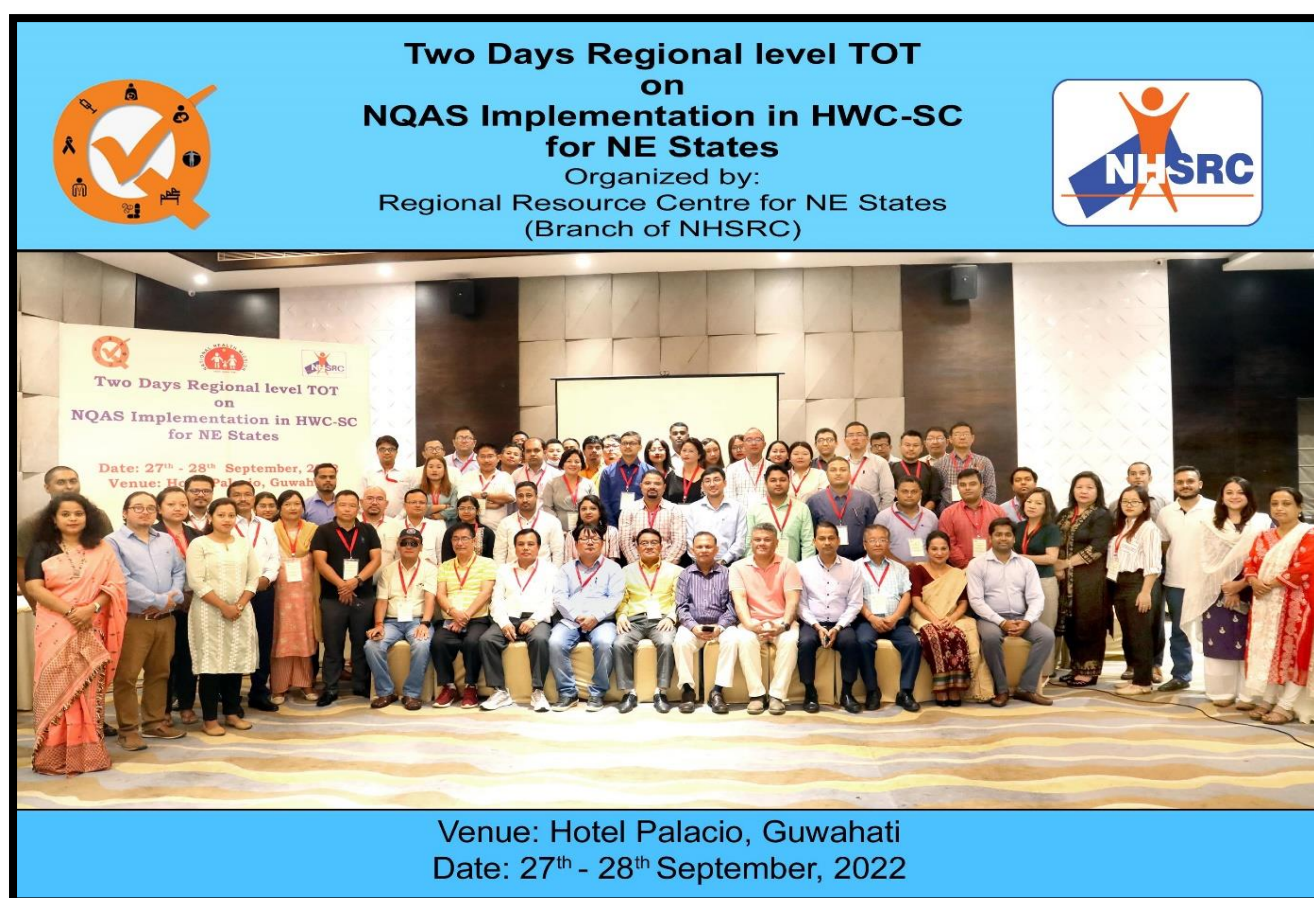




TWO DAYS REGIONAL LEVEL TOT ON NQAS IMPLEMENTATION IN HWC-SC FOR NE STATES



Organised by:

Regional Resource Centre for NE States

Venue: Hotel Palacio, Guwahati, Assam

Date: 27th – 28th September 2022

Introduction

A Two days “Regional Level ToT on NQAS Implementation in HWC-SC for NE States” was organised by Quality & Patient Safety Division of Regional Resource Centre for North-Eastern States from 27th to 28th September 2022 at Hotel Palacio, Guwahati, Assam.

The objective of the training was to train the nominated District officials on NQAS Standards for HWCs and to equip them with knowledge of key concepts, tools, and methodologies for quality improvement & to acquaint the participants with NQAS HWC SC Standards, Measurable Elements, Departmental Checklists, Scoring System and how to use them across the Health and Wellness Centres (Sub Centre) of their respective States.

Total 55 participants from 8 NE States participated in the training program which includes – District Nodal Officer HWC & District Nodal officer QA from the identified districts of targeted health facilities for NQAS Certification in FY 2022-23.

Inaugural Session: At the outset, Dr Ashoke Roy, Director, RRCNE welcomed all the participants to the two days Regional level ToT on NQAS Implementation in HWC-SC for NE States organized by Quality & Patient Safety Division, Regional Resource Centre for NE States. In the welcome speech he stated that states should work towards achieving targets given by GoI. He especially mentioned that the denominator is high in the state of Assam & Tripura. He stressed upon the utilization of Internal & External Assessors of respective districts in achieving the target of NQAS Certification i.e., 10% of total facilities (HWC-SC) by the end of FY 2022-23.

Dr. J N Srivastava, Advisor, QPS Division, NHSRC addressed the participants virtually. In his **Keynote Address** he informed the participants that quality certification of HWC-SC is a joint effort by CPHC & QPS Divisions and those HWC-SC where 7 service packages are rolled out can be taken for NQAS certification. A substantial amount of progress has been made in operationalizing the Health & Wellness Centres in NE States in the recent past. He advised on selecting the facilities for certification by drawing the matrix which consists of good Infrastructure, CHO's who are proactive in identifying local leadership, Kayakalp assessment score and baseline NQAS assessment. By considering these four points one can achieve the required target of NQAS certification of HWC's in their respective state.

Post Keynote Address the technical sessions started with Overview of NQAS Standards for Health & Wellness Centres by Dr. Deepika Sharma, Lead Consultant, QPS Division, NHSRC followed by Overview of AB-HWC 's and presentations on various Areas of Concern.

QA training programs have an inbuilt training evaluation system, where a feedback form is provided to each participant. The feedback provided by all the participants is analysed on a 5-point Likert scale. The overall rating of the training as per the analysis of the feedback from the participants was 4.16 out of 5.

Technical Sessions

Topic	Brief
Day -1 (27th September 2022)	
<p>Topic - Overview of NQAS for AB-HWC</p> <p>Resource Person – Dr. Deepika Sharma, Lead Consultant-QPS, NHSRC</p>	<p>The first session of the training program started with ‘Overview of NQAS standards for AB-HWC’ which includes Quality in healthcare, Key quality initiatives, Organizational structure, Key feature of NQAP, Measurement of Quality in HWC-SC, Eight areas of concern (AoC A to H), Scoring system and Generating score card, Way forward for NQAS certification of HWC-SC.</p>
<p>Topic – Overview of the AB-HWCs</p> <p>Resource Person – Dr. Devajit Bora, Sr Consultant-CP-CPHC, RRCNE</p>	<p>The session on ‘Overview of AB-HWC’ by Dr. Devajit Bora elaborated the Ayushman Bharat Yojana, Rationale of Primary, Secondary & Tertiary Care in AB-HWC, Overview of Comprehensive Primary Health Care, Concept of HWC with Expanded Service Packages, Infrastructure, Branding of HWC’s, Capacity building and Multi skilling, Drugs, Diagnostics & Techno solutions with robust IT Systems for HWC-SC.</p>
<p>Topic – Measurement System of National Quality Assurance Standards</p> <p>Resource Person – Dr. Vinaya RSL, Consultant-QPS, RRCNE</p>	<p>The concept of this session was to understand the Layout & Design of different components of NQAS, Comprehension of Area of Concern, Standards, Measurable elements, and Checkpoints, Identifying & understand different methods of Assessment, Clarity on understanding of scoring & Assessment protocol.</p>
<p>Topic – AoC A (Service Provision) and AoC B (Patient Rights)</p> <p>Resource Person – Mr. Anup Basistha, Consultant-QPS, RRCNE</p>	<p>The session on Service Provision illustrated the ‘Availability of functional services’ in HWC SC where facility provides comprehensive primary health care services as per extended range of services and availability of basic point of care diagnostics and drugs used in HWC including timely availability of drugs and diagnostic reports.</p> <p>The session on Patient Rights included Rights of patients to Access information about services available, User friendly signages, confidentiality of their information, obtaining Consent for treatment, Privacy & Dignity to patients, Providing treatment without any Physical and Financial barriers.</p>
<p>Topic – Case study on the ‘Intent of Standards & Measurement system’</p> <p>Resource Person – Mr. Anup Basistha</p>	<p>An exercise was conducted on the Intent of Standards & Measurement system of NQAS for HWC-SC where participants were made to solve exercise on Area of Concern A and B and also the measurement system of NQAS standards.</p>

<p>Topic – AoC C (Input)</p> <p>Resource Person – Dr. Vinaya RSL</p>	<p>The Area of Concern C covers the availability of Adequate and Safe Infrastructure for delivery of assured services in the form of well ventilated, illuminated & demarcated work areas with minimum adequacy and space. Availability of 24/7 water, electricity & fire-fighting equipment's. Availability of CHO's, adequate frontline health workers and support staff. Competence assessment & performance evaluation of staff required trainings for staff, Availability of Drugs, Consumables, Equipment's & Instruments required for assured services in the facility.</p>
<p>Topic – AoC D (Support Services)</p> <p>Resource Person – Mr. Anup Basistha</p>	<p>The session on Support Services covers Maintenance and Upkeep of Infrastructure & Equipment's, Removal of Junk materials, Inhouse calibration of Equipment's, Storage, Inventory management & Dispensing of drugs, Secured record keeping and data management, Functioning of Jan Arogya Samitis, its members, conducting meetings, Social Audits, and monthly calendar activities. Finally, compliance of facilities with statutory and regulatory requirements like Fire NOC's, BMW Authorization certificate.</p>
<p>Topic – AoC E (Clinical Services)</p> <p>Resource Person – Dr. Joydeep Das, Lead Consultant, RRCNE</p>	<p>In the Area of Concern E – Clinical Services there are total 18 standards that measure quality of clinical services. Std. E1 – E7 covers general clinical process ranging from registration to emergency management, Std. E8- E12 covers extended service packages including Ophthalmic, ENT, Mental health, Disease control programs, elderly, and palliative care. Std. E13 – E18 covers clinical processes related to NAC, INC, PNC, New-born care, Child & Adolescent health, family planning services.</p>
<p>Day -2 (28th September 2022)</p>	
<p>Topic – AoC F (Infection Control)</p> <p>Resource Person – Dr. Vinaya RSL</p>	<p>This topic covers the basic infection prevention practices to be followed in a health & wellness centres like monitoring of infection control practices, ensuring hand hygiene practices, Use of PPE's & their adequate supply, Adherence to standard procedure for disinfection & sterilization of instruments, established procedures in the management of biomedical waste in the facility. Staff training on Hand washing, wearing PPE's and Biomedical Waste management.</p>
<p>Topic – AoC G (Quality Management System)</p> <p>Resource Person – Mr. Anup Basistha</p>	<p>Quality Management System covers the aspects like establishment of organizational framework for quality improvement, periodic patient satisfaction survey, analysis of the feedback & preparing the action plan. SOP's for all key processes & support services, display of critical work instructions & clinical protocols in HWC, conducting regular audits/assessment for improvement</p>

	& sustenance of quality, facility should have defined Mission, Quality policy & Objectives to ensure its core values. Medication Refill audit also covered in the session.
<p>Topic – AoC H (Outcome Indicators)</p> <p>Resource Person – Dr. Vinaya RSL</p>	This session covered the measurement of 28 outcome indicators which are mandatorily recorded by HWC on monthly basis which can help in knowing the productivity, Efficiency & Utilization of the facility as a unit. The calculation of these indicators by using certain formulas, recording, and analysing the obtained data and graphical presentation for trend analysis was discussed with the participants.
<p>Topic – Identification of Gaps, Prioritization, Action Planning for NQAS Certification with Exercise</p> <p>Resource Person – Mr. Anup Basistha</p>	In this session the Internal Assessment & its importance, Types of Assessment and Internal assessment activities, IA Process, Assessment schedule and assessment plan, conducting assessment and methods, reporting of gaps, Gap Analysis & Action planning methodology were explained.
<p>Topic – Document Verification List</p> <p>Resource Person – Mr. Anup Basistha</p>	Document Verification list covered all about Work instructions, its benefits, prerequisites, Format and how to write them. A tentative list of work instructions for HWC SC and a sample document has been explained in the session. This session also covered Process of certification, Certification criteria for HWC-SC, Documents to be submitted by HWC-SC for NQAS National certification.
<p>Topic – Overview of Kayakalp for AB-HWCs</p> <p>Resource Person – Dr. Vinaya RSL</p>	The session on ‘Overview of Kayakalp program for AB-HWC’ covered the objectives of the Kayakalp program, Salient features of extension of Kayakalp for Health & Wellness centres, Award for HWC’s, Assessment protocols, Criteria for assessment of HWC-SC, Methods, Compliance & Scoring Rules.
<p>Topic – Journey of NQAS Certification of India’s 1st & 2nd HWC</p> <p>Resource Person – RRC NE team</p>	In this session participants were shown two videos of Dokelav HWC SC, Gujarat and Hajipara HWC SC, Assam showcasing their journey of NQAS certification which was the first and second NQAS Certified HWC SC in India.
<p>Topic – Challenges in implementing NQAS at HWC SC</p> <p>Resource Person – State teams</p>	<p>In this session all the states presented their state specific ‘Action Plan for implementing NQAS at HWC-SC’ in the provided template which includes – No. of operational HWC in states, Targets for NQAS Certification for FY 2022-23, Challenges in implementation, Action Plan, and Support required from QPS division of RRC NE.</p> <p>State-wise key discussion points are as follow:</p> <p>Arunachal Pradesh:</p> <ul style="list-style-type: none"> • 20 HWC are targeted out of 202 Operational HWC-SC in the state for FY 2022-23. • Issues are-frequent change of HR, no dedicated staff in District for Quality Program, Poor infrastructure etc

	<ul style="list-style-type: none"> • State has requested RRCNE for Customization of checklist for 7 packages, and facilitation of training for CHO's. On reply, RRCNE informed the participants that 7 package checklists is already available and also shared with the participants. <p>Assam:</p> <ul style="list-style-type: none"> • 50 HWC-SC have been short listed for NQAS Certification for FY 2022-23. 1 HWC is National certified and one 1 HWC is State certified till date. • State is facing challenges in acquiring BMW Authorization Certificate & Fire Safety Compliance. • State has asked for the Master list of documents & checklists. <p>Manipur:</p> <ul style="list-style-type: none"> • 24 HWC have been selected out of 242 HWC's in the state for FY 2022-23 for National Certification. • The main challenges are- Inadequate funds, frequent transfers of officers & shortage of Drugs. • Require guidance from QPS division, RRCNE in implementing NQAS in HWC-SC's. <p>Meghalaya:</p> <ul style="list-style-type: none"> • For FY 2022-23, a total of 31 HWC are targeted for NQAS Certification out of 312 operational HWCSC. • Poor Infrastructure and Inadequate supply of drugs and diagnostics as per the packages rolled out are the challenges faced by state. • Regular supportive supervision at district level from RRC NE team will help the state to achieve its target. <p>Mizoram:</p> <ul style="list-style-type: none"> • 20 HWC (11 SC, 8 PHC, 1UPHC) are selected for FY 2022-23 out of 294 operational HWC's in the state. • State is facing challenges in Poor infrastructure of facilities, Improper BMW Management, & Inadequate HR. • Training and capacity building for all health care providers on implementing Quality Assurance & financial support from the state will help in achieving National certification of facilities. <p>Nagaland:</p> <ul style="list-style-type: none"> • For FY 2022-23, state has targeted 26 out of 262 facilities for National certification. • 1 HWC-PHC and 3 HWC-UPHC are National certified in the state.
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	<ul style="list-style-type: none"> • The main hurdles are -retention of HR, Poor Infrastructure, Inadequate funds from the state. • Mentoring and supervision visits by RRC-NE team at least once in every 6 months will help the state to achieve the target. <p>Sikkim:</p> <ul style="list-style-type: none"> • For FY 2022-23, a total of 13 facilities are selected out of 133 for National Certification. • 1 HWC PHC is National certified in state. • Poor Infrastructure, Irrational posting of Manpower and difficult terrain are issues faced. • State requested for Sensitization training and technical support from RRCNE. <p>Tripura:</p> <ul style="list-style-type: none"> • For FY 2022-23, a total of 72 facilities are targeted out of 434 HWC-SC. • Poor Infrastructure, Lack of Training, acquiring required Statutory Licenses are some of the challenges faced by facilities. • Training for CHO's and Supportive intervention from RRC-NE are the support required from RRCNE.s
<p>Topic – Valedictory session</p> <p>Resource Person – RRC NE team</p>	<p>Ms. Pumani Kalita, Consultant-CP-CPHC, RRCNE delivered the valedictory address. She thanked all the participants for their co-operation and sincerity during the training. The training program concluded with distribution of Certificates to all the participants.</p>

Feedback Analysis & Action Taken Report

A. The Average Score of Feedback Analysis

Sl.	Day	Score (Out of 5)
1	Day 1	4.12
2	Day 2	4.19
3	Average	4.16

B. Faculty wise Feedback analysis

Sl.	Name	Average
1	Dr. Joydeep Das	4.21
2	Dr. Deepika Sharma	3.67
3	Dr. Devajit Bora	4.16
4	Mr. Anupjyoti Basistha	4.18
5	Dr. Vinaya RSL	4.21

C. Most Liked Sessions

Sl.	Most Liked Sessions	Trainer
1	Area of Concern G	Mr. Anupjyoti Basistha
2	Identification of Gaps, Prioritization, and Action Planning for NQAS Certification.	Mr. Anupjyoti Basistha
3	Area of Concern H	Dr. Vinaya RSL
4	Area of Concern C	Dr. Vinaya RSL

D. Suggestions given by the participants

Sl.	Suggestions to improve training
1	More no. of exercises to be included in training schedule.
2	Field visits to be included during training program.

All participants expressed that they are satisfied with the training. They have learned many new subjects, acquired new skills to conduct the assessment. They expressed that after going through this program their knowledge and skills have been upgraded in respect to healthcare quality, which they will implement at their respective facilities.

Conclusion and Action Taken

The result obtained from feedback highlights that the participants were satisfied with the subject content and resource material. Sessions were understandable and useful to improve the quality of care provided at public health facilities. All presenters were skilled, with knowledge and competent enough to impart the training in clear and meaningful way. However, based on the suggestions and recommendations given by participants, an action plan was prepared.

Time bound Action Plan

Sl.	Action Taken	Responsibility
1.	More exercises on case studies will be included in the upcoming training programs to make it more interactive and understanding.	QPS Team, RRCNE
2.	Field visits to nearby health facilities will be arranged during next scheduled training programs.	QPS Team, RRCNE

All action points will be included in upcoming training Programs.

Sl.	Activity Planned	Time Duration	Action Planned
1.	Preparation of Exercise Workbooks	Upcoming Training Program	Group exercise will be incorporated in upcoming trainings to make it more practical.
2.	Addition of Field visits	Upcoming Training Program	Field visit may be included subject to availability of time/training days.

Time	Session	Facilitator
Day 1: 27th September 2022 (Tuesday)		
08:45 AM – 09:15 AM	Registration	RRCNE
09:15 AM – 09:25 AM	Welcome Address & Objective Sharing	Dr. Ashoke Roy, Director, RRC-NE
09:25 AM – 09:35 AM	Keynote Address	Dr. J. N. Srivastava, Advisor – QPS, NHSRC
09:35 AM – 09:45 AM	Introduction by Participants	Participants
09:45 AM - 10:00 AM	Tea & Group Photo	
10:00 AM – 10:45 AM	Overview of National Quality Assurance Standards for AB-HWCs	Dr. Deepika Sharma, Lead Consultant, QPS, NHSRC
10:45 AM - 11:30 AM	Overview of the AB-HWCs	Dr. Devajit Bora, Senior Consultant, CP-CPHC, RRCNE
11:30 PM - 12:15PM	Measurement System of National Quality Assurance Standards	Dr. Vinaya RSL, Consultant
12:15 PM - 1:00 PM	Area of concern A (Service Provision) & Area of Concern B (Patient Rights)	Mr. Anup Basistha, Consultant
01:00 PM - 02:00 PM	Lunch	
02:00 - 02:45 PM	Case study on the 'Intent of the standards & measurement system'	Mr. Anup Basistha
02:45 PM - 03:30 PM	Area of Concern C (Inputs)	Dr. Vinaya RSL
03:30 PM - 04:15 PM	Area of Concern D (Support Services)	Mr. Anup Basistha
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:30 PM	Area of Concern E (Clinical Services)	Dr. Joydeep Das, Lead Consultant
Day 2: 28th September 2022 (Wednesday)		
09:00 AM - 09:45 AM	Area of Concern F (Infection Control)	Dr. Vinaya RSL
09:45 AM - 11: 00 AM	Area of Concern G (QMS)	Mr. Anup Basistha
11:00 AM - 11:15 AM	Tea Break	
11:15 AM - 12: 00 PM	Area of concern H (Outcome Indicators)	Dr. Vinaya RSL
12:00 PM - 1:00 PM	Identification of Gaps, Prioritization, and Action Planning for NQAS Certification with Exercise	Mr. Anup Basistha
01:00 PM - 02:00 PM	Lunch	
02:00 PM - 02:45 PM	Document Verification List	Mr. Anup Basistha
02:45 PM – 03:30 PM	Overview of Kayakalp for AB-HWCs	Dr. Vinaya RSL
03:30 PM – 03:45 PM	Journey of NQAS Certification of India's 1 st & 2 nd HWC	RRCNE
03:45 PM - 04:45 PM	Challenges in implementing NQAS at HWC SC	State Team
04:45 PM – 05:15 PM	Valedictory, Certificate Handover & Tea	RRCNE

Training Course Evaluation							
Please fill this form to provide the training team with feedback about the course. This would help us improving the future trainings.							
Topic	Resource Person	Poor	Fair	Good	Very Good	Excellent	Comments
Overview of NQAS for AB -HWC	Dr. Deepika Sharma, Lead Consultant						
Overview of the AB-HWC's	Dr Devajit Bora, Senior Consultant						
Measurement System of NQAS	Dr. Vinaya RSL, Consultant						
Area of concern A (Service Provision) & Area of concern B (Patient Rights)	Mr. Anup Basistha, Consultant						
Case study on the 'Intent of the standards & measurement system'	Mr. Anup Basistha Consultant						
Area of Concern C (Input)	Dr. Vinaya RSL						
Area of Concern D (Support Services)	Mr. Anup Basistha						
Area of concern E (Clinical Services)	Dr. Joydeep Das, Lead Consultant						
Area of concern F (Infection Control)	Dr. Vinaya RSL						
Area of concern G (QMS)	Mr. Anup Basistha						
Area of concern H (Outcome Indicators)	Dr. Vinaya RSL						
Identification of Gaps, Prioritization, and Action Planning for NQAS certification with Exercise	Mr. Anup Basistha						
Document Verification List	Mr. Anup Basistha						
Overview of Kayakalp for AB-HWC's	Dr. Vinaya RSL						

1. What topic of the course you found most useful?
2. Your suggestion for inclusion of topics, which could also be included for 'Internal Assessor's Training'?
3. Please indicate how this training will help you in your work. (Give specific situations, if possible)?
4. Suggestions to improve the training sessions?