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

Organized By:

State Quality Assurance Unit, NHM Mizoram
in collaboration with Mizoram Health System Strengthening Project (MHSSP)
and technical support of Regional Resource Centre for NE States, Guwahati, Assam

Date of Training: 20th September to 22nd September 2023

Venue: Auditorium, DHME, Aizawl, Mizoram

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 Programme in the Northeast States has been closely monitored and supported by Regional Resource Centre for Northeast 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. This process aims to enhance the quality of services offered in our public health facilities and work toward achieving National Certification.

To increase the pool of assessors, the State Quality Assurance (QA) Team of NHM Mizoram in collaboration with Mizoram Health System Strengthening Project (MHSSP) organized a three-day Internal Assessor cum Service Provider Training, with technical support from RRC-NE. RRC-NE extended support by drafting the agenda, providing study materials, exercises and taking sessions during the training. The training programme was spread into 12 topics along with practical exercises for hands-on experience on various methodologies of the assessment. Training concluded with Post Training Evaluation.

B.   Objectives and Participants.

The primary objectives of the training were as follow:

1. To impart a comprehensive understanding of the basic concept of Quality Assurance Standards.
2. To educate participants on the implementation of these standards in public health facilities.
3. To familiarize participants with areas of concern, standards, measurable elements, departmental checklists, and scoring systems.
4. To provide support to facilities in their pursuit of National Quality Certification.

Training was facilitated by following Resource Persons:

1. Dr. Anupjyoti Basistha, Sr. Consultant - QPS, RRC-NE, MoHFW, GOI.
2. Dr. Ajay Kumar Arya, Consultant - QPS, RRC-NE, MoHFW, GOI.
3. Dr. KT Lalrammawia, State Consultant (PH), SQAU, Mizoram.
4. Dr. Lalnunpuii, Asst. Project Coordinator, JICA, DHME.

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

Participants: Total 35 (Thirty-Five) participants including State Nodal Officer, Medical Officer, Staff Nurse, Health & Wellness Officer, MHSSP representative (State Quality Consultant, District/ District Hospital Quality Manager), Sutra Representative, attended the training. The participant list along with the Post Training Evaluation is enclosed in Annexure – II.

C. Inaugural Session

At the very outset, Dr. Lalchhaunawma, the State Nodal Officer - Quality, extended a warm welcome to all the participants from various facilities across the district and diverse background as well as Resource Persons facilitating the three-day Internal Assessor cum Service Provider training program. He proceeded to emphasize the paramount significance of maintaining quality standards in public health facilities, affirming the State unwavering commitment to providing complete support to these facilities in their pursuit of National Quality Certification.

D. Technical Session

Topic	Brief of the Session
DAY - 1 (20.09.2023)	
1. Overview of National Quality Assurance Program and assessment protocol	**Dr. Anupjyoti Basistha,** Senior Consultant for Quality & Patient Safety division at RRC-NE, extended a warm welcome to all the participants at the training program. Subsequently, he led the first technical session, providing an in-depth overview of the National Quality Assurance Program. 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. Additionally, participants gained insight into scoring methodologies and protocols during this informative session.
2. 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.
3. Standards for Patient Rights (AOC – B)	In the following session, **Dr. KT Lalrammawia,** State Consultant for Public Health at SQAU Mizoram, led a discussion on Patient Rights. This encompassed patients' entitlement to receive information about the services available to them, ensuring accessibility, and the provision of these services with dignity and confidentiality, without any physical or financial hindrance. The session also underscored patients' right to make informed decisions regarding their treatment plans.
4. Standards for Inputs (AOC C)	**Dr. Ajay Kumar Arya** provided an informative presentation on Area of Concern C, encompassing seven standards. This area primarily pertains to the structural aspects of the facility, aligning with the standard guidelines established by the Indian Public Health Standards (IPHS) for various levels of healthcare facilities. Explained about Area of Concern C with its seven standards, which includes the structural part of the facility, which is based on the standard

Topic	Brief of the Session
	guidelines of Indian Public Health Standards (IPHS) for different level of facilities.
5. Standards for Support Services (AOC D)	**Dr. Anupjyoti Basistha** conducted this session, which centered around the significance of Support Services within the realm of public healthcare facilities. The session entailed a thorough exploration of twelve standards related to maintenance, calibration, inventory management, laundry services, dietary provisions, financial management, contract management, and compliance with statutory requirements.
6. Overview of "GUNAK Application" and its use.	**Dr. Ajay Kumar Arya** presented an overview of the "GUNAK" application, a quality assessment tool designed for NQAS, LaQshya, and Kayakalp programs. "GUNAK" serves as a versatile tool suitable for internal, external, and peer assessments of public healthcare facilities, aiding in the identification of areas for improvement. He explained, how to use the Gunak app in step wise manner.
7. Group Activity	The Group Activity session 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 (21.09.2023)	
8. 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.
9. Standards for Clinical Services (AOC - E)	**Dr. Lalnunpuii,** Assistant Project Coordinator from JICA DHME, presented a comprehensive overview of twenty-three Clinical Service Standards. These standards were grouped into three categories: General Clinical Services (Standards 1-9): These standards encompassed a wide range of general clinical services, including aspects like patient registration, admission procedures, consultation processes, initial assessment, subsequent reassessment, patient care during transfer and referral, nursing care, drug administration protocols, patient record maintenance, and the discharge process. Specific Clinical Services (Standards E10-E16): This set of standards delved into specific clinical services, including Intensive Care,

Topic	Brief of the Session
	Emergency Care, Diagnostic Services, Blood Bank and Storage, Anaesthetic Services, Surgical Services, and End-of-Life Care Services.
	Specialized Clinical Services (Standards E17-E23): The final group of standards comprehensively covered specialized services related to Maternal, Newborn, Child, Adolescent, and Family Planning services, as well as National Health Programs.
10. Standards for Infection Control (AOC F)	**Dr. Ajay Kumar Arya** conducted this session, which featured an in-depth exploration of infection control practices. The session covered critical topics such as hand hygiene, antisepsis, personal protection measures, equipment processing, 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.
11. Standards Outcome (AOC-H)	**Dr. Anupjyoti Basistha** 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 meeting the benchmarks. Later few indicators like ALOS, BOR, have been explained with formulas.
12. Overview of LaQshya & MusQan	During this session, **Dr. Ajay Kumar Arya** 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. Dr. Arya elaborated on the continuum of newborn care and the provision of facility-based newborn care. 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. Dr. Arya concluded the session by delving into the criteria necessary for NQAS Certification under the LaQshya and MusQan programs.
DAY – 3 (22.09.2023)	
Recap	The third day of the training started with recap of previous two day's sessions.
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. Lalchhaunawma, State Nodal Officer-Quality, NHM-Mizoram.

Feedback and inputs regarding the technical session are collected from All participants. 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.

Time	Topic	Resource Person
Internal Assessor cum Service provider Training Agenda **Training Date: 20th – 22nd September 2023** **Venue: Auditorium, DHME, Aizawl, Mizoram**		
Day-01 (20th September 2023)		
09:00 AM - 09:30 AM	Registration	State Representative
09:30 AM - 09:45 AM	Inaugural Address	State Representative
09:45 AM – 10:00 AM	Introduction by Participants	State Representative
10:00 AM -11:30 AM	Overview of National Quality Assurance Program and Assessment Protocol	Dr Anup Basistha, Sr Consultant-RRCNE
11:30 AM -11:45 AM	Tea & Group Photo	
11:45 AM – 12:30 PM	Standards for Service Provision (AoC-A)	Dr Ajay Arya Consultant-RRCNE
12:30 PM – 1:15 PM	Standards for Patient Rights (AoC-B)	Dr. KT Lalrammawia, State Consultant (PH), Mizoram
01:15 PM – 02:00 PM	Lunch	
02:00 PM – 02:45 PM	Standards for Inputs (AoC-C)	Dr Ajay Arya Consultant-RRCNE
02:45 PM – 03:45 PM	Standards for Support Services (AoC-D)	Dr Anup Basistha, Sr Consultant-RRCNE
03:45 PM – 04:00 PM	Tea	
04:00 PM – 5:00 PM	Exercises	RRCNE Team
Day-02 (21st September 2023)		
09:00 AM - 09:15 AM	Recap	Dr Ajay Arya Consultant-RRCNE
09:15 AM – 11:00 AM	Standards for Quality Management (AoC G)	Dr Anup Basistha, Sr Consultant-RRCNE
11:00 AM – 11:15 AM	Tea	
11:15 AM – 1:15 PM	Standards for Clinical Services (AoC-E)	Dr. Lalnunpuii, Asst. Project Coordinator, JICA, DHME
01:15 PM – 02:00 PM	Lunch	
02:00 AM – 03:00 PM	Standards for Infection Control (AoC-F)	Dr Ajay Arya Consultant-RRCNE
03:00 PM – 03:30 PM	Overview of GUNAK App	Dr Ajay Arya Consultant-RRCNE
03:30 PM – 04:15 PM	Outcome Indicators & KPIs, AoC H	Dr Anup Basistha, Sr Consultant-RRCNE
04:15 PM – 04:30 PM	Tea	
04:30 PM – 05:00 PM	Status & Road map for NQAS implementation in the state	State Representative
Day-03 (22nd September 2023)		
09:00 AM - 09:15 AM	Recap	Dr Anup Basistha, Sr Consultant-RRCNE
09:15 AM – 10:00 AM	Overview of LaQshya & MusQan	Dr Ajay Arya Consultant-RRCNE
10:00 AM – 10:15 AM	Tea	
10:30 AM – 11:30 PM	Post Training Evaluation & Feedback	RRCNE Team
11:30 PM - 12:00 PM	Valedictory	State Representative
12:00 PM - 12:30 PM	Lunch	

Post Training Evaluation Report & Result Sheet   **Annexure II**

Sl.	Name	Designation	Score (%)	Result
1	Dr. Lalchhanchhuahi	Medical Officer	87.5%	Qualified
2	MC Lalramhmuaki	DQM, MHSSP	87.5%	Qualified
3	Dominic Laldawngliana	Representative from Sutra	85.0%	Qualified
4	Dr. C. Lalramdina	State Quality Consultant, MHSSP	85.0%	Qualified
5	Dr. Lalduhawmi	Medical Officer	85.0%	Qualified
6	Isak Lalrinfela	Representative from Sutra	85.0%	Qualified
7	Dr. B. Lalremruata	DHQM, MHSSP	82.5%	Qualified
8	Dr. Cindy Lalngaihawmi	Medical Officer	82.5%	Qualified
9	Dr. Lalengzauva	Medical Officer	82.5%	Qualified
10	Dr. R KLalbiaksangi	Medical Officer	82.5%	Qualified
11	Dr. C. Lalfakzuala	Medical Officer	80.0%	Qualified
12	Dr. Wendy Malsawmkimi	Dentist	80.0%	Qualified
13	Elida F. Lalzawmpuii	DHQM, MHSSP	80.0%	Qualified
14	Dr. Vanlalhruaii	Medical Officer	80.0%	Qualified
15	Dr. Robert V. Lalengtluanga	DHQM, MHSSP	77.5%	Qualified
16	Merilyne MS Mawii Beiho	Psychiatric Nurse	77.5%	Qualified
17	Dr. VL. Ruatkimi	Medical Oficer	77.5%	Qualified
18	Clady Zothankhumi	Health & Wellness Officer	77.5%	Qualified
19	Dr. Elsa Lalramzaui	Medical Officer	75.0%	Qualified
20	Dr. Zothankhuma	DHQM, MHSSP	75.0%	Qualified
21	Samuel Lalruatpuia	Pharmacist	75.0%	Qualified
22	Dr. Lalhmangaiha Ngente	DQM, MHSSP	75.0%	Qualified
23	Lalbiakzami Ralte	Staff Nurse	72.5%	Qualified
24	Lalrinchhani	Health & Wellness Officer	72.5%	Qualified
25	Angelie Lalhmingmawii	Health & Wellness Officer	70.0%	Qualified
26	Dr. H V Lalramnghaki	Medical Officer, AYUSH	70.0%	Qualified
27	Dr. Mary Zohmingliani	State Nodal Officer, FDSI/FDI	70.0%	Qualified
28	Lalrohlui Sailo	Health & Wellness Officer	70.0%	Qualified
29	Merelyn Zohmingliani	Health & Wellness Officer	67.5%	Qualified
30	VT Nathani	Health & Wellness Officer	67.5%	Qualified
31	Hunlawmawmi	Health & Wellness Officer	67.5%	Qualified
32	Sainunsangi Zote	Ward Superintendent	65.0%	Qualified
33	RL Chungnungi	Health & Wellness Officer	62.5%	Qualified
34	Dr. Albert Ngurnuntluanga	Medical Officer	60.0%	Qualified
35	Dr. Helen Lalnunpuii	Medical Officer	52.5%	Not Qualified

- Total Participants who appeared in the Post Training Evaluation : 35
- Total participants who cleared the Post Training Evaluation   : 34
- Post Training Evaluation cut of percentage   : 60% & above.
- Pass Percentage   : 97%

Training Feedback Analysis

Sl.	Name of the Topic	Average Score
1	Overview of National Quality Assurance Program and Assessment Protocol	3.9
2	Standards for Service Provision (AoC-A)	3.9
3	Standards for Patient Rights (AoC-B)	3.8
4	Standards for Inputs (AoC-C)	3.8
5	Standards for Support Services (AoC-D)	4.0
6	Standards for Clinical Services (AoC-E)	3.8
7	Standards for Infection Control (AoC-F)	3.9
8	Standards for Quality Management (AoC G)	3.9
9	Overview of GUNAK App	3.9
10	Outcome Indicators & KPIs, AoC H	3.8

Trainers Score:

Sl.	Name of the Trainer	Position	No. of topics taken	Average Score
1	Dr. Anupjyoti Basistha	Sr. Consultant -QPS, RRC-NE	4	3.9
2	Dr. Ajay Kumar Arya	Consultant -QPS, RRC-NE	5	3.9
3	Dr. KT Lalrammawia	State Consultant (PH), SQAU, Mizoram.	1	3.8
4	Dr. Lalnunpuii,	Asst. Project Coordinator, JICA, DHME.	1	3.8

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

Sl.	Topic	No. of Participants appreciated the session
1	Standards for Clinical Services (AoC-E)	15
2	Standards for Quality Management (AoC G)	13
3	Standards for Infection Control (AoC-F)	11
4	Standards for Patient Rights (AoC-B)	11
5	Standards for Support Services (AoC-D)	7