

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



Organized By

State QA Team, NHM Mizoram
with technical support from
Regional Resource Centre for NE States, Guwahati, Assam
Date of training: 18th – 20th March 2025
Venue: Auditorium, DHME, MINECO, Khatla, Aizawl, Mizoram

A. Introduction and Background

National Quality Assurance Standards was launched for improving the Quality of Care (QoC) in public health facilities in 2013 for District Hospitals. The standards for Community Health Centres (functional as FRUs) and Primary Health Centres (with beds) were rolled out in the year 2014. Subsequently, Quality Standards for Urban PHCs were developed in 2016. NQAS Standards have attained International Accreditation from International Society for Quality in Healthcare (ISQua). At the National level, these standards have been recognized by the Insurance Regulatory and Development Authority (IRDA) for empanelment of hospitals.

The implementation of National Quality Assurance Programme in the Northeast States has been closely monitored and supported by Regional Resource Centre for Northeastern States (RRCNE) in coordination with the 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 undertaking assessment of the health facilities, identification of gaps, analysis of the identified gaps, prioritization, action planning for closure of the gaps so that quality of the services provided in the public health facilities can be improved, and they may be taken up for National Certification.

A three-day Internal Assessor cum Service Provider Training was organized by State QA Team, NHM Mizoram with the technical support of RRC-NE to increase the pool of assessors. RRC-NE extended support by drafting the agenda, providing study materials and taking sessions during the training. The training programme was spread into 24 topics along with practical exercises for hands-on experience on various methodologies of the assessment. The training was followed by discussion on NQAS implementation status in the State of Mizoram & concluded with Post Training Evaluation.

B. Objectives and Participants.

The main objectives of the training were as follows:

1. To impart understanding of the basic concept of Quality Assurance Standards and how to implement them in public health facilities.
2. To acquaint the participants with Area of Concerns, Standards, Measurable elements, Departmental Checklists and Scoring System.
3. To support the facilities for achieving National Quality Certification.

Training was facilitated by the following Resource Persons:

1. Dr. Ajay Kumar Arya, Consultant-QPS, RRCE_NE, MoHFW, GOI
2. Dr. Ravikar Singh, Consultant-QPS, RRCE_NE, MoHFW, GOI
3. Dr. Lalchhuansanga Pachuau, State Consultant (QA), NHM-Mizoram
4. Dr. KT Lalrammawia, State Consultant (PH), SQAU,

The agenda of the 3 (Three) days' workshop is placed as Annexure – I.

Participants: Total 27 (Twenty-seven) participants including District Program Officer, Assistant Professor, MHSSP representative (State Quality Consultant), and medical officers from Various levels of

health facilities attended the training. Participant list along with the Post Training Evaluation is enclosed in Annexure – II.

C. Inaugural Session

Dr. Lalchhaunawma, State Nodal Officer-Quality welcomed all the participants from various facilities across the District and the Resource Persons to the three days Internal Assessor cum Service Provider training program. Dr. Lily Chhakchhuak, Mission Director, NHM Mizoram inaugurated the program and highlighted the importance of Quality in public health facilities. She further assured that the Administration would extend full support to the facilities for achieving National Quality Certification.

D. Technical Session

Topic	Brief of the Session
DAY- 1 (18.03.2025)	
1. Overview of National Quality Assurance Program and assessment protocol	Dr. Ajay Kumar Arya, Consultant-QPS, RRC-NE, welcomed all the participants to the training program. He then delivered the first technical session about overview of National Quality Assurance Program. The session covered concepts of Quality, discussion about various definitions of Quality, development of National Quality Assurance Standards & Implementation framework at state and district level, key features of NQAS and Measurement system of National Quality Assurance standards, Measurable elements and checkpoints. It also includes an overview of scoring methodologies and protocols.
2. Standards for Service Provision (AOC - A)	Dr. Ravikar Singh, Consultant QPS, RRCNE conducted the session on the Areas of Concern – A i.e., Service Provision. During this session, he provided a comprehensive breakdown of the services and facilities available within a hospital across various departments, including support services. Dr. Ravikar explained how compliance with standards and measurable elements is assessed, emphasizing that this assessment involves observations regarding the extent of service delivery, document reviews, and an evaluation of the utilization of these services.
3. Standards for Patient Rights (AOC – B)	In the following session, Dr. KT Lalrammawia, State Consultant for Public Health at SQUAU Mizoram, led a discussion on Patient Rights. This encompassed patients' entitlement to receive information about the services available to them, ensuring accessibility, and the provision of these services with dignity and confidentiality, without any physical or financial hindrance. The session also underscored patients' right to make informed decisions regarding their treatment plans.
4. Standards for Inputs (AOC C)	Dr. Lalchhuansanga Pachuau, State Consultant (QA), NHM-Mizoram provided an informative presentation on Area of Concern C, encompassing seven standards. This area primarily pertains to the structural aspects of the facility, aligning with the standard guidelines established by the Indian Public Health Standards (IPHS) for various levels of healthcare facilities. Explained about Area of Concern C with its seven standards, which includes the structural part of the facility,

	which is based on the standard guidelines of Indian Public Health Standards (IPHS) for different level of facilities.
5. Standards for Support Services (AOC D)	Dr. Ajay Kumar Arya conducted this session, which centered around the significance of Support Services within the realm of public healthcare facilities. The session entailed a thorough exploration of twelve standards related to maintenance, calibration, inventory management, laundry services, dietary provisions, financial management, contract management, and compliance with statutory requirements.
6. Group Activity (Exercise)	A small interactive quiz session was conducted by the RRCNE team for revision of the day's sessions.
DAY- 2 (19.03.2025)	
7. Standards for Quality Management (AoC–G) Std. G1-G7	The session was taken by Dr. Lalchhuansanga Pachuau, this session includes 07 (seven) standards on Quality Management system. He discussed the importance of Quality Policy, Objective, SOP, Patient Satisfaction Survey etc. Various “Mudas or Wastes in Hospital” and “Process Mapping” were also discussed. Then he discussed the importance of Internal assessment, Gap analysis, Prioritization and action planning. Gap Analysis’, by using “fish bone diagram” and “why why” technique was explained in detailed with examples. He then explained the prioritization of gaps by using ‘PICK’ chart.
8. Standards for Quality Management (AoC–G) Std. G8-G10	Dr. Ravikar Singh took the session on Risk management and clinical governance. Discussion went about what is risk management plan and how to implement in the public health facility setting. Similarly, discussions held for establishing clinical governance in the facility.
9. Standards for Infection Control (AOC F)	The session was taken by Dr. KT Lalrammawia, it includes detailed discussion about infection control practices, hand hygiene, antisepsis, and personal protection, processing of equipment, environment control and biomedical waste management. A video on Infection Control Practices was also shown to the participants.
10. Standards for Clinical Services (AOC E1 –E16)	Dr. Ravikar took the Session on first part for Standards for Clinical Services. He explained the importance of clinical services and discussed the 9 (nine) Standards of Clinical Services which include registration, admission, consultation, assessment, reassessment, patient care during transfer & referral. It also includes nursing care, drug administration, patient record maintenance and discharge process etc. He further explained in detail the next 7 standards for specific clinical Services from E10 to E16. It includes Standards for Intensive Care, Emergency, Diagnostic, Blood Bank/Storage, Anesthetic, Surgical and End of life care services.
11. Standards for RMNCHA Services (AOC E17-E23)	Dr Ajay Arya took the next session for RMNCH+A services also. In this session, he delivered a detailed talk on the 6 standards which are specific to Maternal, Newborn, Child, Adolescent & Family Planning services and National Health Programs. Maternal Services is further categorized

	into Ante-natal, Intra-natal, and post-natal services. Followed by a brief discussion on National Health programs.
12. Standards Outcome (AOC-H)	Dr. Ravikar Singh took the session on Outcome indicators where four areas of measures for quality – Productivity, Efficiency, Clinical Care & Service Quality were briefed in terms of measurable indicators. System to measure the indicators and meet the benchmarks. Later a few indicators like ALOS, BOR, have been explained with formulas.
DAY- 2 (19.03.2025)	
13. Overview of LaQshya & MusQan	During this session, Dr. Ajay Kumar Arya provided an insightful overview of the LaQshya and MusQan initiative. LaQshya primarily aims to enhance the quality of care for maternal and newborn health services, while MusQan is dedicated to ensuring child-friendly services within public health facilities. Dr. Arya elaborated on the continuum of newborn care and the provision of facility-based newborn care. The session also covered the objectives, scope, and the six rapid improvement cycles essential for the effective implementation of both LaQshya and MusQan in healthcare facilities. Dr. Arya concluded the session by delving into the criteria necessary for NQAS Certification under the LaQshya and MusQan programs.
14. Overview of QA Portals – SaQsham and Mizoram QA Dashboard	Dr. Lalchhuansanga Pachuau took the discussion on how to register in SaQsham and shared necessary information regarding applying for National Certification.
15. Recap	A detailed revision of NQAS standards is taken by Dr. Ravikar Singh, covering the recap of the previous two days' sessions.
16. Post training evaluation	At the end of the session, a post training evaluation was conducted in the form of questions and answer sheet of objective type which was followed by filling up of the feedback form by the participants.

E. Valedictory and closing ceremony

The training program concluded with the closing remark and vote of thanks from Dr. Lalchhaunawma, State Nodal Officer-Quality, NHM-Mizoram. The feedback analysis is annexed as Annexure III.

Image Gallery



Dr. Lily Chhakehhuak, MD NHM Mizoram
delivering inaugural speech at IASPT



Dr. Lalchhaunawma, SNO QA welcoming
Participants in his inaugural speech at IASPT



Dr. Ajay Arya, consultant QPS, RRCNE
facilitating a session on Quality systems at IASPT
Mizoram



Participants attempting Post evaluation exam

Annexure I – Training Agenda



Internal Assessor's cum Service Provider Training Agenda (National Quality Assurance Standards)

18th – 20th March 2025

Venue: Auditorium, DHME, MINECO, Khatla, Aizawl

Time	Topic	Resource Person
Day-01 (18th March 2025)		
09:00 am - 09:30 am	Registration	
09:30 am - 09:45 am	Inaugural Address	Dr. Lily Chhakchhuak Mission Director, NHM-Mizoram
09:45 am – 10:00 am	Introduction by Participants	Dr. R Lalchhuanawma State Nodal Officer (QA) NHM-Mizoram
10:00 am -11:30 am	Overview of National Quality Assurance Program and Assessment Protocol	Dr. Ajay Arya Consultant, QPS RRC-NE, NHSRC
11:30 am -11:45 am	Tea & Group Photo	
11:45 am – 12:30 pm	Standards for Service Provision (AoC A)	Dr. Ravikar Singh Consultant, QPS RRC-NE, NHSRC
12:30 PM – 1:15 pm	Standards for Patient Rights (AoC B)	Dr. KT Lalrammawia (External Assessor) State Consultant (PH), SQAU, NHM-Mizoram
01:15 pm – 02:00 pm	Lunch	
02:00 pm – 02:45 pm	Standards for Inputs (AoC C)	Dr. Lalchhuansanga Pachuau (Ayushman Assessor) State Consultant (QA), SQAU, NHM-Mizoram
02:45 pm – 03:45 pm	Standards for Support Services (AoC D)	Dr. Ajay Arya Consultant, QPS RRC-NE, NHSRC
03:45 pm – 04:00 pm	Tea	
04:00 pm – 5:00 pm	Exercises	Dr. Ravikar Singh Consultant, QPS RRC-NE, NHSRC
Day-02 (19th March 2025)		
09:00 am - 09:15 am	Recap	Participants
09:15 am – 10:15 am	Standards for Quality Management (AoC G1-G7)	Dr. Lalchhuansanga Pachuau (Ayushman Assessor) State Consultant (QA), SQAU, NHM-Mizoram
10:15 am – 10:30 am	Tea	
10:30 am – 11:30 am	Standards for Quality Management (AoC G8-G10)	Dr. Ajay Arya Consultant, QPS RRC-NE, NHSRC
11:30 am – 12:30 pm	Standards for Infection Control (AoC F)	Dr. KT Lalrammawia (External Assessor) State Consultant (PH), SQAU, NHM-Mizoram

Time	Topic	Resource Person
12:30 pm – 01:15 pm	Lunch	
01:15 pm – 02:15 pm	Standards for Clinical Services (AoC E1-E16)	Dr. Ravikar Singh Consultant, QPS RRC-NE, NHSRC
02:15 pm – 03:15 pm	Standards for Clinical Services (AoC E17-E23)	Dr. Ajay Arya Consultant, QPS RRC-NE, NHSRC
03:15 pm – 03:30 pm	Tea	
03:30 pm – 04:15 pm	Outcome Indicators & KPIs (AoC H)	Dr. Ravikar Singh Consultant, QPS RRC-NE, NHSRC
04:15 pm – 05:00 pm	Status & Road map for NQAS implementation in the state	Dr. R Lalchhuanawma State Nodal Officer (QA) NHM-Mizoram
Day-03 (20th March 2025)		
09:00 am - 09:15 am	Recap	Participants
09:15 am – 10:15 am	Overview of LaQshya & MusQan	Dr. Ajay Arya Consultant, QPS RRC-NE, NHSRC
10:15 am – 10:30 am	Tea	
10:30 am – 11:30 am	Overview of QA Portals – SaQsham and Mizoram QA Dashboard	Dr. Lalchhuansanga Pachuau (Ayushman Assessor) State Consultant (QA), SQAU, NHM-Mizoram
11:30 am – 12:30 pm	Post Training Evaluation & Feedback	
12:30 pm - 01:00 pm	Lunch	
01:00 pm - 02:00 pm	Valedictory	

Annexure II – Participant List

Sl. No.	Name of Participants	Designation	Name of district	Result
1	Dr. Lalruatpuii Hlawnmual	Principal medical officer, Civil Hospital Aizawl	Aizawl East	Qualified
2	Dr. Laltlankimi Ralte	M.O (Ayush), Civil Hospital, Aizawl	Aizawl East	Qualified
3	Dr. Lalrindiki Ralte	Sr Dental Surgeon, Civil Hospital, Aizawl	Aizawl East	Qualified
4	Dr PC Lalrintluangi	Medical Officer (OST) Darlawn PHC	Aizawl East	Qualified
5	Dr. Isaac Ramnunsiamia	Dental Surgeon Sakawrdai CHC	Aizawl East	Qualified
6	Dr. Christina Lallawmzuali	Medical Officer Sakawrdai CHC	Aizawl East	Qualified
7	Dr. Ruthi Vanlalthmuaki	Dental Surgeon Thingsulthliah CHC	Aizawl East	Qualified
8	Dr. Lalhmingliani	Medical Officer UPHC ITI	Aizawl East	Qualified
9	Dr. Laldingliana Pachau	Medical Officer UPHC Sihphir	Aizawl East	Qualified
10	Dr. VL Remruati	Medical Officer AYUSH Lengpui CHC	Aizawl West	Qualified
11	Dr. C Lalmangaiha	Medical Officer Sialsuk PHC	Aizawl West	Qualified
12	Dr. Zothanmawii	Assistant professor, Zoram medical college	Aizawl West	Qualified
13	Dr Michael Lalthanmawia	Dental Surgeon District Hospital Kolasib	Kolasib	Qualified
14	Dr. PS Dika Hatzaw	Medical Officer UPHC Kolasib	Kolasib	Qualified
15	Dr. Lalrinsanga Colney	Medical Officer AYUSH Kawrthah CHC	Mamit	Qualified
16	Dr. Lalropuii	Specialist (Obstetrics & Gynaecology) Mamit District Hospital	Mamit	Qualified
17	Dr. PC Vanlalhlui	District Hospital Quality Manager DH Mamit	Mamit	Qualified
18	Dr. C Lalrinmawia	MEDICAL OFFICER (AYUSH) MARPARA PHC	Mamit	Qualified
19	Dr. R. Zonuntluangi	Sr. Medical officer Reiek PHC	Mamit	Qualified
20	Dr Rosiamliani Bawitlung	District Program Manager CMO, Saitual	Saitual	Qualified
21	Dr. Emmanuelle Zarzokimi	Medical Officer – AYUSH Ngopa CHC	Saitual	Qualified
22	Dr. Sharon Malsawmtluangi	DPO (NP-NCD) CMO office	Serchhip	Qualified
23	Dr. Beth VL Nuntluangi	District Hospital Quality Manager Serchhip District Hospital	Serchhip	Qualified
24	Dr. Lalchhandami	State Quality Consultant	PMU, MHSSP	Qualified
25	Dr. Cindy Lalrinddiki	Medical Officer CMO, Aizawl West	Aizawl West	Not Qualified
26	Dr. Corrie Ramdinthari	Medical Officer UPHC Hlimen	Aizawl West	Not Qualified
27	Dr. Ramdinmawia	Medical Officer Ngentiang PHC	Serchhip	Not Qualified

Total Participants who appeared in the Post Training Evaluation : 27
 Total participants who cleared the Post Training Evaluation : 24
 Pass Percentage : 88.8%

Annexure III - Training Feedback Analysis

Sl.	Name of the Topic	Average Score
1	Overview of National Quality Assurance Program and Assessment Protocol - Dr. Ajay Arya, RRCNE	4.46
2	Standards for Service Provision (AoC A)- Dr. Ravikar Singh, RRCNE	4.46
3	Standards for Patient Rights (AoC B) - Dr. KT Lalrammawia	4.58
4	Standards for Inputs (AoC C) - Dr. Lalchhuansanga Pachuau	4.54
5	Standards for Support Services (AoC D) - Dr. Ajay Arya	4.50
6	Standards for Quality Management (AoC G1-G7) - Dr. Lalchhuansanga Pachuau	4.54
7	Standards for Quality Management (AoC G8-G10) - Dr. Ravikar Singh	4.54
8	Standards for AoC-F - Dr. KT Lalrammawia	4.46
9	Standards for Clinical Services (AoC E1-E16) - Dr. Ravikar Singh,	4.54
10	Standards for Clinical Services (AoC E17-E23) - Dr. Ajay Arya	4.50
11	Outcome Indicators & KPIs (AoC H) - Dr. Ravikar Singh	4.46
12	Overview of LaQshya & MusQan - Dr. Ajay Arya	4.46
13	Overview of QA Portals (SaQsham and Mizoram QA Dashboard) - Dr. Lalchhuansanga Pachuau	4.42
14	Revision of NQAS- Dr. Ravikar Singh	4.50

Trainers Score:

Sl.	Name of the Trainer	Position	No. of topics taken	Average Score
1	Dr. Ajay Kumar Arya,	Consultant -QPS, RRC-NE	4	4.48
2	Dr. Ravikar Singh,	Consultant -QPS, RRC-NE	5	4.50
3	Dr. Lalchhuansanga Pachuau,	State Consultant (QA), NHM-Mizoram	3	4.50
4	Dr. KT Lalrammawia,	State Consultant (PH), SQAU	2	4.52