

Report on Internal Assessor cum Service Provider's Training on National Quality Assurance Standards: (Batch 1 & Batch 2)



Organized By

State QA Team, NHM, Assam

with technical support from

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

04th to 06th January 2022 (Batch 1), 10th to 12th January 2022 (Batch 2)

Venue: Training Hall, SIHFW, Guwahati, Assam

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) rolled-out in the year 2014. Subsequently, Quality Standards for Urban PHC's were developed in 2016. LaQshya guidelines for Labor Room & Maternity OT rolled out in 2017, SUMAN – A new initiative for zero preventable maternal & neonatal death was launched in October 2019, NQAS guidelines for Health & Wellness Centres rolled out in 2020 & for ensuring child friendly services in public health facilities, a new initiative called 'MusQan' for the paediatric age group within the existing NQAS framework was launched in 2021. 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.

Three-day Internal Assessor cum Service Provider Training was organized in Training Hall, SIHFW, Guwahati by State QA Team, NHM Assam with the technical support from RRC-NE for two batches from 04th to 06th January 2022 (Batch 1) and 10th to 12th January 2022 (Batch 2). RRC-NE extended support by drafting the agenda, providing study materials & taking sessions on various Area of concern in NQAS & conducting exercises on various topics like Identifying standards, Group activity on Area of concern A, B, and C, Group activity on BMW management, Exercise on Process mapping & Prescription Audit during the training. Training program was spread into 18 topics, 3 practical exercises & 1 Quiz program 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. Rohini Kumar, Consultant QA, NHM
2. Dr. Meena Chavan, SPO - Jhpiego, Assam
3. Dr. Swapnil More, UNICEF Consultant
4. Mr. Anup Basishta, Consultant QI, RRC-NE
5. Dr. Vinaya RSL, Consultant-QI, RRC-NE
6. Dr. Ajay Kumar Arya, Consultant-QI, RRC-NE
7. Dr. Swaroop Patnaik, UNICEF Consultant
8. Dr. Sabina Yasmin, Quality Consultant, Nemcare Hospital

Participants:

Total 120 (One Twenty) participants including Medical & Health Officer in charge, Hospital Administrators, Staff Nurse, Block Program Managers, Community Health Officers, Deputy Superintendents & Technical supervisors from various health facilities of Assam have participated in the training.

Participants list along with Post Training Evaluation Report of both the batches is enclosed in Annexure- II.

C. Inaugural Session

At the very outset, Dr. Rohini Kumar, State Consultant - QA welcomed all the participants from various facilities across the state of Assam and the Resource Persons from Jhpiego, UNICEF and RRC-NE to the three days Internal Assessor cum Service Provider training program. She oriented all the participants about

the training program, its importance & briefed about NQAS and its quality aspects, progress of quality in public health facilities since the induction of NQAS Guidelines.

D. Technical Session

Day 1 (04-01-2022) & (10-01-2022)	
Topic	Briefing of the Session
Overview of National Quality Assurance Program	Dr. Rohini Kumar, Consultant QA, NHM started the session by welcoming all the participants to the 3-day training program. The first session, an overview of National Quality Assurance Program explained thoroughly which covered the concepts of Quality & its various definitions, development of National Quality Assurance Standards & its Implementation framework at state & district level, Quality Assurance committees & units, key features of NQAS, all 8 Areas of Concern, their standards from A to H explained in this session
Measurement & Assessment Protocol	Mr. Anup Basista, Consultant QI, RRC-NE conducted the session on the measurement system of National Quality Assurance standards, he briefed about Measurable elements & checkpoints in checklists. session included Overview of scoring, Four methods of assessment – OB, SI, RR and SI, their Processes, Methodologies, and protocols of the NQAS System.
Standards for Service Provision (A) and Standards for Patient Rights (B)	Dr. Ajay Arya & Dr. Vinaya RSL, Consultant QI, RRC-NE conducted the session for Batch 1 and Batch 2 respectively. Session on AOC-A, Services availability covers 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. Session on Patient Rights included rights of patients to access information about the services, user friendly signages, confidentiality of their information, obtaining consent for treatment, privacy & dignity to patients, providing treatment without any physical and financial barriers. It also included patients' right for grievance redressal and to take informed decisions regarding their treatment plan.
Standards for Support Services, AoC-D	Mr. Anup Basishta & Dr Vinaya RSL conducted the session for Batch 1 and Batch 2 respectively. Session covers various support services in hospitals & their importance. This session included the detailed discussion on the Preventive & Breakdown Maintenance of Equipment's, Daily inspection, Calibration of critical equipment's, Inventory management of drugs & consumables in pharmacy & patient care areas, Dispensing & Storage of drugs, Safe environment in hospital, Upkeep of facility, 24X7 water and power supply, Laundry & Linen services, dietary Services, Accounts & Finance management, Contract Services and Statutory requirements for hospital.
Group Activity on Identifying Standards	This group activity session conducted by State QA Team was about identifying the standards and the corresponding area of concern. During the exercise, one key word was given to each participant and was asked to identify the related standard and area of concern from NQAS Checklist.
LaQshya Overview & MusQan Initiative	In this session Dr. Swaroop Patnaik, UNICEF Consultant has given an overview of LaQshya & MusQan initiatives, focussing on improving the quality of care in Maternal health & Immediate post-partum care & Paediatric OPD/Ward services, SNCU, NBSU in hospital. he briefed about Scope, Objectives, Strategies, Steps of certification process, Measuring KPI's & conducting Audits while implementing these two initiatives in the facility. Quality of care towards childbirth & immediate post-partum care will improve the maternal & new-born outcomes & MusQan initiative will provide the quality & safe services making the facility child friendly.
Standards for Input (C)	Dr. Meena Chavan, SPO, Jhpiego, Assam explained the seven standards of AoC-C from Adequacy of Infrastructure to Competence & performance of staff in the facility. Minimum requirement of space, layout & patient amenities in department, Physical safety of the infrastructure, Fire Safety & equipment's for firefighting & mock drills, Numerical adequacy & skill sets of staff, Availability of drugs,

	consumables & instruments. Defined staff's competency. With a system of periodic assessment, defining performance evaluation criteria for each staff should be defined in hospital.
Standards for Clinical Services, AoC-E (Std. E1 - Std. E9)	Dr. Rohini Kumar took the session on first part of 'Standards for Clinical Services AoC E (E1-E9)'. She explained the importance of first nine standards of clinical services which are concerned with those clinical processes that ensure adequate care to the patients in areas like Patient Registration, Admission, Consultation, Initial Assessment, Continuity of care, Nursing Assessment & Nursing care, Identification of high risk and vulnerable patients, Prescription practices, Safe drug administration, Maintenance of records and discharge from the hospital.
Group activity exercise on Area of concern A, B and C	State QA Team conducted a group exercise on Area of Concern A, B and C where a case study on the Labor room checklist has been given to all the participants, where they were asked to read the checklist & identify the checkpoints and score them according to the compliance of NQAS scoring system & finally arriving at the total score each area of concern has scored. This activity will give the first-hand knowledge on how to conduct assessment.
Day 2 (05-01-2022) & (11-01-2022)	
Patient Safety	Dr. Sabina Yasmin, Quality Consultant from Nemcare Hospital took the session on patient safety in which she briefed about the important aspects of patient safety like safe maternal & neonatal care, medication safety, radiation safety & Fire safety. This session explained the understanding of the patient safety, increase awareness & engagement from hospital staff & promoting actions to prevent harm in health care settings in day-to-day life.
Standards for RMNCHA Services, (E17-E23)	In this session Dr. Meena Chavan explained the seven standards of RMNCHA services which included the standards for services like ANC Registration, processes during check-up, identification of high-risk pregnancy, quality of intra natal care which includes clinical process & management of complications, resuscitation & essential new-born care, post-natal care of mother & new-born, Adherence to clinical protocols in Immunization, Emergency triage, Rx of childhood illnesses like neonatal asphyxia, low birth weight, Jaundice, Sepsis & diarrhoea, Family planning & Abortion Services, RKSK & Adherence to clinical guidelines under various NHP's.
Standards for Specific Clinical Services (E10-E16)	Dr. Rohini Kumar took this session & explained specific clinical Services from E10 to E16 which included the standards for services like Intensive care treatment, Emergency clinical processes, Ambulance, Handling MLC Cases, Disaster preparedness & its management, Lab and Radio diagnostics, Blood bank & Transfusion services, Safe Anaesthesia Practices, Process related to OT & Surgical Safety & Established procedures for End-of-life care & Death.
Audit checklists (Referral, Risk assessment checklist, Housekeeping, NSI, MDA, CDA, Hand hygiene audit etc.)	In this session Dr. Swapnil More, UNICEF Consultant has explained the process of auditing for various procedures in hospital by using various type of checklists like clinical audit checklist, death audit checklist, Hand hygiene audit checklist and housekeeping checklists. He explained the importance of audit checklists which are used to assess an organization's various processes for effectiveness and performance of a quality system.
Standards for Infection Control (F) and BMW Management	Dr. Meena Chavan 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, Hand hygiene practices & Antisepsis, Standard practices for personal protection, Processing of equipment & instruments, Environmental control, and Biomedical waste management in the facility.
Group activity on Biomedical Waste Management	State QA Team conducted a group activity on Biomedical Waste Management in hospital where the participants were made to identify the different types of hospital waste and they were asked to segregate according to four different colour coding as per BMW Rules, this

	activity will make participants to gain knowledge on effective management of infectious waste in hospital thus promoting patient safety in healthcare settings.
Standards for Quality Management (G) & Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	This session was taken by Dr. Rohini Kumar where she discussed eight standards of Quality Management which are as follows. 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 were also discussed. The importance of Internal assessment in facilities, Analysis of the gaps, Prioritization, and Action planning. Gap Analysis by using “fish bone diagram” and “why why” technique was explained in detailed with examples.
Inventory Management	Dr. Swaroop Patnaik, UNICEF Consultant explained about the inventory & its functions, defined procedures for storage of drugs & consumables, inventory management & dispensing of drugs in pharmacy & patient care areas, drug storage in pharmacy according to LASA medicines, HRM's, Expiry & near expiry items. Maintaining of stock records, reorder level & its calculation have been briefed in the session.
Day 3 (06-01-2022) & (12-01-2022)	
Outcome Indicators and KPI's - AoC-H and Patient Satisfaction Survey	Dr. Swapnil More, UNICEF Consultant 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.
Quality Tools - PDCA, 5S, Mistake Proofing etc.	Dr. Rohini Kumar has discussed the various tools of quality used in healthcare to improve the process and work style in day-to-day operations. The quality tools like Bar chart, Histogram, Fish bone diagram, Pie charts, PDCA Cycle, Workplace management, Run charts, Control charts used in process improvement activities of the hospital to improve the quality of care in daily operations have been discussed.
Status & Road map of NQAS Implementation in the state	Dr. Rohini Kumar has briefly explained the state action plan of QA related activities as per the approval in ROP 2021-22. She discussed the targets given by NHSRC for the FY 2021-22 and urged the district officials to conduct the baseline assessment of at least 10 facilities per district ranging from PHC's to District Hospitals within the completion of financial year.
Process Mapping & Exercise	Dr. Ajay Arya & Mr. Anup Basishta conducted the session for Batch 1 and Batch 2 respectively. session included Process mapping, its purpose & 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 hospitals shown. A group exercise conducted on process mapping where the participants asked to map the process of certain activities of a hospital like registration process, admission process, labor room activities etc., and they were told to present to the audience and to explain it by highlighting the value & nonvalue adding activities, bottlenecks they are facing in the process.
Prescription Audit & Exercise	Dr. Ajay Arya & Mr. Anup Basishta conducted the session for Batch 1 and Batch 2 respectively. session included the importance and need of conducting prescription audits on monthly basis in the facilities, he also explained prescription form, its contents, effects of inadvertent prescription of drugs and Adverse drug reactions. An exercise on prescription audit was conducted 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, then RRC Team members discussed the analysis, identification of low scoring

	attributes and to develop the corrective action and preventive action on the low scoring attributes of the audit.
Post training evaluation	RRC – NE Team conducted a post training evaluation of all the participants of the program with an objective type of question paper where answer sheet will be filled by participants, and this is followed by providing feedback on the various sessions & activities conducted on the 3 days training program.

F. Valedictory & Closing Ceremony:

The training program concluded with Dr. Rohini Kumar, State Consultant – QA explaining the participants regarding the importance of implementing the NQAS Guidelines in their facilities and urged the participants to utilize the funds given along with the knowledge they gained from the three days IA cum SPT program held which is followed by closing remarks & vote of thanks.

Annexure I: Agenda of the IA cum SPT Program (Batch 1 & Batch 2)

Time	Topic	Resource Person
Day 01 - (4/1/22) & (10/1/22)		
09:00 am - 09:30 am	Registration	State Team
09:30 am - 09:40 am	Welcome Address	Dr. Rohini Kumar Consultant QA, NHM
09:40 am - 10:00 am	Keynote Address	Dr. Lakshmanan S, IAS Mission Director, NHM, Assam
10:00 am - 10:30 am	Tea and Group Photo	
10.30 am -11:00 am	Overview of National Quality Assurance Program	Dr. Rohini Kumar Consultant QA, NHM
11.00am - 11:30 am	Measurement and Assessment Protocol	Mr. Anup Basistha Consultant QI, RRC-NE
11:30am - 12:00 pm	Standards for Service Provision (A) and Standards for Patient Rights (B)	Dr. Ajay Arya & Dr. Vinaya RSL Consultant QI, RRC-NE
12:00pm - 12:30pm	Standards for Support Services (D)	Mr. Anup Basistha & Dr. Vinaya RSL, Consultant QI, RRC-NE
12.30pm - 1:30 pm	Group Activity: Identifying Standards	RRC & State QA Team
1:30 pm - 2:00 pm	Lunch	
2:00 pm - 2:30 pm	LaQshya Overview & MusQan Initiative	Dr. Swaroop Patnaik UNICEF Consultant
2:30pm - 3:00 pm	Standards for Input (C)	Dr. Meena Chavan SPO, Assam, Jhpiego
3:00 pm - 4:00 pm	Standards for Clinical Services (E1-E9)	Dr. Rohini Kumar Consultant QA, NHM
4:00 pm - 5:00 pm	Group activity exercise on Area of concern A, B and C	State Quality Team
5:00 pm - 5:30 pm	Interactive session and open discussion	State Quality Team
Day 02 - (5/1/22) & (11/1/22)		
09:15 am - 10:00 am	Patient Safety	Dr. Sabina Yasmin, Quality Consultant, Nemcare Hospital
10:45 am - 11:15am	Standards for RMNCHA Services (E17-E22)	Dr. Meena Chavan SPO, Assam, Jhpiego
11:15 am - 11:45 am	Standards for Specific Clinical Services (E10-E16)	Dr. Rohini Kumar Consultant QA, NHM
11:45 am - 12:15 pm	Audit checklists (Referral, Risk assessment checklist, Housekeeping, NSI, MDA, CDA, Hand hygiene audit etc.)	Dr. Swapnil More UNICEF Consultant
12:15 pm - 1:15 pm	Standards for Infection Control (F) and BMW Management	Dr. Meena Chavan SPO, Assam, Jhpiego
1:15 pm - 1:30pm	Group activity on BMW Management	State Quality Team
1:30 pm - 2:15 pm	Lunch	

2:15 pm - 3:45 pm	Standards for Quality Management (G) & Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	Dr. Rohini Kumar Consultant QA, NHM
3:45 pm - 4:30pm	Inventory Management	Dr. Swaroop Patnaik UNICEF Consultant
Day 03 - (6/1/22) & (12/1/22)		
09:00 am - 9:30 am	Recap and Quiz	State QA Team
9:30 am - 10:30 am	KPI, Outcome Indicators & PSS (H)	Dr. Swapnil More UNICEF Consultant
10:30 am - 11:30 am	Quality Tools - PDCA, 5S and Mistake proofing and Exercise	Dr. Rohini Kumar Consultant QA, NHM
11:30 am - 1:45 am	Tea	
11.45 am - 12:00 am	Status & Road map for NQAS implementation in the state	Dr. Rohini Kumar Consultant QA, NHM
12:00 am - 1:00 PM	Process Mapping & Exercise on process mapping	Dr. Ajay Kumar Arya & Mr. Anup Basishta, Consultant QI, RRC-NE
01:00 pm - 01:30 pm	Prescription Audit & Exercise	Dr. Ajay Kumar Arya & Mr. Anup Basishta, Consultant QI, RRC-NE
01:30 pm - 02:15pm	Lunch	
02:30 pm-3:30 pm	Post Training Evaluation	RRC-NE
3:30 pm – 4:00 pm	Valedictory & Tea	

Annexure II: Post Training Evaluation Result Sheet of Batch 1 & Batch 2

NQAS Internal Assessor cum Service Provider's Training Program					
Training Hall, SIHFW, Guwahati, Assam					
04th to 06th January 2022 (Batch 1) & 10th to 12th January 2022 (Batch 2)					
Post Training Evaluation Report & Result Sheet					
Sl. No.	Name of Participants	Designation	Name of district/facility	Score (%)	Result
Batch 1					
1	Dr. Mukta Mala B	Hospital Administrator	Barpeta Civil Hospital	95.00	Qualified
2	Dr. Zunikar Ali	SMO	RNB Civil Hospital	90.00	Qualified
3	Dr. Partha P Barman	Medical & Health Officer In charge	RNB Civil Hospital	87.50	Qualified
4	Geetasree Roy	Sister Tutor	GNM/ANM Training School, Karim Ganj	87.50	Qualified
5	Dr. Manas Pratim Gogoi	Medical & Health Officer In charge	Bongaigaon Civil Hospital	85.00	Qualified
6	Karabi Bezbaruah	ICN (Staff Nurse)	District Hospital, Sonapur	85.00	Qualified
7	Burhanul Hoque	Block Program Manager	Jalapur Block PHC	85.00	Qualified
8	Rekhashree Dakua	DC-QA	DPMU, Baksa	82.50	Qualified
9	Dipti Sarkar	Staff Nurse	Bongaigaon Civil Hospital	82.50	Qualified
10	Mrinmoy Chakraborty	Medical & Health Officer In charge	Harinagar BPHC	82.50	Qualified
11	Dr. Samipjyoti Bora	Senior Medical & Health Officer In charge	Kamargaon MPHC	82.50	Qualified
12	Rohit Kuma Sinha	Medical & Health Officer In charge	S M Dev Civil Hospital, Silchar	80.00	Qualified
13	Dr. Mohammed Eijaz Ahmed	Medical & Health Officer In charge	Harina MPHC, Cachar	80.00	Qualified
14	Dr. Haripada Das	Medical & Health Officer In charge	Sonari SDCH Charaideo	77.50	Qualified

15	Dr. Kamalluchan Gogoi	Medical & Health Officer In charge	Nasatra PHC	77.50	Qualified
16	Dr. Murtaza Zaman	Medical & Health Officer In charge	Bilasipara SHC, Dhubri	75.00	Qualified
17	Sadika Yasmin	Staff Nurse	Barpeta Civil Hospital	72.50	Qualified
18	Dr. Binod Bharali	Medical Officer (Ayu)	Gomura MPHC	72.50	Qualified
19	Dr. Lalita Ronghangpi	Deputy Superintendent	Bamunigaon Model Hospital, Chaygaon	72.50	Qualified
20	Hema Probha Saikia	Staff Nurse	Subdivisional Civil Hospital, Sonaricharaideo	72.50	Qualified
21	Dr. Mehedi Hassan Ahmed	Medical & Health Officer In charge	JSB Civil Hospital, Kajalgaon, Chirang	72.50	Qualified
22	Dr. Jamal Ahmed Choudhury	Senior Medical Officer (Ayurveda)	Karimganj Civil Hospital	67.50	Qualified
23	Bishwarup Chakraborty	Senior Medical & Health Officer In charge	Katigorah	67.50	Qualified
24	Washim Zabed Choudhury	Technical Supervisor	S M Dev Civil Hospital, Silchar	67.50	Qualified
25	Moloy Kanti Roy	Block Program Manager	Mahwr PHC, Dimahasao	65.00	Qualified
26	Hemanta Sarmah	Block Community Mobilir	Patharighat BPHC	65.00	Qualified
27	Rikumoni Das	Staff Nurse	Gogamukh CHC, Dhemaji	65.00	Qualified
28	Arunava Acharjee	PHC Acctt cum ABPM	Guaripur CHC, Dhubri	62.50	Qualified
29	Surajit Aryya	Block Program Manager	Mushalpur BPHC	60.00	Qualified
30	Dr. Bichitra K Bordoloi	SDM & HO	Civil Hospital, Goalpara	60.00	Qualified
31	Dr. Nasmeena Laskar	Medical & Health Officer In charge	Silchar Municipal Boara Cachar	60.00	Qualified
32	Dr. Nilutpol Chelleng	Senior Medical & Health Officer In charge	Rajgar CHC	60.00	Qualified
33	Abdul Moonim Laskar	Block Program Manager	Harinagar BPHC, Cachar	60.00	Qualified
34	Vijoy Sankar Kairi	Medical & Health Officer In charge	Narsingpur MPHC	57.50	Not Qualified
35	Dr. Faruk Ahmed	Medical & Health Officer In charge	Gauripur CHC	57.50	Not Qualified
36	Avinash Gogoi	Medical & Health Officer In charge	Barbaruah PHC, Dibrugarh	57.50	Not Qualified
37	Dulal Dutta	Accountant cum ABPM	Sonabarighat SHC	57.50	Not Qualified
38	Dr. Kamala Kanta Sarmah	Deputy Superintendent	Deomornoi CHC, Darrang	55.00	Not Qualified
39	Dibaya Jyoti Saikia	JE Instrumentation	DPMU NHM Dhemaji	55.00	Not Qualified
40	Anurag Sona	Hospital Administrator	Sonari Subdivisional Civil Hospital	55.00	Not Qualified
41	Zosangmawi	Staff Nurse	Cachar, Assam	52.50	Not Qualified
42	Hitesh Das	Block Program Manager	Matia BPHC	52.50	Not Qualified
43	Damini Boruah	Staff Nurse	SKKCH, Golaghat	52.50	Not Qualified
44	Mrs. Roshmi Rekha Borah	GNM Staff Nurse	SKKCH, Golaghat	52.50	Not Qualified
45	Jabidur Rahman	Accountant cum ABPM	Moterjhar MG Model Hospital, Dhubri	50.00	Not Qualified
46	Debabrat Deka	Hospital Administrator	Karimganj Civil Hospital	50.00	Not Qualified

47	Indura Devi	Staff Nurse	Cachar, Assam	50.00	Not Qualified
48	Manjit Choudhury	Microbiologist	Civil Hospital, Goalpara	47.50	Not Qualified
49	Monoranjan Bora	Block Program Manager	Gunjung BPHC	47.50	Not Qualified
50	Dr. Ramananda Regan	Medical Officer	Amgwri MPHC, DHE	42.50	Not Qualified
51	Rina Daimary	Ward Sister	Kokrajhar	42.50	Not Qualified
52	Dr. Manab Kr. Choudhury	Deputy Superintendent	Salbari Model Hospital	37.50	Not Qualified
53	Rwisumwi Brahma	Staff Nurse	JSB Civil Hospital, Kajalgaon, Chirang	30.00	Not Qualified
54	Shantilata Dhan	GNM	Chirang	30.00	Not Qualified
55	Biman Hazarika	Hospital Administrator	Pathsala SDCH	27.50	Not Qualified
Batch 2					
56	Amrita Kaunda	Hospital Administrator	S K Roy Civil Hospital	87.5	Qualified
57	Swaroop Pattanayak	State AD Consultant	Assam	87.5	Qualified
58	Haren Gogoi	Block Program Manager	Gohpur BPHC	82.5	Qualified
59	Dr. Mary Ngaineilam	Medical & Health Officer In charge	Kauripathar NPHC	82.5	Qualified
60	Ashik Ahmed	Medical & Health Officer In charge - ICDS	Tinsukia Civil Hospital	82.5	Qualified
61	Bhagya Lakshmi Devi	Staff Nurse	Bhurbandha Model Hospital, Morigaon	80.0	Qualified
62	Dr. Rajiv Kumar Sharma	Medical Officer - Ayu	Belairpur MPHC, Hailakandi	77.5	Qualified
63	Smeet Jyoti Kalita	Medical Officer	Lokhra State Dispensary	77.5	Qualified
64	Dr. Jyoti Kutum	Senior Medical & Health Officer In charge	Silapathar Model Hospital	77.5	Qualified
65	Pulak Jyoti Pathak	Block Program Manager	Bihaguri BPHC	77.5	Qualified
66	Pritisha Phukan	Hospital Administrator	Tinsukia Civil Hospital	75.0	Qualified
67	Muttakin Hussain Mazumder	Medical & Health Officer In charge	Algapur Model Hospital	75.0	Qualified
68	Dr. Chinmoy Barua	Senior Medical & Health Officer In charge	Morigaon Civil Hospital	75.0	Qualified
69	Nabajit C	Block Program Manager	Gossaigaon BPHC	75.0	Qualified
70	Asif Iqbal Ahmed	DPC NCD Kamrup	Office of the Joint Director, Kamrup	75.0	Qualified
71	Dr. Spandan Kumar Saikia	Senior Medical & Health Officer In charge	B P Civil Hospital, Nagaon	75.0	Qualified
72	Nazneen Sultana R	DC-QA	Jorhat (D)	72.5	Qualified
73	Dr. Aminul Islam	Medical Officer - Ayu	Kanaimara PHC	72.5	Qualified
74	Hafizur Islam	Community Health Officer	Bengervita HWC, South Salmara	72.5	Qualified
75	Kundil Dutta	Hospital Administrator	District Hospital, Majuli	72.5	Qualified
76	Debajani Roy	GNM	Dholmara PHC, Kokrajhar	72.5	Qualified
77	Amal Krishna R	Physiotherapist	Bezera CHC - FRU	72.5	Qualified
78	Dr. Sarkiri Lekthe	Medical Officer	Dholmara PHC, Kokrajhar	72.5	Qualified
79	Mahtab Uddim A	Block Program Manager	Halakura BPHC	72.5	Qualified
80	Dr. Mukut Bora	Deputy Superintendent	Nagaon	72.5	Qualified

81	Prandip Kumar N	Block Program Manager	Kathiatoli BPHC	70.0	Qualified
82	Dr. Indrani Gogoi	Medical & Health Officer In charge	Sualkuchi CHC	70.0	Qualified
83	Dr. Chandralekha Saikia	Senior Medical & Health Officer In charge	Mohkhuli Model Hospital	70.0	Qualified
84	Dr. Runumi Borasharma	Medical Officer - Ayu	Gharmura NPHC, Hailakandi (D)	70.0	Qualified
85	Dr. Jintumani Nath	Medical & Health Officer In charge	Gahia MPHC	70.0	Qualified
86	Ms. Reema Rai	Hospital Administrator	Dhemaji Civil Hospital	70.0	Qualified
87	Purbali Hazarika	District Media Expert	Golaghat	70.0	Qualified
88	Pallabi Phukon	Staff Nurse	Teok FRU, Jorhat	70.0	Qualified
89	Dr. Lutfur Rahman	Medical & Health Officer In charge	Athkhelia MPHC	67.5	Qualified
90	Moromi Begum	Community Health Officer	HWC, Kuchnimara	67.5	Qualified
91	Dhanjita Das	Counsellor	Azara CHC	67.5	Qualified
92	Ramya Pegu	Medical & Health Officer In charge	District Hospital, Garmur	67.5	Qualified
93	Dr. Sharif Mohd. Muhsin	Medical & Health Officer In charge	District Civil Hospital, Hojai	65.0	Qualified
94	Anushka Bora	District Program Manager	Golaghat	65.0	Qualified
95	Nazrul Islam	DUHC NUHM Dhubri	DPMU NHM Dhubri	65.0	Qualified
96	Monisha Das	Staff Nurse	STHG Hospital, Morigaon	65.0	Qualified
97	Dr. Suman Paul	Medical & Health Officer In charge	Panikhaiti MPHC, Thakur Kuchi Kamrup Metro	65.0	Qualified
98	Dr. Lalit Chandranath	Superintendent, Civil Hospital, Nagaon	District Civil Hospital, Nagaon	62.5	Qualified
99	Simanta Konwar	PHC Acctt. cum ABPM	Bordirak MPHC	62.5	Qualified
100	Monalisha Baruah	Staff Nurse	Sualkuchi FRU, Kamrup	62.5	Qualified
101	Sunil Pathak	PHC Acctt. cum ABPM	Dholamara PHC	60.0	Qualified
102	Sanjumoni Bora	Block Program Manager	Charingia BPHC, Golaghat	60.0	Qualified
103	Dr. B D Bharali	Medical Officer	Gohpur SDCH	57.5	Not Qualified
104	Dr. Shivaji Gupta	Sr. M&HO	Udalguri Civil Hospital	57.5	Not Qualified
105	Kamala Kumari B	Assistant Matron	Model Hospital, Jorhat	57.5	Not Qualified
106	Ajoy Kumar Bora	Block Program Manager	Titabar BPHC, Jorhat	55.0	Not Qualified
107	Gulnaz Begum	Staff Nurse	-	52.5	Not Qualified
108	Bornali Gogoi H	Staff Nurse	District Civil Hospital	52.5	Not Qualified
109	Moni Roy	Staff Nurse	-	52.5	Not Qualified
110	Kirti Kamal Kalita	Block Coordinator	Bhurband HA MG Model Hospital	50.0	Not Qualified
111	Sri Mitali Kakati	Staff Nurse	Rangia Model Hospital	45.0	Not Qualified
112	Dr. Kabita Bhuyan	SD MOPH, Jorhat	Joint Director Office, Jorhat	42.5	Not Qualified
113	Dr. Abed Ali	Medical Officer	Bandarguri SD Udalguri BTAD Assam	42.5	Not Qualified
114	Sandhya Roy	Ward Sister	S K Roy Civil Hospital	42.5	Not Qualified

115	Chumi Medhi	Staff Nurse	STHG Civil Hospital	42.5	Not Qualified
116	Bonasageeta B	Staff Nurse	Mariani MPHC	37.5	Not Qualified
117	Sewali R	Senior Ward Incharge	Titabor SDCH	32.5	Not Qualified
118	Dhanmaya Chetri	Staff Nurse	Dhirenpara FRU	32.5	Not Qualified
119	Arnav Das	Block Program Manager	Balajan BPHC	32.5	Not Qualified
120	Namita Kalita	ANM	Khanapara SD	30.0	Not Qualified

Batch 1:

Total Participants appeared in the NQAS Internal Assessor's Certificate Test: **55**

Total Participants who cleared the NQAS Internal Assessor's Certificate Test: **33**

Pass Percentage: **60.00 %**

Batch 2:

Total Participants appeared in the NQAS Internal Assessor's Certificate Test: **65**

Total Participants who cleared the NQAS Internal Assessor's Certificate Test: **47**

Pass Percentage: **72.30 %**

Total Participants appeared in the NQAS Internal Assessor's Certificate Test: **120**

Total Participants who cleared the NQAS Internal Assessor's Certificate Test: **80**

Pass Percentage: **66.66 %**

Annexure III: Training Feedback Analysis

1. Topic wise Score:

Sl. No.	Name of the Topic	Average Score	
		Batch 1	Batch 2
1	Overview of National Quality Assurance Program	4.27	4.49
2	Measurement & Assessment Protocol	3.89	4.23
3	Standards for Service Provision & Patient Rights (AoC - A & B)	3.94	4.10
4	Standards for Support Services (AoC - D)	3.98	4.14
5	Group Activity: Identifying Standards	4.08	4.18
6	Standards for Inputs (AoC C)	4.38	4.13
7	Standards for Clinical Services (E1-E9)	4.28	4.33
8	Group Exercise on Area of Concern A, B and C	4.14	4.46
9	Patient Safety	3.89	4.19
10	Standards for RMNCHA Services (E17-E22)	4.14	4.26
11	Standards for Specific Clinical Services (E10-E16)	4.30	4.35
12	Audit Checklists (Referral, Risk Assessment, Housekeeping, NSI, MDA, CDA & Hand Hygiene Audit)	4.12	4.39
13	Standards for Infection Control (AoC - F) & BMW Management	4.22	4.31
14	Group Activity on BMW Management	4.10	4.31
15	Standards for Quality Management (AoC-G) & Internal Assessment, Root Cause Analysis, Action Planning	4.36	4.26
16	Inventory Management	3.94	4.40
17	Group Activity on Quality Management & Presentation	3.95	4.20
18	KPI, Outcome Indicators & PSS (AoC - H)	4.21	4.32
19	Quality Tools - PDCA, 5S & Mistake Proofing & Exercise	4.25	4.45
20	Process Mapping & Exercise	4.10	4.33
21	Prescription Audit & Exercise	4.16	4.30

2. Trainer wise Score:

Sl. No.	Name of the Trainer	Position	Batch 1		Batch 2	
			No. of topics taken	Average Score	No. of topics taken	Average Score
1	Dr. Rohini Kumar	Consultant QA, NHM	5	4.29	5	4.44
2	Dr. Meena Chavan	SPO - Jhpiego, Assam	3	4.25	3	4.33
3	Dr. Swapnil More	UNICEF Consultant	2	4.17	2	4.32
4	Dr. Swaroop Patnaik	UNICEF Consultant	1	3.94	2	4.21
5	Dr. Ajay Kumar Arya	Consultant-QI, RRC-NE	3	4.07	0	0
6	Mr. Anup Basishta	Consultant QI, RRC-NE	2	3.94	3	4.29
7	Dr. Vinaya RSL	Consultant QI, RRC-NE	0	0	2	4.12
8	Dr. Sabina Yasmin	Quality Consultant, Nemcare Hospital	1	3.89	1	4.26
9	State Quality Team	NHM, Assam	3	4.07	3	4.21

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

Sl. No.	Topics	No. of Participants	
		Batch 1	Batch 2
1	Standards for Infection Control (AoC - F) & BMW Management	13	16
2	KPI, Outcome Indicators & PSS (AoC - H)	12	17
3	Standards for Specific Clinical Services (E10-E16)	10	10
4	Quality Tools - PDCA, 5S & Mistake Proofing & Exercise	10	12
5	Prescription Audit & Exercise	9	10
6	Overview of National Quality Assurance Program	8	12
7	Standards for Quality Management (AoC-G) & Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	8	12
8	Standards for Service Provision & Patient Rights (AoC - A & B)	7	15
9	Standards for Clinical Services (E1-E9)	7	17
10	Process Mapping & Exercise	7	16