



## **Report on 03-Day Internal Assessor's cum Service Provider Training on National Quality Assurance Standards (NQAS)**



### **Organized By:**

State Quality Assurance Unit, NHM Tripura  
With technical support of  
Regional Resource Centre for NE States, Guwahati, Assam

**Date of Training : 19<sup>th</sup> December to 21<sup>st</sup> December, 2024**

Venue: Training Hall -1, NHM Office, Agartala, Tripura

## Introduction

The National Quality Assurance Standards (NQAS) were introduced in 2013 to enhance the Quality of Care (QoC) in public health facilities, starting with District Hospitals. In 2014, the standards expanded to include Community Health Centres (functioning as First Referral Units) and Primary Health Centres (PHCs) with beds. Subsequently, Quality Standards for Urban PHC's were developed in 2016. LaQshya guidelines for Labor Room & Maternity OT rolled out in 2017, SUMAN – A new initiative for zero preventable maternal & neonatal death was launched in October 2019, NQAS guidelines for Health & Wellness Centres rolled out in 2020 & for ensuring child friendly services in public health facilities, a new initiative called 'MusQan' for the paediatric age group within the existing NQAS framework was launched in 2021. NQAS Standards have attained International Accreditation from International Society for Quality in Healthcare (ISQua). At National level, these standards have been recognized by the Insurance Regulatory and Development Authority (IRDA) for empanelment of hospitals.

Implementation of National Quality Assurance Programme in the North-Eastern States has been actively monitored and supported by Regional Resource Centre for Northeast States (RRC-NE) 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 undertaking the 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 our public health facilities can be improved and they may be taken up for National certification.

A 03-day Internal Assessor cum Service Provider Training was organized by State QA Team, NHM, Tripura with the technical support of RRC-NE. The training aimed to expand the assessor pool, and RRC-NE extended support by drafting the agenda, providing study materials, and taking sessions during the training. Training programme was spread into 16 topics along with practical exercises for hands on experience on various methodologies of the assessment. Training was followed by discussion on NQAS implementation status in the State of Tripura & then training concluded with Post Training Evaluation.

## Objectives and Participants

The main objectives of the training were as follow:

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 following Resource Persons:

1. Dr. Ajay Kumar Arya, Consultant-QPS, RRCE-NE
2. Dr. Ravikar Singh, Consultant-QPS, RRCE-NE
3. Dr. Chiranjit Noatia - DIO Gomati, NQAS External Assessor
4. Dr. Arjun Saha – DNO-QA Gomati, NQAS External Assessor
5. Dr. Arindam Saha – SPM, Jhpiego

The agenda of the three-day Training is placed as Annexure – I.

**Participants:** A total 42 (Forty-two) Participants including District Nodal Officer, Medical Officers, Staff Nurses, Laboratory Technicians, attended the training. The Participants list along with the post training evaluation result is enclosed as Annexure – II.

**Inaugural Session:** Dr. Anirban Hore, State Consultant - QA, NHM, Tripura welcomed all the participants & resource persons from RRCNE, & state officials to 03-day State level Internal Assessor's cum Service Providers Training Program.

**Keynote Address:** In the keynote address, Joint MD NHM emphasised the importance of NQAS guidelines and its implementation in public health facilities and assured that state will extend full support to the facilities for achieving National Quality Certification.

NQAS training programs include an inbuilt training evaluation system where each participant provides feedback on a 5-point Likert scale. The overall rating of the training, based on participant feedback analysis, was 4.48 out of 5. The analysis of Training feedback is enclosed in Annexure – III.

<b>Technical Sessions</b>	
<b>Topic</b>	<b>Brief Description</b>
<b>Day -1 (19<sup>th</sup> December 2024)</b>	
<b>Session 1: Overview of National Quality Assurance Program and Assessment Protocol.</b>	In this session, Dr. Ajay covered the concepts of Quality, development of National Quality Assurance Standards (NQAS), its key features, Implementation framework at state and district level, function of Quality Assurance Committees & Units. He briefed about Areas of concerns & Standards, Measurable elements & checkpoints, followed by the measurement system of National Quality Assurance standards. The session concluded with discussion on the Scoring System, Assessment methods, Methodologies, and protocols of the NQAS assessment.
<b>Session 2: Standards for Service Provision, AoC-A</b>	Dr. Ravikar explained standards under service provision, which focused on ensuring hospitals provide comprehensive functional services and facilities to end-users. He explained the compliance to the standards and measurable elements should be checked by observing services delivery, reviewing records/documents & evaluating utilization across hospital departments.
<b>Session 3: Standards for Patient Rights, AoC-B</b>	Dr. Ravikar Singh also took session on patient rights, covering key aspects such as access to information, user-friendly signages, confidentiality, consent for treatment, privacy, dignity, and providing treatment without any Physical and Financial barriers.
<b>Session 4: Standards for Inputs, AoC-C</b>	Dr. Chiranjit Noatia explained the structural components of healthcare facilities as outlined by the Indian Public Health Standards (IPHS). This session covered infrastructure requirements, essential utilities like water and electricity, workforce adequacy, staff competency evaluations, and the availability of drugs, consumables, and equipment.
<b>Session5: Standards for support Services, AoC-D</b>	In this session Dr. Chiranjit Noatia elaborated on hospital support services, including preventive & breakdown maintenance of equipment's, calibration, of critical equipment's, daily inspection, inventory management of drugs & consumables in pharmacy as well as patient care areas, dispensing & storage of drugs, regular upkeep of facility, 24x7 water and power supply, laundry, dietary & security services, accounts & finance management, statutory requirements for hospital etc..
<b>Day - 2 (20<sup>th</sup> December 2024)</b>	
<b>Session 6: Standards for Quality management System (G1- G5), AoC G</b>	Dr. Ajay Arya explained the first five standards of AoC G emphasizing the formation of quality teams and role of its members, development of quality policies and objectives, creation of Standard Operating Procedures (SOPs), work instructions, internal & external quality assurance system. He later explained process mapping, identification of non-value adding activities and

	corrective action to improve the process. Dr. Arya highlighted the significance of patient and employee satisfaction surveys, Patient and Employee satisfaction, its analysis and corrective & preventive action to address the low performing attributes.
<b>Session 7: Internal Assessment, Root Cause Analysis, Action Planning &amp; Prioritization of Gaps</b>	The session was taken by Dr. Ajay Arya, where he discussed the importance of internal assessment, gap analysis, prioritization, and action planning. Gap analysis using “fish bone diagram” and “why why” technique was explained in detailed with examples. He also discussed prioritization of gaps by using ‘PICK’ chart.
<b>Session 8: Prescription Audit &amp; Exercise</b>	Dr. Ravikar facilitated the session highlighting the importance and need of conducting prescription audits on regular basis in the facilities, he also explained prescription format, effects of inadvertent prescription of drugs and adverse drug reactions. He also discussed the analysis, identification of low scoring attributes and developing corrective and preventive action plans to improve prescription practices and ensure patient safety.
<b>Session 9: Standards for Infection Control, AoC-F</b>	Dr. Arindam delivered an in-depth session on infection control protocols and practices critical for preventing nosocomial infections in public hospitals. He emphasized the importance of hand hygiene, personal protective measures, antiseptic practices, sterilization and disinfection of equipment, and environmental control. He concluded the session with a brief discussion on effective biomedical waste management in the health facility.
<b>Session 10: Standards for Clinical Services, AoC-E (Std. E1- Std. E9)</b>	Dr. Ajay Arya introduced the first set of nine standards under AoC-E, focusing on essential clinical processes that ensure comprehensive patient care. He explained the general clinical services & their importance. His session covered vital areas such as patient registration, admission, consultation, clinical assessment, continuity of care, nursing practices, identification and management of high-risk patients, safe drug administration, drug administration protocols, medical record maintenance, and patient discharge procedures.
<b>Session 11: Standards for RMNCHA Services, AoC-E (Std. E10 - Std. E16 &amp; E 24)</b>	Dr Arjun Saha explained in detail the eight standards for specific clinical Services from E10 to E16 & E24. It includes Standards for intensive care, emergency services, diagnostics, blood bank/storage, anesthetic services, surgical interventions, hemodialysis, and end-of-life care.
<b>Session 12: Standards for RMNCHA Services &amp; NHP AoC-E (Std. E17 - Std. E23)</b>	Dr Arjun Saha 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, New-born, Child, Adolescent & Family Planning services and National Health Programs. Maternal Services is further categorized into Ante-natal, Intra-natal, and post-natal services. He also explained the services under national health programmes.
<b>Session 13: AoC H (Outcome Indicators)</b>	Dr Arjun Saha also took the next session on outcome indicators where four standards of measures for quality – Productivity, Efficiency, Clinical Care & Service Quality were briefed in terms of measurable indicators and to have a system to measure the indicators and meeting the benchmarks. Later a few indicators like ALOS, BOR, Rate of Surgeries, C-section Rate, OT Utilization Rate, SSI Rate have been explained to calculate the KPI's.
<b>Session 14: Overview of SaQsham Portal</b>	Dr. Ravikar introduced the SaQsham portal, a digital platform facilitating the application process for NQAS national-level assessments. He guided participants through registering healthcare



	facilities, obtaining login credentials, and completing the required documentation for certification. Dr. Ravikar outlined the steps for approval by the state QA team, ensuring participants understood the entire process from registration to submission of mandatory documents for national certification.
<b>Day - 3 (21<sup>st</sup> December 2024)</b>	
<b>Session 15: Standards for Quality management System (G6- G10), AoC G</b>	Dr. Ajay Arya explained the remaining five standards of AoC G focusing on Mission, Vision, Quality policy & objectives, Strategic plan to achieve them. He also delved into various quality methods and tools and their use. The session concluded with a discussion on the Risk Management Framework, covering the processes of assessing, reporting, evaluating, and managing risks. Emphasis was placed on the importance of adhering to the risk management plan and clinical governance framework to ensure the quality and safety of clinical care processes.
<b>Session 16: Status &amp; Road map for NQAS implementation in the state.</b>	Dr. Anirban, State Consultant - QA for NHM Tripura, outlined the State Action Plan for Quality Assurance activities as per the proposed SPIP for 2024-25. He provided an update on the status of facilities shortlisted for the NQAS and LaQshya programs and urged the officials to follow the established timelines for completing the assessments. Dr. Anirban stressed the need for adherence to these timelines to ensure the successful implementation of the programs in the state.

**Post Training Evaluation:** RRCNE QPS team conducted a post training evaluation of the participants with an objective type of question paper where answer sheet was filled by the participants. Following the evaluation, feedback on the 3-day training program was gathered from the participants. The feedback aimed to understand the effectiveness of the training, identify areas for improvement, and gather insights into the overall learning experience.



Post Training Evaluation



Valedictory session

**Valedictory and closing ceremony:**

The training program concluded with closing remarks and a vote of thanks delivered by Dr. Antara Banik, State Nodal Officer-Quality, NHM-Tripura. Dr. Banik expressed appreciation to all participants and trainers for their active involvement and contributions throughout the training. She emphasized the importance of applying the knowledge gained in improving quality standards and patient safety in their respective health facilities.

**Tripura - IA Cum SPT Report (19<sup>th</sup> – 21<sup>st</sup> December 2024)**

Training Agenda		Annexure I
Time	Topic	Resource Person
<b>Day-01 (19<sup>th</sup> December 2024)</b>		
10:00 am - 10:30 am	Registration	State Team
10:30 am - 10:45 am	Inaugural Address	MD NHM
10:45 am -11:00 am	Felicitation and Group Photo	State Team
11:00 am -11:15 am	<b>Tea</b>	
11:15am - 11: 45 am	Overview of NQAP and Measurement System	Dr. Ajay Arya
11:45 am – 12:15 am	Standards for Service Provision, AoC-A	Dr. Ravikar Singh
12:15pm – 12:45 pm	Standards for Patient Rights, AoC-B	Dr. Ravikar Singh
12:45pm – 01:30 pm	Standards for Inputs, AoC-C	Dr. Chiranjit Noatia
01:30 pm – 02:15 pm	<b>Lunch</b>	
02:15 pm – 03:00 pm	Standards for support Services, AoC-D	Dr. Chiranjit Noatia
03:00 pm – 03:45 pm	Standards for Clinical Services, AoC-E (Std. E1- Std. E9)	Dr. Ajay Arya
03:45pm – 04:00 pm	<b>Tea</b>	
04:00 pm – 04:45 pm	Standards for Infection Control, AoC-F	Dr. Arindam Saha
04:45 pm – 05:00pm	Exercise on Area of Concern A, B and C	QPS Team RRC-NE
<b>Day-02 (20<sup>th</sup>December 2024)</b>		
09:00 am - 09:30 am	Recap	QPS Team RRC-NE
09:30 am - 11:00 am	Standards for Quality management System (G1- G5), AoC G	Dr. Ajay Arya
11:00 am- 11:15 am	<b>Tea</b>	
11:15 am - 12:00 am	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps	Dr. Ajay Arya
12:00 pm – 01.00 pm	Prescription Audit & Exercise	Dr. Ravikar Singh
01:00pm – 02.00 pm	<b>Lunch</b>	
02:00 pm - 03:00 pm	Standards for Specific Services, AoC-E (Std. E10 - Std. E16, E24)	Dr. Arjun Saha
03:00 pm - 03:45 pm	Standards for RMNCHA Services, & NHP AoC-E (Std. E17 - Std. E23)	Dr. Arjun Saha
03:45pm – 04:00 pm	<b>Tea</b>	
04:00 pm - 04:30 pm	Outcome Indicators and KPI's, AoC-H	Dr. Arjun Saha
04:30 pm - 05:00 pm	Overview of “Gunak Application” and SaQsham Portal	Dr. Ravikar Singh
<b>Day-03 (21stDecember 2024)</b>		
09:30 am - 10:00 am	Recap	QPS Team
10:00 am - 12:00 am	Standards for Quality management System (G6- G10), AoC G	Dr. Ajay Arya
11:00 am -11:15 am	<b>Tea</b>	
11:15 am- 12:00 pm	Patient Satisfaction Survey and exercise	RRC-NE Team
12:00 pm - 01:00 pm	Post Training Evaluation	QPS Team RRC-NE
01:00 pm – 01:15 pm	Post Training feedback	QPS Team RRC-NE
01:15 pm - 02:00pm	<b>Lunch</b>	
02:00 pm - 02:45 pm	Status & Road map for NQAS implementation in the state	State QA Team
02:45 pm - 03:00 pm	<b>Valedictory &amp; Tea</b>	

**List of Participants with Post Training Result**

**Annexure II**

**Result List for IA Cum SPT Training (28th August - 30th August 2024)**

Sl.	District Name	Participant Name	Designation	Place of Posting	Result
1	Dhalai	Dr. Kapil Debbarma	Medical Officer In-charge	81 Mile PHC	Qualified
2	Dhalai	Dr. Sangita Reang	Medical Officer	Ambassa PHC	Qualified
3	Dhalai	Mrs. Tamalika Debnath	Laboratory Technician	Ambassa PHC	Qualified
4	Dhalai	Mrs. Maman Saha	Nursing officer	Ambassa PHC	Qualified
5	Gomati	Dr. Trisha Datta	DPC - ABPMJAY	CMO Office, Gomati	Qualified
6	Gomati	Dr. Rumi Namasudra	MO (Ayush)	District Hospital Gomati	Qualified
7	Gomati	Mrs. Priti Bala Das	Laboratory Technician	District Hospital Gomati	Qualified
8	Gomati	Mrs. Kusum Chakraborty	Nursing officer	District Hospital Gomati	Qualified
9	Khowai	Dr. Hellee Debbarma	Medical Officer	Mungiakami PHC	Qualified
10	Khowai	Dr. Sandip Chakraborty	Medical Officer	Kalyanpur CHC	Qualified
11	North Tripura	Dr. Guddu Debbarma	MOIC	Jampui PHC	Qualified
12	North Tripura	Mrs. Arpita Nath	Nursing officer	Jalabasa PHC	Qualified
13	North Tripura	Mr. Ratnadeep Nath	Laboratory technician	Sanicherra PHC	Qualified
14	Sepahijala	Mr. Bhaskar Deb	Nursing Officer	Bishalgarh SDH	Qualified
15	Sepahijala	Dr. Shikhapriya Debbarma	Moic	Urmai phc	Qualified
16	Sepahijala	Dr. Bill Bright Debbarma	Medical officer	Takarjala chc	Qualified
17	Sepahijala	Mr. Samarjit Saha	Nursing Officer	Sonamura CHC	Qualified
18	Sepahijala	Dr. Bithika Das	District Nodal officer	CMO Office, Sepahijala	Qualified
19	South Tripura	Dr. Manish Chaudhury	District Family Welfare Officer	CMO Office, South Tripura	Qualified
20	South Tripura	Mrs. Ashmita Majumder	Nursing officer	District hospital South tripura	Qualified
21	Unakoti	Dr. Dwaipayan Roy	GDMO Gr -IV THS	RGM SDH	Qualified

**Tripura - IA Cum SPT Report (19<sup>th</sup> – 21<sup>st</sup> December 2024)**

Sl.	District Name	Participant Name	Designation	Place of Posting	Result
22	Unakoti	Mr. Sumit Debnath	Laboratory Technician	District Hospital Unakoti	Qualified
23	Unakoti	Mr. Dipankar Roy	Nursing Officer	District Hospital Unakoti	Qualified
24	West Tripura	Mr. Palash Patari	Laboratory Technician	Bidhya Debbarma Memorial PHC	Qualified
25	West Tripura	Dr. Saswati Debbarma	Medical Officer (Dental)	Katlamara PHC	Qualified
26	West Tripura	Dr. Ranita Ghosh	Medical officer incharge	Ashrampara UPHC	Qualified
27	West Tripura	Mr. Jayanta Sarkar	Nursing Officer	Mohanpur CHC	Qualified
28	Dhalai	Mrs. Biakthluangi Darlong	Nursing officer	82 Mile PHC	Not Qualified
29	Gomati	Dr. Rupam Saha	Medical Officer (Ayurveda)	Amarpur SDH	Not Qualified
30	Gomati	Dr. Sumon Roy	Medical Officer (Dental)	Karbook SDH	Not Qualified
31	Gomati	Mrs. Uma Das Datta	Nursing officer	District Hospital Gomati	Not Qualified
32	Gomati	Mr. Banti Das	Pharmacist	District Hospital Gomati	Not Qualified
33	Khowai	Mrs. Rabi Kanya Debbarma	Nursing officer	Mungiakami PHC	Not Qualified
34	Khowai	Mrs. Tushi Pan Choudhury	Laboratory technician	Baijalbari PHC	Not Qualified
35	Khowai	Ms. Rakhi Debbarma	Nursing officer	DDM PHC	Not Qualified
36	North Tripura	Dr. Moutushi Debbarma	M.O Ayush	Sanicherra PHC	Not Qualified
37	Sepahijala	Mr. Shibabrata Debnath	Lab tech	Nidaya phc	Not Qualified
38	South Tripura	Ms. Soma Saha	Nursing Officer	Belonia SDH	Not Qualified
39	South Tripura	Mr. Tapas Das	DPM, South Tripura	CMO Office, South Tripura	Not Qualified
40	South Tripura	Dr. Pritam Sukla Das	M.O (Ayush)	PHC	Not Qualified
41	Unakoti	Dr. Priyanka Debbarma	Medical officer (ayush)	District Hospital Unakoti	Not Qualified
42	West Tripura	Mrs. Sampa Debbarma	Nursing officer	Katlamara PHC	Not Qualified



**Training Feedback Analysis**

**Annexure III**

**1. Topic wise Score as per the feedback received from the participants:**

Sl.	Name of the Topic	Average Score
1	Overview of NQAP and Measurement System	4.69
2	Standards for Service Provision, AoC-A	4.69
3	Standards for Patient Rights, AoC-B	4.64
4	Standards for Inputs, AoC-C	4.03
5	Standards for support Services, AoC-D	4.05
6	Standards for Clinical Services, AoC-E (Std. E1- Std. E9)	4.64
7	Standards for Specific Services, AoC-E (Std. E10 - Std. E16, E24)	4.44
8	Standards for RMNCHA Services, & NHP AoC-E (Std. E17 - Std. E23)	4.44
9	Standards for Infection Control, AoC-F	4.33
10	Standards for Quality management System (G1- G5), AoC G	4.59
11	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps	4.59
12	Outcome Indicators and KPI's, AoC-H	4.36
13	Prescription Audit & Exercise	4.67
14	Overview of SaQsham portal	4.51
15	Standards for Quality management System (G6- G10), AoC G	4.62

**2. Trainer wise Score:**

Sl.	Name of the Trainer	Designation	No. of topics taken	Average Score
1	Dr. Ajay Kumar Arya	Consultant - Q&PS, RRCNE	05	4.63
2	Dr. Ravikar Singh	Consultant - Q&PS, RRCNE	04	4.63
3	Dr. Arjun Saha	DNO-QA Gomati, Tripura	03	4.41
4	Dr. Chiranjit Noatia	DIO Gomati, Tripura	02	4.04
5	Dr. Arindam Saha	SPM, Jhpiego, Tripura	01	4.33

All of the participants found the training to be helpful. They all expressed that after completing this training their knowledge and skills were greatly improved in terms of healthcare quality, which they will implement at their respective facilities.