

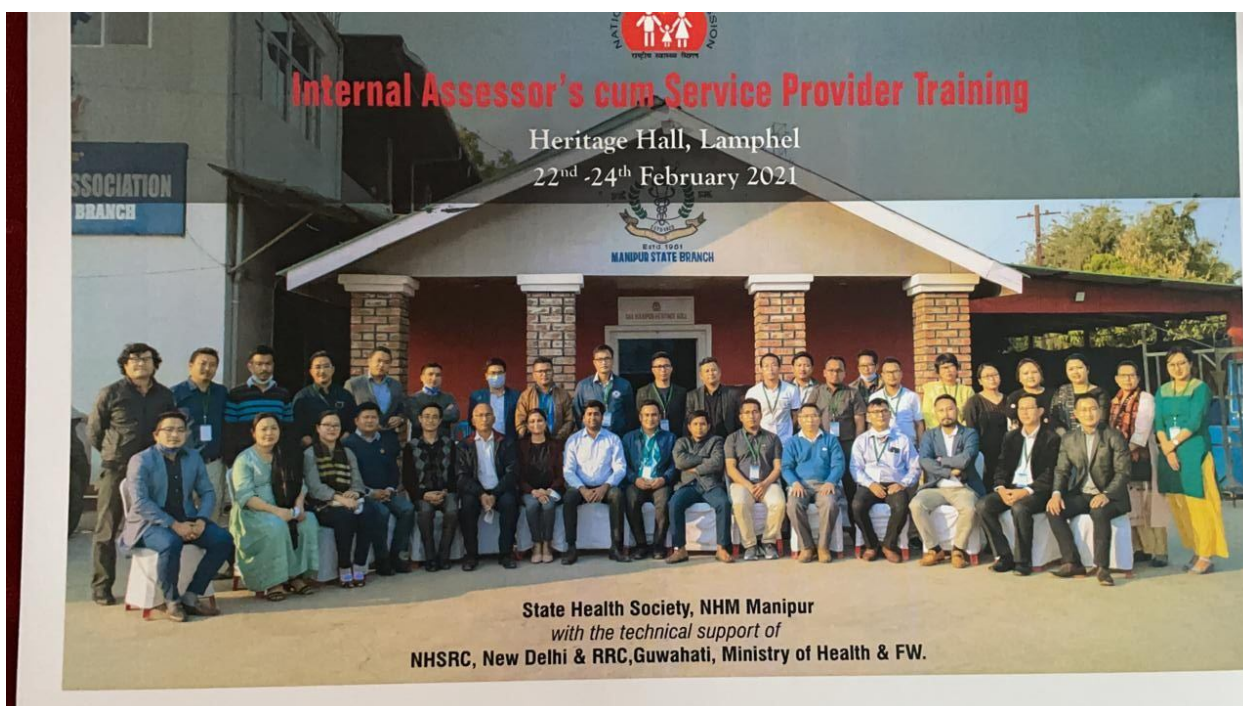
Report on Three Days Internal Assessors' cum Service Providers' Training on National Quality Assurance Standards (NQAS)

Dates of Training:

22nd February to 24th February 2021

Place of Training:

Heritage Hall, IMA-Manipur Branch, Lamphel



Organized By

State Health Society, NHM Manipur
with technical support of
Regional Resource Centre for NE States, 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 FRUs) and Primary Health Centres (with beds) rolled-out in the year 2014. Subsequently, Quality Standards for Urban PHCs 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 East States has been closely monitored and supported by Regional Resource Centre for North East States (RRCNE) in coordination with National Health System Resource Centre (NHSRC) since the launch of the programme in November 2013. A pool of assessors has been created in each State for undertaking the assessment of the health facilities, identification of gaps, analysis of the identified gaps, prioritization, action planning for closure of the gaps 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 by State Health Society, NHM Manipur with the technical support of RRC-NE to increase the pool of assessors. RRC-NE extended support by drafting the agenda, providing study materials and taking sessions during the training. Training programme was spread into 24 topics along with practical exercises for hands on experience on various methodologies of the assessment. Training was followed by discussion on NQAS implementation status in the State of Manipur & drawing a Roadmap for FY 2021-22 and then training concluded with 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. Tomcha Khuman, Additional Director (PH), Health Department, Manipur
2. Dr. Gojendra Singh, CMO Bishnupur District, Manipur
3. Sh. Anup Basistha, Consultant-QI, RRC-NE, MoHFW, GOI.
4. Dr. Y Ramananda, State QA Consultant, Manipur

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

Participants: Total 34 (Thirty Four) participants including Chief Medical Officers, Medical Superintendents, Deputy Medical Superintendants, State QA Consultant (PH), Public Health Specialist, Microbiologist, Medical Officers, Dental Surgeon and District Program Managers attended the training. Participant list along with the Post Training Evaluation is enclosed in Annexure – II.

C. Inaugural Session

At the very outset, Dr. L Somorendro Singh, State Nodal Officer-QA, welcomed all the participants from various facilities across the State and the Resource Persons to the three days Internal Assessor cum Service Provider training program. He discussed about the importance of Quality in public health facilities and assured that State QA Team will extend full support to the facilities for achieving National Quality Certification.

D. Technical Session

Topic	Brief of the Session
DAY-1- (22.2.2021)	
1. Overview of National Quality Assurance Program and assessment protocol	Mr. Anupjyoti Basistha, Consultant, Quality Improvement , RRC-NE, 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 NOAS 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. Gojendra Singh, CMO Bishnupur District & NOAS Assessor conducted the session on the first two Areas of Concern i.e. Service Provision and Patient Rights. The session include 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)	Mr. Anupjyoti Basistha 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 level of

	facilities.
4. Group Activity	The session on Group activity was about identifying the standard and the corresponding area of concern. During the exercise, one key word was given to each participant and was asked to identify the standard and the Area of Concern.
5. Standards for Support Services (AOC D)	This Session was taken by Mr. Anupjyoti Basistha 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.
6. Standards for Clinical Services (AOC E1-E9)	Dr. Y Ramananda, State Consultant, Manipur took the Session on first part for Standards for Clinical Services. He explained the importance of clinical services and discussed about the 9 (nine) Standards of Clinical Services which includes registration, admission, consultation, assessment, reassessment, patient care during transfer & referral. It also includes nursing care, drug administration, patient record maintenance and discharge process etc.
7. Overview of "GUNAK Application" and its use.	Dr. Y. Ramananda continued his deliberations on 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.
DAY – 2 (23.02.2021)	
8. Recap	The second day of the training started with a quick recapitulation of Areas of Concern A, B, C, D, E1 to E9 & Gunak Application via Quiz.
9. Standards for Infection Control (AOC F)	The session was taken by Mr. Basistha . It includes detailed discussion about infection control practices, hand hygiene, antisepsis, and personal protection, processing of equipment, environment control and biomedical waste management. A video on Infection Control Practices was also shown to the participants.
10. Standards for specific Clinical Services (AOC E10 –E16)	Dr. Tomcha Khuman, Addl. Director (PH), Health dept, Manipur & NQAS External Assessor 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.
11. Standards for RMNCHA Services (AOC E17-E23)	Dr. Tomcha took the next session for RMNCH+A services also. In this session, he 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.
12. Exercises on AOC A, B & C	In this session, all participants were given a case study and were asked to give score in the checkpoints of the relevant checklist and to generate the overall score of the department.
13. Standards for Quality Management (AOC G)	The session was taken by Mr. Basistha . This session includes 8 (eight) standards on Quality Management system. He discussed about the importance of Quality Policy, Objective, SOP, Patient Satisfaction Survey etc. Various "Mudas or Wastes in Hospital" and "Process Mapping" were also discussed.
14. KPI, Outcome & Patient Satisfaction Score (AOC-H)	Dr. Ramananda discussed about the 30 Key Performance Indicators of District Hospital, its calculation and reporting mechanism with examples.
15. Internal assessment, Root Cause Analysis, Action Planning & Prioritization.	The session was taken by Mr. Basistha , where he 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.
DAY-3 (24.2.2021)	
16. Recap	The third day of the training started with recap of second day's sessions via Quiz.
17. Quality Tools: PDCA, 5S, Mistake proofing	The session was carried forward by Mr. Basistha . He discussed about various Quality Tools like PDCA Cycle (Plan-Do-Check Act), 5 S (Sort, Set, Shine, Standardize and Sustain for work space management, Mistake proofing i.e. preventing errors and negative effects from errors with various examples.
18. Prescription audit	This session was taken by Mr. Basistha where he discussed about the importance of prescription audit and method of analysis.
19. Exercise on Prescription audit & PSS	In this activity, sample prescriptions were given to the participants and were asked to give scores on the prescription audit form. Then Mr. Basistha discussed about its analysis, identification of low scoring attributes and to develop Corrective and Preventive Action.

20. Mera Aspataal & calculation of Kayakalp score.	This session was taken by Mr. Basistha where he gave a brief overview of “Mera Aspataal” and detailed discussion on the process to calculate Kayakalp final score by using Mera Aspataal score (cleanliness score only). Mera Aspataal score carries 15% weightage on final Kayakalp External Assessment score of the District Hospital.
21. Experience sharing of Behiang PHC for achieving NQAS certification & Process Mapping	Dr. Steve, Medical Officer (I/C) of Behiang PHC , Churachandpur district, Manipur which is one of the NQAS Certified facilities of Manipur, shared his experiences and the journey of PHC Behiang to achieve NQAS certification. He also shared a brief idea regarding “Process Mapping” procedure.
22. Exercise on Process Mapping	In this activity, the participants were asked to make a Process Mapping by taking an example of an activity and then they were asked to present for discussion.
23. Protocol of NQAS & LaQshya Assessment of health facilities in virtual platform.	The session was taken by Mr. Basistha which includes the overview of NQAS and LaQshya Assessment protocol for virtual certification. The protocol was developed during COVID 19 developed as physical assessment could not be conducted.
24. Post training evaluation	At the end of session, a post training evaluation was conducted in the form of questions and answer sheet of objective type which was followed by filling up of the feedback form by the participants.

E. Road Map

The lists of public health facilities which are shortlisted for NQAS certification in the coming FY 2021- 22 for the State of Manipur are as follow:

Sl.	Level of Facility	Name of the Facility	Timeline for State Certification	Timeline for National Certification
1.	District Hospital	1. DH Bishnupur	June 2021	August 2021
		2. DH Tamenglong	June 2021	August 2021
2.	Community Health Centre	1. CHC Wangoi, Imphal West	June 2021	August 2021
		2. CHC Nambol, Bishnupur	June 2021	August 2021
3.	Primary Health Centre	1. PHC Mekola, Imphal West	June 2021	August 2021
		2. PHC Bashikhong, Imphal East	June 2021	August 2021
		3. PHC Khoupam, Noney	June 2021	August 2021
		4. PHC Saikul, Kangpokpi	June 2021	August 2021
		5. PHC Komlathabi, Chandel (Aspirational District)	June 2021	August 2021
		6. PHC Jessami, Ukhrul	June 2021	August 2021
		7. PHC Mayang Imphal, Imphal West	June 2021	August 2021
		8. PHC Tamei, Tamenglong	June 2021	August 2021
		9. PHC Wangjing, Thoubal	June 2021	August 2021

F. Valedictory and closing ceremony

The training program concluded with the closing remark and vote of thanks from Dr Somorendra, State Nodal Officer-QA and Dr. Ramananda, State Consultant-QA. The feedback analysis is annexed as Annexure – III.

Annexure I

**Agenda for Internal Assessors' cum Service Provider Training
(National Quality Assurance Standards)
22nd -24th February, Imphal, Manipur**

Time	Topic	Resource Person
Day-01 (22nd February 2021)		
10:00 am - 0:30 am	Registration	
10:30 am – 0:45 am	Inaugural Address	State Representative
10:45 am -11:30 am	Overview of National Quality Assurance Program and assessment protocol	Sh. Anup Basistha Consultant QI, RRC-NE
11:30 am -11:45 am	Tea	
11.45 am-12:30 pm	Standards for Service Provision and Patient Rights (AOC A and B)	Dr. Gojendra Singh, CMO-Bishnupur & NQAS External Assessor
12:30pm –01:45 pm	Standards for Inputs (AOC C)	Sh. Anup Basistha Consultant QI, RRC-NE
01.45 pm – 2:15 pm	Group Activity: Identifying Standards	Sh. Anup Basistha Dr. Y. Ramananda Singh
2:15 pm – 2:45 pm	Lunch	
2:45 pm – 3:30 pm	Standards for Support Services (AOC D)	Sh. Anup Basistha Consultant QI, RRC-NE
3:30 pm – 4:30 pm	Standards for Clinical Services (AOC E1-E9)	Dr Y. Ramananda Singh State QA Consultant, Manipur
4:30pm – 4:45 pm	Tea	
4:45 pm – 5:15 pm	Overview of "GUNAK Application" and its use	Dr Y. Ramananda Singh State QA Consultant, Manipur
Day-02 (23rd February 2021)		
09:00 am -09:30 am	Recap	Sh. Anup Basistha Consultant QI, RRC-NE
09:30am –10:30 am	Standards for Infection Control (AOC F)	Sh. Anup Basistha Consultant QI, RRC-NE
10:30 am- 11:30 am	Standards for Specific Clinical Services (AOC E10-E16)	Dr. Tomcha Khuman, Addl Director (PH), Health dept, Manipur & NQAS External Assessor
11:30 am- 11:45 am	Tea	
11:45am –12:45 pm	Standards for RMNCHA Services (AOC E17-E22)	Dr. Tomcha Khuman, Addl Director (PH), Health dept, Manipur & NQAS External Assessor
12:45 pm-1:45 pm	Exercise on AOC A,B & C	Sh. Anup Basistha Dr. Y. Ramananda Singh
1:45 pm – 02.15 pm	Lunch	
02:15 pm – 3.15 pm	Standards for Quality Management (AOC G)	Sh. Anup Basistha Consultant QI, RRC-NE
3:15 pm. – 4.15 pm	KPI, Outcome Indicators & Patient Satisfaction Score (AOC H)	Dr. Y. Ramananda Singh State QA Consultant, Manipur
4:15 pm – 4:30 pm	Tea	
4:30 pm. – 5.30 pm	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	Sh. Anup Basistha Consultant QI, RRC-NE
Day 3 (24th February 2021)		
09:30 am- 10:00 am	Recap	Sh. Anup Basistha Consultant QI, RRC-NE

10:00 am–10:45 am	Quality Tools: PDCA, 5S, Mistake Proofing	Sh. Anup Basistha Consultant QI, RRC-NE
10:45 am–11:15 am	Prescription Audit	Sh. Anup Basistha Consultant QI, RRC-NE
11:15 am -11:30 am	Tea	
11:30 am- 12:00 pm	Exercise on Prescription audit & PSS, Pareto etc	Sh. Anup Basistha Consultant QI, RRC-NE
12:00pm –12:30 pm	Mera Aspataal & calculation of Kayakalp score	Sh. Anup Basistha Consultant QI, RRC-NE
12:30 pm – 1:15 pm	Process Mapping, procedure/ documentation for certification & experience sharing of achieving NQAS certification of Behiang PHC	Dr Steve, Medical Officer I/C Behiang PHC. Churachandpur, Manipur
1:15 pm – 1:45 pm	Exercise on Process Mapping	Dr Steve, Medical Officer I/C Behiang PHC. Churachandpur, Manipur
1:45 pm – 02:30 pm	Lunch	
2:30 pm-3:15 pm	Protocol of NQAS & LaQshya Assessment of Health Facilities in virtual platform	Sh. Anup Basistha Consultant QI, RRC-NE
03:15 pm-3:45 pm	NQAS Implementation Status & Road Map for the State of Manipur for FY 2021-22	State Representative
3:45 pm – 5:00 pm	Post Training Evaluation	Sh. Anup Basistha Consultant QI, RRC-NE
5:00 pm- 5:30 pm	Valedictory & Tea	

Annexure II

List of Participants and Result of Post –Training Evaluation

Sl.	Name of Participant	Designation	Name of district/facility	Score (%)	Result
1	Rk. Busho Sana	DPM	Jiribam District	75.0	PASS
2	Dr. Titus Gangmei	MO	Dh Tamenglong	67.5	PASS
3	Dr. Dimpy P. Das	Fellow Qi	RRC-NE	85.0	PASS
4	Dr Nthangginmang	DS	DH CCPUR	67.5	PASS
5	Dr.Shakti Laishram	Microbiologist	DH Bishnupur	87.5	PASS
6	W. Sheirangba Mangang	State Consultant, MH	Medical Directorate	72.5	PASS
7	Dr. Gayatri Thangjam	SMO	Medical Directorate	77.5	PASS
8	Dr. T Napoleon	State Consultant, QM	Medical Directorate	67.5	PASS
9	Dr.Haobam Danny Singh	PH Specialist	CMO Office, Bishnupur	85.0	PASS
10	Dr. K Tharbendra Sharma	SMO	Medical Directorate	82.5	PASS
11	Dr. Micky Hijam	MO	CMO Pool Imphal East	72.5	PASS
12	Dr. Apwong Golmei	Dental Surgeon	DH Senapati	50.0	FAIL
13	Rk. Bijeta Devi	DPM	Noney District	60.0	PASS
14	Dr. Rk. Ranjan Singh	PH Specialist	CMO Imphal West	77.5	PASS
15	Lairenjam Vikram	DSO	O/o, Cmo Imphal East	95.0	PASS
16	C. Basanta Singh	DPM	Thoubal District	62.5	PASS
17	Dr. Sumpi Gilbert	MO	DH Chandel (AD)	72.5	PASS
18	L. Jenita Devi	DPM	Tengnoupal District	75.0	PASS
19	Dr. Rk Kapan	Dental Surgeon	SDH Moreh	65.0	PASS
20	Dr. Cecil Ahongshangbam	MO	SDH Moreh	80.0	PASS
21	Dr. Th Kalidash Singh	Pathologist	Community Health Services	55.0	FAIL
22	Dr. G. Tombing	MO	CHC Siwngnat	50.0	FAIL
23	Okram J. Singh	DMS	SDH-JIRIBAM	82.5	PASS
24	Dr. P, Premjit Singh	MO	CHC Parbung	77.5	PASS
25	Dr. Kamei Lanjanglu	MO	PHC Noney	50.0	FAIL
26	Dr. Khullakh Moshil	MO	PHC Kasom Khullen	80.0	PASS
27	Dr Thanglalmuang	MO	PHC Saikot	62.5	PASS
28	Md. Mirza Abbas	MO	PHC Chingai Ukhul	82.5	PASS
29	Dr. Okram Sushilkumar	MO	PHC Thanlon	67.5	PASS
30	Dr. W Nabachandra Singh	MO AYUSH	PHC Leimapokpam Bishnupur	75.0	PASS
31	K Angdar Maring	MO	PHC Tengnoupal	82.5	PASS
32	Dr. Daimai Nathanael	MO Incharge	Thousem PHC, Tamenglong District	75.0	PASS
33	Dr. Lhingneihoi Haokip	Dental Surgeon	PHC Saikul	62.5	PASS
34	Dr. Raikhan Thotchanhor	MO	PHC Jessami	60.0	PASS

Total Participants who appeared in the Post Training Evaluation : 34
 Total participants who cleared the Post Training Evaluation : 30
 Pass Percentage : 88.23%
 Number of participant from Aspirational District : 1

Training Feedback Analysis

Sl.	Details of Session	Average Score
1.	Overview of National Quality Assurance Program & Assessment Protocol	3.79
2.	Standards for Service Provision and Patient Rights (AOC A and B)	3.70
3.	Standards for Inputs (AOC C)	3.94
4.	Group Activity: Identifying Standards	3.88
5.	Standards for Support Services (AOC D)	3.85
6.	Standards for Clinical Services (AOC E1-E9)	3.97
7.	Overview of " GUNAK Application" and its use	3.73
8.	Standards for Infection Control (AOC F)	4.12
9.	Standards for Specific Clinical Services (AOC E10-E16)	4.21
10.	Standards for RMNCHA Services (AOC E17-E22)	4.05
11.	Exercise on AOC A, B & C	4.05
12.	Standards for Quality Management (AOC G)	4.00
13.	KPI, Outcome Indicators & Patient Satisfaction Score (AOC H)	3.87
14.	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	3.96
15.	Quality Tools: PDCA, 5S, Mistake Proofing	3.97
16.	Prescription Audit	3.97
17.	Exercise on Prescription audit & PSS, Pareto etc	3.91
18.	Mera Aspataal & calculation of Kayakalp score	3.84
19.	Process Mapping, procedure for certification & experience sharing of achieving NQAS certification of Behiang PHC	4.14
20.	Exercise on Process Mapping	4.23
21.	Protocol of NQAS & LaQshya Assessment of Health Facilities in virtual platform	3.67
Total Average Score		3.94

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.	Process Mapping	17
2.	Standards for Clinical Services	14
3.	Quality Tools	11
4.	Standards for Infection Control	10
5.	Prescription Audit	4
6.	Standards for Quality Management	4

Suggestions given by participants for improving the Training Programme:

1. Number of days for training may be increased while decreasing the time duration per day.
2. Time allotted for each session was short.