

EXTERNAL ASSESSORS' TRAINING REPORT



4th REGIONAL CUM
26th 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 : 24th - 29th April, 2023



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 World Health Organization (WHO) defines the Quality of Care as “the extent to which health care services provided to individual and patient populations improve desired health outcome”. To ensure Quality of Care, healthcare needs to be safe, effective, timely, efficient, equitable and person centered. It is thereby essential to deliver healthcare services that meet the Quality Standards, to attain the Universal Health Coverage (UHC) and Sustainable Development Goals (SDG).

National Health Policy, approved and adopted by the Government of India in the year 2017, laid down the broad principles of professionalism, integrity, and ethics; equity; affordability; universality; patient centered quality care; accountability; pluralism; inclusive partnerships and decentralization. It has definite timebound quantitative goals, which are aligned with existing national and global strategic directions. The health outcomes envisaged under the National Health Policy cannot be achieved without excellent, safe, and quality care.

Ensuring Quality in delivered services is always a key priority of Ministry of Health & Family Welfare, Government of India and it is well reflected in National Health policy, Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (PM- JAY), Comprehensive Primary Healthcare (CPHC). etc.

Since 2005, India is constantly working toward improving the quality of services delivered and it has built its foundation by setting standards for service delivery and Quality (NQAS) for all level of public Healthcare institutions. The minimum standards are aligned with the global benchmarks defined by World Health Organization (WHO), and it is duly recognized by International Society of Quality in Healthcare (ISQua).

In 2013, MoHFW has established the National Quality Assurance Program with systematically institutionalized Central Quality Supervisory Committee (CQSC) at the National level, followed by the State and District Quality Assurance Committees (SQACs & DQACs), which are further grounded with the Facility Level Committees and departmental circles. The designed institutional framework maintains the transparency at every step and reinforces continuous assessment process, training capacity building, certification and incentivization of public health facilities; thereby strengthening the public health system as a whole. All the 28 States and 8 UTs of the country have operationalized SQACs, acting as a mainstay in implementation and sustenance of the program. Predominantly, the program has a robust mentoring system and an effective periodic mentoring mechanism; endorsed with an organized assessment tool which covers all the facets of a public health facility from stem to stem.

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 only 90 as on date 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 4th Regional cum 26th National External Assessors’ Training was organized by Quality & Patient Safety Division of Regional Resource Centre for NE States supported by Q&PS Division, NHSRC, New Delhi. Training was held at IIBM campus, Khanapara, Guwahati, Assam during 24th - 29th April 2023. A total of 67 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 Six health facilities of Assam to provide participants a platform for practical learning experiences on conducting health facility assessments using NQAS Checklist.

Feedback of training sessions & accommodation 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.

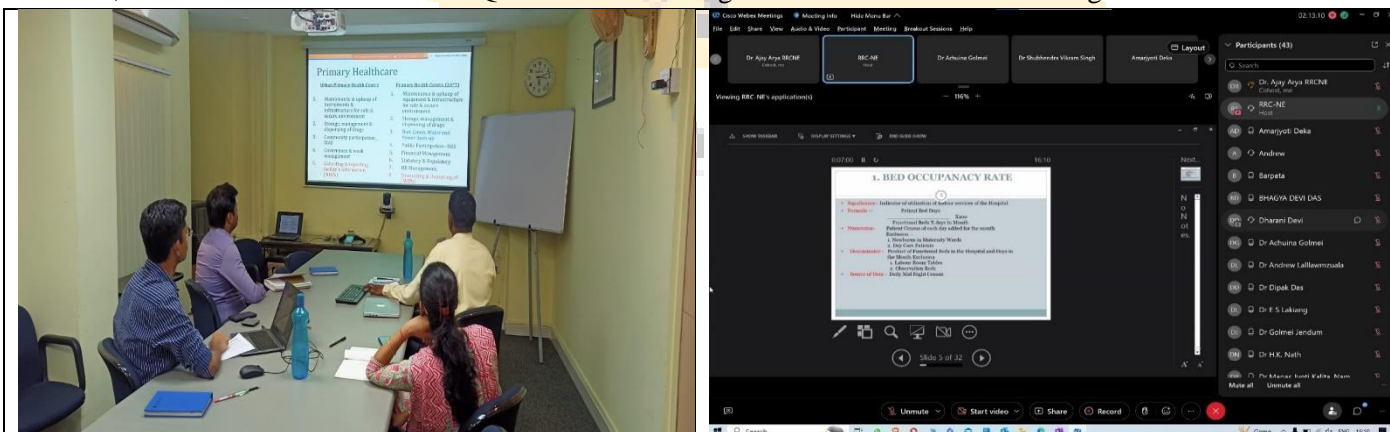
II. AIM AND OBJECTIVES OF TRAINING

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:

- To create a pool of qualified assessors for undertaking National and State level Assessment for NQAS, LaQshya Certification etc.
- To acquire knowledge and skills to conduct objective assessment of healthcare facilities against pre- defined norms.
- To equip participants with knowledge of key concepts, tools, and methodologies of quality improvement for subsequent mentoring of the health facilities for rendering quality services vis-à-vis future certification.

III. PREPARATION

Pre training sensitization sessions- As per DO letter of JS (P) vide no. 18015/27/2022-NHM-II (Part III) dated.10th March 2023 (Annexure I), Q&PS division, RRCNE conducted online sensitization sessions on various topics related to National Quality Assurance Standards for Govt nominated candidates of NE states during 19th April -21st April 2023. The main objective of the pre-training sessions was to make the participants familiar with various area of concern, standards, measurable elements under NQAS before attending the External Assessor Training.



Glimpses of the Pre-Training Sensitization Session on NQAS

The course curriculum was designed by QPS Division, 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 1 DH, 2 FRUs, 2 UPHCs & 1 HWC SC in Assam on 28th April 2023 with 12 groups which gave the participants a platform to conduct assessment. In addition to this, participants were given multiple exercises and group works, thereby making the training program more participatory.

List of Health facilities visited during field visit:

Sl.	Name of Health Facility	Category	District	City	State
1	Sonapur Civil Hospital	District Hospital	Kamrup (M)	Guwahati	Assam
2	Dhirenpara FRU	Community Health Centre	Kamrup (M)	Guwahati	Assam
3	Pandu FRU	Community Health Centre	Kamrup (M)	Guwahati	Assam
4	Sarabhatti UPHC	UPHC-HWC	Kamrup (M)	Guwahati	Assam
5	Lokhra SD	UPHC-HWC	Kamrup (M)	Guwahati	Assam
6	Bonda HWC SC	HWC - Sub Centre	Kamrup (M)	Guwahati	Assam

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 & sticky pad

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

At the onset of the External Assessors' Training, the pre-training evaluation has been conducted for all the participants. All the 67 nos. of participants appeared in the pre training evaluation.



VI. INAUGURAL SESSION:

The 4th Regional External Assessor Training started by welcome address, which was delivered by **Dr Anup Basistha, Senior Consultant, Q&PS, RRC NE**.

Dr Basistha extended warm welcome to Chief Guest- Maj. Gen (Prof.) Atul Kotwal, Executive Director, NHSRC, Dr J N Srivastava, Advisor-QPS, NHSRC, Dr Ashoke Roy, Director-RRCNE, Dr Abhay Dahiya, Consultant-QPS, NHSRC, Ms Khushbu Singh, Consultant-Media, NHSRC, Dr Arun Baruah, Public Health Expert, State nominated participants from 6 NE states & the private participants from other states to the



4th Regional Cum 26th 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.



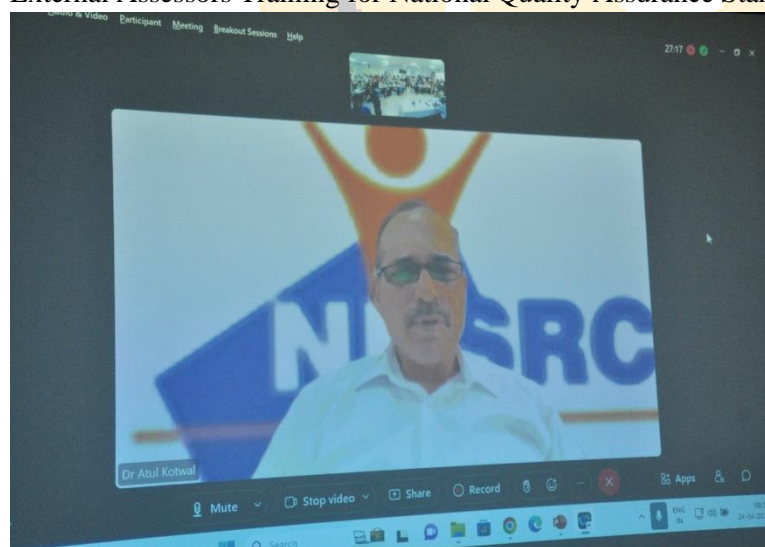
Dr. Ashoke Roy, Director, RRCNE, shared the objective of the training. He took the reference of Ministry's DO letter no. Z -18015/26/2020-NHM-II dated 1st October 2021, wherein all the states and UTs have been advised to develop a roadmap for the quality certification of the public health facilities, so that more than 50% of the public health facilities are NQAS certified by 2025-26. Under the National Quality Assurance Programme, there is a need to increase the number of External Assessors in the region to speed up the implementation.

of the QA programme in the region, thus 4th Regional cum 26th National External Assessors Training is being organized. The core objectives were- Create a pool of qualified Assessors for undertaking National & State Assessments for NQAS, LaQshya, MusQan etc. Certification, acquire knowledge & skills to conduct objective assessment of healthcare facilities against pre-defined norms, equipped participants with knowledge of key concepts, tools, and methodologies of Quality Improvement and mentor/guide public health facilities for quality certification on completion of the training.

Dr. J. N. Srivastava, Advisor- QPS, NHSRC, gave his deliberation on insights of Quality & Patient Safety under National Quality Assurance program in India. He talked about the importance of quality in public health and briefed about the evolution of NQAS standards which is process driven standards. Dr Srivastava stated that a sense of empowerment must come to the State. He also stated that quality of care can't be ensured if we can't ensure patient safety. So, safety is equally important. Keeping in view of this, SaQushal, a self-assessment patient safety tool was launched on 17th September 2022 which is now in the process of rolling out in the States.



Maj. Gen. (Prof) Atul Kotwal, Executive Director, NHSRC virtually attended the 4th Regional cum 26th National External Assessors Training for National Quality Assurance Standards (NQAS) as Chief Guest. 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. He also mentioned that till date 90 External Assessors in North-Eastern States out of total 881 have been empanelled under the national level external assessors' pool. The goal of this training is to raise the number of qualified Quality professionals in the Nation. These professionals will aid States/UTs in implementing National Quality Assurance Standards and its

assessment protocols by way of mentoring/ supporting health facilities in their own states and coordinating the efforts to achieve quality certification in accordance with the NHM Target. At last, Dr Kotwal congratulates QPS Division, RRCNE for organising this National Training.

VII. Felicitation:



Felicitation of the Dignitaries

VIII. Vote of Thanks:

Dr Joydeep Das, Lead Consultant, RRCNE delivered the vote of thanks to the house. He thanked the Chief Guest, 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 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 led by Dr Ashoke Roy, Director RRC-NE.



IX. Briefing on Technical Sessions:

Day 1: 24th April 2023 (Monday)

Session 1: Quality in Public Health System: An Overview

The first technical session ‘Quality in Public Health System in India’ was delivered by **Dr J N Srivastava, Advisor-Q&PS, NHSRC**. Dr Srivastava started his presentation with the launch of National Rural Health Mission 2005 and explained how the NRHM changes takes place in each year and National Health Mission was formed. He also stated that the primary objective of any public health facility is to restore & promote quality healthcare 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. Further strengthening of medicine delivery, supply chain & logistics in hospital will add an extra step towards quality patient care. Dr. Srivastava laid emphasis about the high mortality due to low quality of health system and the need to improve the health system through the implementation of NQAS standards. While giving an overview of NQAS he talked about the journey of Quality Assurance programme & he explained the historic perspective of accreditation process. He also explained that National Health Mission, NQAS is based on the Donabedian Model of QoC and are available for DH, CHC, PHC, UPHC, H&WC (SC) to improve the health care services. Dr. JN Srivastava also briefed the participants about the ISQua Accreditation of the NQAS.



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 touched upon. He briefed about the possible role of NQAS External Assessors and the de-empanelment criteria. He later explained the arrangement of Quality standards & concluded the session with yearly progression of NQAS certifications & status of certified facilities in the country as on 31st March 2023.

Session 2: An introduction to National Assurance Standards

The second session was taken by **Dr Abhay Dahiya, Consultant, QPS, NHSRC** on ‘Introduction to National Quality Assurance Standards’. He 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. He talked about the anatomy of the checklist by explaining about the Areas of Concern, Standards, Measurable Elements, and Checkpoints in the departmental checklists. He gave the comparative overview of the standards which are applicable at different level of healthcare facilities.



Dr Dahiya also explained about the Donabedian model of structure, process, and outcome, PDCA, Juran Trilogy for Quality management – Quality planning, Quality Control and Quality Improvement. While presenting overview, he 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 Anup Basistha, Sr Consultant, QPS, RRCNE 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. He also briefed about the characteristics of the NQAS programme and explained how it is an implicit tool.



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 activities. 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: 25th April 2023 (Tuesday)

The 2nd day training started with recap of the last day sessions by Dr Vinaya RSL, Consultant-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 Abhay Dahiya, NHSRC** on the 'Service Provision under NQAS Framework' where he 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 NHP.
- A5 - Support services
- A6 - Facilities appropriate to community needs



Session 2: Patients' Rights under NQAS Framework

This session was taken by **Dr Anup Basistha, RRCNE**. He explained about the various standards of Area of Concern B - Patient Rights in the context of fundamental rights of the patients. Dr 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 Ajay Arya, RRCNE** on the Area of Concern C – Input which consists of seven standards. He 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 Ajay also talked about Availability of drugs, consumables & instruments, adequate HR, staff's competency & it's periodic assessment.

Session 4: Support Services under NQAS Framework

This session was taken by **Dr Naveen Kumar, NHSRC** where he 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 5: 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: 26th April 2023 (Wednesday)

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

Session 1: General Clinical Services under NQAS (E1-E9)

Dr Chinmayee Swain, Sr Consultant-NHSRC 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 2: Specific & RMNCHA Services under NQAS (E10-E22)

Dr Rohini Kumar, Public Health Expert talked about the clinical services where she 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, she focused on Maternal and Child Health Services including Intra natal care, Antenatal Care and Postnatal Care. She also emphasized on the established procedures for care of New-born, infant and child, and procedures for abortion and family planning including Adolescent Reproductive and Sexual health Services.

Session 3: Infection Prevention under NQAS:

The session was taken by **Dr. Naveen Kumar** and he 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 (G1-G6)

The last session of the third day was taken by **Dr Deepika Sharma, Lead Consultant, QPS, NHSRC** on Area of concern G, standards ranging from formation of quality team (G1) to frame the mission, vision & quality policy (G6). 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 5: Exercise on Area of Concern E

The group exercises were monitored by six moderators where all the participants were given the sheet. 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 exercises

Day 4: 27th April 2023 (Thursday)

The 4th day training started with recap of the last day sessions by Dr Deepika Sharma.

Session 1: Area of Concern G (G7-G10)

In this session **Dr Deepika** 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 2: Principles of NQAS Assessment & ethical issues in assessment of public health facilities

Ms. Vinny Arora, Senior Consultant-Certification Unit, NHSRC took the session of 'Principles of NQAS Assessment' that includes definition of Assessment, and principles of conducting an assessment. She explained the type of assessment, role of External assessor, Process of external assessment, various audit man-days & different phases of external assessment. In this session she also 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. She also explained the various principal of assessment like- integrity, fair presentation, due professional care, confidentiality, independence, evidenced based approach & risk-based thinking.



Session 3: Key Components of Report Writing

This session was also taken by **Ms. Vinny Arora, 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 basic principles of report writing along with common issues of Certification Unit, NHSRC face after getting the facility assessment report from the External Assessors.

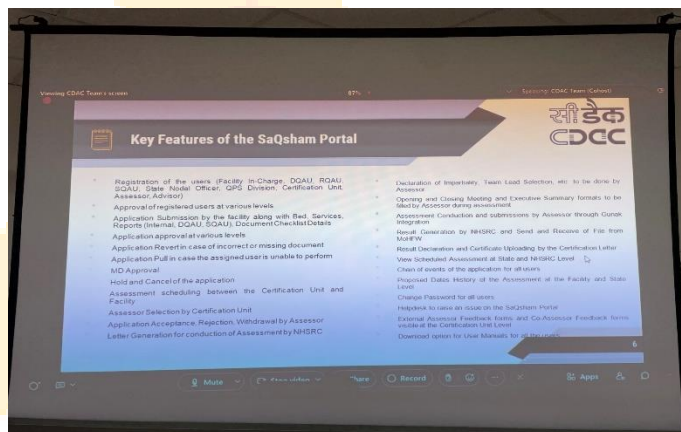
Session 4: Assessment of National Health Programs under the NQAS

Dr Joydeep Das, Lead Consultant, RRCNE explained the Std. E23 of AoC E 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 5: IT Initiative under NQAS

This session was taken by **Ms Priyanka, CDAC, New Delhi** through virtual mode. She oriented the participants about the SaQsham portal and its use for NQAS assessment process. She also oriented the participants about the IT Solution for certification process, downloading and usage of the Gunak app, which can be used during an assessment of NQAS by the participants. She gave an information about IT solutions for automation of management of Certification process (assessment, certification & reporting) through SaQsham.



Session 6: Area of Concern – H (Outcome)

Dr. Ajay Arya, Consultant-QPS, RRCNE 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 7: Role Play

In the session, assessors were briefed about the probable scenarios during the conduct of assessments and how assessors can overcome them. This session was conducted by RRC-NE, NHSRC 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.



Session 8: Brief about the field visit

Dr Anup Basistha briefed the participants about the field visit and gave the instructions for the field visit. He briefed the participants about the various public health facilities (DH, FRU, UPHC, HWC SC) selected for the field visit and divided the participants into twelve groups. Each group had team coordinator from RRCNE & NHSRC who were responsible for the coordination and guiding the teams. Separate vehicles were arranged for the field visit and the details were shared with the participants. Dr Basistha also emphasized on the rules to be followed during the field visit & group work.

Day 5: 28th April 2023 (Friday)

On the 5th 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, Public Health Expert
2	FRU	Dhirenpara FRU, Guwahati, Assam	Dr. Anup J Basistha, Sr Consultant QPS
3	FRU	Pandu FRU, Guwahati, Assam	Dr. Ajay Arya, Consultant QPS
4	UPHC	Lokhra State Dispensary, Guwahati	Ms Sunita Kalita, Consultant
5	UPHC	Sarabhatti UPHC, Guwahati, Assam	Dr. Vinaya RSL, Consultant QPS
6	HWC-SC	Bonda HWC-SCs, Guwahati, Assam	Dr. Chinmayee Swain, Sr Consultant QPS

The team members and assigned departments are as follows:

Sl.	ID No.	Participant Name	Contact No.	Teams	Health facility & Department to be assessed
1	39	Dr Amar Jyoti Deka	6001107161	Team 1	Sonapur Civil Hospital (Accident & Emergency)
2	37	Dr Abu Hasan Sarkar	9864210205		
3	15	Dr Amit Poria	9991189923		
4	42	Dr Debajit Rudra Sangma	9612154300		
5	36	Dr Atoli Sumi	8787515819		
6	32	Ms. Fabbie Lalrindiki	8729918415		
7	50	Dr Dhruba Jyoti Borah	9435182292	Team 2	Sonapur Civil Hospital (Labour Room)
8	16	Dr Achuina Golmei	9402612053		
9	31	Dr Anjana Penugondla	7090075556		
10	26	Dr Gorrumuchu Vishalini	8074155255		
11	29	Dr Chiranton Pareh	6001877139		
12	52	Dr Gautam Mohilary	8638167697		
13	18	Dr Dipak Chandra Das	8134845597	Team 3	Sonapur Civil Hospital (MOT)
14	44	Dr Andrew Lallawmzuala	6909488322		
15	61	Dr Bikash Ranjan Dutta	9864148247		
16	7	Dr Hemanta Kumar Nath	7035590034		
17	43	Dr Hitesh Deka	8472052518		
18	8	Dr Himadri Pathak	7002063318		
19	3	Dr Emaia Savio Lakiang	9436700377	Team 4	Dhirenpara FRU, Guwahati (LR)
20	60	Ms. Bhagya Devi Das	8486209792		
21	4	Dr Bilva Yalie	8731970773		
22	67	Dr Hemlata Bachchan	8871065323		
23	34	Ms. Jenita Khwairakpam	9971998938		
24	27	Dr Soumya Mondal	8240261251		
25	17	Ms. F Lawmsangzuali	9862310658	Team 5	Dhirenpara FRU, Guwahati (Pharmacy)
26	20	Dr Gobil Thapa	9954373166		
27	12	Dr Gerik Jini	9560561918		
28	54	Ms. Karabi Borgohain	6002391021		
29	25	Dr Lod Khoda	9436228120		
30	49	Ms. Ibankyntiew Blah Lyndem	8413025867		
31	11	Mrs. Maibam Ranita Devi	7005611507	Team 6	Dhirenpara FRU, Guwahati (IPD)
32	35	Dr Golmei Jendum	8732047247		
33	1	Mr. Jaydip Kole	9932850631		

Sl.	ID No.	Participant Name	Contact No.	Teams	Health facility & Department to be assessed
34	62	Dr Longrinungba Kichu	7085052739		
35	41	Dr Tarannum Siddiqui	7318567615		
36	21	Mr. Imdadul Islam	8811097251		
37	66	Dr Mousam Ghosh	9432942294	Team 7	Pandu FRU, Guwahati (Pharmacy)
38	40	Dr Kuppi Reddy Lakshmi	9441366037		
39	10	Mrs. K Dharani Devi	9678003062		
40	55	Dr Madhurjya Baruah	7086014647		
41	48	Dr Munmee Das	6001079310		
42	2	Dr Manas Jyoti Kalita	7085150609		
43	30	Dr Mrinalini Yadav	7981517827	Team 8	Pandu FRU, Guwahati (LR)
44	24	Dr Kabak Tamar	9862237715		
45	13	Dr Lalkhawngaihsanga Chinzah	9436148182		
46	5	Dr Naveen Kumar Singh	7379887866		
47	14	Dr Shubhendra Vikram Singh	9630373994		
48	46	Dr Partha Pratim Das	9864323948		
49	58	Dr Rajesh Kumar Tripathi	9839706027	Team 9	Pandu FRU, Guwahati (MOT)
50	56	Dr Meena Chavan	8709412524		
51	6	Dr Vanlalchhuanga	9612489523		
52	19	Dr Rajiv Kumar Sharma	9435079817		
53	63	Dr Sandeep Kumar Lathwal	9416918001		
54	22	Dr Vanlalpeka PL Pachuau	8414050504		
55	53	Dr Hirkan Subhash Madnaik	9922567802	Team 10	Sarabhati UPHC
56	38	Dr Nishantha. R .T	9972278849		
57	59	Dr Sanbe Ch Marak	8974078413		
58	23	Mr. Maneesh Kumar Tripathi	9026282922		
59	65	Dr Sumita Kharmawphlang	9463164021	Team 11	Lokhra UPHC
60	9	Mr. Samiran Sarma	8255026511		
61	51	Dr (Mrs.) Raj Prabha Moktan	7478399976		
62	45	Dr Tilling Gambo	9436094653		
63	57	Dr Wemer Khutsoh	8132061745	Team 12	Bonda HWC-SC
64	64	Dr Mukuta Medhi	9401270554		
65	33	Dr M Neison	8132828004		
66	28	Ms Rijumoni Barman	7035210877		
67	47	Dr Soumitra Halder	7980170567		

Session 1: Scoring, Analysis & Presentations on the field visits

All the twelve 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 – 5 Field Visit and Group Presentations

Day 6: 29th April 2023 (Saturday)

Session 1: Revision of the National Quality Assurance Standards

In this session **Dr Chinmayee Swain, Senior Consultant, NHSRC**, revised and discussed all areas of concern and standards under NQAS using power point presentation followed by discussion with the participants.

X. Post Training Evaluation:

Evaluation of the participants was undertaken on 6th day of the training. The evaluation timing was for 3 hours. 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 one major gap in the form of gap statement & write applicable standard reference number. The participant was then allocated in three different halls. Question papers were distributed to each participant. One participant from earlier batches (May 2022) also appeared for re-examination.



Post Training Evaluation

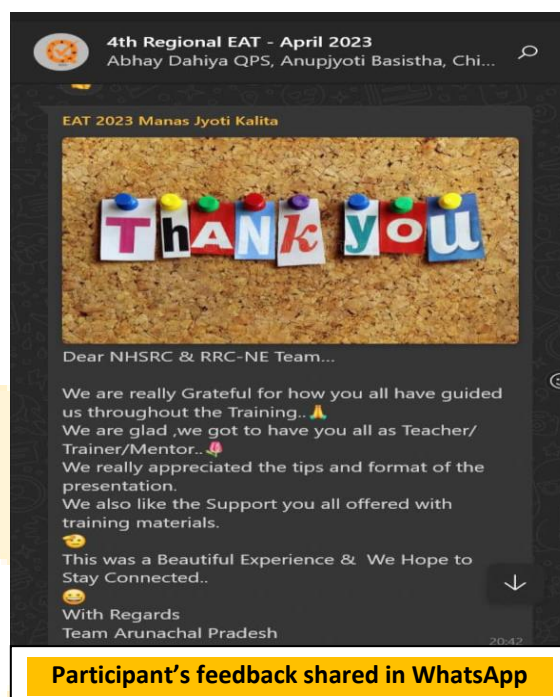
XI. Valedictory

Dr. Ashoke Roy, Director, RRC-NE delivered the valedictory address. He thanked all the resource persons from NHSRC, Dr Arun Baruah & Dr Rohini-Public Health Expert, 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:

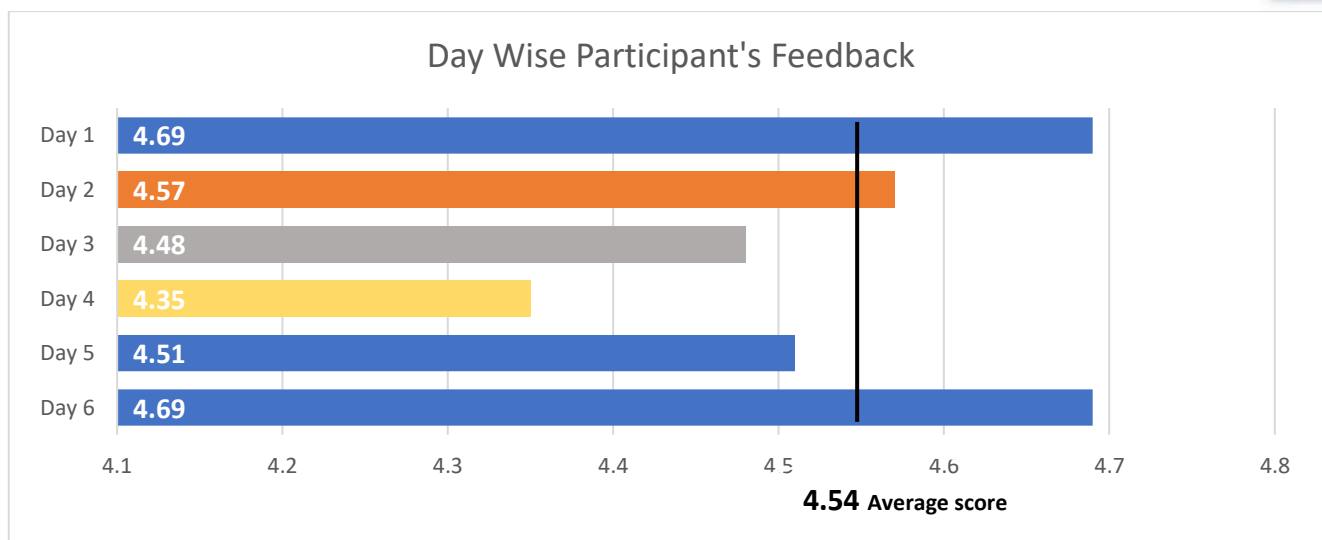
- To improve Quality in every aspect. It has also helped them in understanding the expected standards & how to keep up to the mark and reach benchmarks in the facility.
- To conduct proper assessment and filling up the gaps. It will help to bring quality to the service provided.
- To be able to focus access and analyze more in each aspect of jobs roles and responsibilities.
- To improve structure & process for Quality Healthcare Delivery in Healthcare Institutions, by helping in their journey of quality, as they will be integral part of the quality journey of India as far as healthcare is concerned.
- Acquired lot of knowledge, experience and this will lead to do better work in their health institution in upcoming days.



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 feedback on all the sessions, based on the 5-point Likert scale. The day wise average score of feedback analysis is given below:



Topic wise feedback analysis:

Sl.	Name of the Topic	Average Score
1	Quality In public Health System: An Overview	4.72
2	An introduction to National Quality Assurance Standards	4.60
3	Measurement System under National Quality Assurance Standards	4.76
4	Area of Concern A : Service Provision under NQAS	4.50
5	Area of Concern B : Patient Rights under NQAS	4.63
6	Area of Concern C : Inputs under NQAS	4.56
7	Area of Concern D : Support Services under NQAS	4.59
8	Area of Concern E : Clinical Services under NQAS	4.56
9	Area of Concern E : Specific Services under NQAS	4.47
10	Area of Concern E : RMNCHA Services under NQAS	4.49
11	Area of Concern F : Infection Prevention under NQAS	4.36
12	Area of Concern G : Quality Management System - I	4.50
13	Area of Concern G : Quality Management System - II	4.50
14	Area of Concern H : Outcome Indicators under NQAS	4.47
15	Principle of NQAS Assessment & Ethical Issues in assessment of Health Facilities	4.50
16	Area of Concern E : National Health Program	4.24
17	Key Components of Report Writing	4.50
18	IT Initiatives under NQAS	3.88

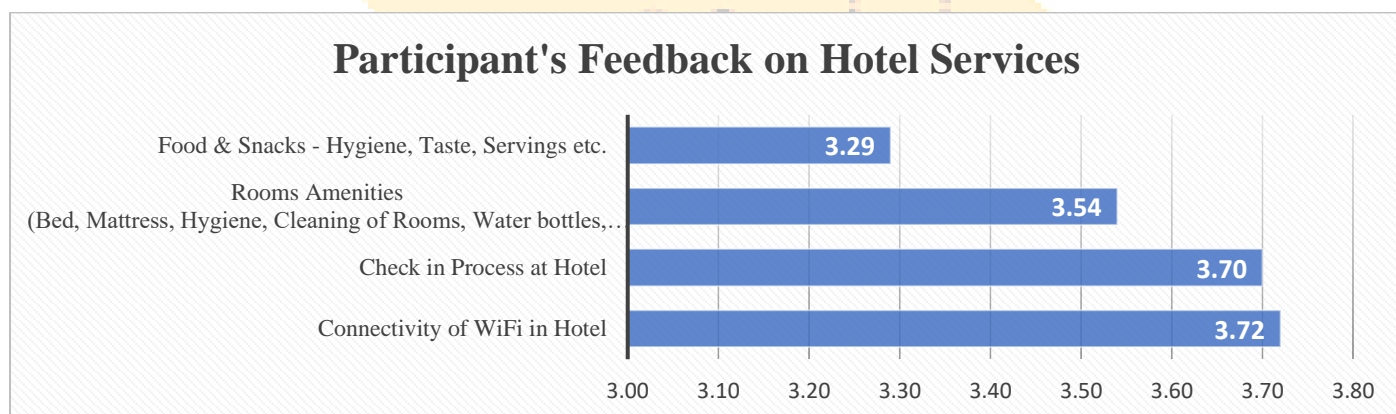
Faculty wise feedback analysis:

Sl.	Name of the Trainer	Designation of Trainer	No. of topics taken	Average Score
1	Dr. J N Srivastava	Advisor-Q&PS, NHSRC	1	4.72
2	Dr. Anup Basistha	Sr. Consultant - QPS, RRCNE	2	4.70
3	Dr. Chinmayee Swain	Sr. Consultant - QPS, NHSRC	1	4.56
4	Dr. Abhay Dahiya	Consultant - QPS, NHSRC	2	4.55
5	Dr. Ajay Arya	Consultant - QPS, RRCNE	2	4.52
6	Dr. Deepika Sharma	Lead Consultant - QPS, NHSRC	2	4.50
7	Ms. Vinny Arora	Senior Consultant - QPS, NHSRC	2	4.50
8	Dr. Naveen Kumar	Consultant - QPS, NHSRC	2	4.48
9	Dr. Rohini Kumar	External Faculty	2	4.48
10	Dr. Joydeep Das	Lead Consultant, RRCNE	1	4.24
11	CDAC Team	Ms. Priyanka, CDAC	1	3.88

Suggestion given by the participants:

Sl. No.	Suggestions To Improve Training
1	More time should be given for each session.
2	Resource persons needs to stick to the timeline of the sessions.
3	More number of field visits to be included in training program.
4	More time to be given for Group Discussions.
5	More number of Exercises and Groupwork to be included.
6	More practical exercises to be included in AoC G
7	Comfortable sitting arrangement.
8	Online feedback system may be introduced
9	Ensure good sound system & Microphone.
10	Provision of water bottles in training hall

Feedback given by the participants for hotel services:



XIII. Exercises, group work and field visit scoring:

A. Participants scoring sheet of the group exercise.

Sl	Participant Name	Day -1			Day -2				Day -3			Day -4
		Ex-1	Ex-2	Ex-3	Ex-1	Ex-2	Ex-3	Ex-4	Ex-1	Ex-2	Ex-3	Ex-1
BARAK Group												
1	Dr Amar Jyoti Deka	8	8	9	9	9	9	10	9.5	9.5	8	5
2	Dr Dhruba Jyoti Borah	8	8	9	10	9	9	9	9.5	9.5	9.5	7
3	Dr Dipak Chandra Das	9	9	8	9	9	9	9	9	8	9	6
4	Dr Emaia Savio Lakiang	8	8	7	10	10	8	9	8	9	9	6
5	Ms. F Lawmsangzuali	8	8	8	9	9	8	9	9	9	9	6
6	Mrs. Maibam Ranita Devi	8	8	8	9	9	9	9	9	8	9	6
7	Dr Mousam Ghosh	10	9	10	9	9	10	9	9	9	9	6
8	Dr Mrinalini Yadav	9	9	8	10	10	10	10	9.5	9	9	8
9	Dr Rajesh Kumar Tripathi	8	8	9	9	9	8	8	8.5	9.5	9.5	6
10	Mr. Samiran Sarma	8	8	8	9	9	8	9	9	8	9	6
11	Mukuta Medhi	8	8	8	9	9	9	9	9.5	9.5	9.5	8
BRAHMAPUTRA Group												
12	Dr Abu Hasan Sarkar	8	8	9	10	8	9	9	9	9	10	8
13	Dr Achuina Golmei	9	9	8	8	7	8	7	8	8	9	7
14	Dr Andrew Lallawmzuala	9	8	8	9	9	10	8	9	9	10	4
15	Ms. Bhagya Devi Das	8	9	9	7	7	8	7	9	9	10	8
16	Dr Gobil Thapa	8	8	9	7	8	8	7	8	9	9	8
17	Dr Golmei Jendum	8	9	8	8	7	8	7	8	9	10	8
18	Dr Kuppi Reddy Lakshmi	8	7	9	8	7	9	8	8	9	9	8
19	Dr Kabak Tamar	9	8	8	10	9	8	9	9	9	10	9
20	Dr Meena Chavan	9	9	8	10	9	9	10	10	9	10	5
21	Dr Vanlalchhuanga	8	9	8	8	7	7	8	9	9	9	8
22	Dr Nishantha. R .T	10	9	8	9	10	9	8	10	10	10	8
23	Dr Sanbe Ch Marak	8	8	9	8	7	8	7	10	10	10	8
DIBANG Group												
24	Dr Amit Poria	10	9	9	8	8	9	8	9	9	9	5
25	Dr Anjana Penugondla	7	8	7	8	8	9	9	9	9	9	6
26	Dr Bikash Ranjan Dutta	10	9	8	9	9	9	8	9	9	9	5
27	Dr Bilva Yalie	9	8	9	8	9	9	8	9	9	9	8
28	Dr Gerik Jini	8	8	8	8	6	8	8	9	9	9	8
29	Mr. Jaydip Kole	9	9	8	8	8	8	8	9	9	9	7
30	Mrs. K Dharani Devi	8	7	7	8	8	8	8	9	9	9	8
31	Dr Lalkhawngaihsanga Chinzah	7	7	8	8	8	8	8	9	9	9	7
32	Dr Rajiv Kumar Sharma	8	8	8	9	9	9	8	9	9	9	6
33	Dr (Mrs.) Raj Prabha Moktan	6	7	7	8	7	8	9	9	9	9	7
34	M Neison	8	7	8	8	7	8	8	9	9	9	5
KAMENG Group												
35	Dr Atoli Sumi	7	8	9	9	9	10	10	8	8	8	7
36	Dr Chiranton Pareh	7	7	7	9	9	8	8	8	8	8	8
37	Dr Hitesh Deka	8	7	10	9	9	8	9	9	9	9	7
38	Ms. Jenita Khwairakpam	7	7	8	9	8	9	8	9	9	8	8
39	Dr Lod Khoda	7	7	8	8	7	7	6	8	8	8	6
40	Dr Tarannum Siddiqui	10	9	10	9	9	10	9	8	9	9	8
41	Dr Munmee Das	8	8	7	10	9	10	10	8	8	8	7
42	Dr Shubhendra Vikram Singh	8	8	8	9	9	9	9	8	8	8	8

43	Dr Vanlalpeka PL Pachuau	7	7	7	9	9	8	8	7	8	9	8
44	Mr. Maneesh Kumar Tripathi	8	9	9	10	9	10	9	10	9	8	9
45	Soumitra Halder	10	10	10	9	8	9	9	8	8	8	8
LOHIT Group												
46	Dr Debajit Rudra Sangma	8	9	9	7	7	7	7	9	8	9	0
47	Dr Gorumuchu Vishalini	9	9	8	7	7	10	9	9	10	10	9
48	Dr Hemanta Kumar Nath	9	9	9	7	7	7	7	9	10	9	8
49	Dr Hemlata Bachchan	9	8	9	10	10	9	10	10	10	10	9
50	Ms. Karabi Borgohain	9	8	9	8	8	7	8	7	8	10	6
51	Dr Longrinungba Kichu	9	8	9	9	9	7	8	8	10	9	0
52	Dr Madhurjya Baruah	8	9	8	8	8	7	7	9	8	8	9
53	Dr Naveen Kumar Singh	9	9	9	10	10	8	8	10	9	10	9
54	Dr Sandeep Kumar Lathwal	9	8	8	10	10	9	9	10	8	9	7
55	Dr Tilling Gambo	8	9	9	8	7	7	7	9	7	9	6
56	Rijumoni Barman	9	9	9	8	8	7	7	7	9	8	7
TEESTA Group												
57	Ms. Fabbie Lalrindiki	7	7	7	8	9	9	8	7	7	7	9
58	Dr Gautam Mohilary	8	8	8	9	8	9	9	7	7	8	6
59	Dr Himadri Pathak	7	8	7	8	8.5	9	8.5	7	7	7	8
60	Dr Soumya Mondal	8	9	8	9	8.5	9.5	9	8	7	7	9
61	Ms. Ibankyntiew Blah Lyndem	7	7	8	9	8	9	8	7	7	7	8
62	Mr. Imdadul Islam	9	8	8	9.5	9	9.5	9.5	9	9	9	6
63	Dr Manas Jyoti Kalita	9	9	9	9	8	9	9	8	9	9	7
64	Dr Partha Pratim Das	9	9	9	8	9	9	8	8	9	9	8
65	Dr Hirkani Subhash Madnaik	9	9	9	8	9	8	9	9	10	10	8
66	Dr Sumita Kharmawphlang	7	7	7	9	9	9	8	9	10	10	7
67	Dr Wemeru Khutsoh	7	7	7	8	9	9	9	7	7	7	7

B. Field Visit Evaluation of the Participants:

Evaluation on the field visit- 'EAT- 26 th batch (28 th April 2023)							
Group	Understanding of NQAS	Technical Knowledge	Assessment Methodology	Team Coordination & Management	Completion of Presentation	Score out of 25	% Percentage
Team 1	3.8	3.8	4.0	4.3	4.3	20.0	80%
Team 2	3.3	3.5	3.5	3.8	4.0	18.0	72%
Team 3	3.5	3.5	3.3	3.8	3.8	17.8	71%
Team 4	3.5	3.5	3.5	4.0	4.0	18.5	74%
Team 5	3.5	3.5	3.5	4.0	4.0	18.5	74%
Team 6	3.5	3.8	3.8	4.0	4.0	19.0	76%
Team 7	3.8	3.5	3.8	4.0	4.0	19.0	76%
Team 8	4.0	4.0	3.8	4.0	4.0	19.8	79%
Team 9	3.8	3.5	3.8	4.0	4.0	19.0	76%
Team 10	3.5	4.0	4.3	4.3	4.3	20.3	81%
Team 11	3.5	3.8	3.5	3.8	4.0	18.5	74%
Team 12	4.0	4.3	4.0	3.3	3.3	18.8	75%

Annexure I: DO letter from JS (P)



विशाल चौहान, भा.प्र.से.
संयुक्त सचिव
VISHAL CHAUHAN, IAS
Joint Secretary



75
आज़ादी का
अमृत महोत्सव

भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली - 110011
GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
NIRMAN BHAVAN, NEW DELHI - 110011
Tele: 011-23063585 / 23061740
e-mail: js.policy-mohfw@gov.in
Z.18015/27/2022-NHM-II (Part III)
Date: 10th March 2023

Dear Colleagues

Health facilities for Certification under the National Quality Assurance, need to undergo assessment by empaneled External Quality Assessors, who have successfully completed the training and meet the qualification requirement as in 'Operational Guidelines for Quality Assurance in Public Health Facilities'. With increasing number of health facilities for NQAS External Assessment, there is a need to increase the pool of External Assessors further.

2. The 4th 'Regional External Assessors' Training' is being scheduled during 24th -29th April 2023 by Regional Resource Centre for North-eastern States, branch of NHSRC, New Delhi at Guwahati, Assam. For the proposed training, NE States are requested to identify suitable candidates as in under:

2.1. MBBS/BDS/AYUSH/B.Sc. (Nursing)/Master's in Public Health/Master's in Health/Hospital Administration or equivalent having mandatory 10 years post qualification experience in direct care of patient/Programme-Administration/Health-Administration/Health Consultancy/Relevant teaching field.

2.2. Preferences may please be given to those who have successfully undergone Internal Assessor Training under NQAS. Faculties of Medical Colleges, who are willing to travel and spare time for assessment, may also be encouraged and nominated.

2.3. Experienced contractual candidates may also be considered subject to submission of an undertaking to serve for a minimum period of 2 (Two) years, if found suitable otherwise.

3. Nominated candidates need to attend a series of online sensitization sessions on various topics related to the National Quality Assurance Standard conducted by Regional Resource Center prior to the instant External Assessor Training, details of which would be shared subsequently after receiving the confirmed list of nominated candidates from the states.

4. As the training will commence at 9 AM on 24th April 2023, the outstation participants are expected to reach Guwahati a day prior. An evaluation will be carried out on 29th April 2023 and the successful participants will be awarded with External Assessors Certificate under the National Quality Assurance Programme subject to fulfilling all the required criteria prescribed in Operational guideline.

5. The cost of travel to Guwahati and back will be borne by the State NHM whereas NERRC would provide boarding and lodging support to the State nominated candidates.

6. State wise tentative number of allocations are in Annexure I. The list of the nominated candidates along with the details of the personal information of the State nominees as per the attached prototype of the short bio-data form (Annexure II) may please be communicated to rrcnes-asm@nic.in and eatrcne2023@gmail.com positively by 25th March 2023.

With best wishes

Yours Sincerely


(Vishal Chauhan)

To,

Addl. Chief Secretary/Principal Secretary / Secretary, H&FW,
Government of Arunachal Pradesh/ Assam/Manipur/Meghalaya/
Mizoram/Nagaland/Sikkim/Tripura

Copy to:

- Mission Director, National Health Mission, Government of Arunachal Pradesh/Assam/ Manipur/ Meghalaya / Mizoram/ Nagaland/ Sikkim/ Tripura
- PPS to JS (Policy) MoHFW
- PS to Director NHM (II)
- PS to ED NHSRC

Annexure II: Training Agenda

4th Batch of Regional cum 26th Batch of National External Assessors' Training Agenda

Day 1 : 24 th April 2023 (Monday)		
Time	Topic	Resource Person
INAUGURATION SESSION		
08:30 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 Anup Basistha, Sr Consultant, QPS
09:10 AM - 09:15 AM	Objective of the training	Dr Ashoke Roy, Director, RRCNE
09:15 AM - 09:30 AM	Insights-Quality & Patient Safety under National Quality Assurance Program in India	Dr J N Srivastava, Advisor-Q&PS, NHSRC
09:30 AM - 09:45 AM	Address by Chief Guest	Maj Gen (Prof) Atul Kotwal, Executive Director, NHSRC
09:45 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	Overview of Quality in Public Health System	Dr J N Srivastava, Advisor-Q&PS, NHSRC
11:30 AM - 01:00 PM	Introduction to National Quality Assurance Standards	Dr Abhay Dahiya
01:00 PM - 02:00 PM	Lunch	
02:00 PM - 03:00 PM	Measurement System under National Quality Assurance Standards	Dr. Anupjyoti Basistha
03:00 PM - 03:15 PM	Brief about exercises	NHSRC
03:15 PM - 04:30 PM	Exercise on intent of Area of Concerns	Moderator
04:30 PM - 04:45 PM	Tea Break	
04:45 PM - 05:30 PM	Exercise on Measurement System	Moderator

Day 2: 25 th April 2023 (Tuesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	RRCNE
09:15 AM - 10:00 AM	Area of Concern A: Service Provision under NQAS	Dr Abhay Dahiya
10:00 AM - 11:00 AM	Area of Concern B: Patients' Rights under NQAS	Dr. Anupjyoti Basistha
11:00 AM - 11:15 AM	Tea Break	
11:15 AM - 12:00 PM	Area of Concern C: Inputs under NQAS	Dr. Ajay Arya
12:00 PM - 01:15 PM	Area of Concern D: Support Services under NQAS	Dr Naveen Kumar
01:15 PM - 02:00 PM	Lunch	
02:00 PM - 03:00 PM	Exercise on Area of Concern A	Moderator
03:00 PM - 04:00 PM	Exercise on Area of Concern B	Moderator
04:00 PM - 04:15 PM	Tea Break	
04:15 PM - 04:45 PM	Exercise on Area of Concern C	Moderator
04:45 PM - 05:30 PM	Exercise on Area of Concern D	Moderator

Day 3: 26th April 2023 (Wednesday)

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	RRCNE
09:15 AM - 10:15 AM	Area of Concern E: General Clinical Services under NQAS	Dr Chinmayee Swain
10:15 AM - 11:15 AM	Area of Concern E: Specific Clinical Services under NQAS	Dr Rohini Kumar, Public Health Expert, External faculty
11:15 AM - 11:30 AM	Tea Break	
11:30 AM - 01:00 PM	Area of Concern E: RMNCHA Services under NQAS	Dr Rohini Kumar, External faculty
01:00 PM - 01:45 PM	Lunch	
01:45 PM - 02:45 PM	Area of concern F: Infection Prevention under NQAS	Dr Naveen Kumar
02:45 PM - 04:00 PM	Area of Concern G: Quality Management System- I	Dr Deepika Sharma
04:00 PM - 04:15 PM	Tea Break	
04:15 PM - 05:30 PM	Exercise on Area of Concern E	Moderator

Day 4: 27th April 2023 (Thursday)

Time	Time	Time
09:00 AM - 09:15 AM	Recap	RRCNE
09:15 AM - 10:30 AM	Area of Concern G: Quality Management System- II	Dr Deepika Sharma
10:30 AM - 11:15 AM	Area of Concern -H: Outcome Indicators under NQAS	Dr. Ajay Arya
11:15 AM - 11:30 AM	Tea Break	
11:30 AM - 1:00 PM	Principle of NQAS Assessment & Ethical Issues in Assessment of Health Facilities	Ms. Vinny Arora
01:15 PM - 02:00 PM	Lunch	
02:00 PM - 03:00 PM	Area of Concern E: National Health Program	Dr. Joydeep Das
03:00 PM - 04:00 PM	Key Components of Report Writing	Ms Vinny Arora
04:00 PM - 04:15 PM	Tea Break	
04:15 PM - 04:45 PM	IT Initiative under NQAS	CDAC - Online
04:45 PM - 05:15 PM	Role Play	NHSRC/RRCNE
05:15 PM - 05:30 PM	Briefing about the field visit & Group work	NHSRC/RRC-NE

Day 5: 28th April 2023 (Friday)

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 NHSRC & RRCNE		

Day 6: 29th April 2023 (Saturday)

Time	Topic	Resource Person
09:00 AM - 10:00 AM	Revision of National Quality Assurance Standards	Dr Chinmayee Swain
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	

Annexure III: Participants Details for EAT April 2023

Participants Nominated from NE states					
State	Sl.	Name	Gender	Email ID	Mobile
Arunachal	1	Dr Gerik Jini	Female	jinigerik@gmail.com	9560561918
	2	Dr Kabak Tamar	Male	kbktamar21@gmail.com	9862237715
	3	Dr Lod Khoda	Male	dr.lodkhoda@gmail.com	9436228120
	4	Dr Manas Jyoti Kalita	Male	drmanasjk@gmail.com	7085150609
	5	Dr Tilling Gambo	Male	gambotilling@gmail.com	9436094653
Assam	6	Dr Amar Jyoti Deka	Male	asomamarjyoti@gmail.com	6001107161
	7	Ms Bhagya Devi Das	Female	bhagyadevidas@gmail.com,	8486209792
	8	Mr Bikash Ranjan Dutta	Male	bikashranjan890@gmail.com	9864148247
	9	Mr Chiranton Pareh	Male	ha.nrh.m.goalpara@gmail.com	6001877139
	10	Dr Dipak Chandra Das	Male	dipakdas365@gmail.com	8134845597
	11	Mr Gautam Mohilary	Male	ha.nhm.karbianglong@gmail.com	8638167697
	12	Dr Gobil Thapa	Male	gobilthapa0@gmail.com	9954373166
	13	Dr Hemanta Kumar Nath	Male	drhknath83@gmail.com	7035590034
	14	Dr Hitesh Deka	Male	drhiteshmd@gmail.com	8472052518
	15	Mr Imdadul Islam	Male	imdadul.islam99@gmail.com	8811097251
	16	Mrs K Dharani Devi	Female	kdharanidevi1@gmail.com	9678003062
	17	Mr Karabi Borgohain	Female	dcqa.nhm.tinsukia@gmail.com	6002391021
	18	Dr Madhurjya Baruah	Male	dr.madhurjyabaruah@gmail.com	7086014647
	19	Dr Mukuta Medhi	Female	mukutamedhi@gmail.com	9401270554
	20	Dr Partha Pratim Das	Male	drppd83@gmail.com	9864323948
	21	Dr Rajiv Kumar Sharma	Male	rajivsharma100878@gmail.com	9435079817
	22	Ms Rijumoni Barman	Female	rijumonib63@gmail.com	7035210877
	23	Mr Samiran Sarma	Male	ha.nhm.hojai@gmail.com	8255026511
Manipur	24	Dr Achuina Golmei	Female	achuinagolmei5@gmail.com	9402612053
	25	Dr Golmei Jendum	Male	drgolmeijd2009@gmail.com	8732047247
	26	Dr M Neison	Male	doc_mnkom@rediffmail.com	8132828004
	27	Mrs. Maibam Ranita	Female	ranitamaibam077@gmail.com	7005611507
Meghalaya	28	Dr Debajit Rudra Sangma	Male	debajitsangma@gmail.com	9612154300
	29	Dr Emaia Savio Lakiang	Male	savio.emaia@gmail.com	9436700377
	30	Ms Ibankyntie Blah Lyndem	Female	lbanlyn123@gmail.com	8413025867
	31	Dr Sanbe Ch Marak	Female	snbmarak@gmail.com	8974078413
	32	Dr Sumita Kharmaphlang	Female	smreekhar@gmail.com	9463164021
Mizoram	33	Dr Andre Lallamzuala	Male	andrelallamzuala@gmail.com	6909488322
	34	Ms F Lamsangzuali	Female	lszfanai8@gmail.com	9862310658
	35	Ms Fabbie Lalrindiki	Female	fabbieseptember21@gmail.com	8729918415
	36	Dr Lalkhangaihsanga Chinzah	Male	lksangachinzah@gmail.com	9436148182
	37	Dr Vanlalchhuanga	Male	machhuanga80@gmail.com	9612489523
	38	Dr Vanlalpeka PL Pachuau	Male	p_pachuau@yahoo.co.in	8414050504
Nagaland	39	Dr Atoli Sumi	Female	ato7kiho@gmail.com	8787515819
	40	Dr Bilva Yalie	Female	bilvayalie@yahoo.com	8731970773
	41	Dr Longrinungba Kichu	Male	dr.longri@gmail.com	7085052739
	42	Dr Wemeru Khutsoh	Male	emerikhutsoh@gmail.com	8132061745

Private Candidates EAT – April 2023

State	Sl	Name	Gender	Email ID	Mobile
Assam	43	Dr Abu Hasan Sarkar	Male	abu_sarkar@yahoo.co.in	9864210205
	44	Dr Dhruba Jyoti Borah	Male	djcstneronaco@gmail.com	9435182292
	45	Dr Himadri Pathak	Male	drphimadri@yahoo.co.in	7002063318
	46	Dr Hirani Madnaik	Female	drhirani@gmail.com	9922567802
	47	Ms Jenita Khairakpam	Female	jenitakh15@gmail.com,	9971998938
	48	Dr Meena Chavan	Female	drmeena.ihmr2014@gmail.com	8709412524
	49	Dr Raj Prabha Moktan	Female	drmoktan@gmail.com	7478399976
Haryana	50	Dr Amit Poria	Male	amitporia1984@gmail.com	9991189923
	51	Dr Sandeep Kumar Lathal	Male	dr.sandeelathal1977@gmail.com	9416918001
Hyderabad	52	Ms Gorrumuchu Vishalini	Female	gorrumuchubabu@gmail.com	8074155255
	53	Dr K. Lakshmi	Female	lakshmikuppireddy@gmail.com	9441366037
Karnataka	54	Dr Mrinalini Yadav	Female	mrinalini.ah.ls@msruas.ac.in mrinaliniabhishek@gmail.com	7981517827
	55	Dr Nishantha . R .T	Male	drnishanthrt@gmail.com	9972278849
Meghalaya	56	Mr Jaydip Kole	Male	jaydip.kole@live.com	9932850631
	57	Dr Munmee Das	Female	mdasaz@gmail.com	6001079310
Madhya Pradesh	58	Dr Hemlata Bachchan	Female	drhemlataqps@gmail.com	8871065323
New Delhi	59	Dr Anjana Penugondla	Female	anjana.govindaraj@outlook.com	7090075556
Uttar Pradesh	60	Mr Maneesh Kumar Tripathi	Male	maneesh.06tripathi@gmail.com	9026282922
	61	Dr Naveen Kumar Singh	Male	naveen00a@gmail.com	7379887866,
	62	Dr Rajesh Kumar Tripathi	Male	tripathiayurveda@gmail.com	9839706027
	63	Dr Shubhendra Vikram Singh	Male	drsvikram9@gmail.com	9630373994
	64	Dr Tarannum Siddiqui	Female	drsiddiqui17@gmail.com	7318567615
West Bengal	65	Dr Mousam Ghosh	Male	dr.mousamghosh@gmail.com	9432942294
	66	Dr Soumitra Halder	Male	dr.soumitrahalder@gmail.com	7980170567
	67	Dr Soumya Mondal	Male	drsoumya2013@gmail.com	8240261251

Participants reappeared in post-training evaluation

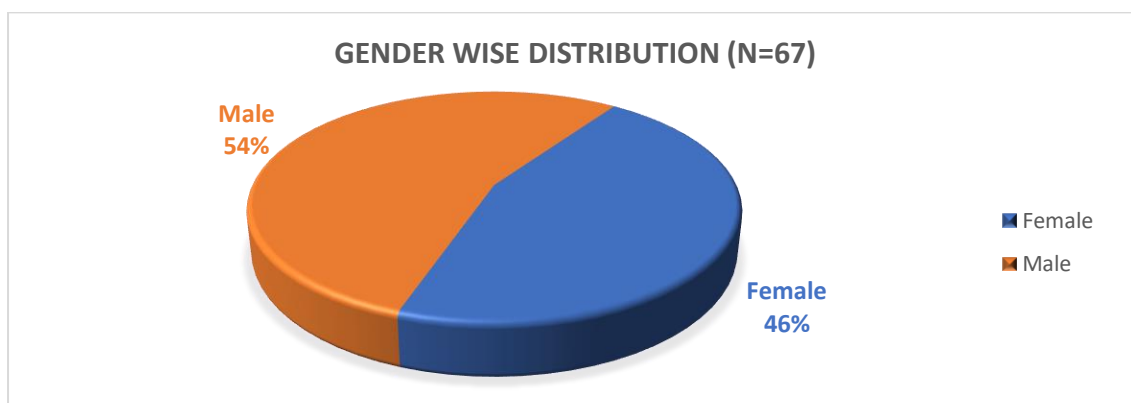
State	Sl.	Name	Gender	Email ID	Mobile
Assam	1	Dr Hasmat Ali	Male	dcqa.nhm.barpeta@gmail.com	9435511162

Annexure IV: Equity Report

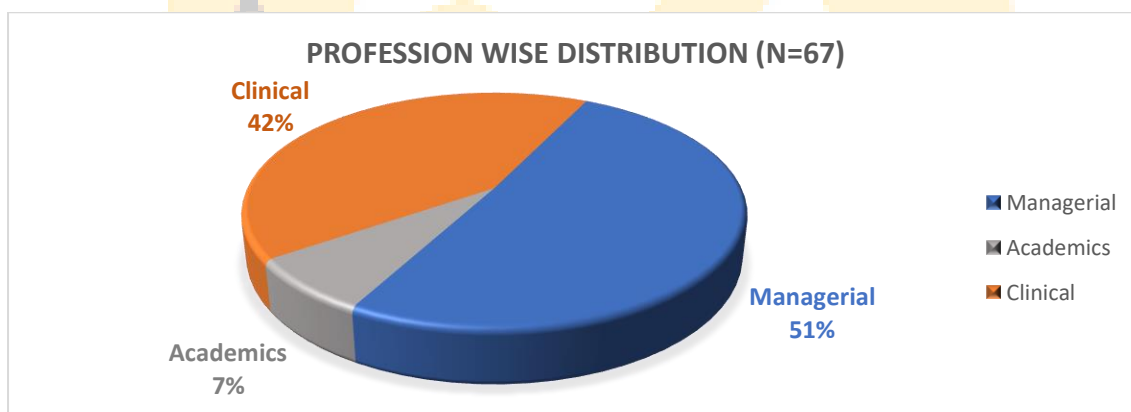
In the 4th Regional cum 26th batch of National External Assessor Training as held at IIBM Campus, Guwahati Assam, total 67 Participants attended the training and 01 participants reappeared for the exams.

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

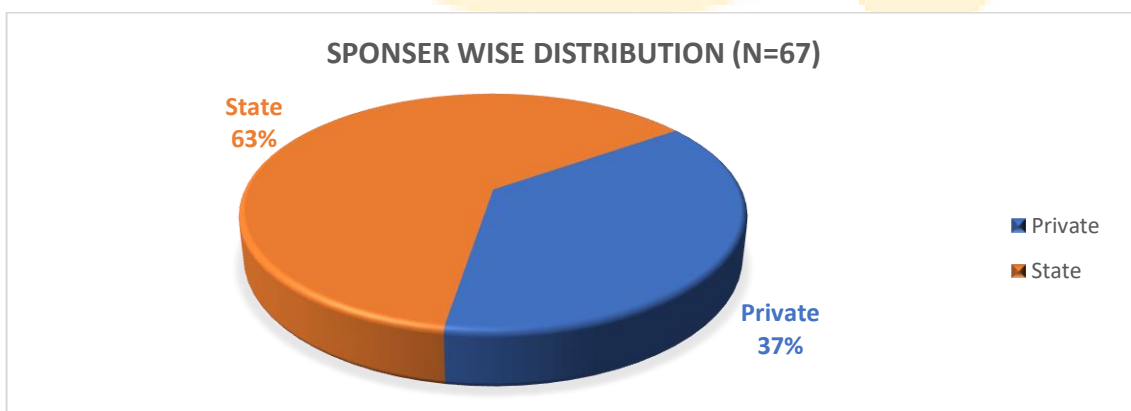
1. **Gender wise** distribution is 41 (Male):26 (Female)



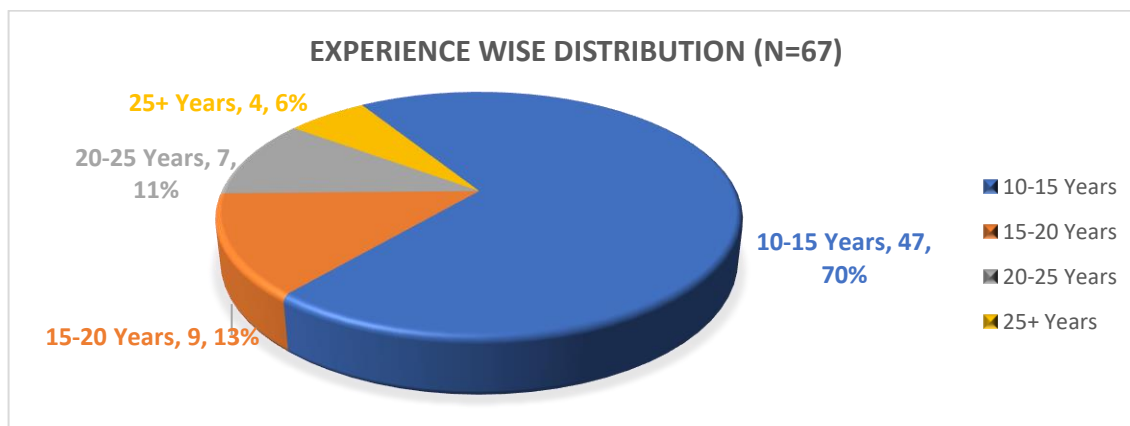
2. **Profession wise** distribution is Academics- 5, Clinical-28 and Managerial-34



3. **Sponsor wise:** State Sponsored: Private nomination distribution is 42:25

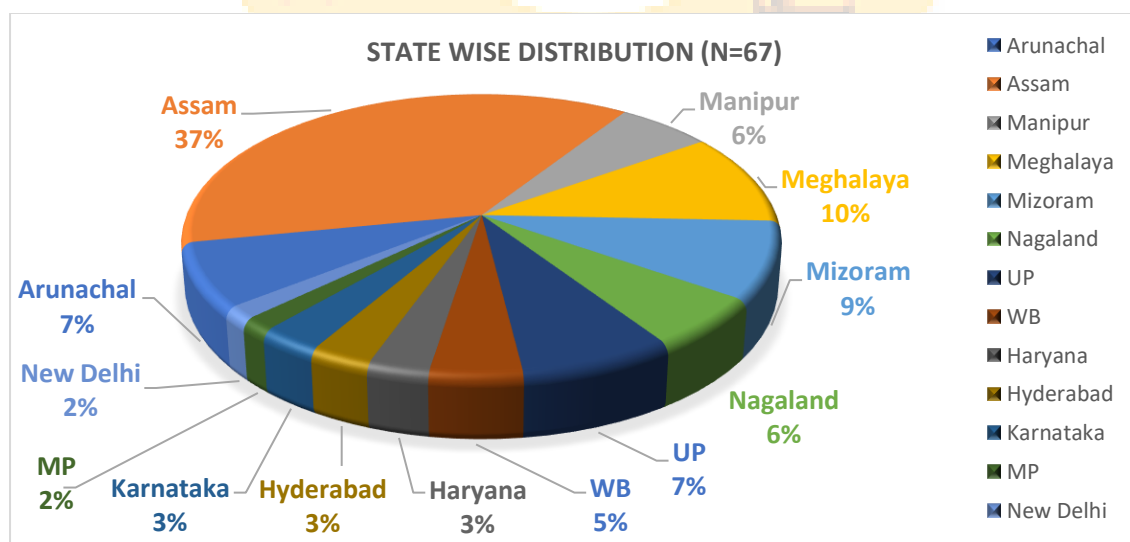


4. **Years of Experience:** Participants distribution as per their years of experience in health sector is as follows:



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

Sl. No.	Name of State	No. of Participants
1	Arunachal Pradesh	5
2	Assam	25
3	Manipur	4
4	Meghalaya	7
5	Mizoram	6
6	Nagaland	4
7	Haryana	2
8	Hyderabad	2
9	Karnataka	2
10	Madhya Pradesh	1
11	New Delhi	1
12	Uttar Pradesh	5
13	West Bengal	3
	TOTAL	67



Annexure V: List of Qualified Participants of External Assessor Training – 24th – 29th April 2023

Sl.	Prefix	Name of the Candidate	State
1	Dr	Kabak Tamar	Arunachal Pradesh
2	Dr	Lod Khoda	Arunachal Pradesh
3	Dr	Manas Jyoti Kalita	Arunachal Pradesh
4	Dr	Tilling Gambo	Arunachal Pradesh
5	Dr	Abu Hasan Sarkar	Assam
6	Dr	Amar Jyoti Deka	Assam
7	Ms	Bhagya Devi Das	Assam
8	Dr	Dhruba Jyoti Borah	Assam
9	Dr	Gobil Thapa	Assam
10	Dr	Hemanta Kumar Nath	Assam
11	Dr	Himadri Pathak	Assam
12	Dr	Hirkani Subhash Madnaik	Assam
13	Dr	Hitesh Deka	Assam
14	Mr	Imdadul Islam	Assam
15	Ms	Jenita Khwairakpam	Assam
16	Ms	Karabi Borgohain	Assam
17	Mrs	K Dharani Devi	Assam
18	Dr	Meena Chavan	Assam
19	Dr	Mukuta Medhi	Assam
20	Dr	Madhurjya Baruah	Assam
21	Dr	Partha Pratim Das	Assam
22	Dr	Rajiv Kumar Sharma	Assam
23	Dr	Raj Prabha Muktan	Assam
24	Ms	Rijumoni Barman	Assam
25	Mr	Samiran Sarma	Assam
26	Dr	Achuina Golmei	Manipur
27	Dr	M Neison	Manipur
28	Mrs	Maibam Ranita Devi	Manipur
29	Dr	Debajit Rudra Sangma	Meghalaya
30	Mr	Jaydip Kole	Meghalaya
31	Dr	Munmee Das	Meghalaya
32	Dr	Andrew Lallawmzuala	Mizoram
33	Ms	F Lawmsangzuali	Mizoram
34	Dr	Lalkhawngaihsanga Chinzah	Mizoram
35	Dr	Vanlalpeka PL Pachuau	Mizoram
36	Dr	Vanlalchhuanga	Mizoram
37	Dr	Atoli Sumi	Nagaland
38	Dr	Bilva Yalie	Nagaland
39	Dr	Longrinungba Kichu	Nagaland
40	Dr	Amit Poria	Haryana
41	Dr	Sandeep Kumar Lathwal	Haryana
42	Ms	Gorrumuchu Vishalini	Hyderabad
43	Dr	Kuppi Reddy Lakshmi	Hyderabad
44	Dr	Mrinalini Yadav	Karnataka
45	Dr	Nishantha. R .T	Karnataka
46	Dr	Anjana Penugondla	New Delhi
47	Mr	Maneesh Kumar Tripathi	Uttar Pradesh

48	Dr	Rajesh Kumar Tripathi	Uttar Pradesh
49	Dr	Tarannum Siddiqui	Uttar Pradesh
50	Dr	Mousam Ghosh	West Bengal
51	Dr	Soumitra Halder	West Bengal
52	Dr	Soumya Mondal	West Bengal

