



INTERNAL ASSESSORS TRAINING FOR THE IMPLEMENTATION OF NATIONAL QUALITY ASSURANCE STANDARDS UNION TERRITORY OF ANDAMAN NICOBAR ISLANDS

DATE: 19th – 20th January 2024

Venue: Training Hall, Ayush Hospital, Port Blair



Two days “NQAS Internal Assessors Training” was conducted by the National Health System Resource Centre in collaboration with the UT’s National Health Mission from 19th January to 20th January 2024.

The objective of the training was to train the nominated officials of the UT for the implementation of the National Quality Assurance Standards, by mentoring the facility quality teams as per the action plan defined by the State. The aim of the training was to train the participants on listed topics including NQAS Quality Standards, Measurement system under NQAS, Gap Analysis and prioritization, Process mapping, Quality Tools, Patient Satisfaction Survey, Prescription and Medical Audit, QI Methodology and Quality documentation. Training also provided an overview of different programs under National Quality Assurance Framework including LaQshya and MusQan

Training also aided the participants with the tools, techniques, and support to health professionals to enable them to implement NQAS at healthcare facility and thereby, take ownership of improving, sustaining and creating a culture of the quality of care.

The UT had nominated 50 participants for the training including Medical Officers, Specialists, State Quality Consultants, District Program Managers, Nursing In charges and Community Health Officers etc.

A post-training evaluation was also taken during the training to evaluate the effectiveness of the training. Post-training evaluation was an open book exam with 42 multiple-choice questions, related to the quality improvement activities and the NQAS framework and standards. The participants on successfully clearing the post evaluation program will function as state resource for implementation of NQAS standards in different capacities.

All the participants submitted feedback on the training, which was taken on standardized feedback form and was analyzed on a 5-point Likert- scale. The overall rating of the training as per the analysis of the feedback from the participants was 4.7 in a 5-point Likert scale.

Topic	
Key concepts & Overview of National Quality Assurance Program Dr Abhay Dahiya	<p>The topic covered key concepts of Quality, importance of Quality in healthcare, Evolution of the National Quality Assurance Standards & their implementation framework, Various initiatives/schemes under the National Quality Assurance Program, rationale and context etc.</p>
Measurement System and Assessment Protocols and Checklist Mr Anand Yadav	<p>It covered the concepts of Measurement system under the National Quality Assurance standards. Description of the 8 Areas of Concern, Standards, Measurable Elements, Checkpoints and Means of Verifications defined under the NQAS. It also included the scoring system with the discussion of the different assessment methods and departmental checklist at various level of the</p>
Area of Concern (A & B) Service Provision and Patient Rights Mr. Anand Yadav	<p>The topic covered an elaborative discussion about the first two areas of concern i.e. Service Provision (A) and Patient Rights (B). It included a brief of the availability of services in a public health facility as per the scope of the hospital and the importance of patient rights while availing the services in a hospital. The session was followed by an exercise to give a hands-on experience to the</p>
Area of Concern (C & D) Inputs and Support Services Dr Abhay Dahiya	<p>It included the inputs required by a facility for the healthcare service delivery, which mainly covers the availability of adequate infrastructure, human resources, their training, competencies and the availability of essential drugs and consumables. Under the support services, detailed discussion on its 12 standards was undertaken which included the maintenance of equipment, calibration, inventory management, dietary services, laundry services, security services, community participation, financial management, contract management, legal & statutory requirement etc. Additionally, the speaker also explained the importance of each of the respective area of concern to the participants. with a brief of</p>

<p>Infection Control & Bio-Medical Waste Management</p> <p>Dr Abhay Dahiya</p>	<p>The session covered a detailed discussion about infection control practices and the standards precautions to be taken into consideration. It included the discussion on the latest biomedical rules and the amendments with focus on the implementation and assessment of the infection control practices at public health care facilities. In addition, the key concepts of an Infection Control Audit were also briefed as requested by the participants.</p>
<p>Quality Management</p> <p>Mr Anand Yadav</p>	<p>The session covered a detailed discussion about standards related to Quality Management under National Quality Assurance Standards. It includes Quality Teams, SOPs, Internal Quality and External Quality Assurance etc. The trainer also briefed about the process of enrollment with the CMC Vellore for the conduct of External Quality Assurance in the laboratory.</p>
<p>Outcome Indicators & Key Performance Indicators</p> <p>Mr. Anand Yadav</p>	<p>Session included the discussion on the KPIs and Outcome indicators under the NQAS along with their calculation, reporting and analysis at facility, district & state level.</p>
<p>Area of Concern (E) Special Clinical Services</p> <p>Dr Abhay Dahiya</p>	<p>The session included the importance of quality of clinical services with a discussion on the standards of special Clinical services which covered the aspects of nursing care, drug administration, patient record maintenance and discharge process etc. The trainer also discussed about the specific clinical services like Emergency, ICU/SNCU, OT, anesthetic services.</p>
<p>Internal Assessment & Gap Analysis</p> <p>Mr. Anand Yadav</p>	<p>The session covered the internal assessment framework and the gap classification methodology, to ensure the execution of a systematic internal assessment in the respective health facilities, followed by the gap analysis. The topic covered the step wise approach of action planning for gap closure with a focus on prioritizing the key actionable gaps. One of the key tools of prioritization i.e. PICK chart and</p>

**Patient Satisfaction
Survey/Overview of Mera-
Aspataal**

Mr. Anand Yadav

Under this session, the participants were acquainted with the idea that a key component for understanding and improving patients' experience is ensuring that what is measured reflects. More emphasis was reflected on the whole idea that it is not about just to collect the PSS on a pre-defined attribute, but after collection of responses, data should be analyzed to identify the lowest attributes and prepare an action plan for the closure of gaps identified followed by an exercise to give a hands-on experience to the participants. during the survey. There could be more than one identified problem, prioritization rule can be applied based on identified attributes and corrective and preventive action can be taken accordingly. Later, a short orientation was done on Mera-Aspataal initiative.

**Improving the quality through
Audits and Exercises**

Dr Abhay Dahiya

The speaker covered the different types of the audit (Medical/Clinical/Prescription/Death) envisaged under the framework of NQAS along with the guiding principles and rules for the conduct of the audit. This was followed by the various attributes of a legible prescription with detailed methodology for the conduct of Prescription Audit, which was followed by an exercise (with the real-time hospital prescriptions) to give a hands-on experience to the participants.



<p>Procedures and Documentation for Certification</p> <p>Dr. Abhay Dahiya</p>	<p>The phases of certification with a detailed discussion on each of the respective step of the entire process were discussed during this session. It also covered the pre-requisites of the National and State Certifications under the NQAS with a brief about the certification criteria, incentives, awards for the NQAS and LaQshya Certifications, respectively. Further to this, the operational issues in the various phases of the certification process were also discussed in detail. The session included the key components of an SOP with the importance of framing an SOP in improving the quality of</p>
<p>Quality Tools</p> <p>Mr Anand Yadav</p>	<p>It covered the basics of an established Quality Management System and the rationale of its implementation in a healthcare institution. The second part of the session covered the seven basic tools of quality with examples. The session was followed by an exercise (with the real-time hospital prescriptions) to give a hands-on experience to the participants.</p> <p>The speaker also presented the current status and the road map of the State for implementation of NQAS followed by the National Certifications of the targeted Public Health Facilities.</p>
<p>PDCA Cycle</p> <p>Mr. Anand Yadav</p>	<p>The session covered importance of running Plan, Do, Check, Act cycle for improvement and sustenance of progress achieved after the incorporation of intervention/change in the process for achievement of set objectives. Concept was well-illustrated with the help of a real-time example of reducing consultation and registration time at OPD.</p>
<p>Post-Training Evaluation</p>	<p>The Post training Evaluation of participants was undertaken at the end, based on which the qualified candidates shall be empaneled as the Internal Assessors under the NQAS.</p>

The training ended with Vote of Thanks and with a motivation to provide quality of services at all healthcare facilities in UT of Andaman Nicobar Islands

Agenda



**NQAS Internal Assessors Training
UT of Andaman and Nicobar Islands
Friday, 19th January 2024 and Saturday, 20th January 2024**

Tentative Agenda

Time	Topic/Activity	Resource Person
Day 01		
09.00 AM – 09.20 AM	Registration	
09.20 AM - 09.30 AM	Inaugural & Welcome Address	
09.30 AM - 10.15 AM	Key Concept & Overview of the National Quality Assurance Standards	
10.15 AM - 10.45 AM	Group photograph & Tea	
10.45 AM - 12.00 PM	Measurement system and Assessment Protocols and Checklist	
12.00 PM – 01.00 PM	Area of Concern A & B	
01.00 PM – 02.00 PM	Lunch	
02.15 PM - 02.45 PM	Area of Concern C	
02.45 PM – 03.30 PM	Area of Concern D	
03:30 PM – 03:45 PM	Tea	
03:45 PM – 04:45 PM	Area of Concern E & F	
Day 02		
09.00 AM – 09.15 AM	Recap	
09.15 AM -10.00 AM	Standards for Quality Management System	
10.00 AM – 10.15 AM	Tea	
10.15 AM – 11.15 AM	Internal Assessment, Gap Prioritization and Action Plan	

11:15 AM – 12:15 PM	Documentation for NQAS Implementation	
12:15 PM – 12:45 PM	KPIs, Outcome Indicator, PSS, and Audits	
12:45 PM – 01:00 PM	IT initiatives under NQAS	
01:00 PM – 1:30 PM	Other Initiatives	
1.30 PM – 02.00 PM	Lunch	
02.00 PM - 02.45 PM	Post-Training Evaluation	
02.45 PM - 03.00 PM	Feedback & vote of thanks	



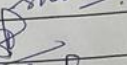





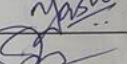
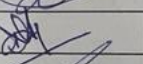
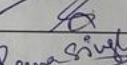
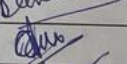




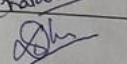




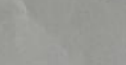




List of Participants

Attendance for IA Training on 19-01-2024				Signature
SL No	Name	Designation	Place of posting	
1	Dr Mohammed Shafique	Medical Officer Homoeo	DH Garacharma	
2	Kanta Roy	CHO	Hwc Swaraj Dweep	
3	Dr Shalini Lall	Technical Officer	DHS	
4	Dr.huma quiser	GDMO ayurveda	Hwc tushnabad	
5	Dr.vandana kumari singh	Medical officer	DHS	
6	Priyanka	Nursing officer	Health and wellness centre Dairv farm	
7	Dr C Rani	MO (Homoeo)	CHC, Bambooflat	
8	Dr. Chanchal Singh	GDMO HOMOEEO	HWC Ferrargunj	
9	Dr Samaresh Dey	MO Ayurveda	PHC Hutbay	
10	Shabnam Hussain	Community Health Officer	PHC Tugapur	
11	Yashu Meri	Public Health Nurse	HWC Chouldari	
12	Sanjeet Lall	Nursing officer	HWC DELANIPUR	
13	Aarti Narayan	Nursing officer	Health and wellness centre shadinur	
14	ABDUL SAMAD	Sr Pharmacist	G.B.Pant Hospital	
15	Beena Singh	Public Health Nurse (PHN)	CHC Bambooflat	
16	Dr Neena Alex	MO RBSK	DHS	
17	Joshi kujur	Staff nurse	HWC JUNGLIGHAT	
18	Parwathi	Nursing officer	H & WC Haddo	
19	DR. SHABNAM SALIM	MEDICAL OFFICER HOMOEOPATHY	PHC MANGLUTAN	
20	Wincy	Statistical assistant	Port Blair	
21	Dr Shiny Adom	GDMO	PHC kadamtala	
22	Satabdi Bepari	Community Health officer	HWC Betapur	
23	Sharmila Rai Sharma	Dietician	Diet Section G B Pant Hospital	
24	Dr.Shweta	M.O ,RBSK	DHS,Family Welfare	

Attendance for IA Training on

20-01-2024

SL No	Name	Designation	Place of posting	Signature
1	Dr Mohammed Shafique	Medical Officer Homoeo	DH Garacharma	
2	Kanta Roy	CHO	Hwc Swaraj Dweep	
3	Dr Shalini Lall	Technical Officer	DHS	
4	Dr.huma quiser	GDMO ayurveda	Hwc tushnabad	
5	Dr.vandana kumari singh	Medical officer	DHS	
6	Priyanka	Nursing officer	Health and wellness centre Dairv farm	
7	Dr C Rani	MO (Homoeo)	CHC, Bambooflat	
8	Dr. Chanchal Singh	GDMO HOMOEEO	HWC Ferrargunj	
9	Dr Samaresh Dey	MO Ayurveda	PHC Hutbay	
10	Shabnam Hussain	Community Health Officer	PHC Tugapur	
11	Yashu Meri	Public Health Nurse	HWC Chouldari	
12	Sanjeet Lall	Nursing officer	HWC DELANIPUR	
13	Aarti Narayan	Nursing officer	Health and wellness centre shadinur	
14	ABDUL SAMAD	Sr Pharmacist	G.B.Pant Hospital	
15	Beena Singh	Public Health Nurse (PHN)	CHC Bambooflat	
16	Dr Neena Alex	MO RBSK	DHS	
17	Joshi kujur	Staff nurse	HWC JUNGLIGHAT	
18	Parwathi	Nursing officer	H & WC Haddo	
19	DR. SHABNAM SALIM	MEDICAL OFFICER HOMOEOPATHY	PHC MANGLUTAN	
20	Wincy	Statistical assistant	Port Blair	
21	Dr Shiny Adom	GDMO	PHC kadamtala	
22	Satabdi Bepari	Community Health officer	HWC Betapur	
23	Sharmila Rai Sharma	Dietician	Diet Section G B Pant Hospital	
24	Dr.Shweta	M.O ,RBSK	DHS,Family Welfare	

25	Dr Monika	Junior Dental surgeon	G. B. Pant Hospital, portblair	Munir
26	Dr IREEN MARY	GDMO	PHC CAMPBELLBAY	Ireenly
27	Parwathi	Nursing officer	H & WC HADDO	
28	Dr Shipra Mistry	GDMO Ayurveda	PHC kalighat	Shipra
29	Dr. Shahina Mustanin	Microbiologist, Grade 1 specialist	G BPH	Shahina
30	Dr Grace	CMO NFSG	BJR Hospital Carnicobar	Grace
31	Dr. Jagat Pratap Singh	GDMO (RBSK)	Family Welfare unit	J.P. Singh
32	Filomina lakra	Lab assistant	Blood bank, GB Pant hospital	Filomina
33	Rafique ahamed	Sanitary inspector	G. B. Pant Hospital	Rafique
34	B. Nagendra	District Programme Manager	South Andaman	B. Nagendra
35	Dipak kumar Das	Lab Technician	G B Pant hospital portblair	Dipak
36	Dhanasekaran P	District Programme Manager	Mayabunder, North & Middle District	Dhanasekaran
37	Sanjeev Saha	District Programme Manager	Car Nicobar	Sanjeev
38	Dr. Palak Mahajan	Consultant-Quality Assurance	ANIIMS	Palak Mahajan
39	Dr. Arpita saha	Additional Medical superintendent	GBPH ANIIMS	Arpita
40	Sishanta Biswas	Medical Record Technician	DHS (HIC section)	Sishanta
41	Dr. Priyanka Jhal	GDMO(Ayurveda)	Dr.R.P.Hospital, Mayabunder	Priyanka
42	AMAR KUMAR Mandal	Health Worker (Male)	PHC KISHORINAGAR	AMAR
43	DrGeeta	GDM O	HWC Wimberlygunj	Geeta
44	AMAR KUMAR MANDAL	Health Worker	Kishorinagar	AMAR
45	Amar Kumar Mandal	MHW	Primary Health Center Kishorinagar	Amar
46	Dr. Priyanka Samuel	GDMO	PHC teressa	Priyanka
47	Dr B Deepa	GDMO HOMOEOPATHY	H WC Swarajdweep	Deepa

48. Dr. Santosh Kumar Rath GDMO(Ayur.) HWC- Baratang

49. P. Priya Kumari, CHO, HWC (SC) Sitapur

50. Dr. Reshma Begum, M.O. (RBSK) (CSN) Deputy Director family welfare unit

25	Dr Monika	Junior Dental surgeon	G. B. Pant Hospital, portblair	Monika
26	Dr IREEN MARY	GDMO	PHC CAMPBELLBAY	Ireen
27	Parwathi	Nursing officer	H & WC HADDO	
28	Dr Shipra Mistry	GDMO Ayurveda	PHC kalighat	Shipra
29	Dr. Shahina Mustanin	Microbiologist, Grade 1 specialist	G BPH	Shahina
30	Dr Grace	CMO NFSG	BJR Hospital Carnicobar	Grace
31	Dr. Jagat Pratap Singh	GDMO (RBSK)	Family Welfare unit	Jagat
32	Filomina lakra	Lab assistant	Blood bank, GB Pant hospital	Filomina
33	Rafique ahamed	Sanitary inspector	G. B. Pant Hospital	Rafique
34	B. Nagendra	District Programme Manager	South Andaman	B. Nagendra
35	Dipak kumar Das	Lab Technician	G B Pant hospital portblair	Dipak
36	Dhanasekaran P	District Programme Manager	Mayabunder, North & Middle District	Dhanasekaran
37	Sanjeev Saha	District Programme Manager	Car Nicobar	Sanjeev
38	Dr. Palak Mahajan	Consultant-Quality Assurance	ANIIMS	Palak Mahajan
39	Dr. Arpita saha	Additional Medical superintendent	GBPH ANIIMS	Arpita
40	Sishanta Biswas	Medical Record Technician	DHS (HIC section)	Sishanta
41	Dr. Priyanka Inbal	GDMO(Ayurveda)	Dr.R.P.Hospital, Mayabunder	Priyanka
42	AMAR KUMAR Mandal	Health Worker (Male)	PHC KISHORINAGAR	AMAR KUMAR
43	Dr Geeta	GDM O	HWC Wimberlygunj	Geeta
44	AMAR KUMAR MANDAL	Health Worker	Kishorinagar	AMAR KUMAR
45	Amar Kumar Mandal	MHW	Primary Health Center Kishorinagar	Amar Kumar
46	Dr. Priyanka Samuel	GDMO	PHC teressa	Priyanka
47	Dr B Deepa	GDMO HOMEO	H WC Swarajdweep	B Deepa

48. Dr. Santosh Kumar Rath GDMO(Ayur.) HWC- Baratang

49. P. Prati Kumari, CHO, HWC(LSC) Britapara, Shalced Dweep

50. Dr. Reshma Begum MO(RBSK), Deputy Director family welfare, SA

51. Dr. Monika Dental Surgeon G.B. Pant Hospital

NQAS INTERNAL ASSESSORS TRAINING: UT of Andaman Nicobar Islands

List of Qualified Participants

S.No	Name of Candidate	Designation
1	Dr Geeta	GDMO Ayurveda
2	Dr Huma Quiser	GDMO Ayurveda
3	Mr KV Sreerag	State Consultant-QA and NTCP
4	Dr Shahina Mustaqim	Specialist Microbiology
5	Dr Arpita Saha	Additional Medical Superintendent
6	Dr Palak Mahajan	Cosultant-QA
7	Dr Mohammed Shafique	Medical Officer-Homeopathy
8	Mr B Nagendra	DPM-South Andaman
9	Dr Shabnam Salim	GDMO-Homeopathy
10	Dr C Rani	Medical Officer (Homeopathy)
11	Mr Dhanasakran P	District Program Manager
12	Mr Sanjeet Lall	Nursing Officer
13	Dr Chanchal Singh	GDMO Homeo
14	Dr Santosh Kumar Rath	Medical Officer
15	Ms P Priti Kumari	CHO
16	Mr Sushanta Biswas	Medical Record Technician
17	Dr Grace	CMO, NFSG
18	Dr Shiny Adom	Medical Officer
19	Dr Reshma Begum	MO-RBSK
20	Dr Shalini Lall	Technical Officer - NIDDCP
21	Dr Shipra Mistry	GDMO Ayurveda
22	Sh Abdul Samad	Senior Pharmacist
23	Dr Priyanaka Iqbal	GDMO Ayurveda
24	Ms Shabnam Hussain	CHO
25	Ms Yashu Meri	Public Health Nurse
26	Ms Kanta Roy	CHO
27	Ms Neena Alex	GDMO-RBSK
28	Mr Sanjeev Saha	DPM- Car Nicobar
29	Mr Amar Kumar Mandal	Health Worker Male
30	Ms Satabadi Bepari	CHO
31	Dr Monika Verma	Junior Dental Surgeon
32	Ms Priyanka	Nursing Officer
33	Dr Shweta	MO-RBSK
34	Dr Samaresh Dey	MO-Ayurveda
35	Dr Ireen Mary	Medical Officer
36	Ms Joshi Kujur	Staff Nurse
37	Dr Jagat Pratap Singh	GDMO RBSK

