



INTERNAL ASSESSORS TRAINING & IMPLEMENTATION OF NATIONAL QUALITY ASSURANCE STANDARDS IN UNION TERRITORY OF LADAKH

DATE: 19th to 20th September, 2023
Venue: Conference Hall, NHM Office, Leh



The National Quality Assurance Programme aims to enhance the quality of care provided in public health facilities. All States and Union Territories of India have embraced this standard and are at varying stages of its implementation. The Union Territory of Ladakh is actively applying the NQAS in its District Hospital, Community Health Center, Primary Health Center, and Health & Wellness Center (SC).

To enhance the knowledge and practices of healthcare personnel and officials in Ladakh, the National Health System Resource Center conducted a 2-day Internal Assessor Training for Medical Officers and paramedical Staff in collaboration with the UT's National Health Mission. This training took place from September 19th to September 20th, 2023.

The primary objective of the Internal Assessor training was to equip nominated officials of the UT to conduct Internal Assessments of their facilities. This initiative aimed to support the state and district QA teams in implementing the National Quality Assurance Standards across various levels of facilities and assist during state-level NQAS certification.

A total of 37 participants from Ladakh, including Block Medical Officers, Medical Officers, Specialists, Program Officers, and Paramedical staff, were nominated for the training. The training covered eight topics with three practical exercises for hands-on experience in applying specific quality tools.

The training commenced with an inaugural address by Dr. Mutop Dorjey, the Mission Director of NHM in Ladakh. He welcomed all the participants and provided an overview of the training's purpose and expectations. Dr. Dorzji stressed the importance of participants taking a leading role in implementing NQAS in their respective facilities. He also briefed the participants on the current NQAS status in Ladakh and expressed hope for a significant improvement post-training.

A post-training evaluation was conducted in an open-book format to assess participants' competency. This evaluation included approximately 42 multiple-choice questions related to quality, patient safety, and the overall NQAS framework. Remarkably, 36 out of 37 participants (almost 97%) successfully cleared the post-evaluation exam. These individuals will now be enlisted as internal assessors within the existing pool of NQAS internal assessors in the UT.

The QA training programmes incorporate an internal evaluation mechanism, involving a Google feedback form shared with each participant via their WhatsApp group. Feedback received from the participants is then analyzed using a 5-point Likert scale. The overall rating for the training, based on participant feedback analysis, stood at an impressive 4.70 on the 5-point Likert scale.

Agenda
Internal Assessor Training & Implementation of NQAS in Ladakh

Day 1-19th September 2023		
Time	Topic	Resource Person
8:45 AM - 09:15 AM	Registration	State
09:15 AM - 09:30 AM	Inaugural & Welcome Address	State
09:30 AM - 10:30 AM	Key Concept of Quality & Quality Standard under NQAS-An Introduction	Dr. Chinmayee Swain, Sr Consultant-QPS, NHSRC
10.30 AM – 10:45AM	Tea Break	
10:45 AM – 01:00 PM	Measurement system and Assessment Protocols and Checklist	Dr. Chinmayee Swain, Sr Consultant-QPS, NHSRC
01:00 PM – 01:30 PM	Internal Assessment & Gap Analysis	Dr Ranjit Mandal, NHSRC
01:30 PM - 02:15 PM	Lunch	
02:15 PM – 03.30 PM	Case Study -1 (NQAS Standard & Measurement System)	NHSRC & State Teams
03.30 PM-04:15 PM	Documents for applying in Odoo Portal	Dr Ranjit Mandal, NHSRC
04:15 PM – 04:30 PM	Tea Break	
04:30 PM – 05:30 PM	An Overview of the Kayakalp Incentive Initiative	Dr. Chinmayee Swain, Sr Consultant-QPS, NHSRC
Day 2-20th September 2023		
09:00 AM - 09:15 AM	Recap-Standard Identification exercise	NHSRC
09:15 AM - 10:30 AM	Standard G1-G3	Dr. Chinmayee Swain, Sr Consultant-QPS
10:45 AM - 11:00 AM	Tea Break	
11.00 AM – 11.45 AM	Standard G4-G6	Dr Ranjit Mandal, NHSRC
11:45 AM – 12:45 PM	Standard G7-G9	Dr. Chinmayee Swain, Sr Consultant-QPS, NHSRC
12:45 PM - 01:30 PM	Standard G 9-G10	Dr Ranjit Mandal, NHSRC

Brief of the sessions

<p>Topic</p> <p>Key Concepts & Overview of the National Quality Assurance Programme</p> <p>Dr Chinmayee Swain</p>	<p>Brief</p> <p>The presentation encompassed essential Quality concepts, underscoring Quality's significance in healthcare. It also delved into the evolution of National Quality Assurance Standards and the framework for their effective implementation. The speaker provided insights into the diverse initiatives and schemes integral to the National Quality Assurance Programme, offering rationale and context. Additionally, the discussion covered all Areas of Concern, relevant standards, as well as departmental and thematic checklists.</p>
<p>Measurement System and Assessment Protocols and Checklist</p> <p>Dr. Chinmayee Swain</p>	<p>The presentation encompassed an in-depth understanding of the Measurement system as stipulated by the National Quality Assurance standards. It provided a comprehensive description of the 8 Areas of Concern, along with the associated Standards, Measurable Elements, Checkpoints, and Means of Verification outlined within the NQAS framework. The discussion further elucidated the scoring system, emphasizing the three golden rules of scoring. Additionally, various assessment methods and departmental checklists at different levels of health facilities were discussed.</p>
<p>Internal Assessment & Gap Analysis</p> <p>Dr Ranjit Kumar Mandal</p>	<p>The session delved into the internal assessment framework and the methodology for classifying gaps, ensuring a structured internal assessment within the health facilities, followed by a comprehensive gap analysis. The topic outlined a systematic approach to action plans for closing identified gaps, emphasizing the prioritization of key actionable gaps. Additionally, the explanation of the District Hospital (DH) checklist for identifying gaps post-internal assessment was provided.</p>
<p>Procedures and Documentation for Certification application through the Odoo portal</p> <p>Dr. Ranjit Kumar Mandal</p>	<p>This session provided an in-depth exploration of the certification phases, thoroughly discussing each step of the entire process. It included an extensive overview of the prerequisites for both National and State Certifications under the NQAS, shedding light on the certification criteria, incentives, and awards associated with NQAS and LaQshya Certifications. Moreover, operational challenges in the diverse phases of the certification process were meticulously examined. The session also delved into the document requirements for different facility levels and featured a demonstration of the Odoo portal.</p>

Overview of Kayakalp Incentive Initiatives Dr. Chinmayee Swain	<p>The session provided an overview of the Kayakalp Incentive Initiative and highlighted the recently introduced theme within Kayakalp. Significant attention was devoted to the newly added Eco-friendly theme, as well as other important concepts encompassed by Kayakalp. Additionally, the participants were informed about following the Kayakalp Activity Calendar, emphasizing its adherence.</p>
Overview of LaQshya, MusQan & Roll out of Quality Assurance under SUMAN Dr. Chinmayee Swain	<p>The session encompassed an orientation to the LaQshya program, aiming to enhance intrapartum and immediate post-partum care during childbirth. Detailed discussions were held on critical components outlined within the Labor, Delivery, and Recovery (LDR) concept, focusing on zoning in the operating theatre (OT), emphasizing the significance of Respectful Maternal Care, and elucidating the certification norms within LaQshya.</p> <p>Additionally, the Government of India has recently introduced quality initiatives for Child-friendly services (MusQan) in public health facilities, as well as SUMAN to ensure Basic service packages, BEmonC, and CEmonC facilities at these establishments.</p> <p>The speaker provided insights into the roadmap for NQAS certification of SUMAN Notified facilities.</p>
Overview of Quality Management as per NQAS requirement Dr Chinmayee Swain & Dr Ranjit Mandal	<p>The session encompassed an extensive discussion on Standard G1 to G10, covering various aspects such as the quality team, PSS/ESS, EQAS, Process Mapping, and Quality tools. Additionally, it highlighted the fundamental distinctions between Quality Methods and Quality Tools, delved into the Risk Management Framework, and stressed the significance of executing the Plan-Do-Check-Act cycle for enhancing and sustaining progress after the integration of interventions or process changes to achieve predetermined objectives. The session also provided practical insights into creating SMART Quality objectives for ongoing enhancement.</p>
Overview of Standard H (Outcome Indicator) Dr Ranjit Kumar Mandal	<p>The session discussed indicators associated with measuring Productivity, Efficiency, Safety & Clinical care, and Service Quality. We utilized the General Administration checklist of the District Hospital as a point of reference.</p>
Post-Training Evaluation	<p>Following the training, a post-training evaluation of the participants was conducted. Based on this evaluation, eligible candidates will be selected and designated as Internal Assessors under the NQAS.</p>

In addition to the aforementioned sessions, the training included practical exercises. For instance, Case Study -1 focused on NQAS Standard & Measurement System. Moreover, on Day 2 (20.09.2023), another exercise was carried out focusing on the Identification of Standards.

Feedback from the participants

A. The average score of feedback analysis is given below: -

Feedback from participants was collected through Google form and the average score was 4.7 out of 5 on the Likert scale.

B. Faculty-wise Feedback Analysis: -

Name	Average
Dr. Chinmayee Swain	4.70
Dr Ranjit Kr Mandal	4.70

Annexure A

List of Participants

Attendance sheet for NQAS Training from 19th to 20th September 2023 at MD, NHM Office training hall						
S.No	Name	Designation	Place of posting	Mobile No.	19 Sept.	20 Sept.
1	Dr. M. R. M. H.	1/c MS Still m. p. l. e. p. l.	DTL	9149913422	✓	✓
2	Dr. M. R. M. H.	BMO Chikitag	CHC Chikita	946953001	✓	✓
3	Dr. M. R. M. H.	B.M.O. Saldou	CHC	9419116663	✓	✓
4	Dr. S. J. S. J.	B.M.O. Zambaka	C.U.C	6006961114	✓	✓
5	Dr. S. J. S. J.	MO D. H. L. S. J.	D. H. L. S. J.	8082891002	✓	✓
6	Thimbas Gaisan	Dental Asst.	CHC Chikita	9419889503	✓	✓
7	Dr. S. J. S. J.	Pore Fajun	D. H. L. S. J.	788940045	✓	✓
8	Dr. S. J. S. J.	CHC L. S. J.	D. H. L. S. J.	9422612118	✓	✓
9	Thimbas Gaisan	CHC L. S. J.	CHC L. S. J.	6005670708	✓	✓
10	Abdual Leali	CHC L. S. J.	CHC L. S. J.	6005460065	✓	✓
11	N. S. J. S. J.	CHC L. S. J.	CHC L. S. J.	9419528888	✓	✓
12	Dr. R. J. S. J.	Dental Surgeon	CHC L. S. J.	6005411149	✓	✓

Attendance sheet for NQAS Training from 19th to 20th September 2023 at MO, NHM Office training hall

S.No	Name	Designation	Place of posting	Mobile No.	19 Sept.	20 Sept.
13	Dr. Tseten Dolbar	Pathologist	SNM Hospital	9596610100	Dolbar	Dolbar
14	Dr. Dargun Nyemo	Speechologist	SNM Hospital	94169112984	Dargun	Dargun
15	Kunzang Choral	Physiotherapist	SOH NUBIA	7777351571	Kunzang	Kunzang
16	Deden Dolbar	DPO	Cano Office	8899900004	DL	DL
17	Dr. Nasreen BATHIA	Medical Officer	CHC Suleo	70511426107	Nasreen	Nasreen
18	Mr. Tsering Chhagor	Medical Officer	CHC Dharap	70065505877	Chhagor	Chhagor
19	Dr. Zewide Chetson	BMO	PUC Shingdi	9419299332	Chetson	Chetson
20	Dr. Nishoo Angchik	BMO	CHC Kharka	605577446	Angchik	Angchik
21	Dr. Keya And	BMO	CHC Dharap	94169040208	Keya	Keya
22	Dr. Spelden Gombu	CHC Pathirua	CHC Kharka	941478455	Spelden	Spelden
23	Mr. Tashi Dargun	BMO	CHC Kharka	94169108553	Tashi	Tashi
24	Dr. Agyan Dho	CHC Dharap	CHC Dharap	77008077461	Agyan	Agyan

Attendance sheet for NQAS Training from 19th to 20th September 2023 at MD, NHM Office training hall

S.No	Name	Designation	Place of posting	Mobile No.	19 Sept.	20 Sept.
25	Ghulam Mustajir	Dental Assistant	P.H.C	600545711		
26	Azhar Ali	Pharmacist	D.H.O	9501195863		
27	Mohd Hussin mdia	Sub Pharmacist	C.H.C Saugy	600583280		
28	Abdul Rehman	OT. M.S.N.	C.H.C Drok	929294163		
29	Dr. Jignish Wangchuk	Medical Officer	SNM Hospital	600553010		
30	Md. Javed Khan	DDO - M.O	D.H.O. Kd	96252307		
31	Dr. Kinshu Choudhary	B.M.O. Loh	Chudol	96121185		
32	Dr. Asad Jaleel Wani	B.M.O. Kd	Kandil	946982		
33	Dr. Chandra Jaleel	B.M.O. Nulma	Nulma	6005245805		
34	Dr. Asad Hussain	B.M.O. Dargah	Dargah	972897800		
35	Dr. Moina Imran	General Surgeon	P.H.C - Chudol	9596936781		
36	Aminia Khatoon	Emp.HW	P.H.C Chudol	9419351663		

9419351663

Attendance sheet for NQAS Training from 19th to 20th September 2023 at MD, NHM Office training hall

S.No	Name	Designation	Place of posting	Mobile No.	19 Sept.	20 Sept.
37	Dr. Runchen Anguo	State Level	NHM, of	941926 9292	July	July
38	Dr. Tseung Norpa	Consultant (NBS)	SAN	9419178732	July	July
39	Dr. Mohammad Abbas	District Work	MD, NHM office	9797848 994	July	July
40	Hakima Banoo	State IEC Consultant	MD, NHM office	9871815577	July	July
41	Dr. Ranyt Kr Mandu	Ext. Consultant NHSRC	NHSRC New Delhi	9874219398	July	July
42	Dr. Chhannayee Surin	Ext. Consultant - NHSRC	NHSRC, Ala. H. P. 1601	9832114664	July	July
43						
44						
45						
46						
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48						

Annexure B
NQAS INTERNAL ASSESSORS TRAINING: Union Territory of LADAKH

List of Qualified Participants

Serial No	Name	Designation	Certificate
1	Mr Asgar Ali	Pharmacist DH Kargil	IA/2023/LA 2/01
2	Mr Thinless Gyalpo	Pharmacist H&WC (SC) Khardong	IA/2023/LA 2/02
3	Mr Thinlas Gailson	Dental Assistant CHC Khaltse	IA/2023/LA 2/03
4	Mohammed Ishaq	DPO NHM Kargil	IA/2023/LA 2/04
5	Mr Tanveer Ahmed	AFHC Counsellor	IA/2023/LA 2/05
6	Dr Norboo Angchuk	BMO Khaltse	IA/2023/LA 2/06
7	Dr Jalil	BMO Kargil	IA/2023/LA 2/07
8	Mr Ghulam Murtaza	Dental Assistant	IA/2023/LA 2/08
9	Amina Khatoon	FMPHW PHC Chuchot	IA/2023/LA 2/09
10	Dr Sajjad Hussain	BMO Taisuru	IA/2023/LA 2/10
11	Dr Mohammed Imran	Dental Surgeon PHC Chuchot	IA/2023/LA 2/11
12	Dr Kunzang Chorol	Physiotherapist CHC Nubra	IA/2023/LA 2/12
13	Mr. Abdul Latif	Sr Pharmacist CHC NUBRA	IA/2023/LA 2/13
14	Dr Mohammed Kazim	BMO Chiktan	IA/2023/LA 2/14
15	Dr Rinchen Chosdol	BMO Leh	IA/2023/LA 2/15
16	Dr. Tsetan Dolkar	Pathologist SNM Leh	IA/2023/LA 2/16
17	Dr Tashi Tundup	BMO Nyoma	IA/2023/LA 2/17
18	Dr Spalchen Gonbo	Consultant Pediatrician Khaltse	IA/2023/LA 2/18
19	Dr Chamba Laskit	BMO Nubra	IA/2023/LA 2/19
20	Dr Jigmet Wangchuk	Dy.MS SNM	IA/2023/LA 2/20
21	Dr Stanzin Angmo	Gynaecologist Consultant SNM LEH	IA/2023/LA 2/21
22	Dechan Dolkar	DPO NHM Leh	IA/2023/LA 2/22
23	Noorjahan	FMPHW PHC Tangtse	IA/2023/LA 2/23
24	Dr Oliyat Ali	MO DH Kargil	IA/2023/LA 2/24
25	Dr Stanzin Angmo	BMO Zanskar	IA/2023/LA 2/25
26	Dr Zahida Khatoon	BMO Shargole	IA/2023/LA 2/26
27	Dr Rinchen Angmo	State Consultant MCH	IA/2023/LA 2/27
28	Dr Nasreen Fatima	MO Sankoo	IA/2023/LA 2/28
29	Hakima Banoo	State Consultant IEC	IA/2023/LA 2/29
30	Mr Abdul Rehman lone	OT Assitant CHC Drass	IA/2023/LA 2/30
31	Dr Ahsan Ali	MO CHC Drass	IA/2023/LA 2/31
32	Dr Tsering Chonzom	MO PHC Shargole	IA/2023/LA 2/32
33	Dr Ghulam Hussain	BMO Sankoo	IA/2023/LA 2/33
34	Dr Reyaz Ahmed	BMO Drass	IA/2023/LA 2/34
35	Dr Altaf Hussain	BMO Tangtse	IA/2023/LA 2/35
36	Dr Tsering Norphel	Consultant Pediatrician SNM LEH	IA/2023/LA 2/36