



User Manual & User Guide
National Health System Resource Centre
SaQsham

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Table of Contents

| | | |
|---------|--------------------------------------|----|
| 1. | Purpose of the Manual | 4 |
| 2. | Assessor Desk..... | 4 |
| 2.1 | Assessor Profile | 4 |
| 2.1.1 | Edit Profile..... | 4 |
| 2.1.1.1 | Education Profile..... | 5 |
| 2.1.1.2 | Work Experience | 6 |
| 2.1.1.3 | Previous Assessment..... | 7 |
| 2.1.1.4 | Reporting Details..... | 7 |
| 2.1.1.5 | Training Details | 8 |
| 2.1.2 | Create Availability | 9 |
| 2.1.3 | Assessment Application Actions | 11 |
| 2.1.4 | Assessment Score Entry | 17 |
| 2.1.5 | Co-assessor FeedBack | 19 |
| 2.1.6 | Change Password | 20 |
| 2.1.7 | Help Desk | 21 |
| 2.1.7.1 | Raise a Ticket..... | 21 |
| 2.1.7.2 | View the Solution | 23 |



User Manual & User Guide **NHSRC**



Document Release History

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User Manual & User Guide NHSRC



1. Purpose of the Manual

The User Manual contains all essential information for the users to make full use of the SaQsham Application. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and systematic procedures for application access and use.

With the help of this User Manual, the “**Assessors**” will be able to edit their profiles, create their availabilities for the assessments and will be able to accept or reject from the assessment schedules. Along with that, the user will be able to fill the documents and the scores for the assessment they have accepted or conducted.

2. Assessor Desk

2.1 Assessor Profile

This section is the **visual display of personal data associated with a specific assessor**. Here, the user will be able to edit his profile and manage his availability for assessments.

To do so, the users have the following available Process/Menus -

1. Edit Profile
2. Create Availability
3. Assessment Application Actions
4. Co-Assessor Feedback
5. Assessment Score Entry
6. Change Password
7. Help Desk

| Full Name | | User Type | |
|------------------------|--|-------------------------------|--|
| Amit Poria | | Assessor | |
| Email Id | | Mobile No | |
| shruti@cdac.in | | 9991189923 | |
| State | | Designation | |
| Haryana | | Deputy Medical Superintendent | |
| Certificate No | | Validity Remaining | |
| EQA/904/NE-RRC.IV/2023 | | - | |

2.1.1 Edit Profile

Here, the user will be able to view and edit the following details –

- Personal Details
- Education Details



User Manual & User Guide NHSRC



- Work Experience
- Previous Assessment Details
- Reporting Details
- Training Details

The user will be able to do so by clicking on their respective menus available to the screen. The user must declare that the data is accurate, reliable, and valid to the best of their knowledge for each tab update.

Step – 1 – The user will click on the “**Edit Profile**” Menu under the “**Assessor Profile**” Menu. The following screen will be displayed –

| Full Name | User Type |
|------------------------------------|-----------|
| Mr. Dhruva Sreenivasa Chakravarthi | Assesor |

| Email Id | Mobile No |
|-------------------------|------------------------|
| dschakri@rediffmail.com | 7013037586, 9848145227 |

| State | Designation |
|----------------|-------------|
| Andhra Pradesh | - |

| Certificate No |
|-----------------------|
| EQA/235 /Delhi V/2018 |

Edit Profile

*** Father's Name** --

*** Date Of Birth** 01-Jan-1900

Current Address Prashant Hospital, Plot no. GO, 2nd lane, LIC Colony, Opposite ITI, Vijaywada-520008.

*** Permanent Address** Prashant Hospital, Plot no. GO, 2nd lane, LIC Colony, Opposite ITI, Vijaywada-520008.

Office Address Enter Office Address

*** Category** General

*** Mobile No** 7013037586, 9848145227

*** Email Id** dschakri@rediffmail.com

Alternative Mobile No Please Enter Alternative Mobile No

Alternative Email Id Enter Alternative Email Id

On the above screen, the user will be able to view his personal details.

Along with that, the user will be to edit details such as **Father's Name, Mobile Number, Current Address, Category, Date of Birth, Permanent Address, Designation, Certificate no. and Resume**. The mandatory fields are marked with a red asterisk sign.

The user will also be able to update the following details on this page –

- Education Profile
- Work Experience
- Previous Assessment
- Reporting Details
- Training Details

From the above points, it is mandatory for the user to add “**Work Experience**” and “**Reporting Details**”.

2.1.1.1 Education Profile


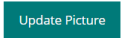
Step – 1 – The user will click on the box “**Education Profile**”. The following screen will appear –



User Manual & User Guide NHSRC



Edit Profile



Dr. Deep kumar Debbarma

Edit Profile

Education Profile

Work Experience





Previous Assessment

Reporting Details

Training Details

| | | | |
|----------------|-------------------------|-------------|-------------------------|
| Full Name | Dr. Deep kumar Debbarma | User Type | Assesor |
| Email Id | dr.deepkumar@gmail.com | Mobile No | 9862670872 / 7005513426 |
| State | Tripura | Designation | - |
| Certificate No | EQA/153/Delhi IV/2017 | | |



Education Profile Total Records: 1

| Qualifying Education | Qualification | Examination Passed | Year of Passing | Specialization | Class / Division | Upload Certificate | Marks(%) / CGPA | |
|-----------------------|---------------------|--------------------|-----------------|----------------|------------------|---|-----------------|---|
| <input type="radio"/> | Enter Qualification | Select Value | Select Value | Select Value | - Please select |  No File  | |  |
| | | | | | | | |  |

On the above screen, under the Education Profile section, the user will be able to add his educational qualification.

Step – 2 – The user will click on the “+” sign on the top right of the “Education Profile” section. The user will add the details and click on the “tick” sign to add it.

Education Profile Total Records: 1


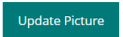
| Qualifying Education | Qualification | Examination Passed | Year of Passing | Specialization | Class / Division | Upload Certificate | Marks(%) / CGPA | |
|----------------------------------|---------------|--------------------|-----------------|----------------|------------------|---|-----------------|---|
| <input checked="" type="radio"/> | MBBS | Graduate | 1998 | Surgeon | First | file Document 30Sep2022-12:02:38...  | 56.0 |  |

In the first column, there are radio-buttons provided. By clicking on any one, the user can choose the latest one.

2.1.1.2 Work Experience

Step – 1 – The user will click on the box “Work Experience”. The following screen will appear –

Edit Profile



Dr. Deep kumar Debbarma

Edit Profile

Education Profile

Work Experience







Previous Assessment

Reporting Details

Training Details

| | | | |
|----------------|-------------------------|-------------|-------------------------|
| Full Name | Dr. Deep kumar Debbarma | User Type | Assesor |
| Email Id | dr.deepkumar@gmail.com | Mobile No | 9862670872 / 7005513426 |
| State | Tripura | Designation | - |
| Certificate No | EQA/153/Delhi IV/2017 | | |

Work Experience Total Reports: 1

| Current | Comp/Org Name | State | District | Start Date | End Date | Job Type | Nature of duties | Experience Letter | Work Experience | |
|-----------------------|---------------|--------|----------|---|---|----------|------------------|--|-----------------|---|
| <input type="radio"/> | Select Value | Select | Select |  |  | Select | Select |  No File ...  | |  |
| | | | | | | | | | |  |



User Manual & User Guide NHSRC



On the above screen, under the Work Experience section, the user will be able to add his job details along with the experience letter that he has done so far.

Step – 2 – The user will click on the “+” sign on the top right of the “Work Experience” section. The user will add the details and click on the “tick” sign to add it.



| Work Experience | | | | | | | | | | Total Reports: 1 |
|----------------------------------|---------------|-----------|-----------|-------------|-------------|----------|------------------|---|-----------------|------------------|
| Current | Comp/Org Name | State | District | Start Date | End Date | Job Type | Nature of duties | Experience Letter | Work Experience | + |
| <input checked="" type="radio"/> | NHSRC | Karnataka | Bangalore | 02-Sep-2013 | 30-Sep-2022 | Govt | Clinical | file Document 30Sep2022 ✖ | 9 Year 0 Months | |

In the first column, there are radio-buttons provided. By clicking on any one, the user can choose the latest one.

2.1.1.3 Previous Assessment

Step – 1 – The user will click on the box “Previous Assessment”. The following screen will appear –

Edit Profile



Dr. Deep kumar Debbarma

Edit Profile

Education Profile

Work Experience

Previous Assessment

Reporting Details

Training Details

| | | | |
|----------------|-------------------------|-------------|-------------------------|
| Full Name | Dr. Deep kumar Debbarma | User Type | Assesor |
| Email Id | dr.deepkumar@gmail.com | Mobile No | 9862670872 / 7005513426 |
| State | Tripura | Designation | - |
| Certificate No | EQA/153/Delhi IV/2017 | | |

| Previous Assessment | | | | | | | | Total Reports: 0 |
|---------------------|-------|--------|----------|------------------|---------|----------------------------|--------------------------|------------------|
| Facility Type | State | Region | District | Name of Facility | Program | Prev Assessment Dates From | Prev Assessment Dates To | |

On the above screen, under the Previous Assessment section, the user will be able to view the details of any previous assessment he has done and for which facility.

2.1.1.4 Reporting Details

Step – 1 – The user will click on the box “Reporting Details”. The following screen will appear –



User Manual & User Guide NHSRC



Edit Profile



Update Picture

Dr. Deep kumar Debbarma

Edit
Profile

Education
Profile




Work
Experience

Previous
Assessment

Reporting
Details

Training
Details

| | | | |
|----------------|-------------------------|-------------|-------------------------|
| Full Name | Dr. Deep kumar Debbarma | User Type | Assesor |
| Email Id | dr.deepkumar@gmail.com | Mobile No | 9862670872 / 7005513426 |
| State | Tripura | Designation | - |
| Certificate No | EQA/153/Delhi IV/2017 | | |



| Reporting Details | | | | | | | Total Records: 1 |
|-----------------------|---------------------|----------------------------|-----------------------------|-------------------------|--------------|---------------------------|---|
| Current | Name | Address | Email | Contact No | Designation | Company/Organisation Name | |
| <input type="radio"/> | Please enter Report | Please enter Reporting Add | Please enter reporting Offi | Please enter Contact No | Select Value | Select Value |    |

Add

Confirm/Delete

On the above screen, under the Reporting Detail section, the user will be able to add the details of his reporting authority.

Step – 2 – The user will click on the “+” sign on the top right of the “Reporting Detail” section. The user will add the details and click on the “tick” sign to add it.

| Reporting Details | | | | | | | Total Records: 1 |
|----------------------------------|----------------|---------|-------------------------|------------|---------------------|---------------------------|---|
| Current | Name | Address | Email | Contact No | Designation | Company/Organisation Name | |
| <input checked="" type="radio"/> | Deepika Sharma | Delhi | deepikasharma@gmail.com | 8989898989 | Additional Director | null |   |

In the first column, there are radio-buttons provided. By clicking on any one, the user can choose the latest one.

2.1.1.5 Training Details



Step – 1 – The user will click on the box “Training Details”. The following screen will appear –



User Manual & User Guide NHSRC



Edit Profile



Dr. Deep kumar Debbarma

Edit Profile

Education Profile

Work Experience

Previous Assessment

Reporting Details

Training Details

| | | | |
|----------------|-------------------------|-------------|-------------------------|
| Full Name | Dr. Deep kumar Debbarma | User Type | Assesor |
| Email Id | dr.deepkumar@gmail.com | Mobile No | 9862670872 / 7005513426 |
| State | Tripura | Designation | - |
| Certificate No | EQA/153/Delhi IV/2017 | | |

Training Details

Total Reports: 1

| Re-Certification Training | Training Type | Training name | From Date | To Date | Address | State | District | Remarks | |
|---------------------------|---------------|-------------------------------|-----------|---------|---------|-----------|------------|---------|--|
| <input type="checkbox"/> | Online | Please enter Training Program | | | | Select Va | Select Val | | <div><div>+</div><div>Confirm/Delete</div></div> |

On the above screen, under the Training Detail section, the user will be able to add the details of the certification trainings he has done along with dates.

Step – 2 – The user will click on the “+” sign on the top right of the “Training detail” section. The user will add the details and click on the “tick” sign to add it.

| Training Details | | | | | | | | | Total Reports: 1 |
|-------------------------------------|---------------|-----------------------------|-------------|-------------|---------|-------|----------|-----------|-----------------------------------|
| Re-Certification Training | Training Type | Training name | From Date | To Date | Address | State | District | Remarks | |
| <input checked="" type="checkbox"/> | Online | Assessor Training Programme | 30-Sep-2022 | 30-Sep-2017 | -- | -- | -- | Completed | <div><div></div><div></div></div> |

2.1.2 Create Availability

Here, the user will be able to create his availability i.e. the user will be able to select the days on which he is available for assessment.

To create the availability, the user must follow the following steps –

Step – 1 – The user will click on the “Create Availability” Menu under the “Services” Menu. The following screen will be displayed –

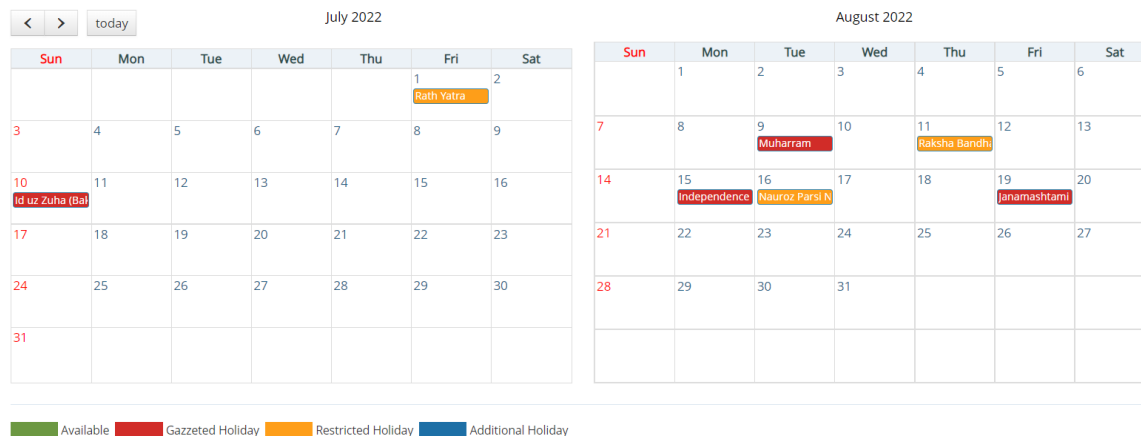


User Manual & User Guide

NHSRC



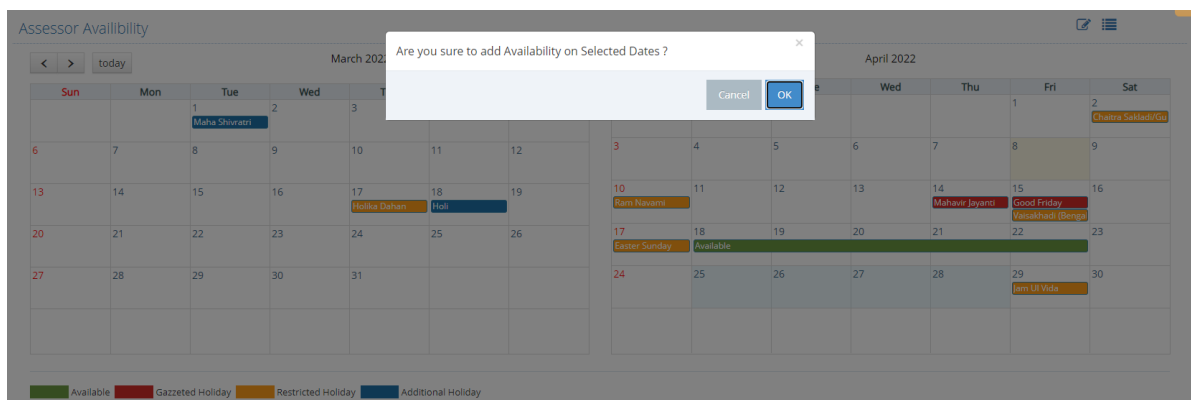
Assessor Availability



On the above screen, the user will also be able to see the holidays marked on the calendar. All the holidays and the availability can be differentiated by different colors. The colors and their significance is as follows –

Available (Green) Gazzeted Holiday (Red) Restricted Holiday (Orange) Additional Holiday (Blue)

Step – 2 – To create availability, the user will click on the date/dates he wants to be available for. To do so the user can either click on one date or can drag and select multiple dates. Post that, a pop-up will appear.



Are you sure to add Availability on Selected Dates ?

Cancel OK

The pop-up will ask for confirmation from the user. The user will click on “OK” button to confirm. Finally, after confirmation, the **available days will be marked with green color**.



User Manual & User Guide

NHSRC



April 2022

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---------------------|-----------------|-----|-----|-----------------------|--|-------------------------|
| | | | | | 1 | 2 Chaitra Sakladi/Gu |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 Ram Navami | 11 | 12 | 13 | 14 Mahavir Jayanti | 15 Good Friday Vaisakhadi (Bengal) | 16 |
| 17 Easter Sunday | 18 Available | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 Available | 26 | 27 | 28 | 29 Ram Ul Vida | 30 |

The user will not be able to create availability on “Gazetted Holidays”, but will be allowed to create availability on “Restricted Holidays” and “Additional Holidays”.

2.1.3 Assessment Application Actions

In this section, the user will be able to accept or reject the scheduled assessments proposed by the Certification Cell.

Step – 1 – The user will click on the “Assessment Application Actions” Menu under the “Services” Menu. The following screen will be displayed –

| Assessor Schedule Acceptance | | | | | | |
|------------------------------|----------------------|----------------|--------------|--------------|----------------------------------|--------------------|
| Status : All | | | | | | |
| Search: <input type="text"/> | | | | | | |
| Sr.No. | Application No. | Schedule Start | Schedule End | Status | Action | |
| 1 | DHNL2209220000001_01 | 03-Oct-2022 | 04-Oct-2022 | In Process | Accept | Reject |
| 2 | PHCN2209260000001_01 | 29-Sep-2022 | 30-Sep-2022 | Re-Confirmed | View Declaration of Impartiality | Team Lead Selected |
| | | | | | View Travel Itinerary | View Tool Kit |
| | | | | | View | |
| Showing 1 to 2 of 2 entries | | | | | | |
| | | | | | Previous | Next |

Here, the user will be able to view all the assessment applications along with their dates that were sent by the Certification Cell.

At first, the user will be able to perform any one of the 2 actions i.e. either “Accept” or “Reject”.

| Assessor Schedule Acceptance | | | | | | |
|------------------------------|------------------|----------------|--------------|------------|--------|--------|
| Status : All | | | | | | |
| Search: <input type="text"/> | | | | | | |
| Sr.No. | Assessment No. | Schedule Start | Schedule End | Status | Action | |
| 1 | PHC2204057001_01 | 18-Apr-2022 | 19-Apr-2022 | In Process | Accept | Reject |

Accept/Reject Buttons

Accept –



User Manual & User Guide NHSRC



Step – 2 – The user will click on either of the option is “Action” column to proceed ahead.

| Action |
|---|
| Accept Reject |

If the user wants to accept the assessment schedule, click on “**Accept**”. The following pop-up will appear –

Confirm Schedule ×

Confirm your Scheduled Date: 18-Apr-2022 to 19-Apr-2022

Note: Information regarding assessment details will be shared with you 15 days prior to scheduled date

Write Message if any :

Confirm

The user can enter remarks in the text box given.

Step – 3 – Once the user has accepted, the user will have 2 options – either he can “**Re-Confirm**” (before 15 days of assessments it will enable) or either he can “**Withdraw**”(Till Declaration or 1 day before).

If the user wants to withdraw, click on the “**Withdraw**” button in the “Action” Column. The following pop-up will be displayed –

Withdraw Schedule ×

Withdraw your Scheduled Date: 18-Apr-2022 to 19-Apr-2022

*Write Message or Remarks :

Withdraw

If the user wants to re-confirm, click on the “**Re-Confirm**” button in the “Action” Column. The following pop-up will be displayed –



User Manual & User Guide NHSRC



Re-Confirm Schedule

Re-Confirm your Scheduled Date: 18-Apr-2022 to 19-Apr-2022

Note: Information regarding assessment details will be shared with you 15 days prior to scheduled date

Write Message if any :

Re-Confirm

Once the user has re-confirmed, 3 options will be displayed in the “Action” column.

| Action | | | | |
|-----------------------------|---------------------|-----------------------|----------|------|
| Declaration of Impartiality | Team Lead Selection | Fill Travel Itinerary | Withdraw | View |

The user will have to enter the following details –

- Declaration of Impartiality
- Team Leader Selection
- Fill Travel Itinerary

Declaration of Impartiality –

Step – 1 – The user will click on the “**Declaration of Impartiality**” button under the “Action” column. The following screen will be displayed –

Name of Health Facility: DH SIDHI

Full Address : hospital chauk , nh-75 , , 7822

Applied Department / Program: Accident and Emergency, Auxiliary Services, Blood Bank, General Administration, Labour Room, Maternity OT / NQAS & LaQshya (Both)

Declaration Of Impartiality

Declaration of Impartiality and Confidentiality

National Health Systems Resource Centre, New-Delhi

External Assessment of Public Health facilities under National Quality Assurance

| | | |
|---|--------------------------------------|---|
| 1 | Full Name | Dr Rita Gupta |
| 2 | Address | Jeewan Nursing Home, Rohtak Gate Chowk, Dadri Road, Near Khassa Hospital, Bhiwani, 127021, Haryana |
| 3 | Qualification | aktu |
| 4 | Present Organization | |
| 5 | Designation | Additional Director |
| 6 | Name of the Health Facility assessed | DH SIDHI |
| 7 | Date(s) of Assessment | 03-Oct-2022 To 04-Oct-2022 |
| 8 | Name Of Departments to be Assessed | Accident and Emergency, Auxiliary Services, Blood Bank, General Administration, Labour Room, Maternity OT |

I declare that:

Click on submit to save.



User Manual & User Guide

NHSRC



Fill Travel Itinerary –

Step – 1 – The user will click on the “**Fill Travel Itinerary**” button under the “Action” column. The following screen will be displayed –

Profile x

Manage Availability x

Manage Assessments x

Fill Travel Itinerary

Name of Health Facility: CHATLA, Assam

Address: ., CHATLA HIGH SCHOOL .

Zip Code: 781312

State: Assam

Nearest Railway Station:

Nearest Airport:

Application No.: PHC2204057001_01

Applied for: NQAS

Applied Date: 08-Apr-2022

Applied Departments: General Administration, IPD, Laboratory, Labour Room, National Health Programme, OPD

Selected Assessment Date: 18-Apr-2022 To 19-Apr-2022

Itinerary of Assessment for Dr. Mrinalini Mani

| | From/To | Date | Flight/Bus/Train Details |
|-----------|---------|------|--------------------------|
| Arrival | | | -Please select- |
| Departure | | | -Please select- |

Generate

Back

The user will have to enter the details and click on “**Generate**” button.

Itinerary of Assessment for Dr. Mrinalini Mani

| | From/To | Date | Flight/Bus/Train Details |
|-----------|---------|-------------|--------------------------|
| Arrival | Delhi | 17-Apr-2022 | flight |
| Departure | Assam | 20-Apr-2022 | flight |

After submitting, the user can view the itinerary by clicking on “**View Travel Itinerary**” under the “Action” column.

Team Leader Selection –

Step – 1 – The user will click on the “**Team Leader Selection**” button under the “Action” column. The following screen will be displayed –

Team Lead Selection

Assessor Name

Dr Rita Gupta ☐

Dr Ishita Pant ☐

Save

Back

The assessors will have the option to choose among themselves the team leader and can choose from here.

The user will have to select the radio button in front of the name of the assessor chosen as team leader, and click on “**Save**” button to save it.

Reject –



User Manual & User Guide NHSRC



If the user wants to reject the assessment schedule, click on “**Reject**”. The following pop-up will appear –

Reject Schedule ✕

Reject your Scheduled Date: 17-Oct-2022 to 17-Oct-2022

*Write Message or Remarks :

Reject

The user can enter remarks in the text box given. It is mandatory.

Click on the “**Reject**” button to submit.

Once the assessor rejects the assessment schedule, the status updates to “**Rejected**” on the list page.

| Assessor Schedule Acceptance | | | | | |
|------------------------------|-----------------------|----------------|--------------|----------|--------|
| Status : All | | | | | |
| Search: <input type="text"/> | | | | | |
| Sr.No. | Application No. | Schedule Start | Schedule End | Status | Action |
| 1 | CHCNL2209220000001_01 | 17-Oct-2022 | 17-Oct-2022 | Rejected | |

Profile | Assessment Application Actions ×

| Assessor Schedule Acceptance | | | | | |
|------------------------------|----------------------|------------------|----------------|--------------|---|
| Status : All | | | | | |
| Search: <input type="text"/> | | | | | |
| Sr.No. | Application No. | Assessment Start | Assessment End | Status | Action |
| 1 | SCN23122200000015_01 | 24-Feb-2024 | 24-Feb-2024 | Re-Confirmed | View Declaration of Impartiality Team Lead Selected Fill Travel Itinerary View Tool Kit View Reliving/Invitation Letter View |
| 2 | SCN23120700000014_01 | 23-Feb-2024 | 23-Feb-2024 | Re-Confirmed | View Declaration of Impartiality Team Lead Selected Fill Travel Itinerary View Tool Kit View Reliving/Invitation Letter View |
| 3 | SCN23111500000003_01 | 20-Jan-2024 | 20-Jan-2024 | Re-Confirmed | View Declaration of Impartiality Team Lead Selected View Tool Kit View Reliving/Invitation Letter File Upload View Executive Summary View Opening Meeting View Closing Meeting View |

Opening Meeting- At assessment start day Opening meeting form will be enabled to enter the opening meeting details.



User Manual & User Guide

NHSRC



Profile | Assessment Application Actions »

Upload Opening Meeting Scan Copy

Opening Meeting

| | | | | | |
|---|------------------------|-------------------------|---|--|-----------|
| Facility Name:- Health & Wellness Centres | | | State/Dist:-Punjab/Pathankot | | |
| Date:- 19-Feb-2024 | Start Time: 11:00 | (24 hours format HH:MM) | Finished Time: 11:00 | (24 hours format HH:MM) | |
| List of Attendees | | | | | |
| Assessors | | | Facility Representatives | | |
| Team Leader | | | Name | Designation | Signature |
| Name | Designation | Signature | | | |
| ASHOK GUPTA | - | | <input type="text" value="Enter name"/> | <input type="text" value="Enter Designation"/> | |
| Assessment Team | | | <input type="text" value="Enter name"/> | <input type="text" value="Enter Designation"/> | |
| Name | Designation | Signature | <input type="text" value="Enter name"/> | <input type="text" value="Enter Designation"/> | |
| Dr Mahtab Singh | Independent Consultant | | <input type="text" value="Enter name"/> | <input type="text" value="Enter Designation"/> | |
| ASHOK GUPTA | - | | <input type="text" value="Enter name"/> | <input type="text" value="Enter Designation"/> | |

Executive Summary- After the score final submission user need to submit their Executive Summary also to complete the documentations process.

Profile | Assessment Application Actions »

Executive Summary

Introduction

External Assessment of GOPINENIPALEM against National Quality Assurance Standards was conducted from 20-Jan-2024 to 20-Jan-2024.

Assessment has been conducted on standard format of National quality Assurance Programme Checklist which contains functional departments (Care in Pregnancy & Childbirth, Childhood and adolescent health care services, Family Planning, Contraceptive Services and other Reproductive Health care Services, Management of common communicable diseases and Outpatient care for acute simple illness and minor ailments, Management of communicable diseases including National Health Programmes, Neonatal and infant health care services, Screening, Prevention, Control and Management of Non-Communicable diseases) .

Main Gaps

The main gaps observed during the visit are given below:

HWC prepared records related to quality assurance programs but they need to be implemented in daily practices.

Need base training of staff required especially in quality tools.

forecasting of drugs and buffer stock calculation records are not maintained.

Look-alike and sound-alike drugs are not stored separately.

Name and Signatures of External assessors-

1. Noorussabah

2. M VIJAYAKUMAR

Patient Satisfaction Score of Preceding Quarter:

| | |
|-----------------------------------|----------|
| Average Of Last Three Months NQAS | 94.0 (%) |
|-----------------------------------|----------|

Closing Meeting- At the Assessment Closing day Closing Meeting form will be enabled to submit the Closing meeting details.



User Manual & User Guide NHSRC



Profile Assessment Application Actions »

Closing Meeting

Upload Closing Meeting Scan Copy

No File ...

Choose

| Closing Meeting | | | | | |
|---|------------------------|---|------------------------------|--|-----------|
| Facility Name:- Health & Wellness Centres | | | State/Dist:-Punjab/Pathankot | | |
| Date:- 19-Feb-2024 | | Start Time: 11:00 (24 hours format HH:MM) | | Finished Time: 11:00 (24 hours format HH:MM) | |
| List of Attendees | | | | | |
| Assessors | | | Facility Representatives | | |
| Team Leader | | | Name | Designation | Signature |
| Name | Designation | Signature | | | |
| ASHOK GUPTA | - | | Enter name | Enter Designation | |
| Assessment Team | | | Enter name | Enter Designation | |
| Name | Designation | Signature | Enter name | Enter Designation | |
| Dr Mahtab Singh | Independent Consultant | | Enter name | Enter Designation | |

2.1.4 Assessment Score Entry

In this section, the user can fill the scores for the assessment that the user has conducted at the facility. The user will have the option either to directly enter from the Gunak Mobile Application or from the SaQsham application. The scores entered in the Gunak Mobile Application will reflect directly on the SaQsham portal.

To enter the scores, the user will follow the following steps –

Step – 1 – The user will click on the “**Assessment Score Entry**” under the “**Services**” Menu. The following screen will be displayed –

SaQsham

Services

Profile Assessment Score Entry »

Assessment Score Entry

Status

Score Entry Pending

Search:

| Assessment No. | Facility Name | NIN ID | State | District | Facility Type | Mode/Program | Dept./Package Count | Scoring Mode | Action |
|----------------------|--------------------------|------------|--------------|----------|-------------------|----------------------|---------------------|--------------|--------|
| DHNM2401080000002_01 | District Hospital Raipur | 1115544411 | Chhattisgarh | Raipur | District Hospital | NQAS & MusQan (Both) | 18 | -- | Action |

Showing 1 to 1 of 1 entries

Previous 1 Next

Action Button

The details of the assessment done will be visible on the list page on assessment day only.

Step – 2 – To proceed with the scoring, the user will click on the “**Score Entry**” button, under the “**Action**” column. The following screen will be displayed –



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Result Generation Details

Scorecard Summary

Labour Room

M-OT

← Tabs for the departments

Scorecard For SDH Ajnala (Sub-District Hospital)

No Assessment Done...Kindly Fill Department Score

On top of the page, the departments for which the assessment is done will be visible.

Step – 3 – To enter the scores, the user will go on the particular departments and enter the score in the checklist.

Scorecard Summary

Labour Room

M-OT

National Quality Assurance Standard For SDH Ajnala (Sub-District Hospital)

Checklist For Labour Room

| Reference No. | Measurable Elements | Checkpoints | Compliance | Assessment Method | Means Of Verification | Remarks |
|-------------------------------------|--|--|--------------------------------|-------------------|---|----------------------|
| Area Of Concern - Service Provision | | | | | | |
| Standard A1 | The facility provides Curative Services | | | | | |
| ME A1.1 | Services are available for the time period as mandated | Labour room service is functional 24X7 | <input type="text" value="2"/> | RR/SI | Verify with records that deliveries have been conducted in night on regular basis | <input type="text"/> |
| Standard A2 | The facility provides RMNCHA Services | | | | | |
| ME A2.1 | The facility provides Reproductive health Services | Availability of Post Partum IUD insertion services | <input type="text" value="2"/> | RR/SI | Verify with records that PPIUD services have been offered in labour room | <input type="text"/> |
| ME A2.2 | The facility provides | Septic Delivery & Delivery of HIV | <input type="text" value="2"/> | RR/SI | Check if infected delivery cases are managed at labour room | <input type="text"/> |

Once the user has entered the score, he will have to save the result. To do so, click on the “**Final Save**” button at the bottom of the page. Once the user has done final save, the user won’t be able to modify the score.

✓ Draft Save

✓ Final Save

✗ Back

Once the user has saved the final scores, next day a “**Scorecard Summary**” will be generated. The user will click on it to view it.



User Manual & User Guide NHSRC



Result Generation Details

| | | | |
|--|---------------------------|----------------------------|--------------------------|
| Scorecard Summary | | Labour Room | M-OT |
| Scorecard For SDH Ajnala (Sub-District Hospital) | | | |
| Hospital Score Card (Department Wise) | | | |
| Labour Room 100% | | M-OT 100% | |
| Hospital Quality Score Card Area of Concern wise | | | |
| Service Provision 100% | Patient Rights 100% | Inputs 100% | Support Services 100% |
| Clinical Services 100% | Infection Control 100% | Quality Management 100% | Outcome 100% |

Assessment Scoring Process

Scoring Process through Gunak Application

1. Update the Gunak Mobile Application

- Android – Play Store
- Apple – App Store

2. Make the selection on Gunak application for the assessment

- Program Name
- State
- District
- Facility Type
- Facility Name
- Assessment tool

3. Complete the scoring using the checklist and submit it on Gunak Application. The score will automatically populate on SaQsham on the next day after submission.

4. On the next day, when the score populates, verify the score. The user can make changes using Gunak Application if the user wants to change the score. Once verified, 'Final Assessment Save' has to be done on SaQsham portal.

5. Once the user has done 'Final Assessment Save', no further changes can be made to the score through both Gunak Application and SaQsham Portal.

Scoring Process through SaQsham Portal

1. Click on the 'Assessment Score Entry'. For the assessment to be assessed, click on 'Action' button and then 'Score Entry'. On SaQsham, 'Score Entry' will only be allowed on or after the start day of assessment.

2. The checklist for the departments for which the facility has applied will open.

3. Complete the scoring using the checklist. Final Save needs to be performed for each department individually.

4. Once score of all departments is saved, 'Final Assessment Save' has to be done on SaQsham portal. The scorecard summary along with the result will be generated on the next day after submission.

5. Once the user has done 'Final Assessment Save', no further changes can be made to the score through both Gunak Application and SaQsham Portal.

2.1.5 Co-assessor FeedBack

In this section, the user can fill the co-assessor feedback form after assessment. The user can give feedback of the assessor that with which he has assessed the facility.

Step – 1 – The user will click on the “Co-Assessor FeedBack” under the “Services” Menu. The following screen will be displayed –



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| External Co-Assessor FeedBack List | | | | | |
|------------------------------------|----------------------|---------|----------------------------|------------------------------------|-------------------------------|
| Status :Active | | | | | |
| Search: <input type="text"/> | | | | | |
| <input type="checkbox"/> | Application No. | Program | Assessment Date | Co-Assessor Name | Action |
| <input type="checkbox"/> | SDHL2209200000001_01 | LaQshya | 30-Sep-2022 To 01-Oct-2022 | Mr. Dhruva Sreenivasa Chakravarthi | Fill Feedback |
| Showing 1 to 1 of 1 entries | | | | | |
| | | | | | Previous 1 Next |

Fill Feedback
Button

Step – 2 – The user will click on “**Fill Feedback**” in the “**Action**” column. The following screen will be displayed

External Co-assessor Feedback Form » Fill Feedback

External Co-Assessor Feedback Form

Dear Esteemed Assessor

On behalf of National Health Systems Resource Centre, we would like to thank you for providing your continuous support to conduct National level assessments.

Central Quality Assurance Supervisory Committee needs Co assessor(s) feedback for 360degree appraisal of assessors which is an important aspect of external assessors evaluation process.

Hence, we request you to provide feedback of Co assessor(s) who had conducted the External Assessment with you on each of the following attributes using a five-point scale, as given below, where 5=Significantly exceeded the Expectation, 4= Exceeded the Expectation, 3= Met Expectation, 2= A bit below Expectation, 1= Well belowExpectation.

Information provided by you would be kept confidential and would only be used for improving the assessment process as part of Internal Quality Improvement Plan.

| Name of the Facility Assessed & Name of the State | | SDH Ajnala & Punjab | | | | |
|---|---|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Assessment Date | | 30-Sep-2022 To 01-Oct-2022 | | | | |
| Co-Assessor's Name | | Mr. Dhruva Sreenivasa Chakravarthi | | | | |
| Sr.No | Attributes | Poor | Fair | Good | Very Good | Excellent |
| 1 | Contribution during the preparation of assessment plan. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Punctuality as per the assessment schedule. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

The user will have the option to choose from the following attributes –

- Poor
- Fair
- Good
- Very Good
- Excellent

Step – 3 – Finally, to submit, the user has to click on the “**Submit**” button. Also, the user has the option to “**Reset**” or “**Back**”.

2.1.6 Change Password

In this section, the user will be able to change his current password for his login credentials.

To change the password, the user should follow the following steps –

Step – 1 – The user will click on the “**Change Password**” Menu under the “**Services**” Menu. The following screen will be displayed –



User Manual & User Guide **NHSRC**



Change_Password » Change

| | |
|--------------------|---|
| Old Password * | <input type="password" value="Enter Old Password"/> |
| New Password * | <input type="password" value="Enter Password"/> |
| Confirm Password * | <input type="password" value="Re-Enter Password"/> |

In the above screen, the user will enter the old password along with the new password.

Step – 2 – Once the passwords are entered on the above screen, the user has the following two options.



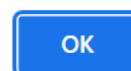
The user will click on the “**save**” button to save the password, or else he can click on “**reset**” to remove the entered passwords.

Step – 3 – Once the user clicks on the “save” button, the new password details will be sent on the users Email ID provided.

Also, it is mandatory for the user after changing the password, the user should logout once and login with the new credentials. If the user does not logout, and tries to click on some menu, the following pop-up will be displayed.

nhsrcluat.dcservices.in says

You changed your Password recently, So Please Logout and Login again
to continue



On the successful updation of password, the user will receive the email with password pdf file as an attachment on the email ID provided by him.

2.1.7 Help Desk

In this section, the user will be able to create tickets for any issue he is facing while using the SaQsham portal.

2.1.7.1 Raise a Ticket

To raise a ticket, the user will have to follow the following steps –



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Step – 1 – The user will click on the "Help Desk" Menu under the "Services" Menu. The following screen will be displayed –

| Ticket Raised List | | | | | | | + Add |
|--------------------|-------------|------|-------|------|---------|--------|-------|
| Status : All | | | | | | | ▼ |
| Ticket No. | Ticket Date | User | State | Menu | Subject | Status | |
| No Record Found | | | | | | | |

It will show no records if no ticket has been raised previously.

Step – 2 – The user will click on the "Add" button to raise a ticket. The following screen will be displayed –

New Ticket Raise >

*Select State: Madhya Pradesh *Select Menu: Select Value

*Select Subject: Select Value Upload File: No File ... Choose

*Description: Enter Problem Description

File Allowed Size is 10 MB and valid file extensions are (pdf | jpg | png | jpeg | PNG | JPG | JPEG | PDF | doc | docx | gif | GIF | xls | xlsx | zip).File name should be in proper format and only some special character are allowed.(i.e. - and _)

Submit Back

Select Menu – In the "Select Menu" option, the user will be able to select the menu in which he is currently facing the issue.

*Select Menu: Select Value

Upload File

xls | xlsx | zip).Fi

- Select Value
- Change_Password
- Facility Assessment Report
- Facility Incharge Master
- Help Desk
- Messages
- Pending Request
- Provisional User List

Select Subject – In the "Select Subject" option, the user will be able to select the subject of the issue.



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*Select Subject

*Description

File size is 10 MB and valid
and _)

New Subject
Design
Functionality
Issue with Pending request
Problem

Along with the above 2, the user has the option to “**Upload**” a file that is related to the issue and the “**Description**” of the issue.

Step – 3 – Once the user has entered the information related to the issue, the user will have the following 2 options to choose from –

Once the user clicks on the **submit** button, a ticket will be raised and the user will be able to view it in the list page.

| Ticket Raised List | | | | | | | | + Add |
|------------------------------|------------|-------------|------------|----------------|--------------------------|---------------|--------|-----------------|
| Status : All | | | | | | | | ▼ |
| Search: <input type="text"/> | | | | | | | | 🔍 |
| | Ticket No. | Ticket Date | User | State | Menu | Subject | Status | |
| <input type="checkbox"/> | 122090002 | 29-Sep-2022 | DQAU Panna | Madhya Pradesh | Facility Incharge Master | Functionality | Open | |
| Showing 1 to 1 of 1 entries | | | | | | | | Previous 1 Next |

Status

The user can view the status of the ticket in the “**Status**” column of the list page. A new ticket will have the status “Open”.

2.1.7.2 View the Solution

Once the administrator provides the solution for the raised ticket, the status will change to “Solution Received”.

Step – 1 – To view the solution, click on the checkbox, 2 buttons will get activated on top right.

The user can either “**Modify**” or “**View Ticket**”.

By clicking on “**Modify**” button, the user will be able to make any changes in the ticket if required.



User Manual & User Guide NHSRC



Step – 2 – The user will click on the “View Ticket” button, to view the solution provided. The following screen will be displayed –

User/Ticket Details

User Details

Ticket Details

User Name : DQAU Panna

State Name: Madhya Pradesh

Contact Details : 7832642738/

Menu Name : Facility Incharge Master

Subject :Functionality

Ticket History

Iteration No. 1

| | | | | | |
|----------|---|------|-------------|---------------|--|
| Problem | Unable to change facility incharge details. | Date | 29-Sep-2022 | Uploaded File | _file_Document_29Sep2022-17:28:20.docx |
| Solution | Solution | Date | 29-Sep-2022 | Uploaded File | Document_29Sep2022-17:34:29.docx |

Back

In the **top section**, the user can view the user details along with the ticket details.

In the **second section**, the user can view the problem raised along with the file that was uploaded. Under it the user can view the solution.