

Ref. No. RRCNE/QPS/REC/Program (05)/01/15866

26th December 2023

To
Dr. M.S. Laxmipriya, IAS
Mission Director,
National Health Mission
Govt. of Assam

Subject: Report of Internal Assessors cum Service provider training under National Quality Assurance Standards held during **12th December 2023 to 14th December 2023** at Hotel Grand Bhabendralaya, Guwahati, Assam.

Dear Madam,

The three days Internal Assessor cum Service providers' training under the National Quality Assurance Standards was organized by National Health Mission, Assam with the Technical Support of Quality & Patient Safety division of Regional Resource Centre of North Eastern States (Branch of NHSRC) MoHFW, Govt. of India during **12th December 2023 to 14th December 2023** at Hotel Grand Bhabendralaya, Guwahati, Assam.

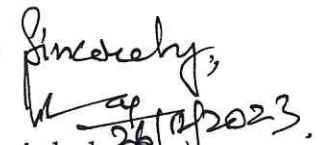
2. The main objective of the training was to impart understanding of the basic concept of Quality Standards and procedures so that the participants will be able to implement them in public health facilities. Training material have inbuilt training course evaluation system in which both the trainees and trainers are evaluated to assess the effectiveness of the training programme.

3. Total of 53 (Fifty-three) out of 73 (Seventy-three) participants have qualified the post-test evaluation. Certificates of the qualified participants will be shared with the State QA Unit, NHM Assam in due course of time, which will need to be further disseminated with the participants.

4. A report of the training along with results of the post training evaluation is attached for your kind perusal. The qualified candidates may be utilized for mentoring and conducting NQAS assessments on the various targeted public health facilities of the state.

With regards,

Enclosure – Training Report.

Yours sincerely,

(Dr Ashoke Roy)
Director, RRC-NE

Copy for information and necessary action please to:

1. Dr. J N Shrivastava, Advisor, Q & PS, NHSRC
2. Dr. Niraj Das, SPO- QA, NHM, Assam
3. Office copy

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



Organized By

State QA Team, NHM Assam
with technical support of
Regional Resource Centre for NE States, Guwahati, Assam
Date of training: 12th December to 14th December 2023
Venue: Hotel Grand Bhabendra Alay, Survey, Guwahati, Assam

A. Introduction and Background

The National Quality Assurance Standards (NQAS) were introduced in 2013 to enhance the Quality of Care (QoC) provided in public health facilities, initially focusing on District Hospitals. The subsequent years saw the extension of these standards to Community Health Centres (operating as FRUs) and Primary Health Centres (with beds) in 2014, followed by the development of Quality Standards for Urban Primary Health Centres in 2016. Notably, the NQAS Standards have received International Accreditation from the International Society for Quality in Healthcare (ISQua), and at the national level, the Insurance Regulatory and Development Authority (IRDA) has acknowledged these standards for the empanelment of hospitals.

The implementation of the National Quality Assurance Programme in the Northeastern States has been closely supervised and supported by the Regional Resource Centre for North-East States (RRCNE), in collaboration with the National Health System Resource Centre (NHSRC) since its inception in November 2013. Each state has established a pool of assessors tasked with supporting and evaluating health facilities, identifying gaps, analyzing these gaps, prioritizing issues, and devising action plans to address gaps, thereby elevating the quality of services in public health facilities. These efforts aim to prepare these facilities for National Certification.

To expand the pool of assessors, the State QA Team of NHM Assam organized a three-day Internal Assessor cum Service Provider Training, with technical support from RRC-NE. RRC-NE played a pivotal role by developing the agenda, providing study materials, and conducting sessions during the training. The training covered 24 topics, incorporating practical exercises to provide hands-on experience with various assessment methodologies. Following the training, discussions ensued regarding the implementation status of NQAS in the State of Assam, and the program concluded with a Post Training Evaluation.

B. Objectives and Participants.

The main objectives of the training were as follow:

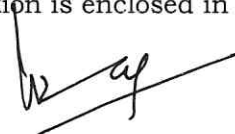
1. To impart understanding of the basic concept of Quality Assurance Standards and how to implement them in public health facilities.
2. To acquaint the participants with Area of Concerns, Standards, Measurable elements, Departmental Checklists and Scoring System.
3. To support the facilities for achieving National Quality Certification.

Training was facilitated by following Resource Persons:

1. Dr. Neeraj Das, State Nodal Officer, Quality & Patient safety Division
2. Dr. Anupjyoti Basistha, Sr. Consultant-QPS, RRC-NE, MoHFW, GOI.
3. Dr. Ajay Arya, Consultant- QPS, RRC-NE, MoHFW, GoI
4. Dr. Sarbani Mukerjee, Quality Administrator, GMCH
5. Ms. Bhagya Devi Das, Senior Nursing consultant & NQAS External Assessor.
6. Dr Meena Chavan, SPM NISHTHA Jhpiego
7. Dr Abu Hasan Sarkar, WHO Consultant
8. Dr Subhakanta Behera, UNICEF Consultant Assam
9. Dr Hirkani Madnaik, UNICEF Consultant Assam

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

Participants: Total 73 (Seventy-three) participants including Deputy superintendents, Medical Officers, Ayush doctors, Hospital Administrators, Nursing Officers, Community Health & Wellness Officers, Block Program managers, and Laboratory Technicians attended the training. The participant list along with the Post Training Evaluation is enclosed in Annexure – II.



C. Inaugural Session

At the commencement of the session, Dr. M.S. Laxmipriya, IAS, Mission Director, NHM Assam extends a warm welcome to all participants and articulates the objectives of the training. She underscores the significance of participants pursuing Kayakalp and NQAS certification subsequent to the training.

Dr. Neeraj Das, in his capacity as the Addl in-charge of Quality, extends greetings to participants hailing from diverse facilities across the district, as well as the Resource Persons engaged in the three-day Internal Assessors cum Service Providers' training program. He delves into the pivotal role of Quality in public health facilities and assures that the State QA team, NHM Assam is committed to providing unwavering support to facilities in their quest for National Quality Certification.

D. Technical Session

Topic	Brief of the Session
DAY-1- (12.12.2023)	
1. Overview of National Quality Assurance Program and assessment protocol	Dr Subhakanta Behera , UNICEF Assam, 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-QPS, 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) & Support Services (AOC D)	Dr Meena Chavan , SPM NISHTHA Jhpiego 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. Dr Meena Chavan continued with AoC D in the same session 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.

Topic	Brief of the Session
4. Standards for Clinical Services (AOC E1-E9)	Dr. Sarbani Mukerjee , Quality Administrator, Gauhati Medical College & Hospital (GMCH) took the session on first part for Standards for Clinical Services. She explained the importance of clinical services and discussed the 9 (nine) Standards of Clinical Services which include registration, admission, consultation, assessment, reassessment, patient care during transfer & referral. It also includes nursing care, drug administration, patient record maintenance and discharge process etc.
5. Group Activity	A small group activity on identification of AOC and assigning marks was conducted
Day -2 (13.12.2023)	
6. Recap	The second day of the training started with a quick recapitulation of Areas of Concern A, B, C, D & E.
7. LaQshya overview	Dr Abu Hasan Sarkar , WHO Consultant took the session on LaQshya. He meticulously explained the nitty gritty of labor room/MOT management and process of LaQshya certification.
8. Standards for specific Clinical Services (AOC E17 – E23)	Dr Abu Hasan Sarkar , WHO Consultant also took a session on the Specific clinical services related to RMNCH Clinical Services and provided insights. Dr. Sarkar 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 specific Clinical Services (AOC E10 – E16)	Dr. Sarbani Mukerjee , Quality Administrator, GMCH 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.
10. Standards for Quality Management (AOC G 1-5)	The session was taken by Dr. Anupjyoti Basistha , Sr. Consultant, QPS RRC NE. This session includes 8 (eight) standards on the 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 detail with examples. He then explained the prioritization of gaps by using ‘PICK’ chart.
11. Standards for Infection Control (AOC F)	The session was taken by Ms. Bhagya Devi Das , Senior Nursing consultant-NHM Assam. The session includes detailed discussion about infection control practices, hand

Topic	Brief of the Session
	hygiene, antiseptis, and personal protection, processing of equipment, environment control and biomedical waste management. A video on Infection Control Practices was also shown to the participants.
12. Group Activity	A small Group activity on AOC E and LaQshya was conducted.
Day 3 (14.12.2023)	
13. Recap	The third day of the training started with recap of second day's sessions.
14. KPI, Outcome & Patient Satisfaction Score (AOC-H)	Dr. Subhakanta Behera , UNICEF State Quality Consultant discussed about the 28 Key Performance Indicators of District Hospital, its calculation and reporting mechanism with examples.
15. MusQan – An Overview	Dr. Hirkani Madnaik , UNICEF state Consultant SNBC, took session on the fundamentals of MusQan certification in public health facilities.
16. Overview of “GUNAK Application” and its use.	Dr. Ajay Arya , consultant-QPS 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.
17. Status & Road map for NQAS implementation in the state	Mr. Amrendra , District Quality Consultant, Kamrup (M) & Mrs. Upasana Das , Program Executive, NHM Assam updated the participants on the current situation of NQAS certification in the state.
18. Post training evaluation	At the end of session, a post training evaluation was conducted by RRCNE which was followed by filling up the feedback form by the participants.

E. Valedictory and closing ceremony.

The training program concluded with the closing remark and vote of thanks from Mrs. Upasana Das, Program Executive, Quality. The feedback analysis is annexed as Annexure III.



Annexure I

Internal Assessor's Cum Service Provider Training
(National Quality Assurance Standards)
12th – 14th December 2023
Venue- Hotel Grand Bhabendra Alay, Survey, Guwahati, Assam

Time	Topic	Resource Person
Day -01 (12th December 2023)		
09:00 AM – 09:30 AM	Registration	State Quality Cell, NHM Assam
09:30 AM – 09:40 AM	Welcome address	Dr Neeraj Das, Nodal Officer Quality & Patient safety Division
09:40 AM – 10:00 AM	Keynote Address	Dr M.S Lakshmi Priya, MD NHM/ Dr Manoj Ku.Choudhury, ED NHM
10:00 AM – 10:30 AM	Tea and Group Photo	
10:30 AM – 11:00 AM	Overview of National Quality Assurance Program and assessment protocol	State Quality Cell, NHM Assam
11:00 AM – 11:15 AM	Tea Break	
11.15 AM – 12.00 PM	Standards for Service Provision and Patient Rights (A, B)	Dr Subhakanta Behera, UNICEF
12:00 PM – 01.00 PM	Standards for Inputs (C)	Dr Meena Chavan, Jhpiego
01.00 PM – 01:30 PM	Group Activity: Identifying Standards	RRC-NE / State Quality Cell
01.30 PM – 02.15 PM	Lunch Break	
02:15 PM – 03:00 PM	Standards for support Services (D)	Dr Meena Chavan, Jhpiego
03:00 PM – 03:45 PM	Standards for Clinical Services (E1 - E9)	RRC - NE
03:45 PM – 04:00 PM	Tea Break	
04:00 PM – 05:00 PM	Standards for Infection Control (F)	Ms. Bhagya Devi Das
Day-02 (13th December 2023)		
09:00 AM - 09:30 AM	Recap	State Quality Cell, NHM Assam
09:30 AM – 10:00 AM	LaQshya overview	Dr Abu Hasan Sarkar, WHO
10:00 AM - 10:45 AM	Standards for Specific Clinical Services (E10 - E16)	RRC - NE
10:45 AM - 11:00 AM	Tea Break	
11:00 AM – 11:30 AM	Standards for Clinical Services (E17 - E22)	Dr Abu Hasan Sarkar, WHO
11.30 AM - 01:00 PM	Standards for Quality Management (G) & Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	RRC-NE
01:00 PM – 02:00 PM	Lunch Break	
02:00 PM – 04: 00 PM	Group Activity	State Quality Cell
04.00 PM – 05.00 PM	Overview of GUNAK Application and its uses	RRC-NE/ State Quality Cell
Day 03 (14th December 2023)		
09:30 AM - 10:15 AM	KPI, outcome indicators & PSS (H)	Dr Subhakanta Behera, UNICEF
10:15 AM – 10:45 AM	Prescription Audit & Exercise	Dr Subhakanta Behera, UNICEF
10:45 AM - 11:00 AM	Tea Break	
11.00 AM – 12:00 PM	Process mapping & exercise	RRC - NE
12:00 PM – 01:00 PM	MusQan - An overview	Dr Hirkani Madnaik, UNICEF
01:00 PM – 01: 30 PM	Status & road map for NQAS implementation of the state	State Quality Cell, NHM, Assam
01:30 PM – 02:30 PM	Lunch Break	
02:30 PM - 03:30 PM	Post Training Evaluation	State Quality Cell & RRC-NE
03.30 PM – 04.00 PM	Post Training Feedback	State Quality Cell & RRC-NE
04.00 PM – 04:30 PM	Valedictory & Tea	

Annexure II

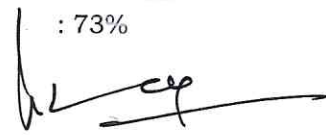
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List of Participants with Scores

Sl	District Name	Participant Name	Designation	Score (%)	Result
1	Bajali	Dr. Mukut Chandra Das	SMO, Pathsala SDCH	62.5	Qualified
2	Baksa	Hitesh Kumar Deka	ABPM, Barama Model Hospital	50	Not Qualified
3	Baksa	Md. Akbar Ali	ABPM, Goreswar CHC	50	Not Qualified
4	Barpeta	Dr. Jahidul Islam Ahmed	MO(Ayu), Mandia Model Hospital	72.5	Qualified
5	Barpeta	Dr. Aynal Hoque Mridha	MO(Ayu), Mandia Model Hospital	57.5	Not Qualified
6	Biswanath	Dipankar Boruah	ABPM, Gingia NPHC	55	Not Qualified
7	Biswanath	Arun Pachani	ABPM, Bishnu Borah PHC	52.5	Not Qualified
8	Bongaigaon	Dr. Amirul Islam Khan	MO (Ayur), Rangapani SD	80	Qualified
9	Bongaigaon	Dr. Rupam Choudhury	MO (Dental), Manikpur BPHC	80	Qualified
10	Cachar	Dr. Rohan Biswas	M&HO-1, S.M. Dev Civil Hospital	85	Qualified
11	Cachar	Dr. Paras Nath Kairi	M&HO-1, NARSINGPUR PHC	82.5	Qualified
12	Cachar	Dr. Habibul Islam	M&HO-1, Banskandi PHC	65	Qualified
13	Charaideo	Shiv Sonar	HA, Sonari civil hospital	50	Not Qualified
14	Charaideo	Rita Moni Deka Gogoi	Ward sister, Charaideo Civil Hospital	42.5	Not Qualified
15	Chirang	Dr. Surajit Swarnakar	M&HO-1, Panbari SHC	82.5	Qualified
16	Chirang	Dr. Hrishikesh Barua	Sr. M&HO, Bhetagaon CHC	55	Not Qualified
17	Darrang	Manisha begum	CHO, Byaspara HWC	65	Qualified
18	Darrang	Kanika Baruah	CHO, Sanowa Hwc	57.5	Not Qualified
19	Dhemaji	Neena Das	DQC, Dhemaji Civil Hospital	75	Qualified
20	Dhemaji	Olivia Narjary	CHO, Lamajan HWC	67.5	Qualified
21	Dhubri	Dr. Riaz Uddin Ahmed	M&HO-1, Santipur MPHC	85	Qualified
22	Dhubri	Dr. Nawas Sharif	HA, Dhubri medical college	52.5	Not Qualified
23	Dibrugarh	Goutam Kumar Sharma	ABPM, Lengeri Model Hospital	70	Qualified
24	Dibrugarh	Dr. Papor Saikia	Sr. M&HO, Tengakhat Model Hospital	50	Not Qualified
25	Dima Hasao	Rubul Bora	BPM (i/c), Langting BPHC	62.5	Qualified
26	Dima Hasao	Monoranjan Bora	BPM, Gunjung BPHC	50	Not Qualified
27	Goalpara	Papor Medhi	CHO, Bakaitari HWC	57.5	Not Qualified
28	Goalpara	Madhurya Bujar Barua	HA, Civil Hospital Goalpara	57.5	Not Qualified
29	Golaghat	Dr. Suraj Kumar Borah	M&HO-1, Gelabil MPHC	65	Qualified
30	Golaghat	Dr. Moon Doley	M&HO-1, Merapani CHC	55	Not Qualified
31	Guwahati	Deepshikha Roy	Associate Consultant, Integra Ventures	77.5	Qualified
32	Guwahati	Chirag Atrey	Quality Co-Ordinator, Integra Ventures	72.5	Qualified
33	Guwahati	Partha Pratim Goswami	Consultant, Integra Ventures	62.5	Qualified
34	Guwahati	Dr Ravikar Singh	Consultant RRC NE	95.2	Qualified
35	Guwahati	Mr Luish Pritam Das	Fellow RRC NE	85	Qualified
36	Guwahati	Ms S L Chochoi	Fellow RRC NE	92.8	Qualified
37	Guwahati	Ms. Dolly Verma	PO, JHPIEGO	92.5	Qualified
38	Guwahati	Puja Prasad	PO, JHPIEGO	80	Qualified
39	Guwahati	Juhi Singh	District Consultant, UNICEF	97.5	Qualified
40	Guwahati	Tazlina Nazmin	WASH Consultant UNICEF	75	Qualified
41	Hailakandi	Saugata Nath	Accountant UPHC & I/C DQC, Hailakandi	67.5	Qualified

Sl	District Name	Participant Name	Designation	Score (%)	Result
42	Hojai	Ms. Rimpi Phukan	Staff Nurse, Hojai Civil Hospital	65	Qualified
43	Hojai	Dr. Karabi Deuri	HA, , Hojai Civil Hospital	57.5	Not Qualified
44	Jorhat	Dr Pranjal Protim Gogoi	M&HO-1, Mariani CHC	75	Qualified
45	Jorhat	Dr Eashitva Tamuly	M&HO-1, Raidangjuri MPHC	75	Qualified
46	Kamrup	Dr. Shohidul Islam Bhuyan	M&HO-1, Nagarbera BPHC	70	Qualified
47	Kamrup	Dr. Jogesh Baruah	M&HO-1, Kaniha SD	62.5	Qualified
48	Kamrup (M)	Dolly Sarma	BPM, Capital Zone	77.5	Qualified
49	Kamrup (M)	Manash Baishya Saud	BPM, Pandu FRU	60	Qualified
50	Kamrup(M)	Bijit Deori	Intern, State HQ	70	Qualified
51	Kamrup(M)	Shrawani Bordoloi	Programme Executive, State HQ	67.5	Qualified
52	Kamrup(M)	Navajit Baruah	Sr. Lab Technician, State HQ	65	Qualified
53	Karbi Anglong	Dr. Maleen Kramsapi	M&HO-1, Langhin MPHC	85	Qualified
54	Karbi Anglong	Dr. Pranab Baruah	MO(Ayu), Mohongdijuah SHC	52.5	Not Qualified
55	Kokrajhar	Md.Nur Alom	CHO, Bhotgaon SC HWC	77.5	Qualified
56	Kokrajhar	Kamleswar Saw	CHO, Thakurpur SC HWC	72.5	Qualified
57	Lakhimpur	Chaitanya Bora	District FP Coordinator	77.5	Qualified
58	Lakhimpur	Dr. Anubhab Bharali	M&HO-1, Kherajkhat SD	72.5	Qualified
59	Morigaon	Dr Rituraj Hatikakoty	M&HO 1, Dharamtul SHC	77.5	Qualified
60	Morigaon	Dr. Sankar Jyoti Hazarika	M&HO 1, Kapahera SHC	67.5	Qualified
61	Nagaon	Rituparna Hazarika	CHO, Palashaguri HWC	65	Qualified
62	Nagaon	Dr.Biva Bora Gayan	Dy. Suprintendent, Bamuni CHC	55	Not Qualified
63	Nalbari	Dr. Parag Kumar Sharma	M&HO-1, Hatinamati SD	80	Qualified
64	Nalbari	Dr Siddhartha Talukdar	MO(Ayu), Burinagar MPHC	67.5	Qualified
65	Sivasagar	Apurba Kumar Bhuyan	CHO, Dimoruguri HWC	67.5	Qualified
66	Sivasagar	Lakhee priya Nath	CHO, Deopani HWC	60	Qualified
67	Sonitpur	Dr. Kishor Gurung	M&HO1, North Jamuguri CHC	85	Qualified
68	South Salmara Mancachar	Hafizur Islam	CHO, Bengirvita HWC	95	Qualified
69	South Salmara Mancachar	Debasish Bhuyan	HA, Hatsingimari DH	55	Not Qualified
70	Tinsukia	Dr. Dipen Borthakur	MO, Margherita UPHC	70	Qualified
71	Tinsukia	Bikash Borsaikia	CHO, Dhulijan HWC	70	Qualified
72	Udalguri	Dr. Micheal Baghwar	M&HO-1, Kabirali new PHC	80	Qualified
73	Udalguri	Dr. Barnali Das	Dy. Suprintendent, Kalaigaon Model Hospital	57.5	Not Qualified

Total Participants who appeared in the Post Training Evaluation : 73
Total participants who cleared the Post Training Evaluation : 53
Post Training Evaluation cut of % : 60% and above
Pass Percentage : 73%



Training Feedback Analysis

Sl.	Details of Session	Average Score
1.	Overview of National Quality Assurance Program & assessment protocol	4.41
2.	Standards for Service Provision and Patient Rights (AOC A & B)	4.47
3.	Standards for Inputs (AOC C)	4.55
4.	Standards for Support Services (AOC D)	4.52
5.	Standards for Clinical Services (AOC E1-E9)	4.73
6.	Standards for Infection Control (AOC F)	4.41
7.	Standards for Quality Management (AOC G)	4.67
8.	Internal Assessment, RCA, Action Planning & Prioritization	4.67
9.	Prescription Audit	4.54
10.	Standards for Clinical Services (AOC E10-E16)	4.69
11.	Standards for RMNCHA Services (AOC E17-E23) & LaQshya Overview	4.69
12.	KPI, Outcome Indicators & Patient Satisfaction Score (AOC H)	4.51
13.	MusQaan and Gunak App	4.50
14.	Quality Tools – PDCA, 5S, Mistake Proofing etc.	4.58
15.	MusQan Overview	4.47
	Total Average	4.57

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.	AoC G	40
2.	AoC F	35
3.	AoC E	21
4.	AoC H	15
5.	LaQshya	15

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