



5th Regional Cum 30th National External Assessors' Training

7th - 12th August 2023



5th Regional cum 30th National External Assessors' Training
on
NATIONAL QUALITY ASSURANCE STANDARDS



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



Venue : IIBM, Guwahati , Assam Date : 7th - 12th August 2023

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



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Section -I:

a) Background:

India has persistently worked towards enhancing the service quality, laying the groundwork through the establishment of service delivery and National Quality Assurance Standards (NQAS) for all levels of public healthcare institutions. These standards align with global benchmarks set by the World Health Organization (WHO) and are accredited by International Society of Quality in Healthcare (ISQua).

In 2013, the Ministry of Health and Family Welfare, Govt of India instituted the National Quality Assurance Program, which systematically introduced the Central Quality Supervisory Committee (CQSC) at the National level, followed by State and District Quality Assurance Committees (SQACs & DQACs), further reinforced by facility level Committees and departmental circles. This institutional framework promotes transparency at every step, facilitating continuous assessment processes, capacity building through training, certification, and incentives for public health facilities, thus fortifying the entire public health system.

All 28 states and 8 Union Territories of the country have operationalized SQACs, playing a pivotal role in program implementation and sustainability. The program is chiefly characterized by a robust mentoring system and an effective periodic mentoring mechanism, supplemented by a comprehensive assessment tool covering all aspects of public health facilities.

Under the National Quality Assurance Programme, the certification assessment for NQAS is carried out by empanelled External Quality Assessors. These assessors undergo 5.5 days of successful training and meet the qualification criteria outlined in the 'Operational Guidelines for Quality Assurance in Public Health Facilities'. Given the current count of around 1100 External Assessors available in the country and considering the growing number of health facilities undergoing NQAS and LaQshya External Assessments, there is a pressing need to expand the pool of NQAS External Assessors.

To address this need and increase the number of External Assessors in the Northeastern states and the Eastern zone of India, the 5th Regional cum 30th National External Assessors' Training was organized by the Quality & Patient Safety Division of Regional Resource Centre for NE States, with support from the QPS Division of NHSRC, New Delhi. The training took place at the IIBM campus in Khanapara, Guwahati, Assam from August 7th to 12th August 2023. A total of 51 participants attended the training, which was tailored to provide knowledge, skills, and insights for assessing various healthcare facilities across India.

b) Purpose of External Assessors' Training:

The purpose is to enlarge a pool of Assessors for the purpose of extending a helping hand to MoHFW in assessing public healthcare facilities to achieve the targets set by the Government of India and improving the quality of healthcare facilities and their services towards the people.





The specific purpose of conducting External Assessors Training focusses on:

- Imparting in-depth knowledge and understanding about the various Areas of Concerns, Measurable Elements, Checkpoints etc. of National Quality Assurance Standards and its various domains.
- Creating a pool of qualified External Assessors for conducting National and State level NQAS Assessment.
- To provide hands on training and proficiency in using departmental assessment tools, assessment methods, gathering evidence and scoring.
- To ascertain the desired proficiency and competence of prospective assessors through objective evaluation and feedback
- To instigate and strengthen the behavioural and attitudinal values of an independent assessor.
- To impart necessary skills for professional report writing
- To provide working knowledge for using IT enabled tools (GUNAK) for assessments.

c) Aims & Objectives:

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.

Training 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 for subsequent mentoring of the health facilities for rendering quality services vis-à-vis future certification.

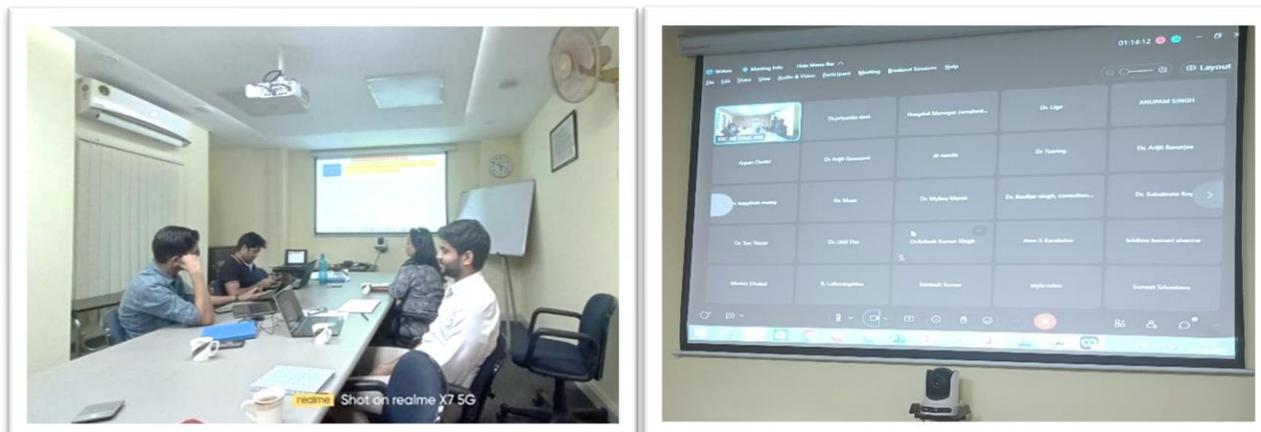
Methodology: The following mixed methods were used in conducting External Assessors Training under Quality Assurance:

- a) Pre-training sensitization workshop: Series of online sensitization sessions on various topics under NQAS were conducted for participants.
- b) Power point presentations
- c) Questions and Answers
- d) Exercises, Group work and Group Presentations
- e) Brainstorming sessions
- f) Case studies
- g) Role Play
- h) Field Visit for practical exposure



Section II.: Pre-Training Preparation

Pre training sensitization sessions- As per *DO letter of JS (P) vide no. 18015/27/2022-NHM-II (Part I)* Dated 18th July 2023 (Annexure I), Q&PS division, RRCNE conducted series of online sensitization sessions on various topics related to National Quality Assurance Standards for Govt nominated candidates of NE & Eastern states during 3rd & 4th August 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.



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 SDH, 1 UPHC & 1 HWC SC in Assam on 12th Aug 2023 with 9 groups which gave the participants a platform to conduct assessment to have a “first-hand” exposure. In addition to this, participants were given multiple exercises and group works, thereby making the training program more participatory.

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

Pre-training evaluation: Before the commencement of the External Assessors’ Training, a pre-training evaluation was conducted for all 51 participants which consist of 20 multiple choice questions.

Section III.: INAUGURATION:

a) Inaugural Session:

The 5th Regional cum 30th National External Assessors' training started with the welcome address by Ms. Pumani Kalita, Consultant, RRCNE. Ms. Kalita extended her warm welcome to all the dignitaries: Maj. Gen (Prof.) Atul Kotwal, Executive Director, NHSRC, Dr Eric Zomawia, Mission Director NHM, Mizoram, Dr J N Srivastava, Advisor-QPS, NHSRC, Dr Ashoke Roy, Director-RRCNE, Dr Raj Prabha Moktan, Lead Consultant, RRC-NE, Dr Arpita Aggarwal, Consultant-QPS, NHSRC, Dr Abhay Dahiya, Consultant-QPS, NHSRC, Dr Arun Baruah, Public Health Expert & all govt & private nominated participants.

Dr Ashoke Roy, Director RRCNE delivered the welcome speech. He welcomed all the dignitaries and participants to the 5th Regional External Assessors' Training. He elaborated on the importance of the training and encouraged the participants to participate actively throughout the training and group work.



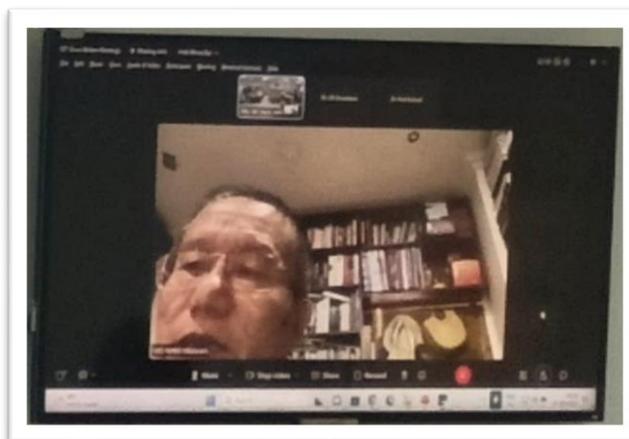
Dr J.N Srivastava, Advisor- Q&PS, NHSRC, in his inaugural speech emphasized on the importance of '*Quality of Care*'. He briefed about resources invested over the years in Indian health system, resulted in the improvement of health indicators. To provide quality of services in the public health facilities, certain benchmarks need to be devised. Furthermore, Dr Srivastava highlighted that in the same context, the National Quality Assurance Services (NQAS) were formulated and was released in 2013.

He also discussed the broad intent of the NQAS checklist and explained why the Measurable element and Checkpoints are part of the Checklist. In his speech, he also discussed that the intent in each standard is numero-uno and the assessor should have unwavering focus on the intent of the standard.

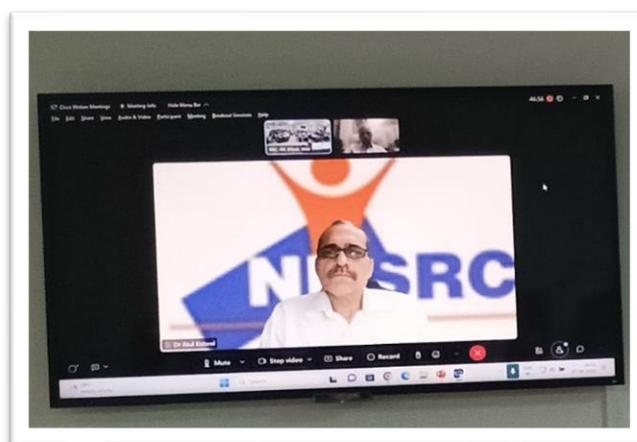


Dr Eric Zomawia, Mission Director- NHM, Mizoram explained the status of implementation of National Quality Assurance Programme in the state of Mizoram. Dr Eric informed that the District hospital *Aizawl* was the second NQAS Certified District Hospital in India. Two (2) health facilities (PHC *Aibawk* & PHC *Thingsulthiah*) have undergone National assessment recently and furthermore 2 UPHCs and 3 District hospitals are in the process of submitting the applications for National Assessment.

He then discussed about Mizoram Health systems Strengthening Project (MHSSP), which is supported by World Bank. Dr Eric told that the innovative idea of MHSSP is Internal Performance Agreement (IPA), in which the health facilities (till PHC level) signed MoU with the CMO Directorate. These health facilities (called IPA unit) are provided with funds for gap closure, to achieve NQAS certification. Also, under MHSSP, 9 District Health Quality Manager has been appointed in all the districts with the aim to enhance the number of NQAS certified health facilities.



Maj Gen (Prof) Atul Kotwal, Executive Director- NHSRC, started his deliberation as Chief Guest with the commitment of Govt. of India to achieve the Sustainable Development Goal (SDG) by 2030. For the same reason, funds for the National Health Accounts have significantly increased over the years. This leads to an increased number of footfalls in the Public Health Facilities. This was possible because of acceptable, affordable, and equitable services provided by the public health facilities. But, with an increase in footfall of around 20%, it is also important that the services provided are of quality standards, which also needs to be patient centric and “Do no harm” to the clients.



He talked about the inception of quality of healthcare in India and resonated with the fact that the NQAS standards are accredited by the International Society for Quality in Healthcare (ISQua) Standard. He emphasized that quality is a ‘way of life’ and not merely an event and facilities have to reach those standards to provide quality care to the public.

He congratulated the Quality & Patient Safety Division, RRCNE for organising the event and concluded his speech with the following comments,

“Time has come for the quality to take centre stage in the healthcare.”

Sh.. Avinash P Joshi, IAS, Principal Secretary Govt. of Assam, attended the training on the third day. He welcomed all the participants and congratulated RRC-NE for organizing the National training at Guwahati. He requested the participants to attend the training with full vigour and dedication.

Sh.. Joshi further added that the Northeast states are lagging far behind in achieving the targets set by MoHFW, GoI of 50% health facilities to be NQAS certified by 2026. He informed that the NE states are now focussing on inducting hospital administrator cadre to relieve the doctors from fringe duties like procurement & finances, so that they can focus more on the service delivery and to improve the quality compliance from Sub Centre till Medical College so that the services can reach to the end user.

b) Felicitation:



C) Vote of thanks:

Dr Raj Prabha Moktan, Lead consultant RRC-NE, delivered the vote of thanks to the house. She thanked the Chief Guest, Maj. Gen. (Prof) Atul Kotwal, Executive Director, NHSRC Special Guest, Dr Eric Zomawia, MD NHM, Mizoram and Dr J N Srivastava, Advisor, QPS, NHSRC for their encouraging and motivating words. She also thanked the resource persons from QPS Division- NHSRC, External moderator and govt/private participants from Northeast & Eastern States.



Section-IV: Technical Sessions

DAY 1: 7th August 2023 (Monday)

Session 1: Overview of Quality in the Public Health System

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 objectives of National Rural Health Mission (NRHM) 2005 and explained the changes that took place under NRHM till date. He also briefed about the basic overview of the External Assessor Training (EAT), and the role of assessors in the states, Current status of EAT trainings and the cumulative number of NQAS Certified public health facilities as of now. Dr Roy explained that one of the objectives of public health facility is to restore & to 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 drugs delivery, supply chain & logistics in hospital will add an extra step towards quality patient care.

Dr Roy also described the organisational structure for Quality Assurance in India and process flow of National Quality Certification.



Session 2: Introduction to National Quality Assurance Standards

The second session was taken by **Dr Arpita Agrawal, 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 overview 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 levels of healthcare facilities. Also, she connected the Quality elements with the outcomes to make participants understand the role of quality systems utilising Donabedian model, Juran's trilogy and PDCA cycle etc.



Sessions 3: Measurement System under National Quality Assurance Standards

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 explicit tool. With his innovative style and real-life examples like **‘Golden Ratio’** he was able to make participants understand the role of standardised measurements in the assessing the Quality standards.



Session 4: Exercise on Area of concern & Measurement system:

After a brief discussion on the exercise on Intent of Area of Concern & Measurement system, 5 (five) groups were formed (each group consists of 10-11 participants) & each group having one moderator to monitor and facilitate the 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.



The 2nd day training started with recap of the first day sessions by **Dr Ravikar Singh, RRC-NE**. The objective of recap was to refresh the learning of the previous day sessions.

Session 1: Service Provision under NQAS-

Area of Concern A: Service provision of NQAS was taken by **Dr. Arpita Agarwal, NHSRC** where she briefed the participants about the standards under Service Provision and various measurable elements. She imparted her knowledge about the various functional services which must be available in healthcare facilities to end users and the importance of each service in facilities and in departments.



The standards under Service Provision being discussed is as under:

- a) A1- Curative Service
- b) A2- RMNCH+A Service
- c) A3- Diagnostic Service
- d) A4- Service under NHP
- e) A5- Support service
- f) A6- Services as per community needs.

Session 2: Patient Rights under NQAS-

Dr. Anup Basistha, conducted an informative session on Area of Concern B: Patient Rights within NQAS. He explained the standards and measurable elements associated with Patient Rights, aligning them with the rights of patients. He emphasized the vital role of public healthcare workers in educating patients about their rights/responsibilities and ensuring an understanding of the services provided in healthcare settings.

Dr Anup elaborated the 6 standards under Ao C B from B1 to B6 which are as follows:

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



Additionally, he introduced participants to the three (3) Golden Assessment Ratio Rules:

Rule 1: Focus on checkpoints that lack Means of Verification (MoV).

Rule 2: Concentrate on MoV for checkpoints that include them.

Rule 3: If neither rule 1 nor rule 2 applies, prioritize understanding the INTENT in relation to Measurable Elements and Standards."

Session 3: Inputs under NQAS-

The next session was taken by **Dr. Ajay Arya, RRC-NE** where he briefed about the basic necessary requirements of space and services in the public healthcare settings as per the prevalent norms. He also discussed about fire safety, seismic safety and availability of trained staffs while also giving information about the availability of drugs at point of use, consumables and equipment's, HR availability and competencies of staffs in the facilities.

The standards discussed under are-

- Delivery of assured services and available infrastructure meets existing norms.
- physical safety of infrastructure
- fire safety and other disasters
- facility has adequate qualified and trained staff.
- availability of drugs and consumables
- availability of equipment's and instruments
- defined and established procedure for utilization, evaluation and augmentation of competence and performance of staff.



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

The next session was taken over by **Dr Arpita Agarwal NHSRC**, on General Clinical Services (E1-E9). 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. She also focuses on the measurable elements under each standard and the importance of correlating the area of concerns to understand the intents.



Session 5: Exercise on Area of Concern A, B, C and E (General Services)-

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



DAY 3: 9th August 2023 (Wednesday)

The 3rd day of the training started with the recap session from **Dr Ravikar Singh, Consultant, Q&PS RRC-NE.**

Session 1: Area of concern E (Clinical Services)

Dr J N Srivastava, Advisor- QPS, NHSRC has taken the session on the RMNCHA aspects of the NQAS. He elegantly expressed the need for quality program in Indian public health system. Dr Srivastava talked about the clinical services 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. 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 2: Area of Concern D (Support services under NQAS)

Dr Chinmayee Swain, Sr. Consultant, NHSRC, took the session on the support services. She discussed about the different provisions of AoC 'D' like - 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 3: Area of concern F (Infection Control)

Dr Chinmayee Swain, Senior Consultant QPS, NHSRC, conducted a session focusing on infection control. During the session, she elaborated on the recommended infection control practices and protocols to be adhered to within public health facilities. These measures are particularly important due to the high volume of visitors in such facilities. Additionally, the session emphasized the significance of these practices at primary level facilities, where the aspect of outreach also has a significant role. Certain measures hold greater importance to prevent the occurrence and transmission of cross infections and nosocomial infections.



The topics covered during the session encompassed a wide range of subjects, including- the implementation of an infection control program within the facility, vigilant monitoring of nosocomial infections, the proper procedures for maintaining hand hygiene and employing antiseptics, adhering to standard practices for personal protection, ensuring the appropriate handling of equipment and instruments, maintaining environmental controls, and effectively managing biomedical waste within the facility etc.

Session 4: Area of Concern G (G1-G6)

The final session of the third day was taken by **Dr Deepika Sharma, Lead Consultant, Q&PS, NHSRC**. The session revolved around Area of Concern 'G' and covered a spectrum of standards, starting from establishing a quality team (G1) to formulating the mission, vision, and quality policy (G6). Dr Deepika provided insights into the systematic process of setting up a quality team within a facility, underscored the significance of documenting minutes of meetings (MOM) after each gathering, and then proceeded with a collaborative activity. During this activity, participants received workbooks containing samples of meeting minutes and were tasked with evaluating compliance.

Furthermore, Dr Deepika explained the concept of Patient Satisfaction Survey (PSS) and guided attendees through a practical exercise wherein they calculated attribute-specific and overall scores based

on a provided sample survey. The session extended to cover both Internal and External Quality Assessment, with a specific focus on laboratory procedures. Participants engaged in an exercise aimed at determining the variance index score (VIS) for laboratory tests.

The session encompassed various aspects of quality enhancement, including the identification of gaps, analytical processes, prioritization techniques, and the formulation of action plans. Dr Sharma delved into effective problem-solving methodologies such as brainstorming and the WHY-WHY Analysis, along with tools like the PICK Chart. Models for driving quality improvement, Standard Operating Procedures (SOPs), and finally, the concepts of Process Mapping and MUDA's (wasteful practices) within a hospital were also elucidated.



Exercises on AOC D, E & G:

Post Lunch, Exercise on AoC 'D & E' was conducted. For AoC D, various images of the facilities were shown to the participants, and they were asked to identify the gap statement & standard related to the images shown.

For the Ao C E, five moderators oversaw the group exercises, during which all participants were provided with a worksheet. This session encompassed activities related to Ao C E: Clinical Services, which was further divided into three segments.

For the Ao C G, four Exercises were given to the participants. In exercise 1, the Participants asked to perform analysis of the Patient Satisfaction surveys (PSS). In exercise 2, Variance Index Score (VIS) and subsequent questions. In exercise 3 & 4, PICK chart analysis and So P Reviews were designed, and participants needs to perform by utilising the Books & the knowledge gained during the Sessions.



DAY 4: 10th August 2023 (Thursday)

The session started with the recap of the previous day topics by **Dr. Chinmayee Swain, NHSRC** in the form of MCQ's to refresh the previous days learning.

Session 1: Quality Management System-II

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: Outcome Indicators under NQAS-

Dr Ajay Arya, 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 3: Principle on NQAS Assessment and Ethical Issues in Assessment of Health Facilities-

Mr. Gulam Rafey, Certification Unit, NHSRC took the session that includes definition of Assessment, and principles of conducting an assessment. He explained the step-by-step process of assessment, role of External assessor, various audit man-days & different phases of external assessment. In this session he 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. He 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. He also explained the various principal of assessment like- *integrity, fair presentation, due professional care, confidentiality, independence, evidenced based approach & risk-based thinking.*

Session 4: Assessment of National Health Program under NQAS-

Dr Raj Prabha Moktan Lead Consultant, RRCNE explained (Standard E23) of Ao C 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. She briefed about the components of National Health Programs & Integrated Disease Surveillance Project and explained about the difference between vertical and horizontal implementation of programs and the addition of Elderly Care in RMNCHA.



Session 5: Key Components of Report Writing-

This session was taken by **Mr. Gulam Rafey, NHSRC** and he explained some dos and don'ts that needs to be followed while preparing the report after the facility assessment along with timeline of the report submission. He also highlighted the basic principles of report writing and to specify the details of the gaps with proper explanation along with pictures, if possible, to Certification Unit, NHSRC.

Session 6: IT Initiative under NQAS-

This session was taken by **Mr Anand Yadav, NHSRC** through virtual mode. He oriented the participants about the SaQsham portal and its use for NQAS assessment process. He 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. He gave an information about IT solutions for automation of management of Certification process (assessment, certification & reporting) through SaQsham Portal.



Session 7: Role Play-

A role play was conducted by the team of RRC-NE and NHSRC team to impart a practical based knowledge of what good and bad assessment is. The participants are provided with a scenario of assessment-based scenes where they need to identify the wrong practices, gaps and the good practice. The role play enables the picturesque information to the participants which gives them a better understanding of what is ethically right and wrong and also helps the moderators understand the level of knowledge gained by the participants throughout the training.

Session 8: Brief about the field visit-

Participants received a comprehensive overview of the field visit from **Dr Anup Basistha**. He provided instructions for the visit and detailed information about the health facilities that were chosen for the visit. The participants were then divided into nine new groups, each group led by a Moderator... Dr Basistha also underlined the importance of adhering to the guidelines during both the field visit and preparing presentation.

DAY 5: 11th August 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.

Details of Field Visit Teams:

Sl.	Participant name	Contact no.	Teams	Team Coordinator	Health facility
1	Dr Krushna Saran Pal	9439846399	Team-I	Dr Anupjyoti Basistha (Sr. Consultant-QPS)	Tuluram Bafna Civil Hospital
2	Dr. Seyiekhrietuo Rutsa	8232011535			
3	Dr. Sebabrata Roy	9804448287			
4	Dr. Srimanta Kumar Pattanayak	9439993293			
5	Dr A. Narola	9436260342			
6	Mr. Nishant Kr. Kunal	7033627352			
7	Mr. Suneet Kr. Srivastava	7004339050			
8	Dr Angeline Joyner V	9546240583	Team-II		
9	Dr Lalhminglua	9436755808			
10	Dr Tao Tassar	9862697579			
11	Dr Tsering Wangmu	8414813682			
12	Dr Archelaster Lyngdoh	9856909569			
13	Ms Nandini Dutta	9840674702			
14	Dr Sarbani Mukherjee	9810373146			
15	Dr Vijay Kumar	7668388889	Team-III		
16	Dr Madan Mani Dhakal	9474355379			



17	Dr Arijit Banerjee	9836966595	Team-IV	Dr Ajay Arya (Consultant- QPS)	Tuluram Bafna Civil Hospital
18	Dr Arijit Goswami	9836388906			
19	Mr Sachin Kumar Sahu	8328907046			
20	Mr Arpan Chetri	9434047977			
21	Dr Pramod Kumar Dey	9437163046			
22	Dr Urbi Das	9073413028			
23	Dr Dillip Kumar Biswal	7978649887			
24	Dr Khullakpam Aashif Iqbal	9873142310			
25	Mr Indradip Das	8697982395			
26	Dr Priyanka Devi	8761908066			
27	Dr Sabina Yashar	9864718416	Team-V		
28	Dr Anupam Singh	9431815777			
29	Dr Dhananjay Das	9437349049			
30	Dr Mylieu Marak	8837286322			
31	Dr K Imocha Singh	7005375469			
32	Dr Maaz Iqbal	9166218865			
33	Dr Ashis Kumar Ghosh	9432485108	Team-VI	Dr. Chinmayee Swain (Sr. Consultant - QPS)	Sarabhathi UPHC
34	Dr Kh. Gopeshwar Singh	8415986960			
35	Dr R Vanneihisangi	6009234627			
36	Dr Lawrence Lalramenga	8837297171			
37	Dr Lige Lollen	7627917505			
38	Lt Col (Dr) Anuj Vashisht	7030176291	Team-VII	Dr. Ravikar Singh (Consultant- QPS)	Satgaon UPHC
39	Dr Ashish Sharma	9993055755			
40	Dr Parikshit Nandi	9593995555			
41	Dr Rakesh Kumar Singh	7004536261			
42	Mrs. Krishna Kumari Sharma	7001381747			
43	Dr Ravindra Kumar Sharma	8294638233	Team-VIII	Ms. Sunita Kalita (Consultant)	Lokhra UPHC
44	Dr Samit Kumar Sarkar	6201279383			
45	Dr Lalngaihawmi Chhange	8256917716			
46	Dr Ramkrishna	7004455602			
47	Mrs. Jiren S Kandula	9308989522			
48	Dr Manjushree Kumar	7218743005	Team-IX	Dr. Arun Baruah (Ext. Ass.)	Bonda HWC SC
49	Dr Kapphiak Matey	8974860572			
50	Dr Sravan Kumar Sahukar	9861542861			
51	Mr Santosh Kumar	7070002631			

Scoring, Analysis, and Presentation on Field Visit-

All the nine groups presented their presentations based on their observation of the respective health facilities and departments in a common format and focuses on finding one main gap in each area of concern along with their suggestions. The mentors of each group provided support to their respective groups during the field visit. The field visit gave the participants a great exposure in assessing the various facilities allotted to them and helps in better understanding of assessment of quality process in healthcare facilities.



DAY 6: 12th August 2023 (Saturday)

Session 1: Revision of National Quality Assurance Standards-

The last session started with **Dr Chinmayee Swain, NHSRC**, revising the NQAS Guidelines along with areas of concern, standards, and measurable elements through power point presentation, and clarifying the doubts of the participants.

Session 2: Post Training Evaluation-

Evaluation of the participants was undertaken on 6th day of the training. The evaluation timing was 3 hours. The participants were then allocated in two different halls. The participants were first shown 5 slides of photos containing gaps in public health facilities, and they were asked to enumerate one major gap in the form of gap statement & write applicable standard reference number, after which question papers were distributed to each participant. Two participants from earlier batches (January 2019 & April 2023 batch) also appeared for re-examination.



Session 3: Valedictory-

Dr. Ashoke Roy, Director, RRC-NE delivered the valedictory address. He thanked all the resource persons from NHSRC, Dr Arun Baruah and all govt nominated participants and participants from private institutions of NE & Eastern States for their sincere participation during the training. The session ended with distribution of participation certificate to the participants.



Annexures - I: DO letter from JS (P)



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



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-I)
Dated: 18th July 2023

Sir / Madam,

Under National Quality Assurance Standards, Public Health facilities need to undergo NQAS assessment by empaneled External Quality Assessors to achieve the National Certification. However, with increase in number of health facilities for NQAS External Assessment, there is a need to increase the pool of External Assessor further.

2. The 5th 'Regional External Assessors' Training' is being scheduled during 07th -12th August 2023 by Regional Resource Centre for North-eastern States, branch of NHSRC, New Delhi at Guwahati, Assam. For the proposed training, NE & Eastern 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. Preferences to be given 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.

2.2. **Mandatory 10 years post qualification experience** in direct care of patient/Programme-Administration/Health-Administration/HealthConsultancy/Relevant teaching field.

2.3. Experienced contractual candidates may also be considered subject to submission of an undertaking to serve for a minimum period of 3 (Three) years, if found suitable otherwise.

2.4. The successful candidate will undertake 6 State level and 4 National level certification assessments in a year as per the request of NHSRC. Failing which the empanelment may be cancelled.

2.5. Fitness to travel extensively.

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 Centre prior to the External Assessor Training, details of which would be shared subsequently after receiving the confirmed list of nominated candidates from the states.

4. External Assessor training will commence at sharp 9 AM on 7th August 2023, thus the outstation participants are expected to reach Guwahati a day prior. An evaluation will be carried out on 12th August 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.

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-2-

5. Accommodation and other logistics of the State nominees will be borne by RRC - NE whereas TA/DA has to be borne by the State.

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 rcnes-asm@nic.in and eat.rrcne@gmail.com **positively by 20th July 2023.**

With regards

Yours sincerely



(Vishal Chauhan)

To,

Addl. Chief Secretary/Principal Secretary/Secretary, H&FW, Government of Arunachal Pradesh/ Assam/ Bihar/ Jharkhand/ Manipur/ Meghalaya/ Mizoram/ Nagaland/ Odisha/ Sikkim/ West Bengal

Copy to:

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



Annexure - II: Training Agenda

5th Regional cum 30th National External Assessors' Training on National Quality Assurance Standards

Day 1 – 7 th August 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 Ashoke Roy, Director RRCNE
09:10 AM - 09:20 AM	Objective of the training	Dr J N Srivastava, Advisor-QPS, NHSRC
09:20 AM - 09:30 AM	Address by Guest of Honor	Shri Avinash P Joshi, IAS Principal Secretary, Assam (TBC)
09:30 AM - 09:40 AM	Address by Special Guest	Dr M S Lakshmi Priya, IAS Mission Director, NHM, Assam (TBC)
09:40 AM - 09:50 AM	Keynote address	Maj Gen (Prof) Atul Kotwal, SM, VSM, Executive Director, NHSRC
09:50 AM - 10:00 AM	Introduction by Participants	
10:00 AM - 10:05 AM	Vote of Thanks	Dr Raj Prabha Moktan, Lead Consultant-Q&PS
10:05 AM - 10:30 AM	Group Photography followed by tea break	
Time	Topic	Resource Person
10:30 AM - 11:30 AM	Overview of Quality in the Public Health System	Dr Ashoke Roy
11:30 AM - 01:00 PM	Introduction to National Quality Assurance Standards	Dr Arpita Agarwal
01:00 PM - 02:00 PM	Lunch	
02:00 PM - 03:00 PM	Measurement System under National Quality Assurance Standards	Dr Anup Basistha
03:00 PM - 03:15 PM	Brief about exercises	NHSRC
03:15 PM - 04:30 PM	Exercise on the 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 – 8 th August 2023 (Tuesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	RRCNE
09:15 AM - 10:15 AM	Area of Concern A: Service Provision under NQAS	Dr Arpita Agarwal
10:15 AM - 11:00 AM	Area of Concern B: Patients' Rights under NQAS	Dr Anup 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 E: General Clinical Services under NQAS	Dr Arpita Agarwal
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 E	Moderator



Day 3: 9th August 2023 (Wednesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	RRCNE
09:15 AM - 10:15 AM	Area of Concern E: Specific Clinical Services under NQAS	Dr J N Srivastava
10:15 AM - 11:15 AM	Area of Concern D: Support Services under NQAS	Dr Chinmayee Swain
11:15 AM - 11:30 AM	Tea Break	
11:30 AM - 01:00 PM	Area of Concern E: RMNCHA Services under NQAS	Dr J N Srivastava
01:00 PM - 01:45 PM	Lunch	
01:45 PM - 02:45 PM	Area of concern F: Infection Prevention under NQAS	Dr Chinmayee Swain
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 D & E	Moderator
Day 4: 10th August 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	Mr. Gulam Rafey
01:15 PM - 02:00 PM	Lunch	
02:00 PM - 03:00 PM	Area of Concern E: National Health Program	Dr Raj Prabha Moktan
03:00 PM - 04:00 PM	Key Components of Report Writing	Mr. Gulam Rafey
04:00 PM - 04:15 PM	Tea Break	
04:15 PM - 04:45 PM	IT Initiative under NQAS (online)	Mr. Anand/ Mr. Aman
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: 11th August 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
Day 6: 12th August 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 Feedback

A. Session-wise Participant feedback average score

Day: 1	Topic	Resource Person	Average Score
Session 1	Overview of Quality in Public Health System	Dr Ashoke Roy	4.49
Session 2	Introduction to National Quality Assurance Standards	Dr Arpita Agarwal	4.61
Session 3	Measurement System under National Quality Assurance Standards	Dr Anup Basistha	4.56
Day: 2	Topic	Resource Person	Average Score
Session 1	Area of Concern A: Service Provision under NQAS	Dr Arpita Agarwal	4.58
Session 2	Area of Concern B: Patients' Rights under NQAS	Dr Anup Basistha	4.45
Session 3	Area of Concern C: Inputs under NQAS	Dr Ajay Arya	4.56
Session 4	Area of Concern E: General Clinical Services under NQAS	Dr Arpita Agarwal	4.54
Day: 3	Topic	Resource Person	Average Score
Session 1	Area of Concern E: Specific Clinical Services under NQAS	Dr J N Srivastava	4.32
Session 2	Area of Concern D: Support Services under NQAS	Dr Chinmayee Swain	4.77
Session 3	Area of Concern E: RMNCHA Services under NQAS	Dr J N Srivastava	4.39
Session 4	Area of concern F: Infection Prevention under NQAS	Dr Chinmayee Swain	4.75
Session 5	Area of Concern G: Quality Management System- I	Dr Deepika Sharma	4.40
Day: 4	Topic	Resource Person	Average Score
Session 1	Area of Concern G: Quality Management System- II	Dr Deepika Sharma	4.50
Session 2	Area of Concern -H: Outcome Indicators under NQAS	Dr Ajay Arya	4.62
Session 3	Principle of NQAS Assessment & Ethical Issues in Assessment of Health Facilities	Mr. Gulam Rafey	4.52
Session 4	Area of Concern E: National Health Program	Dr Raj Prabha Moktan	4.36
Session 5	Key Components of Report Writing	Mr. Gulam Rafey	4.47
Session 6	IT Initiative under NQAS (online)	Mr. Anand Yadav	4.26
Day: 6	Topic	Resource Person	Average Score
Session 1	Revision of National Quality Assurance Standards	Dr Chinmayee Swain	4.61



B. Field Visit Feedback:

Sl.no	Domain	Average score
1	Hospital selection by NHSRC/RRCNE Team	3.94
2	Timing for Field Visit	4.04
3	Logistic Arrangement (Bus & Snacks)	4.28
4	Co-ordination among team members during field visit	4.62
5	Co-ordination among team members for presentations	4.66
6	Co-ordination & Management during Hospital Visit by NHSRC Team	4.6
7	Rating of your learning from other groups competency, knowledge about their presentations	4.5
8	How you rate overall exercise to achieve the learning objectives	4.66

C. Hotel/accommodation Feedback

Sl.no	Domain	Average Score
1	Check-in Process	4.12
2	Connectivity of wi-fi in hotel	3.56
3	Room Amenities (Bed, Mattress, Hygiene, Cleaning of Rooms, Water Bottles, Beverages, Sachets etc.)	3.97
4	Food & Snacks – Hygiene, Taste, Servings etc.	3.65
5	Overall Rating of the Hotel	3.75

D. Overall Feedback Of NQAS Training:

Sl.no	Training's Attribute	Average Score
1	The usefulness of the information received in the Training	4.42
2	The structure of the training session	4.22
3	The pace of the training sessions	3.81
4	Inclusion of relevant exercises and activities	4.28
5	Easy to follow content, language, and instructions	4.18
6	Well balanced theory and practical elements	4.12
7	The usefulness of the training material	4.38
8	Overall rating of the Training	4.24

Annexure – IV: Participant exercises and Group Work Scoring

SL	Participant Name	Day 1		Day 1			Day 3		Analysis	
		Exer cise 1.	Exer cise 2.	Exer cise 1.	Exer cise 2.	Exer cise 2.	Exer cise 1.	Exer cise 1.	Total Score	Score out of
1	Dr Kapphiak Matey	7.5	8	8	8	9	8.3	8.3	81.57%	20.4
2	Dr Anupam Singh	8.5	9	9	10	10	8.9	8.9	91.86%	23.0
3	Mrs. Jiren S Kandulna	8.5	8.6	9	8	9	8.5	8.5	85.86%	21.5
4	Dr Lalhminghlua	8	8.5	9	8	9	8.8	8.8	85.86%	21.5
5	Dr Seyiekhrietuo Rutsa	8	8.6	9	9	8	9	9	86.57%	21.6
6	Dr Krushna Saran Pal	8	8.6	9	9	9	8.9	8.9	87.71%	21.9
7	Dr Pramod Kumar Dey	8	9	9	10	9	8.3	8.3	88.00%	22.0
8	Dr Madan Mani Dhakal	8	8.6	9	9	9	8.7	8.7	87.14%	21.8
9	Dr Ashish Sharma	7.5	8.5	9	9	9	8.7	8.7	86.29%	21.6
10	Dr Sabina Yashar	9	9	9	9	9	8.8	8.8	89.43%	22.4
11	Dr Ashis Kumar Ghosh	8	8.6	9	9	9	8.4	8.7	86.71%	21.7
12	Dr Lige Lollen	8	8.5	8.5	9	8.5	8.3	8.3	84.43%	21.1
13	Mr. Nishant Kr. Kunal	8.5	8	8.5	9	8.5	8.5	8.5	85.00%	21.3
14	Dr Kh. Gopeshwar Singh	8	8	8.5	9	8.5	8.5	8.5	84.29%	21.1
15	Dr Lalngaihawmi Chhangte	8	8	8.5	9	8.1	8.5	8.5	83.71%	20.9
16	Dr Dhananjay Das,	8	8	8.5	9	8.5	8.5	8.5	84.29%	21.1
17	Mr. Sachin Kumar Sahu	8.5	8	8.5	9	8.1	8.6	8.6	84.71%	21.2
18	Mrs. Krishna Kumari Sharma	8	8	8.5	9	8.8	8.5	8.5	84.71%	21.2
19	Dr Urbi Das	9	9	8.5	9	9	8.3	8.3	87.29%	21.8
20	Lt Col (Dr) Anuj Vashisht	9	9	8.5	9	9	8.5	8.5	87.86%	22.0
21	Dr Ravindra Kumar Sharma	8	8.5	8.5	9	8.7	8.5	8.5	85.29%	21.3
22	Dr Tao Tassar	8	8	8.5	8.5	8	8.8	8.8	83.71%	20.9
23	Dr Rakesh Kumar Singh	8	8	8	8.5	8.5	8.8	8.8	83.71%	20.9
24	Dr Ramkrishna	8	7	8	8	9	8.7	8.7	82.00%	20.5
25	Dr Mylieu Marak	10	10	9	8	8.5	8.5	8.5	89.29%	22.3



SL	Participant Name	Day 1		Day 1			Day 3		Analysis	
		Exer cise 1.	Exer cise 2.	Exer cise 1.	Exer cise 2.	Exer cise 3.	Exer cise 1.	Exer cise 1.	Tota l Scor e	Scor e of
26	Dr R Vanneihisangi	10	10	8	8.5	8.5	8.7	8.7	89.14%	22.3
27	Mr. Arpan Chetri	9	8	8	9	8	8.8	8.8	85.14%	21.3
28	Dr Seabrata Roy	10	9	9	8.5	8.5	8.8	8.8	89.43%	22.4
29	Rtd Col (Dr) Manjushree Kumar	9	9	9	9	9	8.9	8.9	89.71%	22.4
30	Dr Vijay Kumar	9	10	8	8	8.5	9	9	87.86%	22.0
31	Mr. Indradip Das	10	10	8.5	8	8.5	8.5	8.5	88.57%	22.1
32	Dr Tsering Wangmu	8	8	8	9	10	8.3	8.3	85.14%	21.3
33	Dr Priyanka Devi	8	8	9	10	9	8.5	8.5	87.14%	21.8
34	Mr. Santosh Kumar	9	9	9	9	9	8.5	8.5	88.57%	22.1
35	Dr Khundrakpam Imocha Singh	7	7	10	9	10	8.5	8.5	85.71%	21.4
36	Dr Lawrence Lalramenga	8	8	9	8	9	8.5	8.5	84.29%	21.1
37	Dr Dillip Kumar Biswal	6	7	8	8	8	8.6	8.6	77.43%	19.4
38	Dr Srimanta Kumar Pattanayak	7	7	7	8	7	8.5	8.5	75.71%	18.9
39	Dr Arijit Banerjee	9	9	10	10	8	8.3	8.3	89.43%	22.4
40	Dr Angeline Joyner V	8	8	9	10	10	8.5	8.5	88.57%	22.1
41	Samit Kumar Sarkar	8	8	9	9	10	8.5	8.5	87.14%	21.8
42	Maaz Iqbal	8	9	8.5	9	9	8.3	8.3	85.86%	21.5
43	Suneet Kr. Srivastava	8	8	8	9	9	8.7	8.5	84.57%	21.1
44	Khullakpam Aashif Iqbal	8	8	8	9	9	8.5	8.7	84.57%	21.1
45	Archelaster Lyngdoh	8	8	8.5	9.5	9	8.5	8.5	85.71%	21.4
46	A. Narola	8	9	8	9	9	8.5	8.7	86.00%	21.5
47	Sravan Kumar Sahukar	8	8	8	9	9	8.6	8.6	84.57%	21.1
48	Arijit Goswami	8	9	8	9	9	8.5	8.7	86.00%	21.5
49	Sarbani Mukherjee	8	9	8.5	9.5	9.5	8.7	8.3	87.86%	22.0
50	Nandini Dutta	8	9	8.5	9	9	8.5	8.5	86.43%	21.6
51	Parikshit Nandi	8	8	8	9	9	8.5	8.5	84.29%	21.1

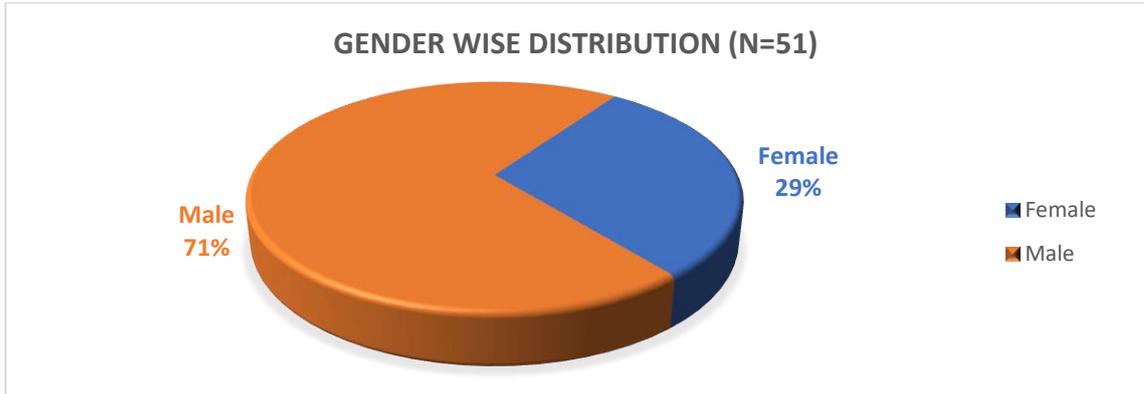


Annexure V: Equity Report

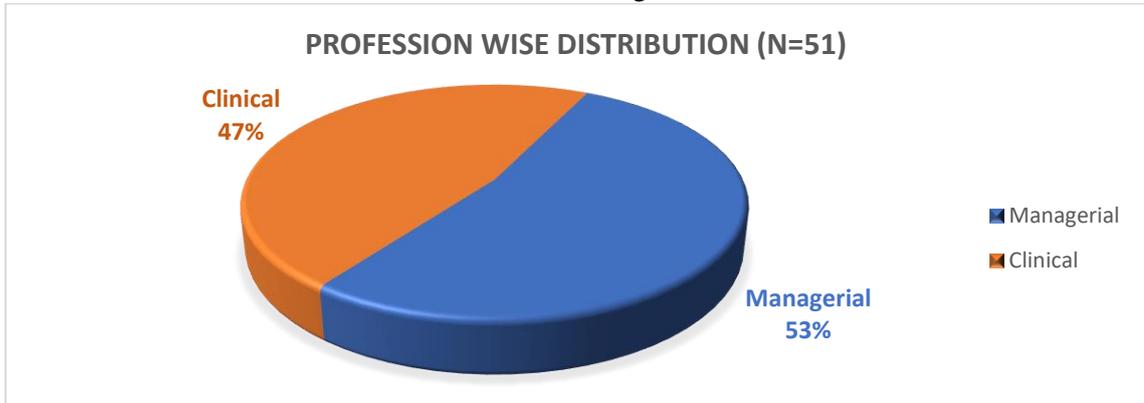
In the 5th Regional cum 30th batch of National External Assessor Training was held at IIBM Campus, Guwahati Assam, total 51 Participants attended the training and 02 participants reappeared for the exams.

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

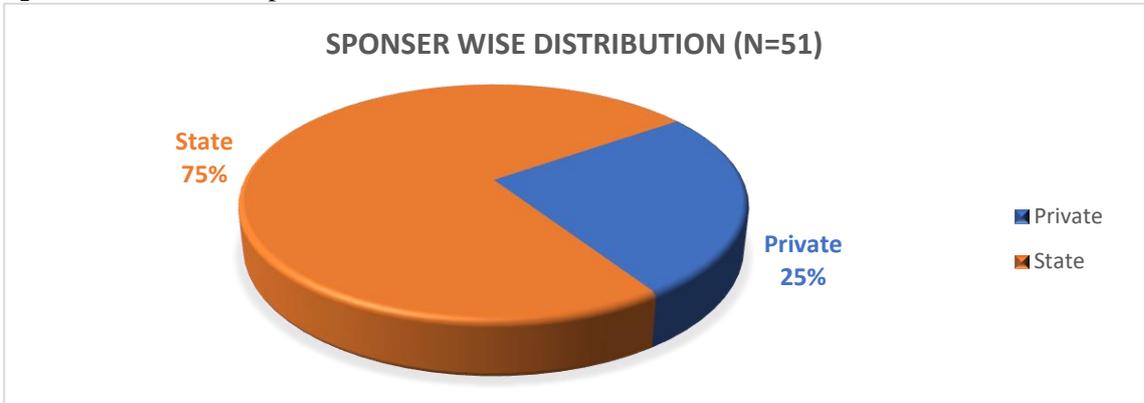
1. **Gender wise** distribution is 36 (Male):15 (Female)



2. **Profession wise** distribution is Clinical-24 and Managerial-27

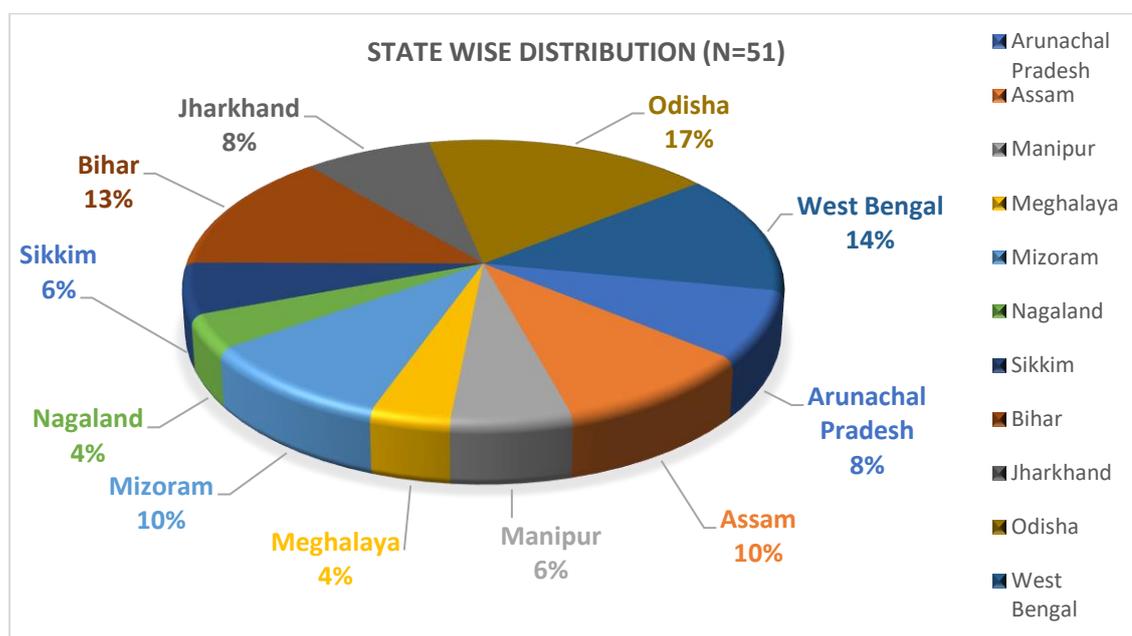


3. **Sponsor wise:** State Sponsored: Private nomination distribution is 38:13.



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

Sl.	Name of State	No. of Participants
1	Arunachal Pradesh	4
2	Assam	5
3	Manipur	3
4	Meghalaya	2
5	Mizoram	5
6	Nagaland	2
7	Sikkim	3
8	Bihar	7
9	Jharkhand	4
10	Odisha	9
11	West Bengal	7
	TOTAL	51



Annexure VI: List of Qualified Candidates:

Sl.	Name of the Candidate	State
1	Dr Priyanka Devi	Assam
2	Dr Anupam Singh	Bihar
3	Mr. Suneet Kr. Srivastava	Jharkhand
4	Dr Urbi Das	West Bengal
5	Dr Seyiekhrietuo Rutsa	Nagaland
6	Dr Arijit Banerjee	West Bengal
7	Dr Krushna Saran Pal	Odisha
8	Dr Ravindra Kumar Sharma	Bihar
9	Dr R Vanneihsang	Mizoram
10	Dr Lalngaihawmi Chhangte	Mizoram
11	Dr. Samit Kumar Sarkar	Bihar
12	Dr Lige Lollen	Arunachal Pradesh
13	Mr. Indradip Das	West Bengal
14	Dr Archelaster Lyngdoh	Meghalaya
15	Dr Arijit Goswami	West Bengal
16	Dr Mylieu Marak	Meghalaya
17	Mr. Sachin Kumar Sahu	Odisha
18	Mr. Nishant Kr. Kunal	Jharkhand
19	Dr Lawrence Lalramenga	Mizoram
20	Dr Seabrata Roy	West Bengal
21	Dr Shrimanta Kumar Pattanayak	Odisha
22	Dr Angeline Joyner V	Bihar
23	Dr Madan Mani Dhakal	Sikkim
24	Dr Maaz Iqbal	Bihar
25	Mr. Arpan Chetri	Sikkim
26	Lt Col (Dr) Anuj Vashisht	Assam
27	Dr Tsering Wangmu	Arunachal Pradesh
28	Dr A. Narola	Nagaland

29	Mr. Khullakpam Aashif Iqbal	Manipur
30	Dr Lalhminghlua	Mizoram
31	Dr Tao Tassar	Arunachal Pradesh
32	Dr Ashis Kumar Ghosh	West Bengal
33	Mrs. Jiren S Kandulna	Jharkhand
34	Dr Parikshit Nandi	West Bengal
35	Dr Sarbani Mukherjee	Assam
36	Mrs. Krishna Kumari Sharma	Sikkim
37	Dr Nandini Dutta	Mizoram
38	Dr Kh. Gopeshwar Singh	Manipur
39	Mr. Santosh Kumar	Jharkhand
40	Dr Ashish Sharma	Assam
41	Dr Sabina Yashar	Assam
42	Dr Vijay Kumar	Odisha
43	Retd Col(Dr) Manjushree Kumar	Odisha
Reappear Candidates		
1	Dr Hemlata Bachchan	Madhya Pradesh