



EXTERNAL ASSESSORS' TRAINING REPORT



3rd Regional Cum
20th National External Assessors' Training on
National Quality Assurance Standards

Organized by:
Regional Resource Centre for NE States
(Branch of National Health Systems Resource Centre)

Date : 9th May to 14th May, 2022



Venue : Indian Institute of Bank Management Khanapara, Guwahati-781022

NQAS

REGIONAL RESOURCE CENTRE FOR NORTHEASTERN STATES
(Branch of NHSRC, MoHFW, Govt of India, New Delhi)

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I. INTRODUCTION

The Ministry of Health and Family Welfare has rolled out 'Operational Guidelines for improving quality Assurance in Public Healthcare Facilities', which suggests institutional framework for Quality Assurance in States and districts. This system requires assessment of health facilities internally by the facilities and the district teams followed by the State and Centre.

Under National Quality Assurance Programme, assessment of the facilities for NQAS Certification is required to be undertaken by empanelled External Quality Assessors who have undergone 5.5 days training successfully and met the qualification requirement as given in 'Operational Guidelines for Quality Assurance in Public Health Facilities'. As the number of External Assessors in the NE region is very less and with growing number of health facilities for the NQAS and LaQshya External Assessments, there is a need to expand the pool of NQAS external assessors.

To increase the pool of external assessors in the NE states 3rd Regional External Assessors' Training was organized by Regional Resource Centre for NE States supported by Q&PS Division, NHSRC, New Delhi. Training was held at IIBM campus, Khanapara, Guwahati, Assam during 9th -14th May 2022. A total of 48 participants attended the training. The training curriculum was designed to equip the participants with knowledge, information, and skills essential to conduct assessment of public health facilities (DH, SDH, CHC, 24x7 PHC, UPHC's and HWC-SC's) in India.

This report details about the methodology and process adopted for training, learning sessions and the direction towards improving the quality of the public health facilities in India. The training was conducted with mixed methods like Power point presentations, Brainstorming sessions, Case studies, Exercises, Group work and Presentations, Questions and Answer Rounds, Practical Experiences through Field Visit.

The Study materials were provided to all the participants. The sessions were divided into 5.5 days (Five and a half day) and consisted of elaborate sessions describing Standards, Measurable elements, Check points and all Areas of Concern, as mentioned in the Operational Guidelines. A Field visit was also conducted in five health facilities of Assam and one HWC-SC of Meghalaya, to provide participants a platform for practical learning experiences on conducting hospital assessments using NQAS Checklist.

Feedback of training sessions was taken from the participants and the report consists of feedback analysis and suggestions given by the participants. A written evaluation was undertaken at the end of the training and as per the schedule, the participants scoring was minimum 70 % for empanelment as external assessor

II. AIM AND OBJECTIVES OF TRAINING

The aim of the 5.5 days External Assessors' training was focussed upon strengthening the capacities of the participants on knowledge, skills, and assessment on Operational Guidelines for Quality Improvement. The specific objectives are as follow:

- A. To create a pool of qualified assessors for undertaking National and State level Assessment for NQAS, LaQshya Certification etc.
- B. To acquire knowledge and skills to conduct objective assessment of healthcare facilities against pre- defined norms.
- C. To equip participants with knowledge of key concepts, tools, and methodologies of quality improvement.

III. PREPARATION

The course curriculum was designed by NHSRC. The training was conducted for five and half days and consisted of elaborate sessions describing Standards, Measurable Elements, checkpoints, and all Areas of Concern as mentioned in the Operational Guidelines. A field visit was also undertaken in Six health facilities on 12th May 2022. The purpose of the field visit was to provide the participants a platform to conduct assessments. In addition to this, participants were given many exercises and group work, thereby making the training program more participatory.

List of Health facilities visited during field visit:

Sl.	Name of Health Facility	Category	District	State
1	Sonapur Civil Hospital	District Hospital	Kamrup (M)	Assam
2	Dhirenpara FRU	Community Health Centre	Kamrup (M)	Assam
3	Sarabhathi UPHC	UPHC-HWC	Kamrup (M)	Assam
4	Khanapara SD	UPHC-HWC	Kamrup (M)	Assam
5	Bhetapara UPHC	UPHC-HWC	Kamrup (M)	Assam
6	Umsawnongkharai HWC-SC	HWC - Sub Centre	Ri-Bhoi (D)	Meghalaya

Following study materials in hard copies were provided to all the participants:

- Operational Guidelines for Quality Assurance in Public Health Facilities 2021
- National Quality Assurance Standards for Public Health Facilities 2020
- Assessors Guidebook for Quality Assurance in District Hospital 2018 - Volume I
- Assessors Guidebook for Quality Assurance in District Hospital 2018 - Volume II
- Assessors Guidebook for Quality Assurance in CHC
- Assessors Guidebook for Quality Assurance in PHC
- Assessors Guidebook for Health and Wellness Centre
- Quality Standards for Urban Primary Health Centres
- Labour Room Quality Improvement Initiative - LaQshya
- Guideline for Swachh Swasth Sarvatra
- Guideline for MusQan
- A bag with writing pad, pen, pencil, sharpener & eraser

IV. METHODOLOGY

The following mixed methods were used in conducting External Assessors Training under Quality Assurance:

- Pre-training sensitization workshop: Series of online sensitization session on various topics under NQAS were conducted with participants.
- Power point presentations
- Questions and Answers
- Exercises, Group work and Group Presentations
- Brainstorming sessions
- Case studies
- Role Play
- Field Visit for practical exposure

V. PRE-TRAINING EVALUATION

At the onset of the External Assessors' Training, the pre-training evaluation has been conducted for all the participants. All the 48 nos. of participants appeared in the pre training evaluation.

VI. INAUGURAL SESSION:

At the very outset, **Dr Siddharth Maurya, Consultant, RRC NE** welcomed Dr M S Lakshmi Priya, IAS, MD, NHM, Assam, Maj. Gen (Prof.) Atul Kotwal, Executive Director, NHSRC, Dr J N Srivastava, Advisor-QPS, NHSRC, Dr Ashoke Roy, Director-RRCNE, Dr Deepika Sharma, Lead Consultant-QPS, NHSRC, Dr Shivali Sisodia, Consultant-QPS, NHSRC, State nominated participants from all NE states & the private participants to the 3rd Regional Cum 20th National External Assessors' Training for National Quality Assurance Standards (NQAS) organized by Regional Resource Centre for North Eastern States along with National Health System Resource Centre. Dr. Siddharth highlighted that creating a pool of External Assessors in the NE States is the main objective of this training program.

In the welcome speech, **Dr. Ashoke Roy, Director, RRCNE**, stated that ensuring quality is one of the focus areas of National Health Policy (NHP 2017) and RRCNE is committed to support the NE States in achieving the Quality Certification under NQAS. He conveyed that this training will be an enriching experience for all the participants and an opportunity to learn comprehensive quality framework to ensure measurable improvement in quality of care by ensuring safe, equitable, effective, and patient centered healthcare service delivery in public health facilities.



Welcome address by Dr Ashoke Roy, Director,

Dr. Siddharth then requested **Dr. J. N. Srivastava, Advisor- QPS, NHSRC**, connected virtually, to address the participants. Dr. Srivastava in his keynote address mentioned that this External Assessor Training is a bit different from other training program as one of the mandatory criteria to appear in this training program is minimum 10 years post qualification experience. He also highlighted about the expected outcome of this training program. Dr Srivastava informed the house that recently “SaQshyam” portal is launched for making whole NQAS process IT enabled. This portal will be rolling out in the states within next 2-3 months. He in his deliberation stressed upon Quality and Patient safety aspects of Public Health facilities.



Dr. J N Shrivastava, Advisor – Q&PS, NHSRC

In her speech, **Dr. M S Lakshmi Priya, IAS, Mission Director, NHM, Assam** said that the External Assessor has a key role in linking up the standards with the reality of the ground. She focused on the delivery of quality healthcare services to the patients. She also deliberated that External Assessor should hand hold the facility during the assessment period. Assessment should not be a fault-finding exercise. Dr. Lakshmi Priya concluded her speech with a request to the participants to work for betterment of the healthcare system of India.



Dr M S Lakshmi Priya, IAS, MD, NHM, Assam

Maj. Gen. (Prof) Atul Kotwal, Executive Director, NHSRC virtually inaugurated the 3rd Regional cum 20th National External Assessors Training for National Quality Assurance Standards (NQAS). Dr Kotwal stated that the National Quality Assurance Standards provide the most accepted framework for assessing and assuring quality in public health care facilities in States and UT's. He mentioned that Quality Assurance is a cyclic process which needs to be continuously monitored against defined standards and measurable elements. Regular assessment of health facilities is important for having a viable quality assurance programme in Public Health. Keeping this in mind, Quality Division, NHSRC, has organised 19 batches of External Assessor Training till April 2022.



Maj. Gen. (Prof) Atul Kotwal, ED, NHSRC

With the introduction of NQAS for HWC's, the programme demands a bigger pool of external assessors, as a result, 20th National cum 3rd Regional External Assessors Training is being organised by Regional Resource Centre for North-eastern States (RRCNE) in Guwahati. Dr Kotwal also informed that among the eight North Eastern States, till date 26 public health facilities are NQAS certified, and 18 public health facilities are LaQshya certified. With the empanelment of new assessors more facilities could be mentored, assessed, simultaneously which will give exposure not only to the facilities but will also help in improving the standards of the Health care delivery services vis-à-vis enhanced satisfaction of the community.

Then he urged all the participants to harness the required skills and knowledge from this training and support the states in implementing quality standards within the health facilities, which will go a long way in strengthening the health system. The motto should not be limited to only conduct the assessments, but also contribute to build a quality and safety culture, so that always the right things are done, even when no one is watching or assessing them. At last, Dr Atul Kotwal concluded his speech with acknowledgement and appreciation to the participation from States/UT's and the effort of QPS division of RRCNE/NHSRC and wished the participants all the best for the training

VII. Felicitation:



Felicitation of the Dignitaries

NQAS

VIII. Vote of Thanks:

Dr Siddharth delivered the vote of thanks to the house. He thanked Dr M S Lakshmi Priya, IAS, Mission Director, NHM, Assam for gracing the occasion as the Guest of Honour, Maj. Gen. (Prof) Atul Kotwal, Executive Director, NHSRC and Dr J N Srivastava, Advisor, QPS, NHSRC for their encouraging and motivating words. He also thanked the resource persons Dr Deepika Sharma, Lead Consultant, Dr Shivali Sisodia, Consultant from QPS Division, NHSRC, nominated state participants from North-eastern States and the private participants from various organizations

across the country. Also, he thanked QPS Team of RRC-NE and all the administrative staffs of RRC-NE led by Dr Ashoke Roy, Director RRC-NE.

IX. Briefing on Technical Sessions:

Day 1: 9th May 2022

Session 1: Quality in Public Health System: An Overview

The first technical session ‘Quality in Public Health System in India’ was delivered by Dr Ashoke Roy, Director, RRC NE. Dr Roy started his presentation with the fact that the primary objective of any public health facility is to restore & promote health in the community. To build the resilient health system one needs to use system building blocks and hook the quality & patient safety to it for better outcomes. Development of medicine delivery, supply chain & logistics in hospital will add an extra step towards quality patient care. He elaborated the definition & dimensions of quality in various aspects like objectivity & measurement and briefed the historic perspectives of various QA Programmes like Kayakalp, NQAS, LaQshya & MusQan. He explained that NQAS is based on the Donabedian model of Quality of Care and are designed for DH, CHC, PHC, UPHC, H&WC (SC) & AEFI surveillance to improve the health care services.



He described briefly about the National Patient Safety Framework. Organizational structure & HR Posts under QA programmes have also been discussed in the session. Continuous assessment of facilities at various levels like facility level, district level, state level & at national level, comparison of traditional accreditation v/s NQAS accreditation also been told. He briefed about the possible role of NQAS External Assessors. He later explained the arrangement of Quality standards & concluded the session with yearly progression of NQAS certifications & status of certified facilities in the country in comparison with NE states.

Session 2: An introduction to National Assurance Standards

The second session was taken by Dr Deepika Sharma, Lead Consultant, QPS, NHSRC on ‘Introduction to National Quality Assurance Standards’. She gave an overview of the National Quality Assurance Standards, their Arrangement, Scope of different areas of concern, intent of various standards and how the standards are arranged in various level of Healthcare facilities. She talked about the anatomy of the checklist by explaining about the Areas of Concern, Standards, Measurable Elements, and Checkpoints in the departmental checklists. She gave the comparative overview of the standards which are applicable at different level of healthcare facilities.



She also explained about the Donabedian model of structure, process, and outcome, PDCA, Juran Quality management – Quality planning, Quality Control and Quality Improvement. While presenting overview, she talked about the history of Quality Assurance Programme and briefed the participants on the eight key features of the programme.

Session 3: Measurement System under NQAS

Dr Shivali Sisodia, Consultant, QPS, NHSRC briefed about the ‘Measurement System & Assessment Protocols of NQAS’. The concept of this session was to understand the layout & design of different components of NQAS, Comprehend & appreciate the areas of concern, standards, measurable elements, and checkpoints, identify & understand different methods of assessment, complete clarity / understanding of scoring rules and get acquainted with assessment protocol. She also briefed about the characteristics of the NQAS programme and explained how it is an implicit tool.



Dr Shivali taking Session on Measurement System

Session 5: Exercise on Intent of Area of Concern & Measurement System

After a brief discussion on the exercise on Intent of Area of concern & Measurement system, 6 (Six) groups were formed & each group was nominated with a moderator to monitor and facilitate their group activity. The participants were asked to complete the exercise workbook containing questions & case studies based on Areas of concern and Measurement System covered during the day followed by a discussion with the moderator.



Glimpses of the Day – 1 Group work and exercise

Day 2: 10th May 2022

The 2nd day training started with recap of the last day sessions by Dr Ajay Arya, RRCNE. The objective of recap was to refresh the learning of the previous day sessions.

Session 1: Service Provision under NQAS Framework

The first session of the second day was taken by Dr Deepika Sharma on the ‘Service Provision under NQAS Framework’ where she briefed about the availability of functional services & facilities in the hospital which should be available to the end users under various areas & departments of the hospital along with other support services. Under Area of Concern - A the availability of various services is grouped under following six Standards.

- A1 - Curative services
- A2 - RMNCHA services
- A3 - Lab & Radio Diagnostic services
- A4 - Services mandated under National Health Programs
- A5 - Support services
- A6 - Facilities appropriate to community needs

Dr Deepika informed that the compliance to the standards and measurable elements under the above said areas should be checked by observing the extent of delivery of those services, review of documents & checking the utilisation of those services.



Dr Deepika Sharma taking session on AoC-A



Mr. Anup J Basistha taking Session on AoC-B

Session 2: Patients’ Rights under NQAS Framework

This session was taken by Mr. Anupjyoti Basistha, Consultant, QPS, RRCNE. He explained about the various standards of Area of Concern B - Patient Rights in the context of fundamental rights of the patients. Mr Basistha elaborated the 6 standards under AOC-B from B1 to B6 which are as follows:

- B1 - Availability of Information about services and their modalities to patients and visitors
- B2 - Accessibility of services in relation to Physical & Financial Access
- B3 - Patient friendly services in terms of Privacy, Confidentiality & Dignity
- B4 - Practices like Informed Consent, Communication to patients about their condition & Rx
- B5 - Free Services, No Financial Barriers to the services
- B6 - Statutory obligations to carry MLC services, portraying high standards of Ethical management

Session 3: Inputs under NQAS Framework

The next session was taken by Dr Shivali Sisodia on the Area of Concern C – Input which consists of seven standards. She briefed about the minimum requirement of space & layout for designing the hospital, patient amenities in department, Physical safety of the infrastructure which includes seismic safety, disaster management, Fire Safety, and usage of firefighting equipment's by staff. Dr Shivali also talked about Availability of drugs, consumables & instruments, adequate HR, staff's competency & it's periodic assessment.



Session 4: General Clinical Services under NQAS (E1-E9)

Dr Deepika took the session on General Clinical. She explained the importance of first nine set of standards (E1-E9) for Clinical Services 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.

Session 5: Support Services under NQAS Framework

This session was taken by Dr Shivali Sisodia where she explained the importance of support services which are the backbone of any public health facility. This session includes- Maintenance & calibration of equipment's, Inventory management & dispensing of drugs, Safe environment for Hospital staff & patients, Upkeep of the facility, 24X7 availability of water and power supply, Laundry & linen services, Dietary Services, Accounts & Finance management, Contract Services and Statutory requirements of the hospital.

Session 6: Exercise on Area of Concern A, B, C & D, and its discussion

During this exercise a workbook was given to all the participants which contain case studies representing Areas of Concern A, B and C and they were made to identify the standards and measurable elements related to the respective Area of Concern.

For Exercise on AoC D, various images of the facilities were shown to the participants, and they were asked to identify the standard in AoC D related to the images shown.



Glimpses of the Day – 2 Group work and exercise

Day 3: 11th May 2022

The 3rd day training started with recap of the last day sessions by Dr Vinay RSL, RRCNE.

Session 1: Area of Concern G (G1-G7)

The first session of the third day was taken by Dr Arpita Agarwal, Consultant, QPS, NHSRC on Area of concern G, standards ranging from formation of quality team (G1) to usage of quality tools and methods (G7). She explained the steps in formation of quality team in the facility, importance of recording minutes of meeting (MOM) after every meeting & then followed by a group exercise where a workbook was distributed among participants & asked to give compliance as per the given samples of minutes of meeting.

She briefed about PSS followed by solving an exercise where participants were asked to calculate score both attribute wise & overall for given sample of patient satisfaction survey. Internal & External Quality Assessment with focus to laboratory was also discussed & an exercise was conducted to identify the variance index score of lab tests.

Gap identification, Analysis, Prioritization & Preparation of action plan has been discussed in the session. Brain storming and WHY-WHY Analysis methods of root cause analysis, PICK Chart, models for quality improvement, SOP's & lastly Process mapping & MUDA's in hospital were briefed.



Session 2: Specific & RMNCHA Services under NQAS (E10-E16)

Second session of the day was taken by Dr Joydeep Das, Lead Consultant, RRC-NE where he explained in detail the seven standards for specific clinical Services (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.

Continuing with Standard E17 to E22, he focused on Maternal and Child Health Services including Intra natal care, Antenatal Care and Postnatal Care. He also emphasized on established procedures for care of Newborn, infant and child, and procedures for abortion and family planning including Adolescent Reproductive and Sexual health Services.



Session 3: NQAS Assessment for Infection Prevention

The session was taken by Dr. Rohini, State consultant – QA, NHM, Assam and she explained the infection control practices and protocols to be followed in public health facilities which usually have high footfall, where these measures are more critical to avoid cross infections, nosocomial infections, and their spread. This session includes Infection control program in the facility, monitoring 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.



Session 4: Area of Concern G (G8-G10)

In this session Dr Arpita explained how to use quality tools like Pareto Analysis, Fish bone diagram, Control chart, and Run chart in the hospital and explained with an example. Participants also completed exercises in the workbook to solve the problem by using quality tools. Later she explained the risk management framework, its importance in the facility, how to report the risk, criteria to identify the risks in the hospital like adverse events, sentinel events & near miss events and categorisation of risks acc. to their potentiality, need to prepare the risk mitigation plan, risk identification tools like Analogy, Delphi technique, SWOT analysis and documentation in risk register have been explained during the session. & finally with an exercise of prescription audit the session was concluded.



Session 5: Assessment of National Health Programs under the NQAS

Dr Pankaj Thomas, Senior Consultant, RRCNE explained the Std. E23 which covers the various National Health Programs as per Operational/Clinical Guidelines under RMNCHA Services, National Nutritional Programmes, Health System Strengthening Programs, Communicable diseases, Non communicable diseases. He briefed about the components of National Health Programs & Integrated Disease Surveillance Project, he also briefed about the Integrated health information portal.



Session 6: Exercise on Area of Concern (E) – Primary & Secondary Care Services

This session consisted of exercise on AoC E: Clinical Services in 3 parts, Part A, Section 1 – Identifying relevant standards & section 2 - case study to identify the standard. Part B, Section 1 there was a case study where participants were asked to give compliance score to the facility by referring measurable elements under NRC Checklist of NQAS Guidelines and in section 2 there were 2 case studies on primary care was given and asked to identify the applicable standard & ME and in part C there were 2 questions on compliance score & Area of concern.



Glimpses of the Day – 3 Group work and exercise

Session 7: Briefing about the Field Visit & Group Work

QPS team, RRC-NE briefed all participants about the field visit scheduled next day. Instructions were given to the participants which are to be followed during field visit. They briefed the participants about facilities being selected for field visit and divided the participants into six groups. Each group is assigned one team coordinator, were responsible for the coordination and guiding the teams. Vehicles were arranged for the field visit for each group and details were shared with the participants.

4th Day, Thursday – 12th May 2022: Field Visit

On the 4th Day, the participants were assembled at the training venue (IIBM campus) and were divided according to their groups and departments assigned followed by the field visit to their respective public health care facility which was facilitated by the RRC-NE and NHSRC team.

Details of Health facilities for field visit and Moderators are as follows:

Sl.	Level of facility	Name of the Health Facility	Name of the Facilitator
1	DH	Sonapur Civil Hospital, Guwahati, Assam	Dr. Arun Baruah, NQAS Ext. Assessor
2	FRU	Dhirenpara FRU, Guwahati, Assam	Mr. Anup J Basistha, Consultant QPS
3	UPHC	Khanapara State Dispensary, Guwahati	Dr. Preeti Sinha, NQAS Ext. Assessor
4	UPHC	Sarabhatti UPHC, Guwahati, Assam	Dr. Vinaya RSL, Consultant QPS
5	UPHC	Bhetapara UPHC, Guwahati, Assam	Dr. Ajay Arya, Consultant QPS
6	HWC-SC	Umsawnongkharai HWC-SCs, Meghalaya	Dr. Chinmayee Swain, Consultant QPS

The team members and assigned departments are as follows:

Sl.	State	Name	Mobile	Group	Hospital and Department to be assessed
1	Arunachal	Dr Tomar Kamki	9862131178	Group- 1	Sonapur Civil Hospital (Labour Room, Maternity OT, and Blood Bank)
2	Assam	Dr K Bania	9678508190		
3	Manipur	Dr Thaibema Y	7005043297		
4	Mizoram	Dr K T Lalrammawia	8974000858		
5	Mizoram	Dr Rebecca Rosangpuii	7005161918		
6	Tripura	Dr Alak Das	7005372753		
7	Assam	Dr Punit Jha	8319138319		
8	Assam	Mr. Ronit Bora	9085836610		
9	Assam	Dr Pulak Pal	9435003192		
10	Assam	Dr Murtuza Zaman	8471986920		
11	Manipur	Dr Lairenjam Vikram S	9436280831		
12	Manipur	Dr Takhellambam Noren S	8415044246		
13	Mizoram	Dr Lalchhanhima Hmar	9615027791		
14	Nagaland	Dr Chamzai Newmai	9862257598		
15	Assam	Dr Subhash Chandra G	7597390615	Group- 3	Khanapra State Dispensary (General Clinic, Pharmacy, Laboratory and General Administration)
16	MP	Dr. Mamta Jinwal	9407147173		
17	Arunachal	Dr Rinchin Neema	9436069143		
18	Assam	Dr Zunikar Ali	9435720216		
19	Manipur	Dr Haobam Denny	9856164962		
20	Manipur	Dr Rajkumari Suchitra	9401481166		
21	Meghalaya	Dr Ananya R Marak	9862259086		
22	Tripura	Dr Sukhendu Nath	9402340223		
23	Tripura	Dr. Debabrata Das	9862188023		
24	Assam	Dr. Swapnil More	9923456002		
25	Arunachal	Dr Taingam Wangshu	7085339013		
26	Assam	Dr Nilim Konwar	8638059077		
27	Meghalaya	Dr Wandap Lang Narry	7005168115		
28	Meghalaya	Dr Arfina Sangma	9365208904		
29	Nagaland	Dr Majasillu Kamei	8974455802		
30	Sikkim	Ms. Mickyla Lepcha	7001976997		
31	Tripura	Dr Sanjay Debbarma	9612108569	Group- 5	Bhetapara UPHC (General Clinic, Pharmacy, Laboratory and General Administration)
32	Bihar	Dr. Mahendra Sarada Prasad Behera	8294638247		
33	Assam	Dr Hasmot Ali	9435511162		
34	Meghalaya	Dr Donie Pearlin Syiem	7005644547		
35	Nagaland	Dr Thomas Keppen	9436004001		
36	Sikkim	Dr Manoj Mishra	8250757651		
37	Tripura	Dr. Sagar Majumdar	9436470426		
38	Tripura	Dr Debojyoti Majumdar	8974878887		
39	Tripura	Dr. Maibam Hashina Devi	9862526491		
40	Tripura	Dr Arpit Srivastava	8318651980		
41	Assam	Dr Jamal Ahmed C	7002739038		
42	Manipur	Dr K. Benedict Maring	8837309964		

43	Mizoram	Dr Zoliankimi Ngente	9612797179		
44	Nagaland	Dr Nounengulie Kire	9436609274		
45	Tripura	Dr. Binita Chakma	7005840712		
46	Tripura	Dr Ayan Ray	9862960979		
47	Tripura	Dr. Dhanamani Tripura	7629877126		
48	UP	Dr Shwetabh Tripathi	9140889469		

Presentations on the field visits: All the six teams presented their observation of respective health facility and departments that were assigned to them. The presentations were delivered in a common format, which briefly described the findings of the field visit. Team mentor also supported the group members during the field visit and presentations. Field visit gave a great exposure to the participants, giving them an opportunity for the practical application.



Glimpses of the Day – 4 Field Visit and Group Presentations

Day 5: 13th May 2022

The 5th day training started with recap of the 3rd day sessions by Mr. Anupjyoti Basistha, RRCNE.

Session 1: Overview of LaQshya & SUMAN

In this session Dr. Chinmayee Swain, Senior Consultant-QPS, NHSRC has given an overview of LaQshya & SUMAN initiatives. She focussed on improving the quality of care in Maternal & Child health and its importance. In her deliberation, she informed about LaQshya interventions and core standards of the initiative i.e., B3, E18 & E19 and LDR Concept. The ‘SUMAN – Surakshit Matritva Aashwasan’ which is basically a maternal health with an intent of achieving NQAS/LaQshya certification for the RMNCH Services provided in the facility.



Dr. Chinmayee Swain taking session on LaQshya & Suman



Dr. Ajay Arya taking Session on AoC-H Outcome

Session 2: Area of Concern – H (Outcome)

Dr. Chinmayee Swain, Sr. Consultant-QPS, NHSRC took the session of AoC H – Outcome where he explained about the four areas of measurement of quality – Productivity, Efficiency, Clinical Care & Service Quality. In between, there was also quiz for practical learning, the participants give their full participation in the session and those with correct response were appreciated. He trained the participants on measuring KPI and outcome indicators of each department in the hospital.

Session 3: Overview of MusQan Initiative

In this session Dr. Chinmayee Swain gave an overview of the MusQan initiative – Ensuring child friendly services in public health facilities where she explained about the continuum of new-born care & the facility-based new-born care. Objectives, scope & key strategies for implementation of MusQan in the facilities were also discussed. She concluded her session with discussing the criteria of NQAS Certification under MusQan.

Session 4: Principles of NQAS Assessment

Dr. Alisha Dub took the session of ‘Principles of NQAS Assessment’ that includes definition of Assessment, and principles of conducting an assessment. She also explained the difference between certification & accreditation, assessment & audit, and various types of assessment. which includes the 7 principles of assessment.



Session 5: Conduct of Physical Assessment & Virtual Assessment

This session was taken by Ms. Vinny Arora, Senior Consultant, NHSRC, session started with mentioning the programs coordinated & the milestones achieved by Certification unit of QPS Division, NHSRC. Detailed process of certification has been explained starting from scheduling of assessment to issuing of certificate by NHSRC. Later she explained the audit man days for different level of facilities, list of documents required to be submitted, certification criteria, core standards, incentives under NQAS, LaQshya and MusQan etc. She also elaborated the various aspects of virtual assessment, and its weightage distribution.

Session 6: NQAS Assessment Challenges & its solutions

This session was taken by Dr. Alisha, NHSRC, In this session she gave an overview of some do's and don'ts while performing an assessment along with discussion on the documents, records and policies that need to be submitted by the state for certification. She discussed the various challenges faced by the assessor during the NQAS Assessment followed by the solutions. Challenges faced by certification unit were also discussed during the session.

Session 7: Key Components of Report Writing

This session was taken by Ms. Vinny Arora, Senior Consultant, NHSRC, and she explained some do's and don'ts need to be followed while preparing the report after the facility assessment along with timeline of the report submission. She also highlighted the common issues NHSRC face after getting the facility assessment report from the External Assessors.

Role Play

This session was conducted by RRC-NE Team & external moderators' practical conditions were performed by the team. Role play was enacted in front of the participants depicting the assessment of district hospital. This session was useful to the participants for their preparedness for the assessments.



Glimpses of the Day – 5 Role Play on Assessment Process

Day 6: 14th May 2022

Session 1: Revision of the National Quality Assurance Standards

In this session Ms. Vinny Arora, Senior Consultant, NHSRC, revised and discussed all areas of concern and standards under NQAS using multiple choice questions followed by discussion with the participants.

X. Post Training Evaluation:

Evaluation of the participants was undertaken on the last day of training. The evaluation timing was for 2 hour 15 minutes. The participants were first given spotting of the gaps in which they were shown pictures of gaps in public health hospitals and were asked to enumerate the gaps in the form of gap statement. The participant was then allocated in two different halls. Question papers were distributed to each participant. Two participants from earlier batches (January and August 2019) also appeared for re-examination.



Post Training Evaluation

XI. Valedictory

NQAS

Dr. Ashoke Roy, Director, RRC-NE delivered the valedictory address. He thanked all the resource persons from NHSRC, NHM Assam, Group Facilitators, all State participants, and participants from private institutions for their overwhelming participation and sincerity during the training. Few participants shared their views on the training. They expressed that this training was fruitful for them; whatever good practices they had learnt here they will implement in their facilities.

XII. Feedback Analysis:

Majority of the participants expressed that the training would help them:

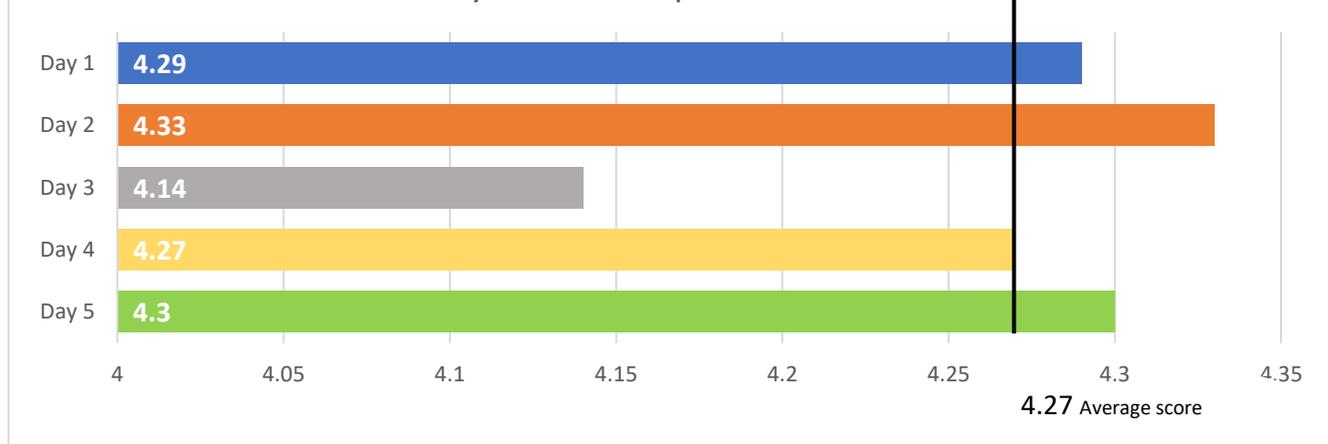
- To improve structure & process for Quality Healthcare Delivery in Healthcare Institutions, by helping in our journey of quality we will be integral part of the quality journey of India as far as healthcare is concerned.
- To improve Quality in every aspect. It has helped us in understanding the expected standards & how to keep up to the mark and reach benchmarks in the facility.
- This training helped in learning the proper assessment of the gaps and filling up the gaps. It will help to bring quality to the service provided.
- Gathered lot of knowledge, experience and this will lead to do better work in our health institution in upcoming days.
- We will be able to focus access and analyze more in each aspect of jobs roles and responsibilities.
- The training gave a basic idea for implementation and assessment of health institution for quality of which we can contribute to improve the quality of health institute for our district and state.
- To improve our hospital service quality and get NQAS certified.
- This training is very fruitful, we got to develop our knowledge and even got a chance to face the circumstances that we will have to face during assessment.

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

Sl. No.	Topics	No. of Participants
1	Clinical Services under NQAS (General Clinical Services)	32
2	An introduction to National Quality Assurance Standards	30
3	Area of Concern G (G1-G7)	27
4	Service Provision under NQAS Framework	24
5	Patient's Rights under NQAS Framework	24
6	NQAS Assessment for Infection Prevention	23
7	Area of Concern G (G8 - G10)	23
8	Inputs under NQAS Framework	20
9	Support Services under NQAS Framework	20
10	Area of Concern H (Outcome)	19

By the end of each training day, participants shared their feed on all the sessions, based on the 5-point Likert scale. The day wise average score of feedback analysis is given below:

Day Wise Participant's Feedback



Topic wise feedback analysis:

Sl.	Name of the Topic	Average Score
1	Quality In public Health System: An Overview	4.10
2	An introduction to National Quality Assurance Standards	4.64
3	Measurement System under National Quality Assurance Standards	4.12
4	Service Provision under NQAS Framework	4.54
5	Patient's Rights under NQAS Framework	4.27
6	Inputs under NQAS Framework	4.25
7	Clinical Services under NQAS (General Clinical Services)	4.47
8	Support Services under NQAS Framework	4.14
9	Area of Concern G (G1-G7)	4.25
10	Clinical Services under NQAS (Specific & RMNCHA Clinical Services)	3.89
11	NQAS Assessment for Infection Prevention	4.25
12	Area of Concern G (G8 - G10)	4.18
13	Assessment of National Health Programs under the NQAS	3.53
14	Field Visit	4.36
15	Scoring, Analysis, and Report Writing of the Field Visit	4.23
16	Presentation & Discussion on Field Visit	4.21
17	Overview of LaQshya & SUMAN	4.20
18	Area of Concern H (Outcome)	4.29
19	Overview of MusQan Initiative	4.25
20	Principles of NQAS Assessment	4.29
21	Conduct of Physical Assessment & Virtual Assessment	4.43
22	NQAS Assessment Challenges & its Solutions	4.27
23	Key Components of Report Writing	4.36

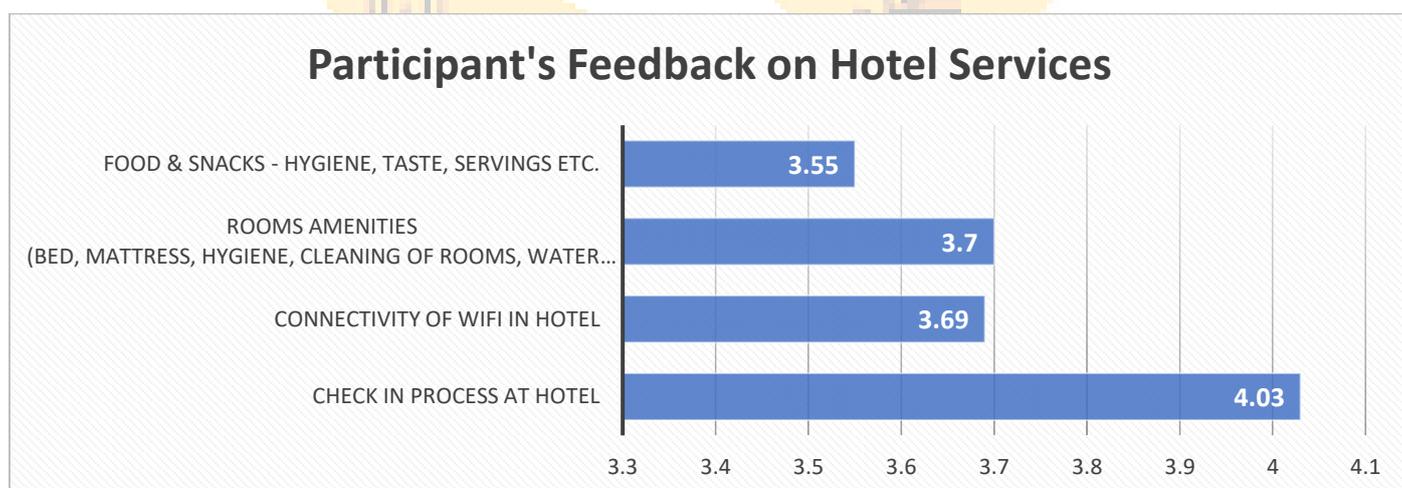
Faculty wise feedback analysis:

Sl.	Name of the Trainer	Designation of Trainer	No. of topics taken	Average Score (Out of 5)
1	Dr. Deepika Sharma	Lead Consultant, QPS, NHSRC	3	4.55
2	Ms. Vinny Arora	Consultant, QPS, NHSRC	2	4.39
3	Dr. Ajay Kumar Arya	Consultant, QPS, RRCNE	1	4.29
4	Dr. Alisha Dub	Consultant, QPS, NHSRC	2	4.28
5	Mr. Anup Basistha	Consultant, QPS, RRCNE	1	4.27
6	Dr. Rohini Kumar	State Consultant - QA, NHM	1	4.25
7	Dr. Chinmayee Swain	Senior Consultant, QPS, NHSRC	2	4.22
8	Dr. Arpita Agrawal	Consultant, QPS, NHSRC	2	4.22
9	Dr Shivali Sisodia	Consultant, QPS, NHSRC	3	4.17
10	Dr. Ashoke Roy	Director, RRCNE	1	4.10
11	Dr. Joydeep Das	Lead Consultant, RRCNE	2	3.71

Suggestion given by the participants:

Sl. No.	Suggestions To Improve Training
1	To Provide more time to complete exercises
2	To run the sessions at slower pace
3	To Arrange the training venue where accommodation is provided
4	To Include more interactive participatory sessions
5	The Role play may be included in between the session
6	To add more exercises would be useful
7	Taking exercises & quiz between the sessions
8	AoC G may be more elaborative for understanding the mathematical calculation
9	To give more time for PPT preparation after field visits
10	In day 5, Repetition of topics and discussions in different sessions

Feedback given by the participants for hotel services:



XIII. Exercises, group work and field visit scoring:

Participants scoring sheet of the group exercise.

Sl .	Name of the participant	Day -1		Day -2		Day -3	
		Exercise-1	Exercise-2	Exercise-3	Exercise-4	Exercise-5	Exercise-6
BARAK Group							
1	Dr Taingam Wangshu	9	9	8	8	9	8
2	Dr K Bania	9	9	8	8	10	10
3	Thaibema Y	8	8	7	7	9	9
4	Dr Wandap Lang Narry	9	9	9	8	8	9
5	Mickyla Lepcha	8	8	7	8	9	9
6	Dr Sukhendu Nath	8	9	8	8	10	10
7	Dr. Mamta Jinwal	9	8	9	9	8	7
8	Dr Arpit Srivastava	8	9	9	10	8	8
BRAHMAPUTRA Group							
9	Dr Pulak Pal	8	10	9	9	8	8.5
10	Dr Lairenjam Vikram Singh	9	10	9	9	8	9
11	Dr Ananya R Marak	9	9	9	8	9	9
12	Dr Nounengulie Kire	9	9	9	9	7.5	8
13	Dr Sanjay Debbarma	6	9	9	9	8	7.5
14	Dr. Sagar Majumdar	6	10	9	8	7	7.5
15	Dr. Maibam Hashina Devi	6	10	9	9	8	8
16	Dr Punit Jha	9	10	9	9	9	8.5
DIBANG Group							
17	Dr Jamal Ahmed Choudhary	6	7	9	9	9	9
18	Dr K. Benedict Maring	7	6	9	8.5	8	9
19	Dr Arfina Sangma	6	7	9	9	9	8
20	Dr Chamzai Newmai	6	6	10	8.5	8	9
21	Dr Debojyoti Majumdar	7	8	10	9.5	9	9
22	Dr. Debabrata Das	6	7	9	9	9	8
23	Dr Shwetabh Tripathi	9	9	9	9	9	9
KAMENG Group							
24	Dr Rinchin Neema	6	8	9	9	10	10
25	Dr Hasmot Ali	6	7	9	9	7	10
26	Dr Takhellambam Noren Singh	7	8	9	9	10	10
27	Dr Donie Pearlin Syiem	7	9	9	9	7	10
28	Dr K T Lalrammawia	8	8	9	9	10	10
29	Dr. Binita Chakma	6	8	9	9	10	10
30	Dr Subhash Chandra Godara	8	8	9	9	10	10
31	Mahendra Sarada Prasad B	8	9	9	9	8	10

Sl.	Name of the participant	Day -1		Day -2		Day -3	
		Exercise-1	Exercise-2	Exercise-3	Exercise-4	Exercise-5	Exercise-6
LOHIT Group							
32	Dr Zunikar Ali	9	9	8	8	6	6
33	Dr Haobam Denny	6	7	8.5	9	8	8
34	Dr Lalchhanhima Hmar	7	8	8	9	8	9
35	Dr Zolankimi Ngente	6	8	8.5	9	9	8
36	Dr Majasillu Kamei	6	7	8	8.5	6	6
37	Dr Ayan Ray	9	8	9	9	8	7
38	Dr. Dhanamani Tripura	5	5	8	8	6	6
39	Dr. Swapnil More	8	7	9	8.5	7	8
40	Ronit Bora	9	8	8	9	8	8
TEESTA Group							
41	Dr Tomar Kamki	9	9	9	9	7.5	8
42	Dr Murtuza Zaman	9.5	9	10	10	8	8.5
43	Dr Nilim Konwar	9	9	9	9	8	7.5
44	Dr Rajkumari Suchitra	9	9	10	10	9	8
45	Dr Rebecca Rosangpuii	8.5	9	8	6	8.5	8
46	Dr Thomas Keppen	9	9	10	10	8	8
47	Dr Manoj Mishra	9	9	7	8	7.5	8
48	Dr Alak Das	9	9	9	9	8	8

Field Visit Evaluation of the Participants:

Evaluation on the field visit-'EAT- 20 th batch (12th May 2022)							
Group No.	Knowledge	Interaction participation with the group number	Relevancy of Content	Accuracy of Content	Presentation	Total Marks	Percentage
	(60)	(60)	(60)	(60)	(60)	(300)	(%)
Group-1	32	35	33	35	35	170	56.7%
Group-2	40.5	44	38.5	30	40.5	194	64.5%
Group-3	46.5	38	43	35.5	41.5	205	68.2%
Group-4	47.5	38	45	40	53.5	224	74.7%
Group-5	33	39	35.5	35.5	41.5	185	61.5%
Group-6	52	45	54.5	51	53	256	85.2%

NQAS

3rd Batch of NQAS Regional External Assessors' Training Agenda

Day 1 - 9 th May 2022 (Monday)		
Time	Topic	Resource Person
INAUGURATION SESSION		
08:00 AM - 08:45 AM	Registration	RRCNE
08:45 AM - 09:00 AM	Pre-training Evaluations	RRCNE
09:00 AM - 09:10 AM	Welcome Address	Dr Ashoke Roy, Director, RRCNE
09:10 AM - 09:20 AM	Address by Guest of Honour	Dr M S Lakshmi Priya, IAS, MD, NHM, Assam
09:20 AM - 09:30 AM	Keynote address by Chief Guest	Dr Atul Kotwal, Executive Director, NHSRC
09:30 AM - 10:00 AM	Introduction by Participants	RRCNE
10:00 AM - 10:05 AM	Vote of Thanks	RRCNE
10:05 AM - 10:30 AM	Group Photography followed by tea break	
10:30 AM - 11:30 AM	Quality In public Health System: An Overview	Dr Ashoke Roy, RRCNE
11:30 AM - 01:00 PM	An introduction to National Quality Assurance Standards	Dr Deepika S, NHSRC
01:00 PM - 02:00 PM	Lunch	
02:00 PM - 03:00 PM	Measurement System under National Quality Assurance Standards	Dr Shivali Sisodia, NHSRC
03:00 PM - 03:15 PM	Brief about exercises	NHSRC
03:15 PM - 04:30 PM	Exercise on intent of Area of Concerns & Discussion with Moderator	Moderator 1-6
04:30 PM - 04:45 PM	Tea Break	
04:45 PM - 05:30 PM	Exercise on Measurement System & Discussion with Moderator	Moderator 1-6

Day 2 - 10 th May 2022 (Tuesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr Ajay Arya, RRCNE
09:15 AM - 10:00 AM	Service Provision under NQAS Framework	Dr Deepika S, NHSRC
10:00 AM - 11:00 AM	Patients' Rights under NQAS Framework	Anup J Basistha, RRCNE
11:00 AM - 11:15 AM	Tea Break	
11:15 AM - 12:00 PM	Inputs under NQAS Framework	Dr Shivali Sisodia, NHSRC
12:00 PM - 01:15 PM	Clinical Services under NQAS (General Clinical Services)	Dr Deepika S, NHSRC
01:15 PM - 02:00 PM	Lunch	
02:00 PM - 03:15 PM	Support Services under NQAS Framework	Dr Shivali Sisodia, NHSRC
03:15 PM - 04:30 PM	Exercise on Area of Concern (A & B) & its Discussion	Moderator 1-6
04:30 PM - 04:45 PM	Tea Break	
04:45 PM - 05:30 PM	Exercise on Area of Concern (C & D) & its Discussion	Moderator 1-6

Day 3: 11th May 2022 (Wednesday)

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr Vinaya RSL, RRCNE
09:15 AM - 11:00 AM	Area of Concern G(G1-G7)	Dr Arpita Agrawal, NHSRC
11:00 AM - 11:15AM	Tea Break	
11:15 AM - 12:15 PM	Clinical Services under NQAS (Specific & RMNCHA Clinical Services)	Dr Joydeep Das, RRCNE
12:15 PM - 01:00 PM	NQAS Assessment for Infection Prevention	Dr Rohini Kumar, NHM, Assam
1:00 PM - 02:00 PM	Lunch	
02:00 PM - 03:00 PM	Area of Concern G (G8- G10)	Dr Arpita Agrawal, NHSRC
03:00 PM - 04:00 PM	Assessment of National Health Programs under the NQAS	Dr Pankaj Thomas, RRCNE
04:00 PM - 04:15 PM	Tea Break	
04:15 PM - 05:00 PM	Exercise on Area of Concern (E) – Primary Care Services & Discussion	Moderator 1-6
05:00 PM - 05:30 PM	Exercise on Area of Concern (E) – Secondary Care Services & Discussion	Moderator 1-6
05:30 PM - 05:40 PM	Briefing about the field visit & Group work	RRC-NE

Day 4: 12th May 2022 (Thursday)

Time	Topic	Resource Person
09:00 AM - 01:00 PM	Field Visit	NHSRC & RRCNE
01:00 PM - 02:00 PM	Lunch	
02:00 PM - 03:30 PM	Scoring, Analysis, and Report Writing of the Field Visit	NHSRC & RRCNE
03:30 PM - 04:15 PM	Presentation & Discussion on Field Visit	NHSRC & RRCNE
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:45 PM	Presentation & Discussion on Field Visit	NHSRC & RRCNE
Coordinated by Dr Chinmayee Swain and QPS Division RRCNE		

Day 5: 13th May 2022 (Friday)

Time	Time	Time
09:00 AM - 09:15 AM	Recap	Anup J Basistha, RRCNE
09:15 AM - 11:00 AM	Overview of LaQshya & Suman	Dr Chinmayee Swain, NHSRC
11:00 AM - 11:15 AM	Tea Break	
11:15 AM - 12:00 PM	Area of Concern -H (Outcome)	Dr Ajay Arya, RRCNE
12:00 PM - 12:45 PM	Overview of MusQan Initiative	Dr Chinmayee Swain, NHSRC
12:45 PM - 01:15 PM	Principle of NQAS Assessment	Dr Alisha, NHSRC
01:15 PM - 02:00 PM	Lunch	
02:00 PM - 02:45 PM	Conduct of Physical Assessment & Virtual Assessment	Ms. Vinny Arora, NHSRC
02:45 PM - 03:30 PM	NQAS Assessment Challenges & its Solutions	Dr Alisha, NHSRC
03:30 PM - 03:45 PM	Tea Break	
03:45 PM - 04:30 PM	Key components of Report Writing	Ms. Vinny Arora, NSHRC
05:00 PM - 05:30 PM	Role Play	RRCNE

Day 6: 14th May 2022 (Saturday)

Time	Topic	Resource Person
09:00 AM - 10:00 AM	Revision of National Quality Assurance Standards	Ms. Vinny Arora, NHSRC
10:00 AM - 10:30 AM	Tea Break	
10:30 AM - 01:00 PM	Post Training Evaluation	NHSRC & RRCNE
01:00 PM - 01:30 PM	Valedictory/Feedback	NHSRC & RRCNE
01:30 PM onwards	Lunch	

Participants Nominated from NE states					
State	Sl.	Name	Gender	Email ID	Mobile
Arunachal Pradesh	1	Dr Taingam Wangshu	Male	taingamwangshu@gmail.com	7085339013
	2	Dr Rinchin Neema	Male	rinchinneema@gmail.com	9436069143
	3	Dr Tomar Kamki	Male	tomarkamki@gmail.com	9862131178
Assam	4	Dr Kumud Bania	Male	drkumud3178@gmail.com	9678508190
	5	Dr Pulak Paul	Male	drpulakledo@gmail.com	9435003192
	6	Dr Jamal Ahmed Choudhary	Male	dpm.nrhm.cachar@gmail.com	7002739038
	7	Dr Hasmata Ali	Male	dcqa.nhm.barpeta@gmail.com	9435511162
	8	Dr Zunikar Ali	Male	drzunikar@gmail.com	9435720216
	9	Dr Murtaza Zaman	Male	duhc.dhubri.nuhm@gmail.com	8471986920
	10	Dr Nilim Konwar	Male	drnilimkonwar@gmail.com	8638059077
Manipur	11	Dr Thaibema Yendrembam	Female	ythaibema@gmail.com	7005043297
	12	Dr Lairenjam Vikram Singh	Male	lairenjamv@gmail.com	9436280831
	13	Dr K. Benedict Maring	Male	drbenedict.sno@gmail.com	8837309964
	14	Dr Takhellambam Noren Singh	Male	drnorensingh@gmail.com	8415044246
	15	Dr Haobam Danny Singh	Male	haobamdanny@yahoo.com	9856164962
	16	Dr Rajkumari Suchitra	Female	suchitra.rrcne@gmail.com	9401481166
Meghalaya	17	Dr Wandap Lang Narry	Male	wlnarry@rediffmail.com	7005168115
	18	Dr Ananya R Marak	Female	dalisangma2000@gmail.com	9862259086
	19	Dr Arfina M. Sangma	Female	afrinasangma@gmail.com	9365208904
	20	Dr Donie Pearlina Syiem	Female	pearlinsyiem@gmail.com	7005644547
Mizoram	21	Dr K T Lalrammawia	Male	kta_cpi@yahoo.co.in	8974000858
	22	Dr Lalchhanhima Hmar	Male	zowwhiteheart@gmail.com	9615027791
	23	Dr Zolankimi Ngente	Female	mimingente179@gmail.com	9612797179
	24	Dr Rebecca Rosangpuii	Female	rosangpuiipachau2@gmail.com	7005161918
Nagaland	25	Dr Nounengulie Kire	Male	nounekire@gmail.com	9436609274
	26	Dr Chamzai Newmai	Female	cnewmai@gmail.com	9862257598
	27	Dr Majasillu Kamei	Female	rosierosekam@gmail.com	8974455802
	28	Dr Thomas Keppen	Male	drkkeppen@gmail.com	9436004001

Sikkim	29	Mrs. Mickyla Lepcha	Female	mickylalepcha91117@gmail.com	7001976997
	30	Dr Manoj Mishra	Male	manoj040871@gmail.com	8250757651
Tripura	31	Dr Sukhendu Nath	Male	sukhendu.sn@gmail.com	9402340223
	32	Dr Sanjay Debbarma	Male	sanjayagmc@gmail.com	9612108569
	33	Dr. Sagar Majumdar	Male	doctorsagar@gmail.com	9436470426
	34	Dr Debajyoti Majumder	Male	dr.debajyoti.majumder@gmail.com	8974878887
	35	Dr. Debabrata Das	Male	drdebabratadasnih@gmail.com	9862188023
	36	Dr. Binita Chakma	Female	dr.b.chakma@gmail.com	7005840712
	37	Dr Ayan Ray	Male	drayan@rediffmail.com	9862960979
	38	Dr. Dhanamani Tripura	Male	dmtripura77@gmail.com	7629877126
	39	Dr Alak Das	Male	dralakdas82@gmail.com	7005372753
	40	Dr. Maibam Hashina Devi	Female	drhashi.care@gmail.com	9862526491

Non-official Candidates EAT – May 2022

State	Sl.	Name	Gender	Email ID	Mobile
Assam	1	Dr. Punit Jha	Male	drpunit0808@gmail.com	8319138319
	2	Dr. Subhash Chandra Godara	Male	Sgodara55@gmail.com	7597390615
	3	Dr. Swapnil More	Male	Swap.more@gmail.com	9923456002
	4	Mr. Ronit Bora	Male	ronit.bora@integra-ventures.com	9085836610
Bihar	5	Dr. Mahendra Sarada Prasad Behera	Male	mshpehera@careindia.org mahendra.tiss@gmail.com	8294638247
MP	6	Dr. Mamta Jinwal	Female	dr.mjinwal29@gmail.com	9407147173
Tripura	7	Dr Arpit Srivastava	Male	dr_arpitsrivastav@yahoo.com	8318651980
UP	8	Dr Shwetabh Tripathi	Male	shwetabhkgmc@gmail.com	9140889469

Participants reappeared in final examination:

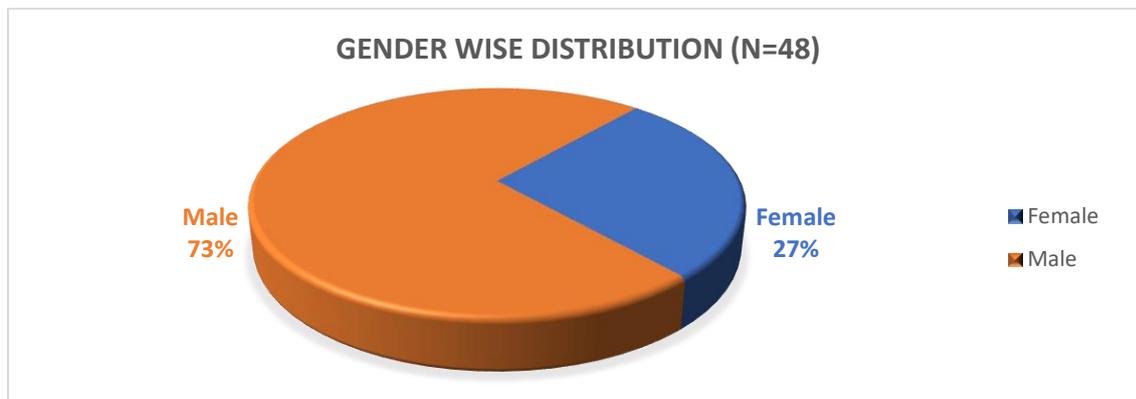
State	Sl.	Name	Gender	Email ID	Mobile
Arunachal Pradesh	1	Dr. Swapan Kumar Paul	Male	Paulswapanbdn2@gmail.com	9402222793
Tripura	2	Dr. Arjun Saha	Male	drarjunsaha21@gmail.com	7005271046

Annexure III: Equity Report

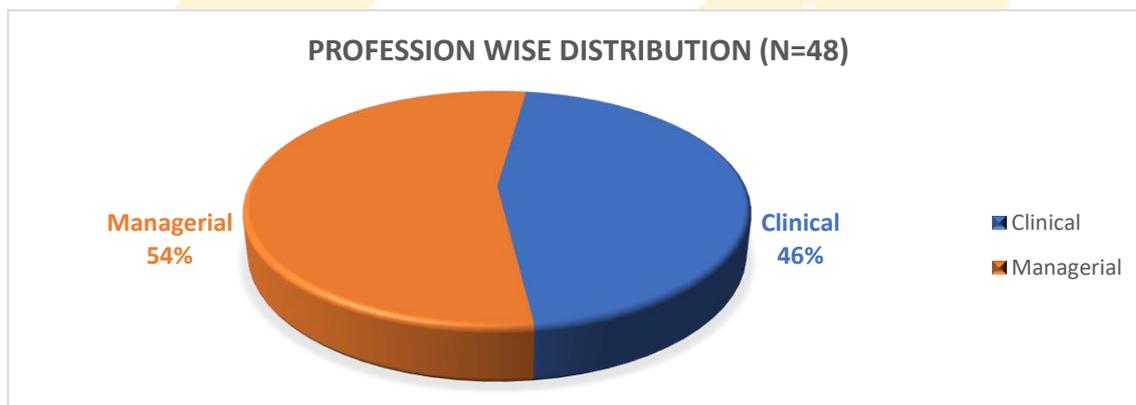
The 20th batch of National External Assessor Training was held at IIBM Campus, Guwahati Assam. Total 48 Participants attended the training and 2 participants reappeared for the exams.

An analysis has been done as per the criteria mentioned below under equity report:

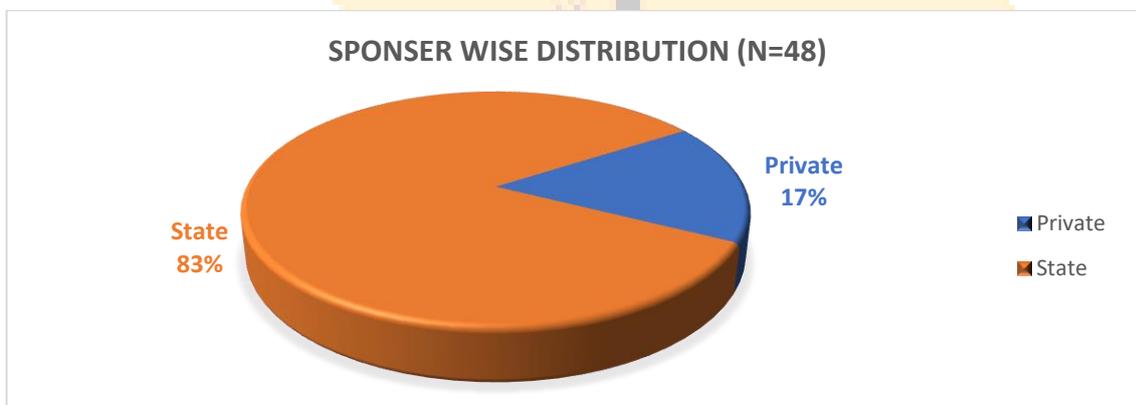
1. **Gender Wise** distribution is 35 (Male):13 (Female)



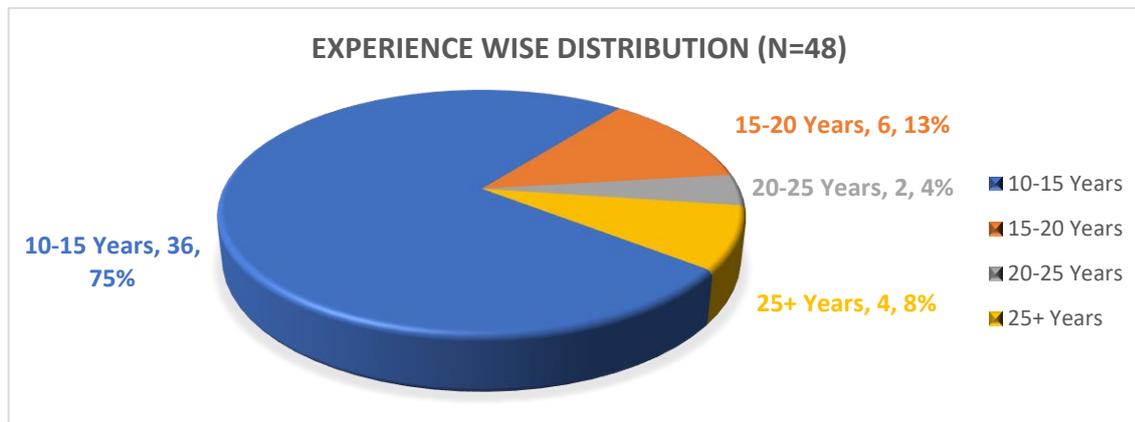
2. **Profession wise:** Clinical: Managerial distribution is 22:26



3. **Sponsor wise:** State Sponsored: Private nomination distribution is 40:8

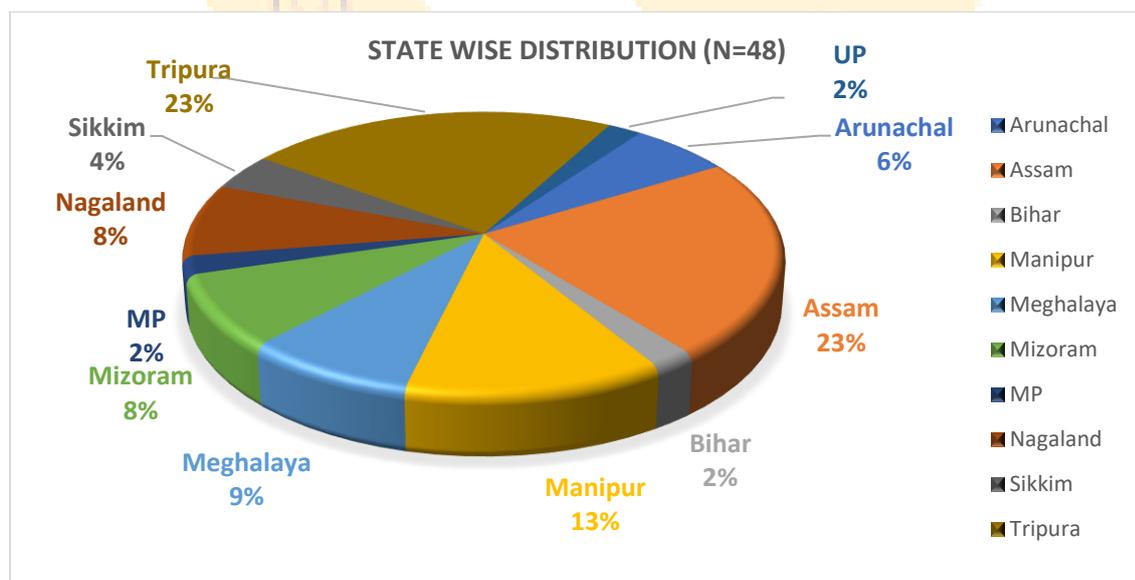


4. **Years of Experience:** Participants distribution as per their years of experience in health sector is as follows:



5. **State Wise:** Geographical Distribution of the participants are as follows:

Sl. No.	Name of State	No. of Participants
1	Arunachal	3
2	Assam	11
3	Bihar	1
4	Manipur	6
5	Meghalaya	4
6	Mizoram	4
7	MP	1
8	Nagaland	4
9	Sikkim	2
10	Tripura	11
11	UP	1
	TOTAL	48



Annexure IV: List of Qualified Participants of External Assessor Training – 9th to 14th May 2022

Sl.	Prefix	Name of the Candidate	State
1	Dr	Rinchin Neema	Arunachal Pradesh
2	Dr	Taingam Wangshu	Arunachal Pradesh
3	Dr	Tomar Kamki	Arunachal Pradesh
4	Dr	Jamal Ahmed Choudhury	Assam
5	Dr	Kumud Bania	Assam
6	Dr	Murtaza Zaman	Assam
7	Dr	Nilim Konwar	Assam
8	Dr	Pulak Paul	Assam
9	Dr	Zunika Ali	Assam
10	Dr	Subhash Chandra Godara	Assam
11	Dr	Swapnil More	Assam
12	Dr	Punit Jha	Assam
13	Mr	Ronit Bora	Assam
14	Dr	Mahendra Sarada Prasad Behera	Bihar
15	Dr	Haobam Danny Singh	Manipur
16	Dr	Kundict Benedict Maring	Manipur
17	Dr	Lairenjam Vikram Singh	Manipur
18	Dr	Rajkumari Suchitra	Manipur
19	Dr	Takhellambam Noren Singh	Manipur
20	Dr	Thaibema Yendrembam	Manipur
21	Dr	Donie Pearlina Syiem	Meghalaya
22	Dr	Ananya R Marak	Meghalaya
23	Dr	Wandap Lang Narry	Meghalaya
24	Dr	K T Lalrammawia	Mizoram
25	Dr	Lalchhanhima Hmar	Mizoram
26	Dr	Rebecca Rosangpuii	Mizoram
27	Dr	Zolankimi Ngente	Mizoram
28	Dr	Chamzai Newmai	Nagaland
29	Dr	Majasillu Kamki	Nagaland
30	Dr	Nounengulie Kire	Nagaland
31	Dr	Thomas Keppen	Nagaland
32	Dr	Manoj Mishra	Sikkim
33	Ms	Mickyla Lepcha	Sikkim
34	Dr	Alak Das	Tripura
35	Dr	Arjun Saha	Tripura
36	Dr	Ayan Ray	Tripura
37	Dr	Binita Chakma	Tripura
38	Dr	Debabrata Das	Tripura
39	Dr	Maibam Hashina Devi	Tripura
40	Dr	Sagar Majumdar	Tripura
41	Dr	Sukhendunath	Tripura
42	Dr	Debajyoti Majumder	Tripura
43	Dr	Arpit Srivastava	Tripura
44	Dr	Shwetabh Tripathi	Uttar Pradesh