

**Report on Three Days Internal Assessors’
cum
Service Providers’
on
National Quality Assurance Standards (NQAS)**



Organized By

State QA Team, NHM Assam
with technical support of
Regional Resource Centre for NE States, Guwahati, Assam
Date of training: 28th August to 30th August 2024
Venue: Hotel Bhabhendralaya, Guwahati, Assam

Background

Implementation of National Quality Assurance Programme in the Northeastern States has been closely monitored and supported by Regional Resource Centre for North-East States (RRCNE) in coordination with National Health System Resource Centre (NHSRC) since the launch of the programme in November 2013. A pool of assessors has been created in each State for supporting and assessing the health facilities, identification and analysis of the gaps, prioritization & action planning for closure of the gaps so that quality of the services provided in the public health facilities could be improved and taken up for National Certification

A three-day "Internal Assessors cum Service Provider Training" was held in Assam from August 28th - 30th, 2024, organized by the National Health Mission in collaboration with the Regional Resource Centre for Northeastern states. The training aimed to equip the state's nominated health professionals of the targeted health facilities & district with the skills and knowledge to implement the National Quality Assurance Program (NQAS). Participants were trained to mentor facility quality teams, following the State's action plan, and were provided with tools and techniques to help healthcare professionals to improve, sustain, and foster a culture of quality care in their facilities.

A total of 72 participants, including Medical Officers (in-charge), Microbiologist, Pathologist of District Hospitals, District Quality Consultants (DQC), and DQC in-charge, Hospital Administrators, CHOs, and consultants from developmental organizations, attended the training. The program covered 17 topics, with three hands-on exercises designed to demonstrate the application of specific quality tools. The agenda of the three days' training is placed as Annexure – I.

The training was inaugurated by Dr. Neeraj Das, State Quality Nodal Officer, NHM, Assam. During the inauguration, the significance of quality in healthcare service delivery and the current status of NQAS certifications in the state were highlighted.

A post-training evaluation was conducted, which consisted of an open-book exam featuring 42 multiple-choice questions on quality improvement and the NQAS framework. Out of the 72 participants, 65 participants (around 90%) qualified the post-training evaluation and will be empanelled as internal assessors in the existing pool under NQAS. Details are available in the annexure II.

The program also incorporated a built-in training evaluation system, with participants providing feedback on a 5-point Likert scale. Based on this feedback, the overall rating for the training was 4.41 out of 5. Details are available as Annexure – III.

Session's brief

Sl	Topic	Brief
1.	Overview of National Quality Assurance Program and assessment protocol	Dr. Ravikar Singh , Consultant at RRC-NE, took the session on the Evolution of the National Quality Assurance Standards & their implementation framework, Various initiatives/schemes under the National Quality Assurance Program, rationale, context etc. this session also covered the presentation of the measurement system for National Quality Assurance standards, identifiable elements, and essential checkpoints.
2.	Standards for Service Provision and Patient Rights (A, B)	Dr. Munmee Das , Consultant at RRC-NE, led the session addressing the initial two Areas of Concern, namely, Service Provision and Patient Rights. A detailed discussion on Service provision as per mandate and Patient Rights, encompassing patients' entitlements to information about available services, accessibility, the assurance of being treated with dignity and confidentiality, and the removal of any physical or financial obstacles. During this session, comprehensive insights were provided regarding the range of services offered across different departments within a healthcare facility.
3.	Standards for Inputs (C)	Dr Meena Chavan , SPM NISHTHA Jhpiego, provided an elucidation regarding Area of Concern C, along with its seven accompanying standards. This area primarily focuses on the structural aspects of healthcare facilities, adhering to the established standard guidelines outlined in the Indian Public Health Standards (IPHS) applicable to various facility levels.
4.	Standards for support Services (D)	Dr Meena Chavan , SPM NISHTHA Jhpiego conducted this session, which emphasized the significance of Support Services within the realm of public healthcare facilities. The session encompassed an in-depth exploration of standards related to health facility maintenance, calibration, inventory management, laundry services, dietary provisions, financial management, contract management, and statutory compliance.
5.	Standards for Clinical Services (E1 - E9)	Dr Abu Hasan Sarkar , WHO Consultant conducted a comprehensive session on the initial segment covering Standards for Clinical Services. During this session, he underscored the significance of clinical services and provided an extensive explanation of the nine Standards for Clinical Services, encompassing aspects like registration, admission, consultation, assessment, reassessment, patient care during transfer and referral, nursing care, drug administration, patient record maintenance, and the discharge process.
6.	Standards for Infection Control (F)	Ms. Bhagya Devi Das , Quality expert, Integra ventures, led the session, which involved an extensive discourse on infection control procedures, covering topics such as hand hygiene, antisepsis, personal protective measures, equipment sterilization, environmental control, and the management of biomedical waste. In addition, a video demonstrating infection control practices was presented to the participants.
7.	LaQshya overview	Ms. Jenita Khwairakpam , State Program Manager- Jhpiego discussed the LaQshya program and explained how the facilities can certify their labor rooms and MoTs under the LaQshya initiatives.

8.	Standards for Specific Clinical Services (E10 - E16 & E24)	Dr Subha Kanta Behera , State Consultant-UNICEF delved into the seven standards specifically related to clinical services, designated as E10 to E16. These standards pertain to Intensive Care, Emergency, Diagnostic, Blood Bank/Storage, Anaesthetic, Surgical, and End of Life Care services. Further the std. E24 on Haemodialysis services was also discussed.
9.	Standards for Clinical Services (E17 - E23)	Ms. Jenita Khwairakpam , State Program Manager- Jhpiego, extended the focus to RMNCH+A services, with Ms. Khwairakpam delivering an in-depth discussion on the six standards tailored to Maternal, Newborn, Child, Adolescent, and Family Planning services, as well as National Health Programs. Within Maternal Services, further categorization was presented, encompassing Ante-natal, Intra-natal, and Post-natal services and National Health Program.
10.	Standards for Quality Management (G) & Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	The session was taken by Dr. Ajay Kumar Arya, Consultant, QPS, RRCNE . This session includes 10 standards on Quality Management system. He discussed the importance of Quality Policy, Objective, SOP, Patient Satisfaction Survey etc. In addition, the importance of Internal assessment, Gap analysis, Prioritization, and action planning. Gap Analysis', by using "fish bone diagram" and "why-why" technique was also explained in detail with examples. The prioritization of gaps by using 'PICK' chart was explained. Later, Dr. Arya discussed the Pathway to Quality management implementation within a facility.
11.	Overview of GUNAK Application and its uses	Dr Subhakanta Behera , spoke on the overview of the application of "GUNAK" which is a quality assessment application for NQAS, LaQshya and Kayakalp. This application can be used for internal, external and peer assessment of public healthcare facilities and for identification of gaps. This application is available for both android and apple users.
12.	KPI, outcome indicators & PSS (H)	Dr Subhakanta Behera , UNICEF Consultant explained standards under the AOC H (outcome), highlighting the importance of key performance indicators and outcome indicators. He also advised the participants on the details of the patient satisfaction survey (PSS).
13.	Process mapping& exercise on Process Mapping	Dr. Ajay Kumar Arya facilitated a detailed discussion on Process mapping and emphasized its importance in Quality management. He also discussed various MUDAS or waste in hospital.
14.	MusQan – An overview	Dr Hirkani Madnaik , UNICEF Consultant gave a presentation on MusQan initiative which aimed at improving the quality of child healthcare services at public health facilities in India. Dr. Madnaik focused on methods to reduce child mortality by implementing MusQan quality standards, ensuring essential services, and promoting safe, child-friendly environments across paediatric care units in hospitals and health centres.
15.	Status & road map for NQAS implementation of the state	State Quality Cell, NHM, Assam discussed the state action plan & strategy to achieve NQAS targets.

Annexure I - Training Agenda

Internal Assessor's Cum Service Provider Training on NQAS

28th to 30th August 2024

Venue- Water Resource Centre, Basistha, Guwahati, Assam

Time	Topic	Resource Person
Day - 01 (28th August 2024)		
09:00 AM – 09:30 AM	Registration	State Quality Cell, NHM Assam
09:30 AM – 09:40 AM	Welcome address	Quality & Patient safety Division, Assam
09:40 AM – 10:00 AM	Keynote Address	Mission Director NHM/Executive Director
10:00 AM – 11:00 AM	Overview of National Quality Assurance Program and assessment protocol	Dr. Ravikar Singh, RRC- NE
11:00 AM – 11: 15 AM	Tea Break	
11.15 AM – 12:15 PM	Standards for Service Provision and Patient Rights (A, B)	Dr. Munmee Das, RRC - NE
12:15 PM – 12.45 PM	Standards for Inputs (C)	Dr Meena Chavan, SPM NISHTHA Jhpiego
12.45 PM – 01:30 PM	Group Activity: Identifying Standards	State Quality Division, NHM
01.30 PM – 02.15 PM	Lunch Break	
02:15 PM – 03:00 PM	Standards for support Services (D)	Dr Meena Chavan, SPO NISHTHA Jhpiego
03:00 PM – 04:00 PM	Standards for Clinical Services (E1 - E9)	Dr Abu Hasan Sarkar, WHO Consultant
04:00 PM – 04:15 PM	Tea Break	
04:15 PM – 05:00 PM	Standards for Infection Control (F)	Ms. Bhagya Devi Das, Integra Ventura
Day-02 (29th August 2024)		
09:00 AM - 09:30 AM	Recap	Dr Subha Kanta Behera –UNICEF
09:30 AM – 10:00 AM	LaQshya overview	Ms. Jenita Khwairakpam- SPM, Jhpiego
10:00 AM – 11:00 AM	Standards for Specific Clinical Services(E10 - E16 & E24)	Dr Subha Kanta Behera- State Consultant-UNICEF
11:00 AM - 11:15 AM	Tea Break	
11:15 AM – 12:15 PM	Standards for Clinical Services (E17- E23)	Ms. Jenita Khwairakpam- SPM, Jhpiego
12:15 PM - 01:30 PM	Standards for Quality Management (G) & Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	Dr. Ajay Arya, Consultant-QPS, RRC–NE
01:30 PM – 02:15 PM	Lunch Break	
02:15 PM – 04: 00 PM	Overview of SaQsham Portal and GUNAK Application	Dr Subhakanta Behera, UNICEF Consultant
Day 03 (30th August 2024)		
09:30 AM - 10:15 AM	KPI, outcome indicators & PSS (H)	Dr Subhakanta Behera, UNICEF Consultant
10:15 AM – 10:45 AM	Prescription Audit & Exercise	State Quality Division, NHM
10:45 AM - 11:00 AM	Tea Break	
11.00 AM – 12:00 PM	Process mapping& exercise	Dr. Ajay Arya, Consultant-QPS, RRC - NE
12:00 PM – 01:00 PM	MusQan - An overview	Dr Hirkani Madnaik, UNICEF Consultant
01:00 PM – 01: 30 PM	Status & road map for NQAS implementation of the state	State Quality Cell, NHM, Assam
01:30 PM – 02:30 PM	Lunch Break	
02:30 PM - 03:30 PM	Post Training Evaluation	State Quality Cell, NHM, Assam
03.30 PM – 04.00 PM	Post Training Feedback	State Quality Cell, NHM, Assam
04.00 PM – 04:30 PM	Valedictory & Tea	

Annexure II - List of Participants with Scores

Result List for IA Cum SPT Training (28th August - 30th August 2024)					
SI	District Name	Participant Name	Designation	Place of Posting	Result
1	Baksa	Virgin Devi	DC - QA	DPMU Baksa	Qualified
2	Baksa	Nilakshi Kalita	Dietician	Baksa Civil Hospital	Qualified
3	Barpeta & Bajali	Dr. Manoj Kumar Choudhury	Deputy Superintendent	Chenga Model Hospital	Qualified
4	Barpeta & Bajali	Dr. Moromi Kalita	Sr. M & HO	Sorbhog CHC	Qualified
5	Biswanath	Plabita Dalakasania	District Microbiologist-IDSP	DPMU Biswanath	Qualified
6	Biswanath	Dr Priyam Das	MO (Dental Surgeon)	Gohpur BPHC	Qualified
7	Bongaigaon	Dr Jagadish Ch. Dev Nath	M&HO-1	Majgaon SD, Bongaigaon	Qualified
8	Cachar	Dr Dhrujyoti Bhattacharya	Sr. M & HO		Qualified
9	Cachar	Iqbal Bahar Barbhuiya	BPM	Dholai BPHC	Qualified
10	Charaideo	Syeda Tamanna Yasmin	District Microbiologist-IDSP	Sonari Civil Hospital	Qualified
11	Charaideo	Santanu Gogoi	PHC Accountant. Cum ABPM	Sapekhati Model Hospital	Qualified
12	Chirang	Anjan Jyoti Deka	Dietician, JSB DH	JSB Civil Hospital	Qualified
13	Darrang	Nayana Parasar	DPM	DPMU Darrang	Qualified
14	Darrang	Chandrana Devi	CHO	Bechimari AAM SC	Qualified
15	Dhemaji	Jayanta Das	CHO	Jayarampur AAM SC	Qualified
16	Dhubri	Abinash Malakar	CHO	Jhaskal III AAM SC	Qualified
17	Dhubri	Dr Nawas Sharif	Hospital Administrator	DMCH Dhubri	Qualified
18	Dibrugarh	Dr Utpal Baruah	MO (Ayurvedic)	Dibrugarh Urban	Qualified
19	Dibrugarh	Krishna Priya Baurah	CHO	Dumur Dollong AAM SC	Qualified
20	Goalpara	Jimi Sanam Ahmed	CHO	Dariduri AAM SC	Qualified
21	Goalpara	Madhurya Bajau Barua	Hospital Administrator	Goalpara Civil Hospital	Qualified
22	Golaghat	Dr. Arnabjyoti Malakar	M & HO - 1	SKK Civil Hospital, Golaghat	Qualified
23	Golaghat	Trailokya Saikia	CHO	Bortika AAM SC	Qualified
24	Hailakandi	Md. Fajlul Karim	CHO	Dholidwar Garnt AAM SC	Qualified
25	Hailakandi	Monjum Alam Choudhury	CHO	Barhailakandi AAM SC	Qualified
26	Hojai	Dr Karabi Deori	Hospital Administrator	Hojai Civil Hospital	Qualified
27	Hojai	Dr. Pranjit Sarmah	M & HO - 1	Derapather SD	Qualified
28	Jorhat	Debasish Bhuyan	DCQA	DC - QA	Qualified
29	Jorhat	Dr Amrendra Pathak	M & HO - 1	Pokamara MPHC	Qualified
30	Kamrup Metro	Dr Anis Ahmed	M & HO - 1	Gorigaon SD	Qualified
31	Kamrup Metro	Pallavi Lahkar	DCM	DPMU Kamrup Metro	Qualified
32	Kamrup Rural	Dr Himanjyoti Das	M & HO - 1	Chhaygaon OPD	Qualified
33	Kamrup Rural	David Roy	CHO	Rajapukhuri AAM SC	Qualified
34	Karbi Anglong	Mr. Bishnu Bhadur Chhetri	BPM	Bokajan BPHC	Qualified
35	Karimganj	Dr Rajesh Kalwar	M & HO - 1	Patherkandi CHC	Qualified
36	Karimganj	Dr Shane Alam Khan	M & HO - 1	Srigouri CHC	Qualified
37	Kokrajhar	Javed Zaman	WASH Consultant	Kokrajhar	Qualified

38	Kokrajhar	Mr. Arnab Das	BPM	Balajan BPHC	Qualified
39	Lakhimpur	Dr. Moromi Kalita	SDM&HO	Bihupuria BPHC	Qualified
40	Lakhimpur	Mr. Gauri Nath Saikia	CHO	Soriyabari AAM SC	Qualified
41	Majuli	Mr. Phanikanta Bhuyan	CHO	Malapindha AAM SC	Qualified
42	Majuli	Ripun Nath	CHO	Phuloni AAM SC	Qualified
43	Morigaon	Dr Sanjay Kumar Pator	Sr. M&HO	Moirabari CHC	Qualified
44	Morigaon	Mousumi Baruah	CHO	Sitajakhala AAM SC	Qualified
45	Nagaon	Porismita Buragohain	DME	DPMU Nagaon	Qualified
46	Nagaon	Nirgun Cohuan	CHO	Lahkar AAM SC	Qualified
47	Nalbari	Geeta Dutta	Principal School of Nursing	School of Nursing, Nalbari	Qualified
48	Sonitpur	Durlob Barman	DME	DPMU Sonitpur	Qualified
49	Sonitpur	Purabi Talukdar	CHO	Baruah Doloni AAM SC	Qualified
50	S.Salmara	Hafizur Islam	CHO	Bengirvita AAM SC	Qualified
51	S.Salmara	Mahmudul Hassan	I/c DCQA	DPMU South Salmara	Qualified
52	Tinsukia	Dr Sopun Madhuri Sharma	M & HO - 1	Guijan PHC	Qualified
53	Tinsukia	Dr David Sema	M & HO - 1	Jagun MPHC	Qualified
54	Udalguri	Sanjib Kujur	DCM	DPMU Udalguri	Qualified
55	West Karbi Anglong	Faruque Ahmed	CHO	Tika AAM SC	Qualified
56	Kamrup Metro	Dr Diganta Barman	MusQan Noal officer-GMCH	GMCH, Guwahati	Qualified
57	State HQ	Dr Abdul Halim Sarkar	Consultant-Child Health	NHM Assam	Qualified
58	State HQ	Utpala Kakoti	Program Executive	NHM Assam	Qualified
59	State HQ	Himadri Das	DPC State HQ NCD	NHM Assam	Qualified
60	Kamrup Metro	Sarad Indu Saikia	Hospital Lab Consultant-Integra Ventures	Kamrup Metro	Qualified
61	Lakhimpur	Chayanika Saikia	SPO - Jhpiego	Lakhimpur	Qualified
62	Kamrup Metro	Anupama Ramchiary	PO - Jhpiego	Kamrup Metro	Qualified
63	Goalpara	Shaheed Ahmed Laskar	PO - Jhpiego	Goalpara	Qualified
64	Darrang	Dr Shreyasi Dey	PO - Jhpiego	Darrang	Qualified
65	State HQ	Dr Deepanshu Sharma	UNICEF Consultant	State HQ	Qualified
66	Bongaigaon	Dhrubojoyoti Choudhury	NCVVDC Consultant	District HQ, Bongaigaon	Not Qualified
67	Chirang	Dr Sumir Kumar Baishya	M & HO - 1	SMGMH	Not Qualified
68	Goalpara	Merina Sultana Parbin	CHO	Simulbari AAM SC	Not Qualified
69	Karbi Anglong	Mr. Monuranjan Kanwar	BPM	Howraghat	Not Qualified
70	Sivasagar	Dr Sugota Shyam	Sr. M&HO	SDH Ligeripukhuri	Not Qualified
71	Sivasagar	Jaganath Saikia	ABPM	Demow Model Hospital	Not Qualified
72	Udalguri	Cyril Moshalary	DPC	DPMU Udalguri	Not Qualified

- Total Participants who appeared in the Post Training Evaluation : 72
- Total participants who cleared the Post Training Evaluation : 65
- Post Training Evaluation cut of % : 60% and above
- Pass Percentage : 95%

Annexure III - Training Feedback Analysis

Sl.	Details of Session	Average
1.	Overview of National Quality Assurance Program and assessment protocol	4.39
2.	Standards for Service Provision (AoC-A)	4.54
3.	Standards for Patient Rights (AoC-B)	4.51
4.	Standards for Inputs (AOC-C)	4.39
5.	Standards for support Services (AOC-D)	4.44
6.	Standards for Clinical Services (Std.E1 - Std.E9)	4.44
7.	Standards for Infection Control (AOC-F)	4.42
8.	LaQshya Overview	4.46
9.	Standards for Clinical Services (Std.E10 - Std.E16)	4.42
10.	Standards for Clinical Services (Std.E17 - Std.E23)	4.39
11.	Standards for Quality Management (AOC-G)	4.42
12.	SaQsham Overview	4.34
13.	KPI, outcome indicators & PSS (AoC-H)	4.33
14.	Prescription Audit & Exercise	4.28
15.	Process mapping& exercise on Process Mapping	4.48
16.	MusQan - An overview	4.40
17.	Status & road map for NQAS implementation of the state	4.39
	Total Average	4.41