

Report on Internal Assessor cum Service Provider's Training on National Quality Assurance Standards (NQAS)



Organized By

State QA Team, NHM Tripura

with technical support from

Regional Resource Centre for North-eastern States, Guwahati, Assam

28th to 30th December 2021

Venue: Training Hall, NHM Office, Agartala, Tripura

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 FRU's) and Primary Health Centres (with beds) were rolled-out in the year 2014. Subsequently, Quality Standards for Urban PHC's 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 North-eastern States has been closely monitored and supported by Regional Resource Centre for Northeast States (RRC-NE) 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 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 in Training Hall, NHM Office, Agartala, Tripura by State QA Team, NHM Tripura with the technical support from RRC-NE to increase the pool of assessors in the state. RRC-NE extended support by drafting the agenda, providing study materials & taking sessions on various areas of concerns of NQAS & conducting exercises on various topics like Area of Concern A, B & C, Prescription Audit, Patient Satisfaction Survey, Process Mapping & Quality tools during the training. Training program was spread into 17 topics and 4 practical exercises for hands on experience on various methodologies of the assessment. Post training, participants were made to undergo a qualifying exam on NQAS Internal Assessors certificate program.

B. Objectives and Participants.

The main objectives of the training are 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 public health facilities for achieving National Quality Assurance Standards Certification.

Training was facilitated by following Resource Persons:

1. Dr. Ajay Kumar Arya, Consultant – QI, RRC-NE
2. Dr. Vinaya RSL, Consultant – QI, RRC-NE
3. Dr. Kallol Kr. Roy, SNO-QA, Tripura
4. Dr. Anirban Hore, State Consultant – QA, Tripura
5. Dr. Sankha Subhra Debnath, DHFW, Unakoti
6. Dr. Mousumi Sarkar, SPO-Immunization
7. Dr. Arjun Saha, DNO-QA, Gomati District, Tripura

Participants: Total 39 (Thirty-Nine) participants including SPO-RCH, District Nodal Officers – QA, State Nodal Officer - QA, State QA Consultant, Hospital Administrators & PHC Medical Officers from various health facilities of the Tripura state have attended the training.

Participant list along with the Post Training Evaluation Report is enclosed in Annexure – II.

C. Inaugural Session

At the very onset of 3 days IA cum SPT Program, the State Consultant for Quality Assurance Dr. Anirban Hore welcomed Dr. Siddharth Shiv Jaiswal IAS, MD NHM, Dr. Radha Debbarma, DFWPM, Govt. of Tripura Dr. Kamal Reang, Member Secretary, NHM Tripura & all the participants who have come from various facilities of the state along with resource persons from RRC-NE to the three days Internal Assessor cum Service Provider training program. The MD, NHM addressed the participants & stressed the importance of QA Program in uplifting of public health facilities.

D. Technical Session

Topic	Briefing of the Session
Day 1 (28-12-2021)	
1. Overview of National Quality Assurance Program and Assessment Protocol	<p>Dr. Ajay Kumar Arya, Consultant, Quality Improvement, RRC-NE started the session by welcoming all the participants to the 3-day training program.</p> <p>The first session, an overview of National Quality Assurance Program has been explained thoroughly which covered the concepts of Quality & its various definitions, development of National Quality Assurance Standards & its Implementation framework at state & district level, key features of NQAS, Measurement system of National Quality Assurance standards, Measurable elements & checkpoints. It also included overview of scoring methodologies and protocols.</p>
2. Standards for Service Provision, AoC-A	<p>Dr. Sankha Subhra Debnath, DHFW, Unakoti conducted the session on the first area of Concern i.e., Service Provision.</p> <p>He explained about the availability of functional services & facilities in the hospital which will be made available to the end users under various areas & departments of the facility along with other support services.</p>
3. Standards for Patient Rights, AoC-B	<p>Dr. Sankha Subhra Debnath, DHFW, Unakoti conducted the session on the second area of Concern i.e., Patient rights.</p> <p>It includes rights of patients to access information about the services, user friendly signages, confidentiality of their information which are provided with privacy & dignity, without any physical and financial barrier, and includes patients' right for grievance redressal and to take informed decisions regarding their treatment plan.</p>

4. Standards for Inputs, AoC-C	Dr. Ajay Kumar Arya, Consultant, Quality Improvement, RRC-NE explained this area of concern which has seven standards from infrastructure to performance of staff which includes the infrastructure and Human Resource part of the facility based on the standard guidelines of Indian Public Health Standards (IPHS) for various levels of facility as well as availability of Drugs, Consumables, Instruments and Equipment.
5. Standards for Support Services, AoC-D	This session was taken by Dr. Mousumi Sarkar, SPO-Immunization where he explained the importance of support services which are backbone of the facility. This session included the detailed discussion on the maintenance & calibration of equipment's, inventory management & dispensing of drugs, safe environment, upkeep of facility, 24X7 water and power supply, Laundry, FnB Services, Accounts & Finance management, Contract Services and Statutory requirements.
6. Standards for Clinical Services, AoC-E (Std. E1 - Std. E9)	Dr. Kallol Kr. Roy, SNO-QA, NHM, Tripura took the session on first nine Standards for Clinical Services. He explained the importance of clinical services & their importance. the first set of nine standards of Clinical Services are concerned with those clinical processes that ensures adequate care to the patients which includes registration, admission, consultation, assessment, continuity of care, nursing care, identification of high risk and vulnerable patients, prescription practices, safe drug administration, maintenance of records and discharge from the hospital.
7. Standards for Infection Control, AoC-F	Dr. Anirban Hore, State Consultant-QA explained the infection control practices and protocols to be followed in public hospitals which usually have high occupancy where these measures become more critical to avoid cross infections, nosocomial infections, and their spread. This section includes infection control program to curb the incidence of nosocomial infections, promote hand hygiene practices & antisepsis standard. practices for personal protection, processing of equipment & instruments, environmental control, and biomedical waste management in the facility.
8. Exercise on Area of Concern A, B and C	Dr. Vinaya RSL, Consultant, Quality Improvement, RRC-NE conducted a group exercise on Area of Concern A, B and C where a case study on the labor room checklist has been given and participants were asked to read and identify the checkpoints and score according to the compliance of NQAS scoring & finally arriving at total score the area of concern has scored.

Day 2 (29-12-2021)	
9. Standard for Quality Management, AoC-G	Dr. Ajay Kumar Arya discussed all ten standards on Quality Management system which are creating quality teams in the facility, employee satisfaction, implementation of internal & external quality assurance system – EQAS, SOP's & work instructions, Process mapping, Quality Policy, Objectives, Patient Satisfaction Survey etc. various MUDAS – wastes in hospital processes, Risk management framework were also discussed.
10. Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps,	Dr. Ajay Kumar Arya discussed about 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, improvement cycle using ‘PDCA’.
11. Prescription Audit & Exercise	Dr. Vinaya RSL conducted an exercise on prescription audit by giving samples of prescription form to all the participants and they were told to fill ‘YES’ or ‘NO’ to the corresponding attributes of the prescription form followed by discussion on the analysis, identification of low scoring attributes and to develop the corrective action and preventive action on the low scoring attributes of the audit exercise.
12. Standards for Specific Clinical Services, AoC-E (Std. E10 - Std. E16)	Dr. Kallol Kr. Roy, SNO-QA, NHM, Tripura took this session & explained in detail the seven standards for specific clinical Services from E10 to E16 which included the standards for services like Intensive care treatment, Emergency clinical processes, ambulance, MLC Cases & Disaster preparedness & its management, Lab and radio diagnostics, Blood bank, Anaesthesia, OT & Established procedures for end-of-life care & death.
13. Standards for RMNCHA Services, AoC-E (Std. E17 - Std. E23)	Dr. Arjun Saha took this session & explained in detail the seven standards for specific clinical Services from E17 to E23 which included the standards for services like Ante natal care & its processes, Intra natal care, post-natal care of mother & new-born, care of new-born, infant and child as per guidelines, abortion & family planning, ARSH Guidelines & providing national health program as per respective OG's.
14. Outcome Indicators and KPI's, AoC-H	Dr. Arjun Saha explained the four areas of measures for quality – Productivity, Efficiency, Clinical Care & Service Quality in terms of measurable indicators and to have a system to measure the indicators and meeting the benchmarks. Later few indicators like ALOS, BOR, Rate of Surgeries, C-section Rate, OT Utilization Rate, SSI Rate have been explained with formulas to calculate the KPI's & examples on how to measure & analyse these indicators were also briefed to the participants.

15. Overview of “Gunak Application” and its uses	Dr. Vinaya RSL spoke on the overview & usage of ‘GUNAK’ application which is a quality assessment application developed by NHSRC for the assessment of quality programs like NQAS, LaQshya, MusQan and Kayakalp through digital checklists available in the app at various levels of assessments like internal, external and peer assessment of facilities and for identification of gaps.
Day 3 (29-12-2021)	
16. Quality Tools - PDCA, 5S, Mistake Proofing etc.	Dr. Ajay Kumar Arya has discussed the use of quality tools like Bar chart, Histogram, Fish bone diagram, Control charts, Run charts, PDCA Cycle, Workplace management/5S, Etc., in process improvement activities carried to improve the quality in public health facilities.
17. Patient Satisfaction Survey & Exercise	Session was taken by Dr. Vinaya RSL who explained the method of taking quarterly feedbacks in a structured format, collating & analysing them resulting in generation of score based on 5-point Likert scale, developing action plan on low performing attributes, doing root cause analysis, and based on the findings in PSS, facilities should take action to improve the services.
18. Process Mapping & Exercise	In this session, Dr. Vinaya RSL explained the process mapping, its purpose, its importance, series of steps involved in the process mapping, symbols used for representation of various activities while mapping the process, pointing out the bottle necks in a process, removing nonvalue adding activities from the process. Few examples of process mapping charts of different hospital activities were explained to make the participants to understand this quality tool.
19. Status & Road Map for NQAS Implementation in the state	Dr. Kallol Kr. Roy , SNO-QA, Tripura has briefly explained the state action plan of QA related activities as per the approval in ROP 2021-22. He also spoke about the status of shortlisted facilities for NQAS & LaQshya program in the state and urged the officials to adhere to timelines to complete the assessments in time.
20. Post training evaluation & post training feedback	RRC – NE Team has conducted a post training evaluation test of the participants with an objective type of question paper where answer sheet will be filled by participants, followed by providing feedback on the 3 days training program.

E. Roadmap for FY 2021-22:

NQAS & LaQshya												
	2021									2022		
Assessments	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
National level Assessments & Certification of DH's (1)										DH, Dhalai		
National level assessment and certification of PHC's (14) & UPHC (1)										Madhyapratapgarh UPHC and 14 others selected PHC's		
LaQshya National Level Certification										LR – 11 OT – 09 Recertification of LR & OT of Belonia SDH & DH Dhalai respectively		
Kayakalp												
	2021									2022		
Assessments	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Internal Assessment of all facilities												
Peer Assessment of all facilities												
External Assessment of selected facilities												

F. Valedictory & Closing Ceremony:

The training program concluded with Dr. Kallol Kr. Roy, SNO-QA, NHM, Tripura explaining Status & Road map for NQAS implementation in the state followed by closing remarks & vote of thanks from Dr. Anirban Hore, State Consultant – QA.

Annexure I: Agenda of the IA cum SPT – 28th to 30th December 2021

Time	Topic	Resource Person
Day-01 (28th December 2021)		
09:30 am - 10:00 am	Registration	State Team
10:00 am – 10:10 am	Welcome Address	MS, SHFWS
10:10 am -10:20 am	Keynote Address	MD, NHM
10:20 am – 10:30 am	Address	DFWPM
10:30 am – 10:40 am	Felicitation of ToT's	MD, NHM
10:40 am – 10:45 am	Vote of Thanks	SNO-QA
10:45 am – 11:00 am	Photo Session	
11:00 am - 11:15 am	Tea	
11:15 am – 12:15 pm	Overview of NQAP & Assessment Protocol	Dr. Ajay Kumar Arya, Consultant-QI, RRC-NE
12:15 pm – 1:00 pm	Standards for Service Provision, AoC-A	Dr. Sankha Subhra Debnath, DHFW, Unakoti
1:00 pm – 1:30 pm	Standards for Patient Rights, AoC-B	Dr. Sankha Subhra Debnath, DHFW, Unakoti
1:30 pm – 2:15 pm	Lunch	
2:15 pm – 3:30 pm	Standards for Inputs, AoC-C	Dr. Ajay Kumar Arya
3:30 pm – 4:15 pm	Standards for support Services, AoC-D	Dr. Mousumi Sarkar, SPO - Immunization
4:15 pm – 5:00 pm	Standards for Clinical Services, AoC-E (Std. E1- Std. E9)	Dr. Kallol Kr. Roy, SNO-QA
5:00 pm – 5:15 pm	Tea	
5:15 pm – 6:00 pm	Standards for Infection Control, AoC-F	Dr. Anirban Hore, SC-QA
6:00 pm to 6:30 pm	Exercise on Area of Concern A, B and C	Dr. Vinaya RSL, Consultant-QI, RRC-NE
Day-02 (29thDecember 2021)		
9:30 am to 10:00 am	Recap	Dr. Vinaya RSL
10:00 am to 11:30 am	Standard for Quality Management, AoC-G	Dr. Ajay Kumar Arya
11:30 am to 11:45 am	Tea	
11:45 am to 12:30 pm	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps	Dr. Ajay Kumar Arya
12:30 pm to 01:30 pm	Prescription Audit & Exercise	Dr. Vinaya RSL
01:30 pm to 02:30 pm	Lunch	
02:30 pm to 03:30 pm	Standards for RMNCHA Services, AoC-E, (Std. E10 - Std. E16)	Dr. Kallol Kr. Roy, SNO- QA
03:30 pm to 04:15 pm	Standards for Specific Clinical Services, AoC-E (Std. E17 - Std. E23)	Dr. Arjun Saha
04:15 pm to 04:30 pm	Tea	
04:30 pm to 05:00 pm	Outcome Indicators and KPI's, AoC-H	Dr. Arjun Saha
05:00 pm to 05:30 pm	Overview of "Gunak Application" and uses	Dr. Vinaya RSL
Day-03 (30th December 2021)		
09:30 am - 10:00 am	Recap	Dr. Ajay Kumar Arya
10:00 am - 11:00 am	Quality Tools - PDCA, 5S, Mistake Proofing	Dr. Ajay Kumar Arya
11:00 am -11:15 am	Tea	
11:15 am- 11:45 am	Patient Satisfaction Survey and exercise	Dr. Vinaya RSL
11:45 pm - 12:30 pm	Process Mapping and exercise	Dr. Vinaya RSL
12:30 pm - 01:15 pm	Status & Road map for NQAS implementation in the state	State QA Team
01:15 pm - 02:00pm	Lunch	
02:15 pm - 03:15pm	Post Training Evaluation	RRC-NE Team
03:15 pm - 03:30 pm	Post Training feedback	RRC-NE Team

Annexure II: Post Training Evaluation Report & Result Sheet

Sl. No.	Name of Participants	Designation	Name of district/facility	Score (%)	Result
1	Dr. Shrabanti Bhowmik	Medical Officer In charge	PHC Kalachara	77.5	PASS
2	Dr. Simantika Das	Medical Officer Incharge	PHC Dhanpur	77.5	PASS
3	Dr. Sanjoy Rudrapal	SPO - RCH	Tripura	77.5	PASS
4	Raj Kishore Debbarma	DNO-QA	Office of the CMO, Khowai	75	PASS
5	Dr. Dwaipayan Roy	Medical Officer Incharge	PHC Laljuri	75	PASS
6	Dr. Shibabrata Naha	Medical Officer Incharge	PHC Barpathari	72.5	PASS
7	Dr. Samuel Ray Reang	Medical Officer Incharge	PHC Nepaltilla	72.5	PASS
8	Dr. Sanjay Debbarma	Medical Officer In charge	PHC Taibandal	70	PASS
9	Dr. Tamal Debbarma	Medical Officer In charge	PHC Killa	70	PASS
10	Dr. Chiranjit Noatia	Medical Officer In charge	DH, Gomati	70	PASS
11	Dr. Rahul Purkayastha	Medical Officer In charge	CHC Panisagar	70	PASS
12	Dr. Sandipan Bhattacharjee	Nodal Officer-QA	DH, Unakoti	70	PASS
13	Dr. Pratim Chandra kar	Medical Officer Incharge	Kanika Memorial PHC	70	PASS
14	Dr. Indrajit Debbarma	Medical Officer Incharge	PHC Dhumacherra	70	PASS
15	Dr. Raj kiran Debbarma	Medical Officer Incharge	Hemanta Debbarma Smriti PHC	70	PASS
16	Dr. Joysankar Majumder	Medical Officer In charge	PHC Tulamura	67.5	PASS
17	Dr. Hrituparna Biswas	Medical Officer In charge	PHC Garjee	67.5	PASS
18	Dr. Priyanka Saha	Medical Officer In charge	PHC Matai	67.5	PASS
19	Dr. Aman Debbarma	Medical Officer In charge	PHC Chachubazar	67.5	PASS
20	Mr. Kajal Murasing	Asst. Hospital Administrator	Kanchanpur SDH	67.5	PASS
21	Dr. Ananta Tripura	Medical Officer In charge	PHC Ghorakappa	65	PASS
22	Dr. Anita Debbarma	Medical Officer In charge	PHC Mungiakami	65	PASS
23	Dr. Prima Debbarma	Medical Officer Incharge	Dasarathdeb Memorial PHC	65	PASS
24	Sanjib Das	Assistant Hospital Administrator	District Hospital, South Tripura	65	PASS
25	Dr. Rati Ranjan Debbarma	Medical Officer In charge	CHC Kherengbar	62.5	PASS
26	Dr. Arpit Srivastava	State Consultant-UNICEF	Tripura	62.5	PASS
27	Dr. Maibah Hashina Devi	Medical Officer In charge	UPHC Madhya Pratapgarh	62.5	PASS
28	Dr. Krishi Kumar Murasing	Medical Officer Incharge	CHC Manughat	62.5	PASS

29	Dr. Mridul Das	Medical Officer In charge	PHC Gandhigram	60	PASS
30	Dr. Rajat Datta	Medical Officer Incharge	PHC Ramraibari	57.5	FAIL
31	Dr. Rahul Chandra Saha	Medical Officer Incharge	PHC Tilthai	50	FAIL
32	Dr. Subhasish Roy	DNO-QA, North Tripura	Office of the CMO, North Tripura	50	FAIL
33	Dr. Sarbani Debbarman	Medical Officer Incharge	PHC Narsingarh	50	FAIL
34	Dr. Amit Debbarma	Medical Officer Incharge	PHC Marachara, Dhalai	45	FAIL
35	Dr. Khokan Lal Das	Medical Officer Incharge	PHC Nidaya	40	FAIL
36	Dr. Atithi Kumar Debbarma	Medical Officer Incharge	PHC Baijalbari	35	FAIL
37	Dr. Prasenjit Chakma	Medical Officer Incharge	PHC Machmara	35	FAIL

- Total Participants appeared in the NQAS Internal Assessor's Certificate Test: 37
- Total Participants who cleared the NQAS Internal Assessor's Certificate Test: 29
- Pass Percentage: 78.38 %
- Average Score of the Test: 63.72 %

Annexure III: Training Feedback Analysis

Sl. No.	Name of the Topic	Average Score
1	Overview of National Quality Assurance Program & Assessment Protocol	4.72
2	Standards for Service Provision, AoC - A	4.29
3	Standards for Patient Rights, AoC - B	4.35
4	Standards for Inputs, AoC - C	4.67
5	Standards for Support Services, AoC - D	4.27
6	Standards for Clinical Services, AoC-E (Std. E1- Std. E9)	4.64
7	Standards for Infection Control, AoC-F	4.64
8	Exercise on Area of Concern A, B and C	4.70
9	Standard for Quality Management, AoC-G	4.70
10	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps	4.78
11	Prescription Audit & Exercise	4.70
12	Standards for RMNCHA Services, AoC-E (Std. E10 - Std. E16)	4.62
13	Standards for RMNCHA Services, AoC-E (Std. E17 - Std. E23)	4.56
14	Outcome Indicators and KPI's, AoC-H	4.59
15	Overview of "Gunak Application" and its uses	4.75
16	Quality Tools - PDCA, 5S, Mistake Proofing etc.	4.70
17	Patient Satisfaction Survey and exercise	4.72
18	Process Mapping and exercise	4.67

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

Sl. No.	Topics	No. of Participants appreciated the session
1	Standards for Infection Control, AoC-F	19
2	Outcome Indicators and KPI's, AoC-H	18
3	Patient Satisfaction Survey and exercise	13
4	Standard for Quality Management, AoC-G	13
5	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps	12
6	Overview of National Quality Assurance Program & Assessment Protocol	12
7	Overview of "Gunak Application" and its uses	11
8	Prescription Audit & Exercise	11
9	Process Mapping and exercise	11
10	Quality Tools - PDCA, 5S, Mistake Proofing etc.	10

Trainers Score:

Sl. No.	Name of the Trainer	Position	No. of topics taken	Average Score
1	Dr. Ajay Kumar Arya	Consultant-QI, RRC-NE	5	4.71
2	Dr. Vinaya RSL	Consultant-QI, RRC-NE	5	4.70
3	Dr. Kallol Kr. Roy	SNO - QA, NHM, Tripura	2	4.63
4	Dr. Sankha Subhra Debnath	DHFW, Unakoti, Tripura	2	4.32
5	Dr. Arjun Saha	DNO-QA, Gomati, Tripura	2	4.58
6	Dr. Mousumi Sarkar	SPO - Immunization	1	4.27
7	Dr. Anirban Hore	State Consultant - QA, NHM	1	4.64

