

**REPORT
ON
THREE DAYS INTERNAL ASSESSORS' CUM SERVICE PROVIDER TRAINING ON
NATIONAL QUALITY ASSURANCE STANDARDS**

(25TH February, 2020 to 27th February, 2020)

Venue: NHM Training Hall, C Sector, Naharlagun, Arunachal Pradesh



**Organized by
State QA Unit, NHM, Arunachal Pradesh
With the technical support of
Regional Resource Centre for NE States, Guwahati, Assam**

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1. INTRODUCTION:

Three days Internal Assessor's cum Service provider training was conducted in State of Arunachal Pradesh by Regional Resource Center for NE States (RRC- NE) Guwahati, in collaboration with National Health Mission (NHM), Arunachal Pradesh from 25th to 27th February, 2020.

Main objective of the training was to provide an overview of National Quality Assurance Standards (NQAS) as well as to prepare the state participants as internal assessors for the NQAS program. The state has nominated 35 participants for the training which includes Medical Officers, Nursing Staff, Laboratory Technicians and Managerial staff.

Training program have inbuilt training course evaluation system, where training feedback form is provided to each participant on the last day of the training. Feedback of participants has been analyzed on 5 point scale. **Overall score for training program was 3.98 on a Five-point scale.**

2. OBJECTIVES:

- ≠ To acquaint the trainees with National Quality Assurance standards, measurable elements, departmental checklists and scoring system along with scoring methodology.
- ≠ To develop skills and acumen to carry out assessment of hospitals.

3. METHODOLOGY

The following mixed methods were used in conducting the Internal Assessors cum Service provider Training under Quality Assurance Programme:

- a) Power point presentations
- b) Brainstorming sessions
- c) Case studies
- d) Questions and Answers

4. INAUGURAL AND WELCOME ADDRESS

Dr. Shaibal Bhattachacharjee, Joint Director, NHM Arunachal Pradesh, welcomed Dr. Ashoke Roy, Director, RRC-NE States, Dr. Suchitra, Sr. Consultant - QI, RRC-NE, Mr. Anup Jyoti Basistha, Consultant - QI, RRC-NE and welcomed all participants with warmth and expressed his hope for enriching learning experience during the training.

Dr Alok Yirang, Director-Family Welfare, NHM Arunachal Pradesh also gives warm welcome to the RRC-NE and the participants. He expressed his gratitude to Dr. Ashoke Roy, Director, RRC NE, Guwahati for his presence and the support to the training.

It was then followed by round of introduction from the participants. .

5. TECHNICAL SESSION

DAY 1

Session 1 - Overview of National Quality Assurance program and assessment protocol

The first session of the Day 1 was delivered by Dr. Suchitra Rajkumari, Sr. Consultant - QI, RRC NE. The session was on Overview of National Quality Assurance program and assessment protocol.

At the beginning of the session she explained about establishment of RRC-NE and NHSRC, the broad objective, themes & core mandate of NHSRC/RRC-NE. She explained the Donabedian model of structure, process and outcome. Dr. Suchitra told about the history of Quality Assurance Programme and briefed the participants on the eight key features of the programme mentioned below:-

- I. Unified Organizational Framework
- II. Explicit Measurement System
- III. Flexibility of adopting as per state's need
- IV. Training & Capacity Building
- V. Continuous Assessment and scoring
- VI. Inbuilt Quality Improvement Model
- VII. Certification at State & National Level
- VIII. Incentives on Achievement and Sustenance

She then explained the Quality standards & Measurable elements for each of the areas of concern, specific to each level of the health facilities from DH, CHC, PHC, and UPHC. She explained the key 4 points in NQAS i.e., Area of concern, Standard, Measurable element and Checkpoints and the relationship among these four key points. She pointed that there are 19 Departmental checklists for DH, Maternal OT has been added. She told about the assessment methods and the golden rules for scoring full compliance (2) partial compliance (1) and non compliance (0).

Session 2 – Standards for Service provision (A) and Patients right(B)

The session was delivered by Mr. Anup Basistha- Consultant - QI Division, RRC NE. His presentation started with recap of the 8 Area of Concerns. Mr. Anup explained the 6 standards under Area of concern (A) Service Provision which are as follows:

- A1** Curative Services
- A2** RMNCH+A services
- A3** Diagnostic Services
- A4** National Health Programs
- A5** Support Services
- A6** Services as per local needs

He explained the second area of concern (B) which is Patient's Right. His presentation started with explanation of 3 A's in Patient's Right i.e. Availability, Accessibility and Acceptability. He interact with the participant on what should include in Citizen charter and followed by the explanation of 6 standards under Area of Concern Patient Rights as narrated below:

- B1** Information
- B2** Accessibility
- B3** Privacy and Confidentiality
- B4** Informing the patients about treatment
- B5** Free Services
- B6** Ethical issues

Session 3 – Standards for Inputs (C)

The session was delivered by Ms. Toko Jumsi, Consultant - QI, NHM Arunachal Pradesh. She explained all the seven standards under area of concern C-Inputs as mentioned below-:

- C1** Infrastructure and Space
- C2** Physical Safety of the infrastructure
- C3** Fire Safety & other disaster
- C4** Qualified & trained staff (Human Resource)
- C5** Drugs and Consumables for assured services
- C6** Instrument and Equipment
- C7** Competence & performance of staff

Session 4 – Group activity: Identifying Standards

The Group activity was taken by Dr Suchitra ; During the group exercise, a small paper, in which a gap statement was written, was distributed to each participant where they have to identify the area of concern, relevant Standard & measurable element. As the participant identified their respective Area of concern , 8 groups were formed according to the 8 Area of concerns (A – H) All participants were then made to sit group wise for a good learning exercise.

Session 5 – Standards for Support Services (D)

The session was delivered by Dr. Raja Dodum, External Assessor for NQAS.

He explained the role of support services in the facility and said that support services are the most neglected area, he then explained all the 12 Standards under this area of concern with examples:

- D1** Inspection, testing & maintenance & calibration of measuring equipment
- D2** Procedure for storage inventory management & dispensing of drugs in pharmacy
- D3** Safe secure & comfortable environment to staff patients & visitors
- D4** Maintenance & upkeep
- D5** 24x7 water & power back up
- D6** Dietary service as per service provision & nutritional requirements
- D7** Clean linen to the patients
- D8** Public participation, management of hospital transparency & accountability
- D9** Financial Management
- D10** Statutory & regulatory requirement as per local, State & Central govt.
- D11** Role & responsibility of administrative & Clinical staff as per govt. rules
- D12** Monitoring Quality of outsourced service

Session 6 – Standards for Clinical Services (E1- E9)

The session was delivered by Dr. Suchitra Rajkumari, Sr. Consultant - QI, RRC NE. Dr. Suchitra first explained the three parts in Area of concern E, then she spoke about the first part of Area of concern E i.e. E1-E9 which is General Clinical services. She then explained briefly all the standards E1- E9 with examples for each standard.

- E1** – Registration, Consultation and admission
- E2** – Clinical assessment and reassessment
- E3** – Continuity of Care
- E4** – Nursing Care
- E5** – High risk and vulnerable patients
- E6** – STG
- E7** – Safe drug administration
- E8** – Medical Records
- E9** Discharge of patient.

Session 7 – Standards for Infection Control (F):

The session was delivered by Mr. Anup Jyoti Basistha, Consultant - QI, RRC NE; He started with a recap of the previous session. He then explained the standard precaution and said that the infection control committee has to form in the facilities, to ensure the formation and functional of the committee in the facilities, during assessment the assessor should check the frequency of meeting of the committee. He then explained all the standards falling in this area of concern (F1 – F6) with example.

- F1 – Infection Control Programme
- F2 – Hand hygiene
- F3 – Personal protective equipment
- F4 – Processing of equipment and instruments
- F5 – Physical layout and environmental control
- F6 – Biomedical waste management.

DAY 2

Recap & Quiz

The Second day of the training started with recap and quiz & that was undertaken by Mr. Anup Jyoti Basistha, Consultant-QI, RRC-NE. The participants enthusiastically participated in the session. The objective of the quiz was to refresh the learning of the previous sessions.

Session 1 – Standards for Specific Clinical Services (E 10- E 16)

The first session of day 2 was delivered by Dr. Tana Natung; he started with a reviewing of Area of concern, methods of assessment and how to use the NQAS checklist. Dr. Tana covered the 7 standards from E 10 to E 16 as narrated below –

- E10 - Intensive Care
- E11 - Emergency Services
- E 12 - Diagnostic Service
- E13 - Procedure for Blood bank storage management/transfusion
- E14 - Defined & established procedure for Anesthetic services
- E15 - Defined & established procedure for OT services
- E16 - Defined & established procedure for end of life care and death

Session 2 – Standards for RMNCH+A Services E17 – E22

The session was delivered by Dr. Tana Natung.

He explained about the management of stages of labour and explained protocols of AMTSL. He also explained about the types of abdominal palpation to check the lie, presentation, engagement, fundal height etc of the fetus.

He then explained the 6 standards from E 17 – E 22 with examples.

- E17 – Antenatal Care
- E18 – Intranatal Care
- E19 – Postnatal Care
- E20 – Newborn, infant and Child Care
- E21 – Family Planning
- E22 – Adolescent Care

Session 3 – Exercise on Area of Concern A, B & C

The exercise was taken by Dr Suchitra, each participant were given a case study based on the situation in labour room, all have to give their score based upon the situation narrated in the case study. The exercise enables the participants in practical understanding the system of assessment, identifying the gaps, scoring and filling up checklist and generating the various type of scores – hospital, department, area of concern and standard score.

Session 4 – Standards for Quality Management (G)

The session was delivered by Dr. Suchitra Rajkumari, Sr. Consultant - QI, RRC NE.

Dr. Suchitra spoke about the ten standards (G1-G10) under this area of concern, she elaborated on the process of conducting patient satisfaction survey and use of PDCA cycle in implementing Patient Satisfaction Survey in a facility, she informed that minimum 30 samples in each month are to be taken for conducting the Survey and analysis, she explained the SOP preparation and elaborated on meaning of Mission, Quality policy and objectives with examples. She suggested the participant to referred guideline for death audit. The ten standards under this area of concern are:

- G1 – Organizational framework
- G2 – patient and employee satisfaction
- G3 – Internal and External Quality Assurance
- G4 – Standard operating procedure
- G5 – Process Mapping
- G6 – Medical/Death/Prescription Audit
- G7 – Quality Policy and objectives
- G8 – Quality Methods and Quality Tools
- G9 – Risk management framework
- G10 – Establish risk management plan

Session 5 – Internal Assessment, Root cause Analysis, Action Planning & Prioritization

The session was delivered by Mr. Anup Jyoti Basistha, Consultant-QI, RRC-NE

Mr. Anup Jyoti Basistha explained the use of fish bone diagram and WHY- WHY analysis for root cause analysis with examples and explained the action planning methodology how to prioritize the gap by the usage of PICK Chart (P – Possible, I – Implement, C – Challenge, and K – Kickoff) for closure of gaps, and filling the format for Gap Analysis & Action Planning.

Session 6 – KPI, outcome indicators & PSS (H)

The session was delivered by Dr. Suchitra Rajkumari, Sr. Consultant - QI, RRC NE

Dr Suchitra explained 30 Key Performance indicators with formulas and their importance. She told about the four categories of indicators - Productivity, Efficiency, Clinical and Service quality under area of concern - Outcome. She also explained the peculiar indicators and how to calculate the indicators, in between there was a practical learning were all the participants have to do calculation of the particular indicator; the participants gave their full participation in the session.

Session 7 – Overview of “Gunak Application” and its use

The session was taken by Ms. Toko Jumsi, Consultant – QI, NHM Arunachal Pradesh

Ms. Toko Jumsi introduced the participants with GUNAK application which means Guide for NQAS and Kayakalp. She explained what it is, the reason for its development and its benefits. She then explained the key features of GUNAK and its application for using while assessment, entering data and score generation.

DAY 3

Recap & Quiz

The last day of the training started with recap and Quiz by Dr. Suchitra Rajkumari, Sr. Consultant - QI, RRC-NE. The Quiz was very participatory as it helps the participants refresh all the learning session during the training.

Session 1 – Quality tools – PDCA, 5S, Mistake proofing etc

The first session of the last day was delivered by Dr. Suchitra Rajkumari, Sr. Consultant - QI, RRC-NE. Dr. Suchitra explained the 6 basic Quality tools with graphical example which include Fish bone analysis, Check sheet, Scatter diagram, histogram, pareto, run chart and Control chart.

She further elaborated the use of quality methods i.e PDCA cycle, 5S – Sort, Set in order, Shine, Standardize and Sustain, Mistake proofing and Six sigma.

Session 2 – Prescription audit

The session was delivered by Mr. Anup J Basistha, Consultant – QI, RRC- NE

Mr. Anup J Basistha started his session with distributing each participant one OPD doctor's prescription and one audit form, the participant were advised to do audit of the prescription given to them where they have to fill the scoring in the audit form according to the OPD doctor's prescription, all the participants actively participated in the activity.

Followed by explanation of prescription audit and rationale use of drugs, Mr. Anup also explained the process of conducting prescription audit and how to analyze the score.

He concluded his session by saying that Aim of prescription should be:-

- » Right medicine
- » For right patient
- » At right time
- » In right dose and right cost

Session 3 – Process mapping & Procedure / documentation for certification

The session was delivered by Mr. Anup J Basistha, Consultant – QI, RRC- NE

Mr. Anup J Basistha explained the process with an example of process mapping in LABOR ROOM ADMISSION TO DELIVERY, he also explained how to identify the value added activities and non- value adding activities.

Followed by exercise on process mapping, each participant were given a situation which they have to do a process mapping of the situation and identify the value added activities and non- value added activities. The participants give their full participation in the exercise.

Lastly, Mr. Anup Jyoti Basistha elaborates the types of documents needed to submit for the process of certification for NQAS.

Session 4 – Status & road map for NQAS implementation of the state

The last session of the training was delivered by Dr. Shaibal Bhattacharjee, Joint Director and State Nodal Officer Quality Assurance, NHM Arunachal Pradesh.

Dr. Shaibal shared the names of empanelled internal assessors and external assessors in Arunachal Pradesh at present. He also shared the facility wise plan for state LaQshya certification in the year 2020, with the responsible person's for the process. For Kayakalp, Dr. Shaibal shared the month wise plan for internal assessment, peer assessment, external assessment and timeline for final declaration of Kayakalp award.

6. Post training Evaluation

Evaluation of the participants was undertaken on the last day of training. The evaluation timing was for 1 hour. The participants were divided into two groups and made to seat in two different rooms. Question papers were provided to each participant facility wise i.e. DH, CHC, and PHC.

7. Valedictory

Dr Alok Yirang, Director, Family Welfare, NHM Arunachal Pradesh delivered the Valedictory address. He thanked all the resource persons from RRC NE, Guwahati and all participants for their co-operation and sincerity during the training.

8. Feedback by the Participants

Most of the participants expressed that the training will help them to implement NQAS in their respective facilities.

Sl.	Name of the topic	No. of participants who found the topic most useful
I.	Overview of National Quality Assurance program and assessment protocol	2
II.	Service provision	7
III.	Patients Right	7
IV.	Inputs	1
V.	Support services	2
VI.	Clinical service	2
VII.	Infection control	6
VIII.	Quality Methods & tools	10
IX.	Outcome	3
X.	Internal assessment, root cause analysis, Action Plan	2

9. Suggestion given by the participant

- Suggested to include one practical visit in the 3 days training.
- It would be better if training days has minimum of 4 days.
- Suggested to sensitize the DMO, RCHO and department head of DH.

10. Agenda

Internal Assessor's Cum Service Provider Training **(National Quality Assurance Standards)**

25th -27th January 2020

Venue- NHM Auditorium, Naharlagun, Arunachal Pradesh

Time	Topic	Resource Person
Day-01 (25th January 2020)		
09:00 am - 09:30 am	Registration	
09:30 am – 09:45 am	Inaugural Address	Dr S Bhattcharjee, SNO, QA, NHM, Arunachal Pradesh.
09.45 am. -10.45 am	Overview of National Quality Assurance Program and assessment protocol	Dr Suchitra
10:45am -11:00 am	Tea	
11.00am – 11:45 am	Standards for Service Provision and Patient Rights(A,B)	Anup Basistha
11:45am – 12:15 pm	Standards for Inputs (C)	Toko Jumsi
12.15pm – 1:30 pm	Group Activity: Identifying Standards	Dr Suchitra
1:30 pm – 2:15 pm	Lunch	
2:15 pm – 3:00 pm	Standards for support Services (D)	Dr Raja Dodum
3:00 pm – 3:45 pm	Standards for Clinical Services (E1-E9)	Dr Suchitra
3:45pm – 4:00 pm	Tea	
4:00 pm – 4:45 pm	Standards for Infection Control (F)	Anup Basistha
4:45 pm – 5:00pm	Overview of “Gunak Application” and its use	Toko Jumsi
Day-02 (26th January 2020)		
09:00 am - 09:30 am	Recap	Anup Basistha
9:30 am- 10:15 am	Standards for Specific Clinical Services (E10-E16)	Dr Raja Dodum
10:15 am – 11:00 am	Standards for RMNCHA Services E17-E22	Dr Tana Natung
11:00 am- 11:15 am	Tea	
11.15 am-12.15 pm	Exercise on AoC A,B & C	Dr Suchitra
12.15 pm – 1.15 pm	Standards for Quality Management (G)	Dr Suchitra
1:15 pm – 02.15 pm	Lunch	
2:15 pm. – 03.15 pm	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	Anup Basistha
3:15 pm. – 04.15 pm	KPI, outcome indicators & PSS (H)	Dr Suchitra
4:15 pm – 4:30 pm	Tea	
4:30 pm – 5:30 pm	Prescription audit	Anup Basistha
Day 3 (27th January 2020)		
09:30 am- 10:00 am	Recap	Dr Suchitra
10:00 am– 11:00 am	Quality Tools- PDCA,5S,Mistake Proofing etc	Dr Suchitra
11:00 am -11:15 am	Tea	
11.15 am- 11:45 am	Exercise on Prescription audit & PSS	Anup Basistha
11:45 am – 12:30 pm	Process Mapping & procedure/documentation for certification	Anup Basistha
12:30 pm – 1:15 pm	Exercise on Process mapping	Dr Suchitra
01:15 pm – 02:00pm	Lunch	
02:00 pm-2:30 pm	Status & road map for NQAS implementation of the state	Dr Shaibal Bhattacharjee
2:45 pm – 3:45 pm	Post Training Evaluation	RRC-NE Team
3:45 pm- 4:00 pm	Valedictory & Tea	

11. List of participant

Sl	Name	Designation	Address	Phone no.	E-mail ID
1	Dr. Asum Perme	MO CHC Ruksin	Pasighat, East Siang	8730997499 4	permeasum14@gmail.com
2	Dr. Johny Tamuk	MO PHC Bilat,	Pasighat, East Siang	9436430750	johnytamuk@gmail.com
3	Smt. Amping Apum	(GNM) Staff Nurse, PHC Bilat	Pasighat, East Siang	9432945855	
4	Dr. Ojong Padung	SMO, BPGH Pasighat	Pasighat, East Siang	9436634886	drojong@rediffmail.com
5	Ipi Doke	District Programme Manager	Pasighat, East Siang	9436838527	idoke2007@gmail.com
6	Ringam Nyomle	Nursing Officer CHC Ruksin	Pasighat, East Siang	6900521125	Ringam@gmail.com
7	Mr. Mrinal Deka	Hospital Administrator BPGH Pasighat	Pasighat, East Siang	8638155728	mrinaltqm@gmail.com
8	Mr. Dusu Johny	Consultant (MH)	MD Office NHM, Naharlagun	9366920310	nhmmch@gmail.com
9	Mrs. Kiyi Kakki	Laboratory Technician, PHC Singchung	Bomdila, West Kameng	6909297410	
10	Mr. Yeshi Dawa	Pharmacist, CHC Kalaktang	Bomdila, West Kameng	7640907730 / 9612526281	yeshidawa9474@gmail.com
11	Mrs. Evandalyne Lamare	Consultant RBSK	MD Office NHM, Naharlagun	7005282844	rbskarunachal@gmail.com
12	Ms. Landi Pussang Nampi	Consultant (H.R)	MD Office NHM, Naharlagun	8974940310	consultanthr266@gmail.com
13	Lila Loyi	Staff Nurse DH Namsai	Namsai District	8257869891	Lilaloyi@gmail.com
14	Mr. Ani Saring	Laboratory Technician, DH Namsai	Namsai District	8974107184	ani.saring@gmail.com
15	Dr. Chantikung Namchoom	MO I/C, CHC Chongkham	Namsai District	7085425578	chantikoph146@gmail.com
16	Hengam Karbak	ANM, CHC Kamba	Aalo, West Siang	8258976833	hengamkarbak@gmail.com
17	Sijum Potom	Staff Nurse CHC Yomcha	Aalo, West Siang	8257068295	anns5623@gmail.com

Sl	Name	Designation	Address	Phone no.	E-mail ID
18	Dr. Doorick Ete	M.O PHC Nikte	Aalo, West Siang	9436410478	
19	Donya Aran Riba	Nursing Officer, GH Aalo	Aalo, West Siang	8415969229	
20	Dr. Nyade Padu Bagra	MO, GH Aalo	Aalo, West Siang	84148139121	nyadepadunbagra@gmail.com
21	Dr. Taru Yaring	MO, Gyati Taka General Hospital, Ziro	Ziro, Lower Subansiri	9402244826	taruyaring@gmail.com
22	Habung Yakay	Nursing Officer (GNM)	GTGH Ziro, Lower Subansiri	9856606037	
23	Dr. M.J Kalita	DANO, Anjaw	Anjaw District	9436674506	
24	Dr. Ram Prasad Deori	CHC Chaglongam	Anjaw District	9402786526	ramprasaddeori@gmail.com
25	Dr. Kabak Tamar	Urban Health Co. Ordinator, Itanagar Capital Complex	Itanagar, Capital Complex	9862231715	
26	K. Alisha	(DPM) Itanagar, Capital Complex	Mini Secretariate, Naharlagun	8732822209	dpm.icc@gmail.com
27	Ms. Hage Yakang	Nursing Officer, UPHC Itafort	Capital Complex, Papum Pare	7085278228	yakanghage98@gmail.com
28	Dr. Tamar Nyodu	MO I/C CHC Sagalee	Yupia, Papum pare	9436041421	chcsagalee@rediffmail.com
29	Dr. Simanta Bora	MO I/C, PHC Tarasso	Yupia, Papum pare	6000769101	borahsimanta300@gmail.com
30	Dakarupaia Biam	Fellow (QI)	RRC-NE, Guwahati	7575924846	biamdaka26@gmail.com
31	Dr. Tina Gohai Majumdar	MO, CHC Lungla	Tawang town, Tawang	8414053765	tinamajumdar82@gmail.com
32	Jummar Riba	District Data Manager, NRHM Tawang	Tawang town, Tawang	9402214448	
33	Taya Subhadra	Nursing Officer PHC Dollungmukh	Raga, Kamle District		tayaeshinido694@gmail.com

12: Results of Post Training Evaluation:

Sl	Name of participant	Designation	Mark Obtained	Total Marks	Percentage (%)	Result
1	Dr. Asum Perme	MO CHC Ruksin	24	40	60	Pass
2	Dr. Johny Tamuk	MO PHC Bilat,	35	40	87.5	Pass
3	Smt. Amping Apum	(GNM) Staff Nurse, PHC Bilat	32	40	80	Pass
4	Dr. Ojong Padung	SMO, BPGH Pasighat	28	40	70	Pass
5	Ipi Doke	District Programme Manager	24	40	60	Pass
6	Ringam Nyomle	Nursing Officer CHC Ruksin	20	40	50	Fail
7	Mr. Mrinal Deka	Hospital Administrator BPGH Pasighat	32	40	80	Pass
8	Mr. Dusu Johny	Consultant (MH)	15	40	37.5	Fail
9	Mrs. Kiyi Kakki	Laboratory Technician, PHC Singchung	10	40	25	Fail
10	Mr. Yeshi Dawa	Pharmacist, CHC Kalaktang	20	40	50	Fail
11	Mrs. Evandalyne Lamare	Consultant RBSK	26	40	65	Pass
12	Ms. Landi Pussang Nampi	Consultant (H.R)	19	40	47.5	Fail
13	Lila Loyi	Staff Nurse DH Namsai	25	40	62.5	Pass
14	Mr. Ani Saring	Laboratory Technician, DH Namsai	24	40	60	Pass
15	Dr. Chantikung Namchoom	MO I/C, CHC Chongkham	34	40	85	Pass
16	Hengam Karbak	ANM, CHC Kamba	24	40	60	Pass
17	Sijum Potom	Staff Nurse CHC Yomcha	32	40	80	Pass
18	Dr. Doorick Ete	M.O PHC Nikte	31	40	77.5	Pass
19	Donya Aran Riba	Nursing Officer, GH Aalo	12	40	30	Fail
20	Dr. Nyade Padu Bagra	MO, GH Aalo	25	40	62.5	Pass

Sl	Name of participant	Designation	Mark Obtained	Total Marks	Percentage (%)	Result
21	Dr. Taru Yaring	MO, Gyati Taka General Hospital, Ziro	28	40	70	Pass
22	Habung Yakay	Nursing Officer (GNM)	11	40	27.5	Fail
23	Dr. Manash Jyoti Kalita	DANO, Anjaw	27	40	67.5	Pass
24	Dr. Ram Prasad Deori	CHC Chaglongam	24	40	60	Pass
25	Dr. Kabak Tamar	Urban Health Co. Ordinator, Itanagar	32	40	80	Pass
26	K. Alisha	(DPM) Itanagar, Capital Complex	22	40	55	Fail
27	Ms. Hage Yakang	Nursing Officer, UPHC Itafort	30	40	75	Pass
28	Dr. Tamar Nyodu	MO I/C CHC Sagalee	23	40	57.5	Fail
29	Dr. Simanta Bora	MO I/C, PHC Tarasso	24	40	60	Pass
30	Dakarupaia Biam	Fellow (QI)	33	40	82.5	Pass
31	Dr. Tina Gohai Majumdar	MO, CHC Lungla	25	40	62.5	Pass
32	Jummar Riba	District Data Manager, NRHM Tawang	15	40	37.5	Fail
33	Taya Subhadra	Nursing Officer PHC Dollungmukh	16	40	40	Fail

Total no. of Participants appeared in the Post Evaluation Test = 33

Total no. of Participants qualify the post evaluation test = 22 **Passing**

Percentage = 66.66%

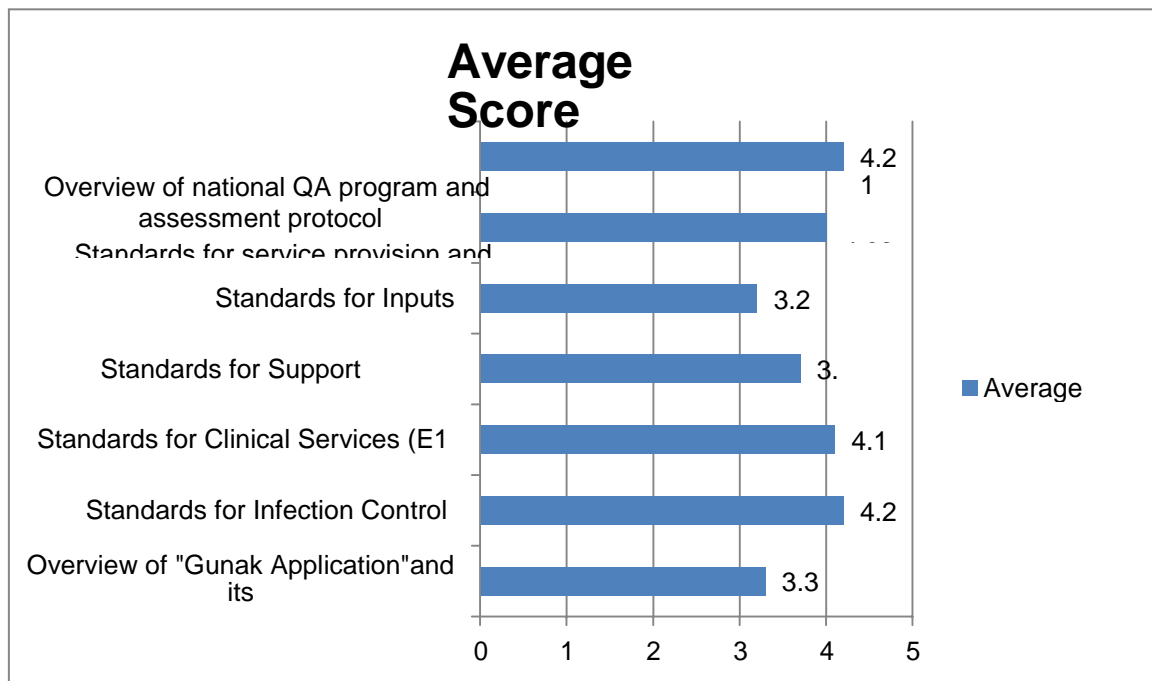
13. Feedback analysis

Session	Faculty	Average score
Day – 1		
Overview of National Quality Assurance Program and assessment protocol	Dr Suchitra	4.21
Standards for Service Provision and Patient Rights(A,B)	Anup Basistha	4.09
Standards for Inputs (C)	Toko Jumsi	3.21
Standards for support Services (D)	Dr. Raja Dodum	3.70
Standards for Clinical Services (E1-E9)	Dr Suchitra	4.15
Standards for Infection Control (F)	Anup Basistha	4.27
Overview of “ Gunak Application” and its use	Toko Jumsi	3.37
Day – 2		
Standards for Specific Clinical Services (E10-E16)	Dr Raja Dodum	3.87
Standards for RMNCHA Services E17-E22	Dr Tana Natung	4.00
Standards for Quality Management (G)	Dr Suchitra	4.13
Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	Anup Basistha	4.16
KPI, outcome indicators & PSS (H)	Dr Suchitra	4.10
Prescription audit	Anup Basistha	4.31
Day – 3		
Quality Tools- PDCA,5S,Mistake Proofing etc	Dr Suchitra	4.12
Process Mapping & procedure/documentation for certification	Anup Basistha	4.12
Status & road map for NQAS implementation of the state	Dr Shaibal Bhattacharjee	3.93
Total Score – 3.98		

The overall scoring as per the feedback analysis for three days is 3.98 on a five- point scale

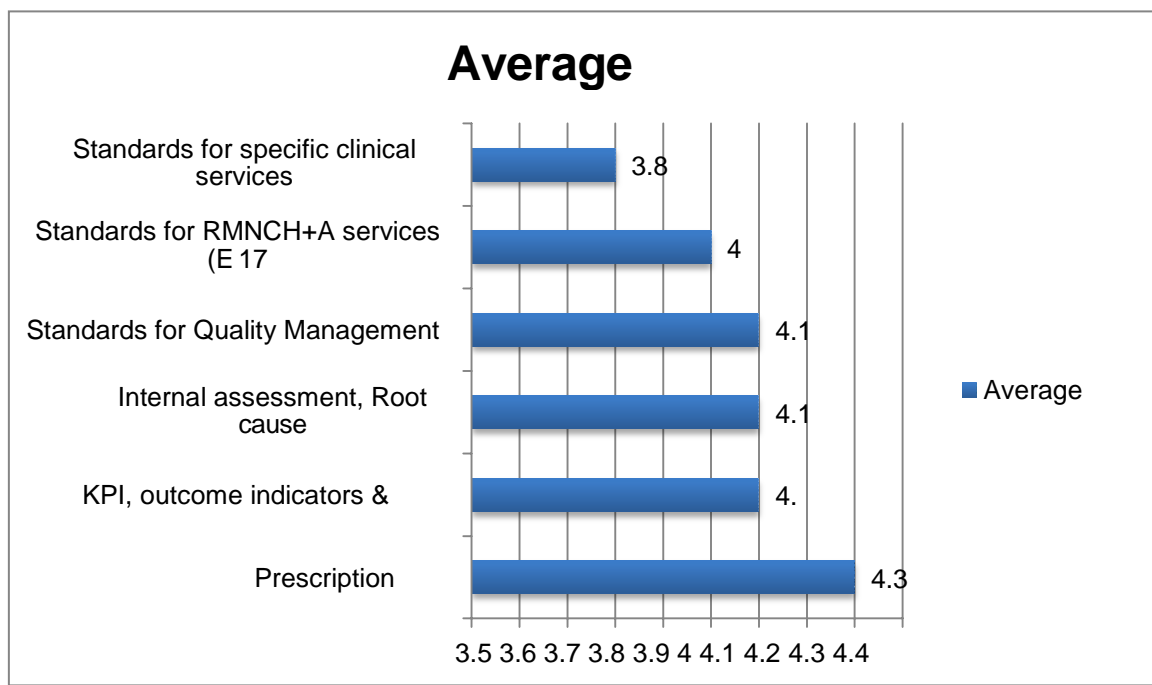
Feedback Analysis

Day 1



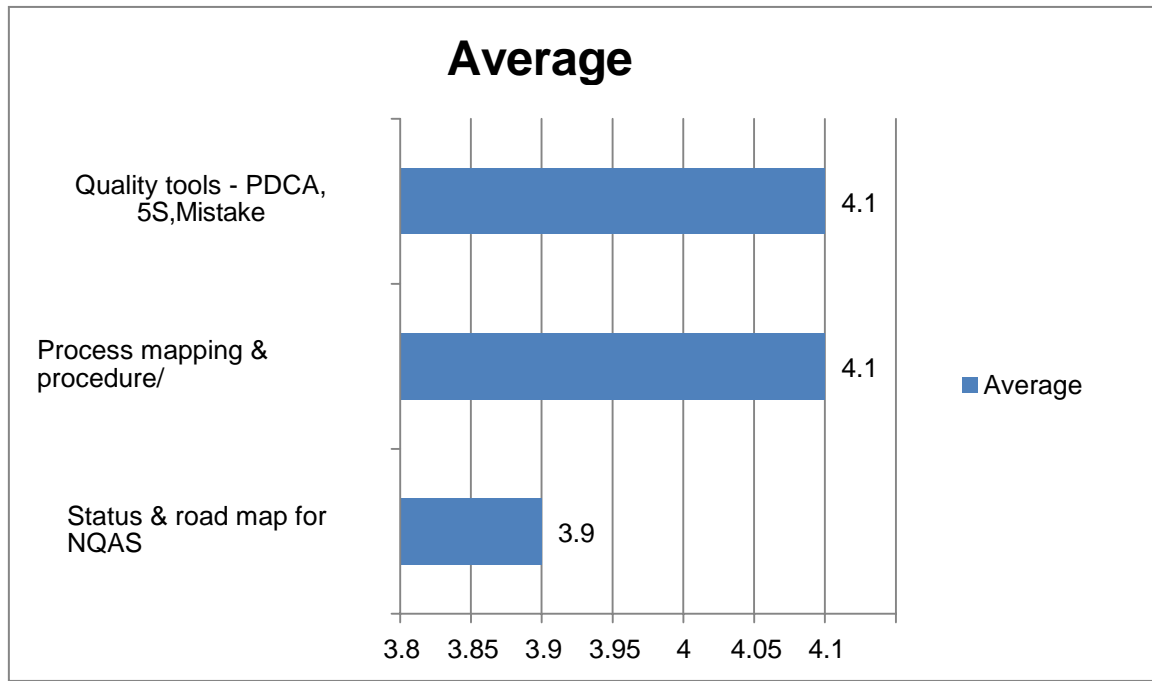
As per Day 1 Feedback analysis, the highest scoring session was the session on 'Standards for Infection Control (F)' with average score of 4.27 in Likert scale. The second highest scoring session of the day was "Overview of National quality assurance program and assessment protocol" with average score of 4.21 in Likert scale.

Day 2



As per analysis of second day sessions the highest scoring session was ‘Prescription audit’ with average score of 4.31 in Likert scale. The second highest scoring session of the day was ‘Internal assessment, Root cause analysis, Action plan” with average score of 4.16 in Likert scale.

Day 3



As per analysis of last day sessions the highest scoring session was ‘Quality tools & Process mapping” with average score of 4.12 in Likert scale.