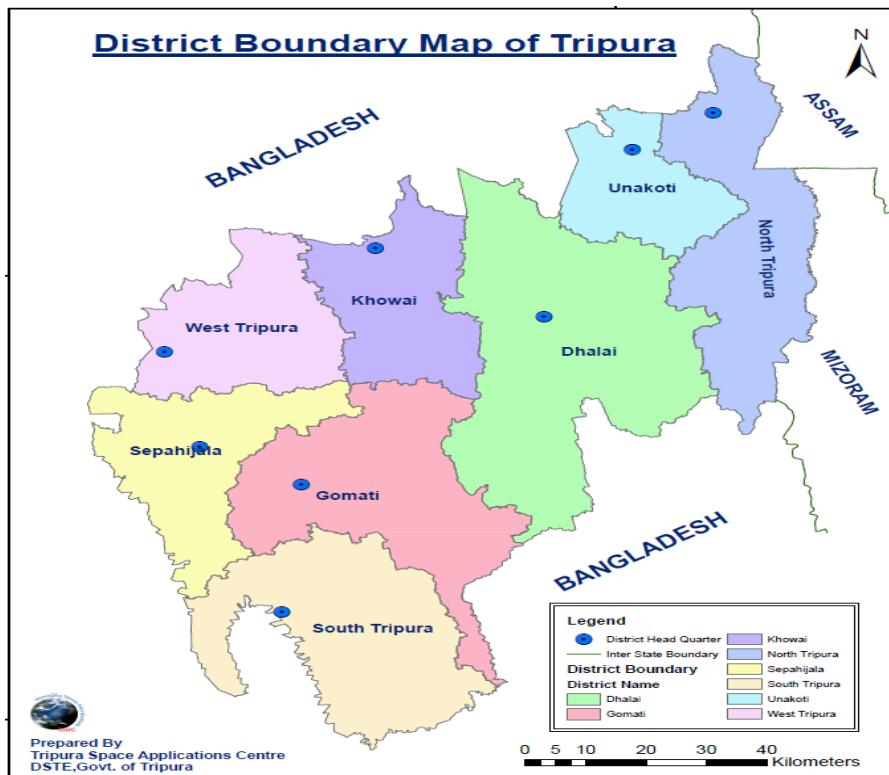




## Tripura Field Visit Report



Regional Resource Centre for NE States-RRC-NE  
Guwahati, Assam

**Date of Visit: 25<sup>th</sup> November, 2025**

## 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. Over the years, the framework was expanded to include PHCs, CHCs, and Urban PHCs, and further complemented by thematic initiatives such as LaQshya (2017) for maternity care, NQAS (2020) for Ayushman Arogya Mandirs, and MusQan (2021) for child-friendly services.

These initiatives collectively aim to ensure comprehensive, patient-centred quality improvement across all levels of healthcare delivery. The credibility of NQAS is anchored by its international accreditation from the International Society for Quality in Healthcare (ISQua). Furthermore, the Insurance Regulatory and Development Authority (IRDA) has formally approved NQAS requirements for hospital empanelment.

Since the programme's inception in November 2013, the Regional Resource Centre for Northeastern States (RRC-NE), in coordination with the National Health Systems Resource Centre (NHSRC), has been actively supporting and monitoring the implementation of the National Quality Assurance Programme in the North-Eastern States.

Among the North Eastern States, the state of Tripura has made significant improvement in the pace of NQAS certification in the state. As of 30th September, 2025, 50.3% of public health facilities have been certified under NQAS in the state of Tripura.

For further accelerating certification across all levels of healthcare facilities, the Quality and Patient Safety division team from RRC-NE conducted a supportive supervision visit to two health facilities (Urban Primary Healthcare-UPHC) in West district of Tripura on 25<sup>th</sup> November 2025 along with District Nodal Officer-QA(DNO), West district, Tripura.

As of 30<sup>th</sup> September 2025, the Urban Primary Healthcare facilities (UPHC) in Tripura have achieved 70% progress under NQAS certification. The purpose of the visit was to provide on-site mentoring and handholding support to NQAS targeted urban health care facilities and to facilitate quality improvement processes in the UPHCs.

A team consisting of Dr. Munmee Das, Consultant, RRC-NE and Dr. Eddy Peter Kandulna, Fellow, RRC-NE along with Dr. Prasenjit Roy, DNO-QA, West district, NHM, Tripura, visited two Urban Primary Health Centres (UPHC) of Tripura (Pashim Bhubanban UPHC & East Jogendranagar UPHC) on 25th November 2025. Both the health facilities are located in the West district of Tripura. The team first visited the Pashim Bhubanban UPHC, followed by visit to East Jogendranagar UPHC.

The detailed findings of the visit are provided below:

## Pashim Bhubanban UPHC

The Pashim Bhubanban UPHC is located in West district of Tripura and can be easily accessed through well-maintained roads. The UPHC caters to a population of approximately 60,852.

### **Key observations:**

- Infrastructure- Facility functioning in government building and has good infrastructure with boundary wall
- Patient amenities- Drinking water facilities available, seating arrangement adequate, privacy needs to be maintained for patients
- Human resource- Medical officers -04, SN/GNM-0, Lab Technician -02, ANM-02, Pharmacist -01, MTS-04, HMIS-01, MPW-02, AAA-01, OA-01, Sweeper- 01
- BMW management- Needs improvement, Karnataka model (Liquid waste treatment) is installed
- Cleanliness and hygiene- Condemned junk material lying all around the facility
- Documentation/SOPs-Laboratory has no work instructions (WI) for key processes

### **Areas of Improvement:**

- Training- NQAS key components and on assessment methods training required for the staff of the facility
- Space optimization and layout improvements- Needed for emergency/triage area, registration area and dressing room
- Directional signage- should also be put up in local language
- Cleanliness and hygiene -Proper disposal of junk material and junk room needed
- BMW management-Staff should be provided training on BMW management and handwashing facility needed at point of use in the OPD
- SOPs/WI-The facility should focus on ensuring updated SOPs are available, work instructions (WI) are placed and KPIs are regularly monitored



Pashim Bhubanban UPHC



Discussion with Pashim Bhubanban UPHC staff



Junk materials lying Pashim Bhubanban UPHC

## East Jogendranagar UPHC

The East Jogendranagar UPHC is located in West district of Tripura and can be accessed through well-maintained roads. The UPHC caters to a population of approximately 64,835.

### Key observations:

- Infrastructure-Facility functioning in government building and has good infrastructure, ramp is available but as its angle is too high, hence it's not useable
- Patient amenities- Drinking water, adequate sitting arrangements available but patient privacy is to be maintained as all the OPDs share a common examination bed. The Registration area is congested and no separate counters for male and female
- Cleanliness and hygiene- A designated junk room is not available
- Human Resource-Medical officers -07, Lab Technician -01, ANM-04, Pharmacist -02, MTS-02, HMIS-01, MPW-01, AAA-01, GDA-01, Sweeper- 01
- Diagnostics- All laboratory tests are available in -house
- Documentation- well maintained with good record keeping
- IEC- displayed along with all entitlements available for patients
- BMW management- proper management of BMW

### Areas of Improvement:

- Space optimization & layout improvements- needed for-registration counter and emergency triage area
- Patient rights- All the OPD rooms needs rearrangement so as to ensure Privacy for patients and provision of useable ramp facility
- Cleanliness and hygiene -A designated space is needed for junk disposal.
- As the facility is preparing for NQAS state assessment, handholding training on NQAS Guidelines, methods of scoring & assessment can be given to facility staff.



Ramp at the East Jogendranagar UPHC entrance



Registration counter area



Pharmacy

**Over all Key observations:**

- I. Staff at both the facilities are enthusiastic for implementing NQAS at their respective facilities.
- II. Facilities have good infrastructure and adequate human resource.
- III. Drugs are available as per state EDL and no expired medicines were found.
- IV. Dedicated storage facility for BMW disposal available at both the facilities.
- V. Patient amenities need improvement.

**Recommendations:**

- I. Conduct internal NQAS assessments of the facilities for gaps & risk assessment and mitigation.
- II. East-Jogendranagar UPHC can apply for state assessment after suggested space optimization & layout improvements for the emergency/triage, registration areas.
- III. Strengthen safe waste storage & disposal, fire hazard mitigation and securing electrical systems
- IV. The records and documentation should focus on updated SOPs, work instructions (WI) and key performance indicators (KPI)monitoring.

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End of report