

**Report on Internal Assessor cum Service Providers' Training on  
National Quality Assurance Standards (NQAS)**



**Organized By**

**State QA Team, NHM Sikkim**  
with technical support from  
**Regional Resource Centre for North-Eastern States, Guwahati, Assam**

08<sup>th</sup> to 10<sup>th</sup> March 2022  
Venue: Rangpo, Sikkim

## **A. Introduction and Background**

National Quality Assurance Standards were launched for improving the Quality of Care (QoC) in public health facilities in 2013 for District Hospitals. Standards for Community Health Centres (functional as FRU's) and Primary Health Centres (with beds) rolled-out in the year 2014. 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 closely 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 pro-active hand holding support to the shortlisted facilities, 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 three-day Internal Assessor cum Service Providers' Training was organized in Rangpo, Sikkim by State QA Team, NHM, Sikkim with the technical support from RRC-NE to increase the pool of assessors in the state. RRC-NE extended support by drafting the agenda (Annexure – I), providing study materials & taking sessions on various areas of concerns of NQAS & conducting exercises on various topics like Prescription Audit, Patient Satisfaction Survey, Process Mapping & use of Quality tools during the training. Training program was spread into 17 topics and 5 practical exercises for hands on experience on various methodologies of the assessment. Post training, participants were made to undergo a qualifying exam on NQAS Internal Assessors certificate program.

## **B. Objectives and Participants.**

The main objectives of the training are 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 public health facilities for achieving National Quality Assurance Standards Certification.

Training was facilitated by following Resource Persons:

1. Sh. Anupjyoti Basistha, Consultant – Q&PS, RRC-NE
2. Dr Ajay Kumar Arya, Consultant – Q&PS, RRC-NE
3. Dr Baroon Subba, Addl. Director cum SNO-QA, Sikkim
4. Ms. Madhukala Mishra, State QA Consultant, NHM, Sikkim

**Participants:** Total 20 (Twenty) participants including Quality Consultants cum Assistant Nursing Superintendents from 4 District Hospitals of Sikkim and State Nodal Officer - QA, State QA Consultant, have attended the training.

Participant list along with the Post Training Evaluation Report is enclosed in Annexure – II.

## **C. Inaugural Session**

At the very onset of 3 days SPT Program, the State Nodal Officer for Quality Assurance Dr. Baroon Subba welcomed all officials & the participants who have come from various health facilities and the resource persons from RRC-NE to the three days Internal Assessor cum Service Provider training program.

## D. Technical Session

Topic	Briefing of the Session
<b>Day 1 (08-03-2022)</b>	
1. Overview of National Quality Assurance Program and Assessment Protocol	<b>Mr. Anupjyoti Basistha</b> , Consultant, Quality & Patient Safety Division, RRC-NE started the session by welcoming all the participants to the 3-day training program. The first session, an overview of National Quality Assurance Program has explained thoroughly which covered the concepts of Quality & its various definitions, development of National Quality Assurance Standards & its Implementation framework at state & district level, key features of NQAS, Measurement system of National Quality Assurance standards, Measurable elements & checkpoints. It also included overview of scoring methodologies and protocols.
2. Standards for Service Provision, AoC-A and Standards for Patient Rights, AoC-B	<b>Dr Ajay Kumar Arya</b> , Consultant, Quality & Patient Safety Division, RRCNE conducted the session on Service Provision and Patient Rights. He explained about the availability of functional services & facilities in the hospital which in turn made available to the end users under various areas & departments of the facility along with other support services. Patient rights includes rights of patients to access information about the services, user friendly signages, confidentiality of their information which are provided with privacy & dignity without any physical and financial barrier which also includes patients' right for grievance redressal and to take informed decisions regarding their treatment plan.
3. Standards for Inputs, AoC-C	<b>Ms. Madhukala Mishra, State Consultant – QA, Sikkim</b> explained this area of concern which has 7 standards from infrastructure to performance of staff which includes the structural part of the facility based on the standard guidelines of Indian Public Health Standards (IPHS) for different levels of facility.
4. Group Activity: Identifying Standards	This session on Group activity was about identifying the standards and the corresponding area of concern. During the exercise, one key word was given to each participant and was asked to identify the standard and the area of concern.
5. Standards for Support Services, AoC-D	This session was taken by <b>Mr. Anupjyoti Basistha</b> where he explained the importance of support services which are backbone of the facility. This session included the detailed discussion on the maintenance & calibration of equipment's, inventory management & dispensing of drugs, safe environment, upkeep of facility, 24X7 water and power supply, Laundry, Dietary Services, Accounts & Finance management, Contract Services and Statutory requirements.
6. Standards for Clinical Services, AoC-E, (Std. E1 - Std. E9)	<b>Dr Baroon Subba, Addl. Director cum SNO-QA, Sikkim</b> took the session on first part of Standards for Clinical Services. He explained the importance of clinical services & their importance the first set of nine standards of Clinical Services are concerned with those clinical processes that ensures adequate care to the patients which includes registration, admission, consultation, assessment, continuity of care, nursing care, identification of high risk and vulnerable patients, prescription practices, safe drug administration, maintenance of records and discharge from the hospital.
7. Standards for Infection Control, AoC-F	<b>Dr Ajay Kumar Arya</b> explained the infection control practices and protocols to be followed in public hospitals which usually have high occupancy where these measures become more critical to avoid cross infections, nosocomial infections, and their spread. This section includes infection control program to curb the incidence of nosocomial infections, hand hygiene practices & antiseptics std. practices for personal protection, processing of equipment & instruments, environmental control, and biomedical waste management in the facility. A video on Infection Control Practices was also shown to the participants.
8. Overview of 'Gunak Application' and its uses	<b>Mr. Anupjyoti Basistha</b> spoke on the overview & usage of 'GUNAK' application which is a quality assessment application developed by NHSRC for the assessment of quality programs like NQAS, LaQshya and Kayakalp through digital checklists available in the app at various levels of assessments like internal, external and peer assessment of facilities and for identification of gaps.

<b>Day 2 (09-03-2022)</b>	
9. Standards for Specific Clinical Services, AoC-E (Std. E10 - Std. E16)	<b>Dr Baroon Subba, Addl. Director cum SNO-QA, Sikkim</b> took this session & explained in detail the 7 standards for specific clinical Services from E10 to E16 which included the standards for services like Intensive Care Treatment, Emergency Clinical Processes, Ambulance, MLC Cases & Disaster Preparedness & its Management, Lab and radio diagnostics, Blood Bank, Anaesthesia, OT & Established procedures for end-of-life care & death.
10. Standards for RMNCHA Services, AoC-E (Std. E17 - Std. E23)	<b>Dr Baroon Subba, Addl. Director cum SNO-QA, Sikkim</b> took this session & explained in detail the 7 standards for specific clinical Services from E10 to E16 which included the standards for services like Ante natal care & its processes, Intra natal care, post-natal care of mother & new-born, care of new-born, infant and child as per guidelines, abortion & family planning, ARSH Guidelines & providing national health program as per respective OG's.
11. Standards for Quality Management, AoC-G	This session was taken by <b>Mr. Anupjyoti Basistha</b> where he discussed eight standards on Quality Management system which are creating quality teams in the facility, employee satisfaction, implementation of internal & external quality assurance system – EQAS, SOP's & work instructions, Process mapping, Quality Policy, Objectives, Patient Satisfaction Survey etc. various MUDAS – wastes in hospital processes were also discussed.
12. Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps	Then he discussed about the importance of Internal assessments, 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 & ‘PDCA’ Cycle.
13. Exercise on AoC A, B and C	<b>RRC-NE team</b> conducted a group exercise on Area of Concern A, B and C where a case study on the Labor room checklist has been given and participants were asked to read and identify the checkpoints and score according to the compliance of NQAS scoring & finally arriving at total score the area of concern has scored.
14. Outcome Indicators and KPI's, AoC-H	<b>Dr Ajay Kumar Arya</b> explained the four areas of measures for quality – Productivity, Efficiency, Clinical Care & Service Quality in terms of measurable indicators and to have a system to measure the indicators and meeting the benchmarks. Later few indicators like ALOS, BOR, Rate of Surgeries, C-section Rate, OT Utilization Rate, SSI Rate have been explained with formulas to calculate the KPI's & examples on how to measure & analyse these indicators were also briefed to the participants.
Overview of LaQshya, SUMAN, MusQan & NQAS for HWC-SC	<b>Mr. Anupjyoti Basistha</b> discussed and explained certification criteria under LaQshya, Suman, MusQan & NQAS for HWC-SC certifications and also the incentives after certification. HE further explains the activities need to be carried in the facilities to undergo national certification. Various approval under ECRP were also shared o establish paediatric unit in all 5 DHs. <b>Dr Ajay Kumar Arya</b> explained the Kayakalp Initiative, its themes, checkpoints, scoring along with eco-friendly component.
<b>Day 3 (10-03-2022)</b>	
15. Quality Tools - PDCA, 5S, Mistake Proofing etc.	<b>Mr. Anupjyoti Basistha</b> has discussed the use of quality tools like Bar chart, Histogram, Fish bone diagram, Pie charts and PDCA Cycle, Workplace management/5S, Etc., in process improvement activities to improve the quality in public health facilities.
16. Exercise on Prescription Audit & Patient Satisfaction Survey	An exercise on prescription audit was conducted by giving samples of prescription form to all the participants and they were told to fill 'YES' or 'NO' to the corresponding attributes of the prescription form then <b>Dr Ajay Arya</b> discussed the scoring method, analysis, identification of low scoring attributes and to develop the corrective action and preventive action on the low scoring attributes of the audit exercise.
17. Process Mapping	In this session, <b>Mr. Anupjyoti Basistha</b> explained the process mapping, its purpose, its importance, series of steps involved in the process mapping, symbols used for representation of various activities while mapping the process, pointing out the bottle necks in a process, removing nonvalue adding activities from the process. Few examples of process mapping charts of different

	hospital activities were explained to make the participants to understand this quality tool.
18. Exercise on Process Mapping	<b>RRC-NE Team</b> conducted a group exercise on process mapping where the participants have been told to map the process of certain activities of a hospital like registration process, admission process, labor room activities etc., and they were told to present to the audience and to explain it by highlighting the value & nonvalue adding activities, bottlenecks they are facing in the process.
19. Status & Road Map for NQAS Implementation in the state	<b>Dr Baroon Subba, Addl. Director cum SNO-QA, Sikkim</b> has briefly explained the state action plan of QA related activities as per the approval in ROP 2021-22. He also spoke about the status of shortlisted facilities for NQAS & LaQshya program in the state and urged the officials to adhere to timelines to complete the assessments in time.
20. Post training evaluation	<b>RRC – NE Team</b> has conducted a post training evaluation of the participants with an objective type of question paper where answer sheet will be filled by participants, and this is followed by providing feedback on the 3 days training program.

**E. State Road Map:** Gantt chart for NQAS certification of 2 PHCs and 6 HWC-SCs in FY 2022-23

Assessments	2022									2023		
	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Identification of 8 Health Facilities.												
Baseline assessment												
Gaps traversing.												
Reassessment.												
State level assessment.												
State certification.												
Apply for external assessment												
External assessment												

**E. Valedictory & Closing Ceremony:**

The training program concluded with Dr Baroon Subba, Addl. Director cum SNO-QA, Sikkim explaining Status & Road map for NQAS implementation in the state, participants shared their experience and learning from the training, followed by closing remarks & vote of thanks.



### Annexure I: Agenda of the IA cum SPT

Time	Topic	Resource Person
<b>Day-01 (08<sup>th</sup> March 2022)</b>		
09:00 am - 09:30 am	Registration	State Team
09:30 am - 09:45 am	Inaugural Address	State Representative
09.45 am. -10.45 am	Overview of National Quality Assurance Program and Assessment Protocol	Mr. Anupjyoti Basistha Consultant-Q&PS, RRCNE
<b>Tea</b>		
10:45am -11:00 am		
11.00am - 11:45 am	Standards for Service Provision, AoC-A Standards for Patient Rights, AoC-B	Dr Ajay Kumar Arya Consultant-Q&PS, RRCNE
11:45am - 12:15 pm	Standards for Inputs, AoC-C	Ms. Madhukala Mishra State QA Consultant, Sikkim
12.15pm - 1:30 pm	Group Activity: Identifying Standards	RRC-NE/State Team
<b>Lunch</b>		
1:30 pm - 2:15 pm		
2:15 pm - 3:15 pm	Standards for support Services, AoC-D	Mr. Anupjyoti Basistha Consultant-Q&PS, RRCNE
3:15 pm - 4:00 pm	Standards for Clinical Services, AoC-E (Std. E1 - Std. E9)	Dr Baroon Subba, Addl. Director cum SNO -QA, Sikkim
<b>Tea</b>		
4:00 pm - 4:15 pm		
4:15 pm - 5:00 pm	Standards for Infection Control, AoC-F	Dr Ajay Kumar Arya Consultant-Q&PS, RRCNE
5:00 pm - 5:30 pm	Overview of "Gunak Application" and its uses	Mr. Anupjyoti Basistha Consultant-Q&PS, RRCNE
<b>Day-02 (09<sup>th</sup> March 2022)</b>		
09:00 am - 09:30 am	Recap	Mr. Anupjyoti Basistha Consultant-Q&PS, RRCNE
9:30 am- 10:15 am	Standards for Specific Clinical Services, AoC-E; (Std. E10 - Std. E16)	Dr Baroon Subba, Addl. Director cum SNO -QA, Sikkim
10:15 am - 11:00 am	Standards for RMNCHA Services, AoC-E (Std. E17 - Std. E23)	Dr Baroon Subba, Addl. Director cum SNO -QA, Sikkim
<b>Tea</b>		
11:00 am- 11:15 am		
11.15 am-12.15 pm	Standards for Quality Management, AoC-G	Mr. Anupjyoti Basistha Consultant-Q&PS, RRCNE
12.15 pm - 1.15 pm	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	Mr. Anupjyoti Basistha Consultant-Q&PS, RRCNE
<b>Lunch</b>		
1:15 pm - 02.15 pm		
2:15 pm. - 03.15 pm	Exercise on AoC A, B & C	RRC-NE/State Team
3:15 pm. - 04.15 pm	Outcome Indicators and KPI's	Dr Ajay Kumar Arya Consultant-Q&PS, RRCNE
<b>Tea</b>		
4:15 pm - 4:30 pm		
4:30 pm - 5:30 pm	Overview of LaQshya, SUMAN, MusQan & NQAS for HWC-SC	Mr. Anupjyoti Basistha Consultant-Q&PS, RRCNE
<b>Day 3 (10<sup>th</sup> March 2022)</b>		
09:30 am- 10:00 am	Recap	Mr. Anupjyoti Basistha Consultant-Q&PS, RRCNE
10:00 am- 11:00 am	Quality Tools - PDCA, 5S, Mistake Proofing etc.	Mr. Anupjyoti Basistha Consultant-Q&PS, RRCNE
<b>Tea</b>		
11:00 am -11:15 am		
11.15 am- 11:45 am	Exercise on Prescription audit and Exercise on Patient Satisfaction Survey	Dr Ajay Kumar Arya Consultant-Q&PS, RRCNE
11:45 pm -12:30 pm	Process Mapping	Mr. Anupjyoti Basistha Consultant-Q&PS, RRCNE
12:30 pm -1:15 pm	Exercise on Process Mapping	RRC-NE/State Team
<b>Lunch</b>		
01:15 pm - 02:00pm		
02:00 pm-2:30 pm	Status & Road map for NQAS implementation in the state	Dr Baroon Subba, Addl. Director cum SNO -QA
2:45 pm - 3:45 pm	Post Training Evaluation	RRC-NE Team
3:45 pm- 4:00 pm	<b>Valedictory &amp; Tea</b>	

## Annexure II: Post Training Evaluation Report & Result Sheet

Sl.	Name of Participants	Designation	Name of district/facility	Score (%)	Result
1	Sarita Sharma	ANS cum District Quality Consultant	District Hospital, Mangan	60.00	Qualified
2	Padma Kumari Chhetri	ANS cum District Quality Consultant	District Hospital, Gyalshing	65.00	Qualified
3	Anju Subba	Assistant Nursing Superintendent	District Hospital, Singtam	65.00	Qualified
4	Premika Pradhan	Assistant Nursing Superintendent	District Hospital, Singtam	65.00	Qualified
5	Dawa Choden Bhutia	Staff Nurse	District Hospital, Mangan	70.00	Qualified
6	Kipu Sherpa	Nursing Officer	District Hospital, Mangan	70.00	Qualified
7	Amrita Cintury	Assistant Nursing Superintendent	STNM Hospital, Sochekgang, East Sikkim	70.00	Qualified
8	Tshering Doma Bhutia	Assistant Nursing Superintendent	STNM Hospital, Sochekgang, East Sikkim	70.00	Qualified
9	Nirmala Sharma	Assistant Nursing Superintendent	STNM Hospital, Sochekgang, East Sikkim	72.50	Qualified
10	Sarika Rai	Assistant Nursing Superintendent	District Hospital, Namchi	72.50	Qualified
11	Pincho Dem Bhutia	Assistant Nursing Superintendent	District Hospital, Namchi	72.50	Qualified
12	Dr Solomit Lepcha	DRCHO	District Hospital, Singtam	75.00	Qualified
13	Dr Suresh Madan Rasaily	Director - AMS	STNM Hospital, Sochekgang, East Sikkim	75.00	Qualified
14	Jyotshna Rai	Nursing Officer	District Hospital, Gyalshing	77.50	Qualified
15	Prasansamawi Ruth Rai	ANS cum District Quality Consultant	District Hospital, Singtam	77.50	Qualified
16	Dr Tara Gautam	DRCHO, DNO	District Hospital, Mangan	77.50	Qualified
17	Leela Devi Sharma	Nursing Officer	District Hospital, Gyalshing,	80.00	Qualified
18	Dr Patrika Rai	DRCHO	District Hospital, Gyalshing	85.00	Qualified
19	Dr Junita Yonzon	DNO cum DRCHO South	District Hospital, Namchi	85.00	Qualified
20	Mickyla Lepcha	ANS cum District Quality Consultant	District Hospital, Namchi	87.50	Qualified

- Total Participants appeared in the NQAS Internal Assessor's Certificate Test: 20
- Total Participants who cleared the NQAS Internal Assessor's Certificate Test: 20
- Pass Percentage: 100.00 %
- Average Score of the Test: 73.63 %

### Annexure III: Training Feedback Analysis

#### 1. Topics that were most useful as per the feedback received from the participants:

Sl.	Topics	Nos. of Participants appreciated the session
1	Process Mapping	8
2	Overview of National Quality Assurance Program & Assessment Protocol	7
3	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	7
4	Group Activity: Identifying Standards	4
5	Standards for Infection Control (AoC- F)	4

#### 2. Trainer wise Score:

Sl.	Name of the Trainer	Position	No. of topics taken	Average Score
1	Dr Baroon Subba	Addl. Director cum SNO-QA, Sikkim	3	4.43
2	Dr Ajay Kumar Arya	Consultant - Q&PS, RRCNE	6	4.17
3	Mr. Anupjyoti Basistha	Consultant - Q&PS, RRCNE	7	4.16
4	Ms. Madhukala Mishra	State QA Consultant - Sikkim	1	4.15

#### 3. Topic wise Score

Sl.	Name of the Topic	Average Score
1	Overview of National Quality Assurance Program & Assessment Protocol	4.15
2	Standards for Service Provision & Patient Rights (AoC A & B)	4.10
3	Standards for Inputs (AoC C)	4.15
4	Group Activity: Identifying Standards	4.16
5	Standards for Support Services (AoC D)	4.05
6	Standards for Clinical Services (AoC E1-E9)	4.50
7	Overview of GUNAK Application & its use	3.80
8	Standards for Infection Control (AoC F)	4.30
9	Standards for Specific Clinical Services (AoC E10-E17)	4.45
10	Standards for RMNCHA Services (AoC E18-E23)	4.35
11	Area of Concern G	4.30
12	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization	4.20
13	Prescription Audit	4.30
14	Area of Concern H	4.00
15	Quality Tools - PDCA, 5S, Mistake Proofing	4.10
16	Exercise on Prescription Audit & PSS	4.15
17	Process Mapping	4.50