



## 2 days State level Orientation Training on NQAS-HWC SC for Community Health Officers



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

**Date of Training :** 16<sup>th</sup> to 17<sup>th</sup> March 2023  
**Venue:** Training Hall 1, NHM Office, Agartala, Tripura

## Introduction

Two days “State Level Orientation Training on NQAS for Community Health Officers” was organised by State QA Unit, NHM, Tripura with the technical support of RRC-NE. RRC-NE extended support by drafting the agenda, providing study materials, and taking sessions during the training.

The objective of the training was to train the nominated Community Health Officers on NQAS Standards for HWCs and to equip them with knowledge of key concepts, tools, and methodologies for quality improvement & to acquaint the participants with NQAS HWC SC Standards, Measurable Elements, Departmental Checklists, Scoring System and how to use them in their respective HWC-SC's.

Training programme was spread into 13 topics and 1 Exercise for hands on experience on various methodologies of the assessment.

Total 42 Health & Wellness Officers attended the training program including 02 Consultants from UNICEF, Tripura.

The agenda of the 2 (Two) days Training is enclosed as Annexure – I.

Training was facilitated by following Resource Persons:

- 1) Dr. Kallol Roy, SNO-QA, NHM, Tripura
- 2) Dr. Anirban Hore, Consultant – QA, NHM, Tripura
- 3) Dr. Sukhendu Nath, DNO-QA, Tripura West (D)
- 4) Dr. Vinaya RSL, Consultant – QPS, RRC-NE.
- 5) Smt. Nabanita Dey, Senior Consultant, Jhpiego, Tripura

**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. Dr Anirban elaborated the objective of the training and requested all the candidates to participate actively in the training.

**Keynote Address:** In the keynote address, MD NHM 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, MH,NHM added that state NHM will extend full support to the facilities for achieving National Quality Certification in the defined timely.

QA training programs have an inbuilt training evaluation system, where a feedback form is provided to each participant. The feedback provided by all the participants is analysed on a 5-point Likert scale. The overall rating of the training as per the analysis of the feedback from the participants was 4.29 out of 5.

Analysis of Training feedback is given in Annexure – II.

## Technical Sessions:

Topic	Brief
<b>Day : 1 (16<sup>th</sup> March 2023)</b>	
Overview of National Quality Assurance Standards for AB-HWC's.	In this session, <b>Dr. Vinaya RSL</b> , Consultant – QPS, RRCNE covered the concepts of Quality, development of National Quality Assurance Standards, key features, Implementation framework at state and district level, function of Quality Assurance committees & units. He briefed about Areas of concerns & Standards, Measurable elements & checkpoints.
Measurement System of National Quality Assurance Standards (NQAS)	<b>Dr. Vinay</b> explained the concept of the session which was to understand the Layout & Design of different components of NQAS, Comprehension of Area of Concern, Standards, Measurable elements, Checkpoints, Identifying & understand different methods of Assessment, Clarity on understanding of scoring & Assessment protocol.
Area of Concern A (Service Provision) and Area of Concern B (Patient Rights)	<b>Smt. Nabanita Dey</b> , Sr. Consultant, Jhpiego briefed about Area of Concern A which is about the availability of functional services & facilities in a HWC SC along with other support services. She explained the compliance to the standards and measurable elements under AoC A. The session on Patient Rights included Rights of patients to Access information about services available, User friendly signages, confidentiality of their information, obtaining Consent for treatment, Privacy & Dignity to patients, Providing treatment without any Physical and Financial barriers.
Case study on the Intent of the Standards & Measurement System.	<b>Dr. Vinay</b> conducted an exercise on the 'Intent of Standards & Measurement system of NQAS for HWC-SC' where participants were made to solve exercise on Area of Concern A and B and also the measurement system of NQAS.
Area of Concern C (Inputs)	<b>Dr. Sukhendu Nath</b> explained about Area of Concern C and 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 level of facilities.
Area of Concern D (Support Services)	In this session <b>Dr. Sukhendu Nath</b> briefed about the hospital Support Services covers Maintenance and Upkeep of Infrastructure & Equipment's, Removal of Junk materials, Inhouse calibration of Equipment's, Storage, Inventory management & Dispensing of drugs, Secured record keeping and data management, Functioning of Jan Arogya Samitis, its members, conducting meetings, Social Audits, and monthly calendar activities. Finally, compliance of facilities with statutory and regulatory requirements like Fire NOC's, BMW Authorization certificate.
<b>Day : 2 (17<sup>th</sup> March 2023)</b>	
Area of Concern E (Clinical services)	In this session, <b>Dr. Kallol Roy</b> , explained the standards which 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

Topic	Brief
	related to NAC, INC, PNC, New-born care, Child & Adolescent health, Family planning services.
Area of concern F (Infection Control)	This topic was covered by <b>Dr. Anirban Hore</b> , and he emphasized the basic infection control practices in HWC's like monitoring of infection control practices, ensuring hand hygiene practices, Use of PPE's, their adequate supply, Adherence to standard procedures for disinfection & sterilization of instruments, procedures in managing biomedical waste in the facility. Staff training on Hand washing, wearing PPE's and Biomedical Waste management.
Standard for Quality Management, AoC-G	<b>Dr. Vinay</b> briefed the 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. SOP's for all key processes & support services, display of critical work instructions & clinical protocols in HWC, conducting regular audits/assessment for improvement.
Outcome Indicators, AoC-H	<b>Dr. Sukhendu Nath</b> explained the session of Outcome Indicators which covers 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.
Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps	In this session, <b>Dr. Vinay</b> briefed 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.
Document Verification List for NQAS National Assessment.	<b>Smt. Nabanita Dey</b> covered about Work instructions, its benefits, prerequisites, Format and how to write them. A tentative list of work instructions for HWC SC and a sample document has been explained in the session. This session also covered Process of certification, Certification criteria for HWCSC, Documents to be Submitted by HWC-SC for NQAS National certification.
Overview of Kayakalp for AB-HWC's.	<b>Smt. Nabanita Dey</b> covered the session 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's, Assessment protocols, Criteria for assessment of HWCSC, Methods, Compliance & Scoring Rules.

### E. 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	Topic	Resource Person
<b>Day-01 (16<sup>th</sup> March 2023)</b>		
09:30 AM – 10.00 AM	Registration	State Team
10:00 AM – 10.10 AM	Welcome Address	Dr. Anirban Hore State Consultant - QA
10.10 AM -10.20 AM	Keynote Address	MD, NHM
10.20 AM – 10:30 AM	Felicitation of TOT	
10:30 AM -10:40 AM	Vote Of Thanks	SNO - QA
10:00 AM -10:45 AM	Photo Session	
10:45 AM -11:00 AM	<b>Tea</b>	
11:00 AM – 12:00 PM	Overview of National Quality Assurance Standards for AB- HWC's	Dr. Vinaya RSL Consultant-QPS, RRCNE
12:00 PM – 01:00 PM	Measurement System of National Quality Assurance Standards (NQAS)	Dr. Vinaya RSL
01:00 PM – 1:45 PM	Area of concern A (Service Provision) & Area of Concern B (Patient Rights)	Smt. Nabanita Dey Sr. Consultant, Jhpiego
1:45 PM – 2:30 PM	<b>Lunch</b>	
2:30 PM – 03:15 PM	Case study on the 'Intent of the Standards & Measurement System'.	RRC NE & State Team
03:15 PM – 4:00 PM	Area of Concern C (Inputs)	Dr. Sukhendu Nath, DNO QA, West
04:00 PM – 04:45 PM	Area of Concern D (Support Services)	Dr. Sukhendu Nath
04:45 PM – 05:00 PM	<b>Tea</b>	
<b>Day-02 (17<sup>th</sup> March 2023)</b>		
09:00 AM - 10:00 AM	Area of Concern E (Clinical services)	Dr. Kallol Roy SNO-QA, Tripura
10:00 AM - 10:45 AM	Area of concern F (Infection Control)	Dr. Anirban Hore
10:45 AM – 11:00 AM	<b>Tea</b>	
11:00 AM – 12:00 PM	Area of Concern G (QMS)	Dr. Vinaya RSL
12:00 PM – 12:45 PM	Outcome Indicators (AoC H)	Dr. Sukhendu Nath
12.45 PM – 01:30 PM	Identification of Gaps, Prioritization, & Action planning for NQAS Certification	Dr. Vinaya RSL
01:30 PM – 02.15 PM	<b>Lunch</b>	
02:15 PM – 03:00 PM	Document Verification List for NQAS National Assessment.	Smt. Nabanita Dey
03:00 PM - 3:45 PM	Overview of Kayakalp for AB-HWC's.	Smt. Nabanita Dey
03:45 PM - 4:15 PM	Challenges in implementing NQAS at HWC SC & roadmap for achieving NQAS certification in FY 2022-23.	Dr. Anirban Hore
4:15 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	No. of Participants Appreciated the Session
1	Area of Concern G (QMS)	25
2	AoC A (Service Provision) and AoC B (Patient Rights)	23
3	Identification of Gaps, Prioritization & Action planning for NQAS Certification	21

## 2. Trainer Wise Score:

Sl.	Name of the Trainer	Designation	No. of Topics Taken	Average Score
1	Dr. Kallol Roy	SNO-QA, Tripura	1	3.89
2	Dr. Vinaya RSL	Consultant - Q&PS, RRCNE	5	4.63
3	Dr. Anirban Hore	Consultant - QA	1	4.26
4	Smt. Nabanita Dey	Senior Consultant, Jhpiego	3	4.26
5	Dr. Sukhendu Nath	DNO-QA, West	3	3.88

## 3. Topic Wise Score

Sl.	Name of the Topic	Average Score
1	Overview of National Quality Assurance Standards for AB- HWC's	4.75
2	Measurement System of National Quality Assurance Standards	4.73
3	AoC A (Service Provision) and AoC B (Patient Rights)	4.35
4	Case study on the Intent of the Standards & Measurement System	4.24
5	Area of Concern C (Inputs)	3.93
6	Area of Concern D (Support Services)	3.87
7	Area of Concern E (Clinical Services)	3.89
8	Area of Concern F (Infection Control)	4.26
9	Area of Concern G (QMS)	4.70
10	Area of Concern H (Outcome Indicators)	3.86
11	Identification of Gaps, Prioritization, & Action planning for NQAS Certification	4.73
12	Document Verification list for NQAS National Assessment	3.96
13	Overview of Kayakalp for AB-HWC's	4.39

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