



## **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 from  
Regional Resource Centre for NE States, Guwahati, Assam

**Date of Training : 27<sup>th</sup> to 29<sup>th</sup> August, 2025**  
Venue: Conference Hall, SIHFW Building , Agartala, Tripura

## Introduction

The National Quality Assurance Standards (NQAS), introduced in 2013, aim 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, 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 Tripura, organized a three-day Internal Assessor-cum-Service Provider Training (IASPT) from 27<sup>th</sup> to 29<sup>th</sup> August 2025 at SIHFW Building, Agartala, Tripura. 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. Ajay Kumar Arya, Sr. Consultant-QPS, RRCE-NE
- Dr. Munmee Das, Consultant-QPS, RRCE-NE
- Dr. Ishita Guha, SNO-RCH, Agartala, Tripura
- Dr. Sankha Subhra Debnath - APD, TSACS
- Dr. Arjun Saha, DNO-QA, Gomati, Tripura

**Participants:** A total of 33 (thirty-three) participants including Medical Superintendent, Medical Officers, Nursing officers, Consultants, Lab Technicians attended the training. The participants list along with the post training evaluation result is enclosed as Annexure – II.

**Inaugural Session:** Dr. Nupur Debbarma, Member Secretary, SHFWS-Government of Tripura, welcomed all the participants & resource persons from RRCNE to the 03-day State Level Internal Assessor's cum Service Providers Training Program. She highlighted the importance of NQAS and stressed on the importance of the internal assessor training and urged all the participants to gain maximum knowledge from it. Additionally, she mentioned that after the training, they would help to strengthen the state's NQAS certification process thereby facilitating the state to achieve 100 % NQAS certification.

Dr. Ishita Guha, SPO-RCH, also welcomed all participants and stressed on the importance of NQAS and urged the participants to take active participation in the training. This was followed by technical sessions.

Technical Sessions	
Topic	Brief Description
Day -1 (27 <sup>th</sup> August 2025)	
<b>Session 1: Overview of National Quality Assurance Program (NQAP) and Measurement system.</b>	This session gave an overview of NQAP and milestones of its journey in India including basics of measurement system of National Quality Assurance Standards. In this session, Dr. Ajay Kumar Arya 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 Concerns(AoC) & 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>	The second session covered the Area of Concern A (AoC-A) which measures availability of services in a health facility. Dr. Ishita Guha explained standards under service provision, in which the hospitals would ensure that comprehensive functional services and facilities are available to the end-users. She 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>	The standards under the Area of Concern B (AoC-B)ensure accessibility of services to the end users with dignity and confidentiality including due consideration to a patient's preferences. This session was taken by Dr. Ishita Guha. 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.
<b>Session 4: Standards for Inputs AoC-C</b>	This Area of Concern C (AoC-C)predominantly covers structural part of the facility. During this session, Dr. Sankha Subhra Debnath 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>Session 5: Standards for support Services (AoC-D) &amp; Inventory Management</b>	In this 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. Ajay Kumar Arya 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, laundry, dietary & security services, accounts & finance management, statutory requirements for hospital etc.
<b>Exercises on Area of Concerns</b>	The participants were given exercises on the topics that were covered during the day.
Day - 2 (28 <sup>th</sup> August 2025)	
<b>Session 6: Standards for Quality Management - I (AoC G1- G5)</b>	The Area of Concern G (AoC-G)covers various quality tools and methods that are used for enhancing quality of services. Dr. Ajay Kumar Arya took the session on 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 also explained process mapping, identification of non-value adding activities and corrective action to improve the process.
<b>Sessions 7: Internal Assessment, Root Cause Analysis, Action Planning &amp; Prioritization of Gaps</b>	The session was taken by Dr. Munmee Das, where she 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 details with examples. She then explained the prioritization of gaps by using 'PICK' chart followed by preparation of time bound action plan.
<b>Session 8: Standards for General Clinical Services AoC-E (Std. E1 - Std. E24)</b>	The standards under Area of Concern E (AoC E) are primarily concerned with clinical processes. The session was taken by Dr. Arjun Saha, and he introduced the standards under AoC-E, focusing on essential clinical processes that ensure comprehensive patient care. He explained about the general clinical services(E1-E9), Specific clinical services(E10-E16), RMNCHA services and National Health Programs(E17-E24) & 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. He also discussed the procedure for intensive care, procedure for emergency services, for anesthetic services, surgical interventions, hemodialysis, and end-of-life care. disaster management and procedure for diagnostic services.
<b>Session 9: Standards for Infection Control AoC-F</b>	The Area of Concern F (AoC F) covers standards related to infection control practices including bio medical waste management(BMW). Dr. Munmee Das delivered an in-depth session on infection control protocols and practices critical for preventing nosocomial infections in public hospitals. She emphasized the importance of hand hygiene, personal protective measures, antiseptic practices, sterilization and disinfection of equipment, and environmental control. She concluded the session with a brief discussion on effective biomedical waste management in the health facility.
<b>Exercises on Area of Concerns</b>	The participants were given exercises on the topics that were covered during the day.
<b>Day - 3 (29<sup>th</sup> August 2025)</b>	
<b>Session 10: Standards for Quality Management – II (AoC G6- G10)</b>	Dr. Ajay Kumar Arya explained the AoC G focusing on mission, vision, quality policy & objectives, strategic plan to achieve them. He also delved into various quality methods, tools and their use. Discussion on the risk management framework, covering the processes of assessing, reporting, evaluating, and managing risks were the highlights of the session. Dr. Ajay Kumar Arya discussed 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 11: Outcome Indicators &amp; KPIs AoC H</b>	Measurement of quality is critical to improvement of processes and outcomes, and this Area of Concern H (AoC H) covers different measures for quality. In this session, Dr. Munmee Das 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.
<b>Session 12: Overview of SaQsham Portal</b>	In this session, Dr. Ajay Kumar Arya introduced the SaQsham portal as a digital platform designed to streamline the application process for NQAS national-level assessments. He guided participants through the procedures of registering healthcare facilities, obtaining login credentials, and completing the required documentation for certification. Dr. Arya also explained the approval process by



	the State QA team from initial registration to the submission of mandatory documents for successful national certification.
<b>Session 14: State Road map for NQAS</b>	Dr Anirban, State Consultant -QA, NHM Tripura briefly explained the State Action Plan of QA related activities.

**Post Training Evaluation:** The RRC-NE QPS team conducted a post-training evaluation of the participants using an objective-type questionnaire. A total of 33 participants attended the training and post training evaluation. Out of the 33 participants, only 24 qualified (73%) 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.

#### **Valedictory:**

The training program concluded with closing remarks, and a vote of thanks was delivered by Dr. Anirban Hore, State Quality Consultant, NHM-Tripura. In his address, Dr. Hore extended heartfelt appreciation to all participants and trainers for their active engagement and valuable contributions throughout the sessions. The participants shared positive feedback, appreciating the training and technical sessions. They expressed that the program had significantly enhanced their knowledge and skills in healthcare quality, which they are committed to apply in their respective facilities.

#### **Image Gallery**



**Technical Session & Exercises**



**Post-Training Evaluation**

## Annexure I - Training Agenda

**6<sup>th</sup> State Level Internal Assessor's cum Service Provider Training****(National Quality Assurance Standards),****Date: 27<sup>th</sup> August - 29<sup>th</sup> August 2025****Venue: Conference Hall, O/o MD NHM**

Time	Topic	Resource Person
<b>Day-01 (27<sup>th</sup> August 2025)</b>		
10:00 am-10:30 am	Registration	State QA team
10:30 am-10:45 am	Inaugural Address	State QA team
10:45 am-11:00 am	Felicitation and Group Photo	State QA team
11:00 am-11:15 am	Tea	
11:15am-11: 45 am	Overview of NQAP & Measurement System	RRC-NE Team
11:45 am-12:15 am	Standards for Service Provision, AoC-A	Dr.Ishita Guha – SPO RCH
12:15pm-12:45 pm	Standards for Patient Rights, AoC-B	Dr.Ishita Guha – SPO RCH
12:45pm-01:30 pm	Standards for Inputs, AoC-C	Dr. Sankha Subhra
01:30 pm-02:15 pm	Lunch	
02:15 pm-03:00 pm	Standards for support Services, AoC-D	RRC-NE Team
03:00 pm-03:45 pm	Standards for Infection Control, AoC-F	RRC-NE Team
03:45pm-04:00 pm	Tea	
04:00 pm-05:00 pm	Exercise on Area of Concern	RRC-NE Team
<b>Day-02 (28<sup>th</sup> August 2025)</b>		
09:00 am-09:30 am	Recap	RRC-NE Team
09:30 am-11:00 am	Standard for Quality Management, AoC-G	RRC-NE Team
11:00 am-11:15 am	Tea	
11:15 am-12:00 am	Internal Assessment, Root Cause Analysis, Action Planning & Prioritization of Gaps	RRC-NE Team
12:00 pm-01.00 pm	Prescription Audit & Exercise	RRC-NE Team
01:00pm-02.00 pm	Lunch	
02:00 pm-03:00 pm	Standards for Clinical Services, AoC-E (Std. E1 - Std. E16)	Dr.Arjun Saha ,DNO QA Gomati
03:00 pm-03:45 pm	Standards for Clinical Services, AoC-E (Std. E17 - Std. E23)	Dr.Arjun Saha, DNO QA Gomati
03:45pm-04:00 pm	Tea	
04:00 pm-04:30 pm	Outcome Indicators and KPI's, AoC-H	RRC-NE Team
04:30 pm-05:00 pm	Overview of SaQsham Portal	RRC-NE Team
<b>Day-03 (29<sup>th</sup> August 2025)</b>		
09:30 am-10:00 am	Recap	RRC-NE Team
10:00 am-11:00 am	Process Mapping & Quality Tools - PDCA, 5S, Mistake Proofing etc.	RRC-NE Team
11:00 am-11:15 am	Tea	
11:15 am-12:00 pm	Patient Satisfaction Survey and exercise	RRC-NE Team
12:00 pm-01:00 pm	Status & Road map for NQAS implementation in the state	State QA Team
12:00 pm-01:00 pm	Post Training Evaluation	RRC-NE Team
01:00 pm-01:15 pm	Post Training feedback	RRC-NE Team
01:15 pm-02:00pm	Lunch	
02:00 pm-02:45 pm	State Road map for NQAS implementation	State QA Team
02:45 pm-03:00 pm	Valedictory & Tea	

**Annexure II - Post Training Evaluation Report & Result Sheet**

S.no	Name	Designation	District	Result
1	Dr. Bipasha Reang	Medical officer	Dhalai	Qualified
2	Dr. Banashree Debbarma	Medical officer ( Dental )	Dhalai	Not Qualified
3	Mrs. Rupanwita Saha	DEIC Manager	Gomati	Qualified
4	Dr. Prasenjit Sarkar	SDMO	Gomati	Qualified
5	Dr. Epsita Chakraborty	Medical officer ( Dental )	Gomati	Qualified
6	Dr. Kajal Kumar Das	Medical Superintendent	Gomati	Qualified
7	Mrs. Khelu Rani Das	Nursing officer	Gomati	Not Qualified
8	Mrs. Mira Das	Nursing officer	Gomati	Not Qualified
9	Dr. Subhajit Das	Medical officer ( Dental )	Khowai	Qualified
10	Dr. Diptanu Biswas	Medical officer ( Dental )	Khowai	Qualified
11	Dr. Susnata Sutradhar	Medical officer ( Dental )	Khowai	Qualified
12	Dr. Saumya Kanti Sinha	Medical Officer	North Tripura	Qualified
13	Dr. Ashis Daskanungo	Medical Officer	North Tripura	Qualified
14	Mrs. Dipa Bhattacharjee	Nursing officer	North Tripura	Not Qualified
15	Dr. Dr Niloy Das	Medical Officer (Ayurveda)	Sepahijala	Qualified
16	Dr. Subhrajit Roy	Medical officer ( Dental )	Sepahijala	Qualified
17	Dr. Kaushik Ranjan Deb	Medical officer ( Dental )	Sepahijala	Qualified
18	Dr. Rajesh Das	SDMO	Sepahijala	Qualified
19	Mr. Ratan Debnath	Nursing officer	Sepahijala	Not Qualified
20	Mrs. Sibani Das	Nursing officer	Sepahijala	Not Qualified
21	Dr. Subrata Das	SDMO	South Tripura	Qualified
22	Dr. Johnny Solomon Reang	Medical Superintendent	South Tripura	Qualified
23	Dr. Ujjwal Sardar	Medical Officer (RBSK Program)	South Tripura	Qualified
24	Mr. Amit Das	Nursing officer	South Tripura	Qualified
25	Mrs. Swapna Rani Debnath	Senior nursing officer	South Tripura	Qualified
26	Dr. Sourav Das	Medical Officer	South Tripura	Not Qualified
27	Mrs. Mukti Chakraborty	Senior nursing officer	South Tripura	Not Qualified
28	Dr. Lopamudra Das	Medical officer ( Dental )	Unakoti	Qualified
29	Dr. Bipasha Das	Medical officer ( Dental )	Unakoti	Qualified
30	Mr. Shyamal Debnath	Lab Technician (Blood)	Unakoti	Qualified
31	Ms. Fatema Begam	Nursing officer	Unakoti	Not Qualified
32	Dr. Amit Debbarma	District Family Welfare Officer	West Tripura	Qualified
33	Mr. Joydeep Datta	Consultant BCC/PPP	State	Qualified

**Annexure III - Training Feedback Analysis****1. Topic wise Score as per the feedback received from the participants:**

Sl.	TOPICS	SCORE
1	Overview of NQAP, -Dr. Ajay Arya, RRCNE	4.71
2	Standards for AoC-A, Dr. Ishita Guha	4.61
3	Standards for AoC- B, -Dr. Ishita Guha	4.58
4	Standards for AoC-C, -Dr. Sankha Subhra Debnath	4.35
5	Standards for AoC- D, -Dr. Ajay Arya, RRCNE	4.71
6	Standard for Quality Management, AoC-G -I, Dr. Ajay Arya	4.74
7	NQAS Internal Assessment, RCA & action plan, Dr. Munmee Das	4.71
8	Standards for AOC E, general Clinical services (E1-E24), Dr Arjun Saha	4.59
9	Standards for AoC-F, Dr. Munmee Das, RRCNE	4.68
10	Standard for Quality Management, AoC-G -II, Dr. Ajay Arya	4.58
11	Outcome Indicators and KPI's, AoC-H, Dr. Munmee Das	4.71
12	SaQsham Overview, Dr. Ajay Arya	4.58
13	Online NQAS Exercise, Dr. Munmee Das	4.65

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