
16	Overview of Customization Checklists for State of Odisha	4.50
	Overall Score	4.5

Trainer-wise Participant Feedback:

Sl.	Session	Average Score (In Likert scale)
1	Dr. Anup Basistha, Sr Consultant, QPS, RRC-NE	4.67
2	Dr. Ajay Arya, Consultant, QPS, RRC- NE	4.64
3	Dr. B. K. Swain, State Consultant-QA, NHM Odisha	4.63
4	Dr. Manoranjan Mohapatra, State Consultant-QA, NHM Odisha	4.36
5	Dr. Raj Prabha Moktan, Lead Consultant, QPS, RRC- NE	4.07

Most Useful Topics as per Participant Feedback:

Sl.	Session	Name of Resource Person	No. of response
1	Standards for Quality Management (AOC G)	Dr. Anup Basistha	22
2	Infection control (AOC F)	Dr. Ajay Arya	13
3	Clinical Care (AOC E- II)	Dr. B. K. Swain	11

Suggestions given by participants for improving the Training Program:

Sl.	Suggestions to improve training
1	To increase the days of Internal Assessor Training
2	To provide hands on/ onsite training.
