



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



Organized By:

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

Date of Training : 16th to 18th March, 2026

Venue: NHM Conference Hall, NHM-HQ, Kohima, Nagaland

Introduction

The National Quality Assurance Standards (NQAS), introduced in 2013, aims to enhance the quality of care in public health facilities, beginning with District Hospitals. Subsequently, Community Health Centres and Primary Health Centres with beds were included in 2014, followed by standards for Urban Primary Health Centres in 2016. Over the years, specialized initiatives such as LaQshya (2019), SUMAN (2020), and MusQan (2021) have been integrated within the NQAS framework to address maternity, newborn, and child health services.

The NQAS standards are accredited by ISQua and recognized by IRDA for hospital empanelment, provide a robust framework for quality improvement. Since the inception of the program in 2013, its implementation in the North-Eastern States has been actively supported by the Regional Resource Centre for Northeast States (RRC-NE), in coordination with NHSRC.

With technical support from RRC-NE, the State Quality Assurance (QA) Team, NHM Nagaland, organized a three-day Internal Assessor cum Service Providers' training (IASPT) from 16th to 18th March 2026 at NHM Conference Hall, Office of the Mission Director, NHM HQ, Kohima, Nagaland. The training aimed at strengthening the pool of trained assessors and equipping participants with knowledge and skills required for NQAS assessments. The agenda of the three-day training is placed as Annexure – I.

Objectives and Participants

The primary objectives of the training were to:

- Familiarize participants with the concepts and framework of NQAS.
- Build capacity in using departmental checklists, standards, and measurable elements.
- Strengthen internal assessment, gap analysis, and action planning skills.
- Support facilities in moving towards national quality certification.

Training was facilitated by following Resource Persons:

- Dr. Thomas Keppan, SNO-QA, NHM Nagaland
- Dr. Bilva Yalee, External Assessor
- Dr. Ravikar Singh, Consultant-QPS, RRC-NE
- Ms. Vethipralu Lohe, SQC, NHM, Nagaland
- Dr. Imnanoktsung Longchar, External Assessor/ DQC- Kohima, NHM, Nagaland
- Dr Longri kichu, External Assessor

Participants: A total of 47 (Forty-seven) participants including Medical Officers, Dental Officers, CHOs & ANM attended the training. The participants list along with the post training evaluation result is enclosed as Annexure – II.

Inaugural Session: Dr. Keveduyi Theyo, MD, NHM Nagaland along with Dr. Thomas Keppan, SNO-QA, NHM-Nagaland, welcomed all the participants to the 03-day State Level Internal Assessor's training program. Dr. Keppan highlighted the importance of NQAS and IASPT training, as the ministry of Health and Family Welfare department targeted of achieving NQAS certification in 100% of public health facilities of the state, this training will support in achieving the desired level of certification of facilities. He urged all the participants to gain maximum knowledge from the training mentioning that after the

training, they would help to strengthen the state's NQAS certification process thereby facilitating the state to achieve 100 % NQAS certification.

This was followed by technical sessions.

Technical Sessions	
Topic	Brief Description
Day -1 (16th March 2026)	
Session 1: Overview of National Quality Assurance Program (NQAP) and Measurement system.	This session gave an overview of National Quality Assurance Program (NQAP) and milestones of its journey in India including basics of measurement system of National Quality Assurance Standards (NQAS). In this session, Dr. Keepan explained the concepts of quality, development of NQAS, its key features, implementation framework at state and district level and the function of quality assurance committees & units. He briefed about Areas of Concern (AoC) & Standards, Measurable Elements & Checkpoints, followed by the measurement system of NQAS. The session concluded with discussion on the scoring system, assessment methods, methodologies, and protocols of the NQAS assessment.
Session 2: Standards for Service Provision AoC-A	The second session discussed by Dr. Bilva Yalie covered the Area of Concern A (AoC-A) which measures availability of services in a health facility. Dr. Yalie explained standards under service provision in which the hospitals would ensure that comprehensive functional services and facilities are available to the end-users.
Session 3: Patient Rights AoC-B	The second session discussed by Ms Vethipralu Lohe in AoC B which ensures accessibility of services to the end users with dignity and confidentiality. She covered the key aspects of privacy such as access to information, patient rights and responsibilities, citizen charter, user-friendly signages, confidentiality, consent for treatment, privacy, dignity, and providing treatment without any physical and financial barriers. She also explained that compliance to the standards and measurable elements should be checked by observing services delivery, reviewing records/documents & evaluating utilization across hospital departments.
Session 4 & 5: Standards for Inputs AoC-C and AoC -D & Inventory Management	<p>This Area of Concern C (AoC-C) predominantly covers structural part of the facility. During this session, Dr. Imnanoktsung Longchar, explained the structural components of healthcare facilities as outlined in 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.</p> <p>In next session, the standards under Area of Concern D(AoC-D) were discussed. Under this Area of Concern, the support services that help a facility to run smoothly are covered. Dr. Longchar elaborated on hospital support services, including preventive & breakdown maintenance, calibration of equipment, 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</p>

Day -2 (17th March 2026)	
Session 6: Standards for General Clinical Services AoC-E (Std. E1 - E9)	The standards under Area of Concern E (AoC E) are primarily concerned with clinical processes. The session was taken by Dr. Bilwa Yalie, and she introduced the standards under AoC-E, focusing on the general clinical services (E1-E9) and their importance. This 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.
Session 7 & 8: Standards for Specific Clinical Services AoC-E (Std. E10 - E16), RMNCHA & National Health Programs (NHP)	<p>The session was taken by Dr. Longkri Kichu, and he introduced the standards under specific clinical services (E10-E16) and their importance. This session covered the procedure for intensive care, procedure for emergency services, for anesthetic services, surgical interventions, hemodialysis, and end-of-life care as well as disaster management and procedure for diagnostic services.</p> <p>Later, in next session, Dr Kichu discussed the Specific clinical services related to RMNCHA (E17-E22) services and different national health programs under this session. He covered the details of major health programs which are currently running to address communicable diseases, non-communicable diseases, maternal and child health, sanitation, and nutrition. These programs aim to improve healthcare access, reduce disease burden, and enhance overall public health in the country.</p>
Session 9: Standards for Infection Control AoC-F	The Area of Concern F (AoC F) covers standards related to infection control practices including bio medical waste management (BMW). Dr. Imnanoktsung Longchar 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.
Day - 3 (18th March 2026)	
Session 10: Standards for Quality Management (G) & Internal Assessment, Root Cause Analysis, Action Planning & Prioritization, Process Mapping	<p>The session was taken by Dr. Ravikar Singh, where he discussed the standards under Area of Concern G, 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 detail with examples. He then explained the prioritization of gaps by using 'PICK' chart followed by preparation of time bound action plan.</p> <p>Dr. Singh also emphasized the importance of 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 also explained process mapping, identification of non-value adding activities and corrective action to improve the process. Additionally, exercises related to implementation of Quality tools and methods in the facility were also conducted.</p>

Session 11: Standards for Area of Concern H	As measurement of quality is critical to improvement of processes and outcomes, and the Area of Concern H (AoC H) covers different measures for quality. During the session on AoC H, Dr. Imnanoktsung Longchar discussed in detail the different KPIs and Outcome indicators for different levels of healthcare facilities. The four standards of measures for quality under AoC H i.e. Productivity, Efficiency, Clinical Care & Service Quality were briefed in terms of measurable indicators.
Session 12: Status & road map for NQAS implementation of the State	Dr. Keppan along with Ms. Vethipralu Lohe of State Quality Cell, NHM Nagaland briefly presented the status of the NQAS certification in the State and the State Action Plan of QA related activities was also discussed. During the discussion, Mission Director and Principal director were also present.

Post Training Evaluation: The RRC-NE QPS team conducted a post-training evaluation of the participants using an objective-type questionnaire. A total of 47 participants attended the training and appeared in the post training evaluation. Out of the 47 participants, 38 qualified in the post training evaluation. The evaluation result is enclosed as Annexure – II.

Post Training Feedback: Feedback on the three-day training program was collected from all participants. As part of the NQAS training framework, an inbuilt evaluation system is followed wherein each participant shares feedback on a 5-point Likert scale. The purpose of this exercise was to assess the effectiveness of the training, identify potential areas for improvement, and capture insights on the overall learning experience. A detailed analysis of the training feedback is provided in Annexure – III.

Image Gallery



Post-Training Evaluation



Annexure I - Training Agenda

**State Level Internal Assessor's cum service Providers' Training (National Quality Assurance Standards),
Date: 16th – 18th March 2026; Venue: Conference Hall, O/o MD NHM, Kohima**

Time	Topic	Resource Person
Day-01 (16th March 2026)		
09:00 am - 09:30 am	Registration	State Team
09:30 am - 09:45 am	Chairperson	DR THOMAS KEPPEN, SNO QA
	Short Speech	DR KEVEDUYI THEYO, MD NHM
09:45 am - 10:00 am	Introduction by Participants	Participants
10:00 am - 11:30 am	Overview of National Quality Assurance Program and Assessment Protocol	DR THOMAS KEPPEN, SNO QA
11:30 am - 11:45 am	Tea & Group Photo	
11:45 am - 12:30 pm	Standards for Service Provision (AoC-A)	DR BILVA YALIE, NQAS EA
12:30 PM - 01:15 PM	Standards for Patient Rights (AoC-B)	MS. VETHIPRALU, STATE CONSULTANT, QA
01:15 pm - 02:00 pm	Lunch	
02:00 pm - 03:00 pm	Standards for Inputs (AoC-C)	DR IMNANOKTSUNG LONGCHAR, EA
03:00 pm - 04:00 pm	Group Exercise	
04:00 pm - 04:15 pm	Tea	
04:15 pm - 5:30 pm	Standards for support Services (AoC-D) & Inventory Management	DR IMNANOKTSUNG LONGCHAR, NQAS EA
Day-02 (17th March 2026)		
09:00 am - 09:15 am	Recap	
09:15 am - 11:00 am	Standards for General Clinical Services (AoC-E) (Std. E1 - E9)	DR BILVA YALIE, NQAS EA
11:00 am - 11:15 am	Tea	
11:15 am - 12:15 pm	Standards for - AoC E Specific Clinical Services (Std. E10 - Std. E16 & E 24)	DR LONGRI KICHU, NQAS EA
12:15 pm - 01:15 pm	Standards for RMNCHA Services & NHP - AoC E (Std. E17 - Std. E23)	DR LONGRI KICHU, NQAS EA
01:15 pm - 02:00 pm	Lunch	
02:00 am - 03:30 pm	Standards for Infection Control, AoC-F	DR IMNANOKTSUNG LONGCHAR, NQAS EA
03:30 pm - 04:00 pm	Exercises	
04:00 pm - 04:15 pm	Tea	
Day-03 (18th March 2026)		
09:00 am - 09:15 am	Recap	
09:15 am - 11:00 am	Standards for Quality Management (AoC G 1-5)	Dr. Ravikar Singh, RRCNE
	Tea	
11:15 am - 12:30 pm	Standards for Quality Management (AoC G 6-10)	Dr. Ravikar Singh, RRCNE
12:15 pm - 01:15 pm	Group Exercise	RRCNE
1:15 pm - 2:15 pm	Lunch	
02:15 pm - 03:15 pm	Outcome Indicators & KPIs, AoC H	DR IMNANOKTSUNG LONGCHAR, NQAS EA
03:15 pm- 03:30 pm	Status & Road map for NQAS implementation in the state	SQAU
03:30 pm - 04:30 pm	Post Training Evaluation & Feedback	RRCNE
04:30 pm - 05:00 pm	Valedictory & Tea	

Annexure II - Post Training Evaluation Report & Result Sheet

SL.NO.	NAME	DESIGNATION & PLACE OF POSTING	DISTRICT	Status
1	NGEPLEI W KONYAK	CHO, CHINGLONG HWC	MON	Qualified
2	P MANNON	CHO TOTOK CHINGKHO HWC	MON	Qualified
3	RENBONI T NGULLIE	CHO, OLD RIPHYIM HWC	WOKHA	Qualified
4	SEYIEKHRIENUO BELHO	DQM, WOKHA	WOKHA	Qualified
5	DR ZERILA SANGTAM	MO, PHC SEYOCHUNG	KIPHIRE	Qualified
6	RENJABENI	CHO, DIPHUPAR A HWC	DIMAPUR	Qualified
7	SENDIYA KATH	CHO, 7TH MILE HWC	DIMAPUR	Qualified
8	CHUMOI M PHOM	ANM, YANGCHING HWC	LONGLENG	Not Qualified
9	MYINGTHUNGLO LOTH	CHO, SANGLAO HWC SC	NOKLAK	Qualified
10	DR LEYANCE LAM KHIAM	MO DH NOKLAK	NOKLAK	Qualified
11	DR Y SAOTAKUM CHANG	MO PHC NOKSEN		Qualified
12	SILIANGLIU	CHO, ZIMKIUR HWC	KIPHIRE	Qualified
13	NGAHKHOTING CHONGLOI	CHO, THAZUVI HWC	KIPHIRE	Qualified
14	DR LIHNGAM KONYAK	JR DENTAL SURG, DH MON	MON	Qualified
15	KIMHOICHONG	CHO, BONGKOLONG HWC	PEREN	Qualified
16	ANEI SINGSON	ANM, PHC ATHIBUNG	PEREN	Not Qualified
17	ERENBENI TUNGOE	CHO, TONGTONGO SC HWC	WOKHA	Qualified
18	AYHUNLE KEPPEEN	CHO, ROTOMI SC HWC	ZUNHEBOTO	Qualified
19	DR KHRIESINO	MO KOH VILLAGE PHC	KOHIMA	Qualified
20	NZANBENI T HUMTSEO	CHO, SANGSANGYU SC HWC	TUENSANG	Not Qualified
21	MOASENLA	CHO YANGPI HWC SC	TUENSANG	Qualified
22	LIMUGHA LOHE	CHO, PWD SC HWC	KOHIMA	Qualified
23	FLORENCE AWALE KEMP	CHO, CHEDEMA HWC SC	KOHIMA	Qualified
24	LENGPEN L PHOM	CHO, NAMCHING HWC SC	LONGLENG	Qualified
25	KETHONEINO KOZA	GNM, PHC DUNGKI	PEREN	Not Qualified
26	MHALEKHONUO	CHO, MHAINAMTSI HWC SC	PEREN	Not Qualified
25	NEISIENO	CHO YAKSHU HWC	MON	Qualified
28	HOLIKA SWU	CHO, ASUKIQA HWC	ZUNHEBOTO	Not Qualified
29	SETO PUCHO	CHO, LESHEMI HWC	PHEK	Qualified
30	RAMZAI RUANGMEI	GNM, PHC HENINGKUNGLWA	PEREN	Not Qualified
31	SORHODENO TOSO	CHO, AKUHAITO HWC	ZUNHEBOTO	Qualified
32	NOYINGBENI P ERVI	CHO, LOTISAMI HWC	ZUNHEBOTO	Qualified
33	YEANGAO KONYAK	DQM, MON	MON	Qualified
34	DR N CHONBENTHUNG EZUNG	MO AREE PHC	WOKHA	Qualified
35	DR C ARBA	MO KANGTSUNG	MOKOKCHUNG	Qualified
36	DR NEIPHREZO SORUNUO	DENTAL SURGEON, NHAK	KOHIMA	Qualified
37	DR MOINGAN M PHOM	MO, PHC TAMLU		Qualified
38	DR BANGLAU PHOM	MO PHC YONGNYAH	LONGLENG	Qualified
39	DR B WANMAI KONYAK	DENTAL SURGEON, UPHC MON	MON	Not Qualified
40	DR TALIWABANG JAMIR	MO, PHC TSURANGKONG	MOKOCHUNG	Qualified
41	DR LAWRENCE LOTH	MO, PHC RALAN	WOKHA	Qualified
42	DR KENEIKHRIENUO SOTE	MO, PHC CHETHEBA	PHEK	Qualified
43	DR ROKOVIKHO	MO, PHC THIPUZU	PHEK	Qualified

44	DR RENPETHUNG	MO, NYIRO PHC	WOKHA	Qualified
45	DR KAILI SWU	MO, PHC MOLVOM		Qualified
46	RUKUSANU PHETSO	PFUCHAMA HWC	KOHIMA	Not Qualified
47	DR SUKHAI ZHIMOMI	MO, PHC AKULUTO	ZUNHEBOTO	Qualified

Total Participated – 47

Total Qualified -38

Total not qualified -9

Annexure III - Training Feedback Analysis

Topic wise Score as per the feedback received from the participants:

Day 1	Average Score
Session 1- Overview of NQAS and Assessment system: Dr. Keepan	4.0/5
Session 2- AoC A- Service provision – Dr. Bilwa Yalie	4.41/5
Session 3- AoC B- Patient rights: Ms. Vethipralu Lohe	4.06/5
Session 4-AoC C - Input: Dr. Imnanoktsung Longchar	4.30/5
Session 5-AoC D- Support services: Dr. Imnanoktsung Longchar	4.0/5
Day 2	
Session 6 -AoC E -General Clinical Services(E1-E9): Dr. Bilwa Yalie	4.24/5
Session 7 -AoC E - Specific Clinical Services(E10-E16): Dr. Longkri Kichu	4.26/5
Session 8-RMNCHA and National health programs (NHP): Dr. Longkri Kichu	4.26/5
Session 9-AoC F- Standard for Infection control: Dr. Imnanoktsung Longchar	4.09/5
Day 3	
Session 10- AoC G-Quality management – I (G1-G5) PSS & PM: Dr. Ravikar Singh- RRCNE	4.15/5
Session 11- AoC G-Quality management – II (G6- G10) & IA, RC analysis, Quality tools and methods, SaQsham App, PSS & PM: Dr. Ravikar Singh- RRCNE	4.15/5
Session 12- KPI, Outcome Indicators & H: Dr. Imnanoktsung Longchar	3.97/5

What did participants like the most about this training?	The most frequent mentioned aspect was the interactive nature of the training (23.5% (8)), indicating high participant engagement.	Clarity of explanation/easy to understand (33.9%) and trainer expertise (30.0% (11)) were repeatedly highlighted.	Nearly 31% (11) of participants appreciated the practical and field-oriented approach Significant proportion provided overall positive feedback
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