

REPORT ON EXTERNAL ASSESSORS TRAINING

23rd to 27th of August 2021



National Health Systems Resource Centre

Ministry of Health & Family Welfare

**Government of India
New Delhi**

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I. INTRODUCTION

National Quality Assurance Standards were launched by Ministry of Health & Family welfare, Govt. of India in 2013. The key features of the NQAS are to support the Quality and its related domains in all states/UTS, institutionalize National, state, district and facility level framework, conduct quality assessment and provide support to public healthcare facilities for continuous quality improvement. As mandated in Operational Guidelines for Quality Assurance in Public Healthcare facilities 2013, National Health Systems Resource Centre (NHSRC) has organized a five-days External assessor training from **23rd August to 27th August 2021** with aim to create & enhance the pool of assessor.

This training report therefore provides information about how the five-days' workshop was conducted, and highlights lessons learnt and the way forward for improving the quality External Assessor training provided by NHSRC-QI

The training was participatory in nature. A set of Operational guidelines for Quality assurance in Public Health Facilities, Assessors Guidebook for Quality Assurance in district hospital, CHC, PHC, UPHC and HWC-SC was shared with the participants for facilitation of the training. The Sessions were divided into five days and consisted of elaborate sessions describing Standards, Measurable Elements, checkpoints and all Areas of Concern. A Field visit was also arranged in seven of the hospitals (5 UPHCs & 2 DH) in Delhi providing the participants hands on experience for conducting assessment and practically use the assessor's guidebooks. Training course was consisted of various applied exercises, brainstorming and in-depth discussions.

Feedback from the participants were taken and the report consists of analysis of the feedback and suggestions given by the participants.

A written evaluation was undertaken at the end of the training and as per the procedure, the participants scoring was minimum 70 % for empaneled as external assessor.

There was total **68 participants**, who were mostly from the different areas like Employees of State Government, State Quality Team, Corporate Healthcare Sector, Training Institutes and NGO, freelancer.

II. AIMS AND OBJECTIVES OF TRAINING

The aim of the five-day training was to strengthen the knowledge, skills and assessment capacities on Operational Guidelines for Quality Improvement. The specific objectives are as follows:

- To create a pool of qualified Assessors for undertaking National & State Assessments for NQAS, LaQshya etc. Certification.
- To acquire knowledge & skills to conduct objective assessment of healthcare facilities against pre-defined norms.
- To equip participants with knowledge of key concepts, tools and methodologies of quality improvement.

III. PREPARATION: -

The QI division of NHSRC prepared the course curriculum. The training was divided into five days and consisted of elaborate sessions describing Standards, Measurable Elements, checkpoints and all Areas of Concern as mentioned in the Operational Guidelines. A field visit was also organized in seven of the hospitals in Delhi (13 groups)– **Guru Gobind Singh Govt. Hospital, Acharya Shree Bhikshu Govt. Hospital (DH), DGHChhawla, South-West District (UPHC) SPUHC Dharampura, South-West District (UPHC) DGHCKanganher, South-West District (UPHC) DGHCRajnagar, South-West District (UPHC) DGHCRajnagar and South-West District (UPHC), New Delhi** which gave the participants a platform to conduct assessments.

In addition to this, all the participants were given many exercises, thereby making the training more participatory.

The following materials were distributed:

- a. A Bag with required stationary items like writing pad, pen, pencil, sharpener, eraser & sticky note pad.
- b. National Quality Assurance Standards for Public Health Facilities.
- c. Assessors Guidebook for Quality Assurance in District Hospital Volume I 2018
- d. Assessors Guidebook for Quality Assurance in District Hospital Volume II 2018
- e. Assessors Guidebook for Quality Assurance in CHC
- f. Assessors Guidebook for Quality Assurance in PHC
- g. Quality Standards for Urban Primary Health Centre.
- h. Assessor's Guidebook for Health & Wellness Centre (Sub-Centre)
- i. Award to Public Health Facilities Kayakalp .
- j. LaQshya (Labour Room Quality Improvement Initiative)

The workshop was held at Hotel IBIS, Aero city, Near T-3 terminal, New Delhi from 23rd to 27th August 2021

IV. Methodology

A mix of methods was used for the National External Assessor Training Workshop. They are as follows-

- a) Power point presentations
- b) Brainstorming sessions
- c) Case studies
- d) Group work and Group Presentation
- e) Questions and Answers
- f) Practical Experiences from Field Visit
- g) Role play

V. Pre-Training Evaluation

At the onset of External assessor training the pre-evaluation examination has been conducted for all the participants, consisting of 20 multiple choice questions. Out of 68 participants, 58 participants have been appeared in the examination.

VI. Inaugural and Welcome Address

The External Assessor Training started by inaugural address of Mr. Vishal Chauhan, Joint Secretary Policy. The welcome address was delivered by Maj Gen (Prof) Atul Kotwal SM, VSM, Executive Director, NHSRC. Dr J N Srivastava, Advisor Quality improvement with the QI team members welcomed all the participants.

Dr. J N Srivastava Advisor Quality Improvement, NHSRC extended a warm welcome to all the participants from various organizations. He briefed the participants on the National Quality Assurance Programme and its importance for our public health facilities. He said that this training of 5 days would be an enriching experience for all as there will be cross learnings. After that, all the participants introduced themselves and shared what they understood of the term quality and what are their expectations out of this training. Followed by onset of technical sessions.



Inaugural session

VII. PRESENTATION BRIEFINGS

DAY 1- 23rd August 2021

Session 1:- Briefing about the Conduct of Training & Key Concept of Quality & Overview of NQAS.

The First Session of the Day 1 was on the **Briefing about the Conduct of Training & Key Concept of Quality & Overview of NQAS in India.**

The session was delivered by Dr. J N Srivastava. He started with the conduct expected in the training to make it successful.

Dr. Srivastava told about the initiation of Public Health System in India way back from Bhore Committee recommendations. He further discussed the growth of Health sector in India after Alma Ata and National Health Policy. Primary Care in Nineties and how Government is managing burden of health status currently. He further explained National Health Mission, its structure, 5 key strategies and implications.

Dr. Srivastava laid emphasis about the high mortality due to low quality of health system and the need to improve the health system through the implementation of NQAS standards. He explained the historic perspective of accreditation process. He explained NQAS is based on the Donabedian Model of Quality of Care (QoC) and are designed for DH, CHC, PHC, UPHC, H&WC (SC) and AEFI Surveillance to improve the health care services. While giving an overview of NQAS he talked about the history of Quality Assurance under the umbrella of National health mission

Dr. JN Srivastava also briefed the participants about the ISQua Accreditation of the NQAS standards as well as our NQAS External Assessors Training Programme. He explained the participants about the possible role as trained NQAS assessors. Kayakalp initiative under Swachh Bharat Abhiyan, LaQshya for care around birth, Mera Aspataal & Patient safety, IT solution for management of certification process and Quality process through GUNAK App was also one of the focus during the session.



Session 2:- Introduction to National Quality Assurance Standards

The second session was taken by Dr. Deepika Sharma on Introduction to National Quality Assurance Standards. She gave an overview of the National Quality Assurance Standards, how they are arranged, scope of different area of concern, intent of various standards and how the standards are arranged in various level of Health Care Facilities. She briefed the participants about the book to use as a guide for reference. She talked about the anatomy of the checklist by explaining about the Area of Concern, Standards, Measurable elements and checkpoints in the departmental checklists. She gave the comparative overview of the standards which are applicable at different level of Health Care Facilities.



Session 3: Measurement System & Assessment Protocol

The third session on Quality Measurement System & Assessment Protocols was conducted by Dr. Sushant Agrawal. The learning objectives of his session was to understand the architecture- the layout & design of different components of NQAS, such as area of concern, standards, measurable elements and checkpoints, identify & understand different methods of assessment, complete clarity/ understanding of scoring rules and get acquainted with assessment protocol.

He talked about the characteristics of the NQAS Programme and explained how it is an explicit tool. He made the participants understand the anatomy of the checklist & explained about the area of concern, standard and measurable element, checkpoints and scorecard. While deliberating he talked about the relationship between these various components. The four types of assessment method were discussed in detail with the participants, which included –

- Observation
- Staff interview

- Record Review
- Patient interview

Dr. Sushant Agrawal talked about the compliance as well as scoring rules. He gave an overview of the eighteen checklists and at last discussed the key features of these standards.



Session 4 : - Exercise on Measurement System

After the brief discussion on the measurement system and assessment protocol the exercise was taken up by Dr Arvind Srivastava. For this activity 9 groups were formed and the participants were asked to give an answer on behalf of their respective groups. 18 slides were shown to the participants one by one and they were asked to give the scores as 0 1 & 2 as per the NQAS measurement system.



Session 5 : Service Provision under NQAS Framework

The fifth session was taken by Dr. Arpita Agarwal where she explained how to assess the facility as per the six standards present in the area of concern A and gave a comparative overview of the Service provision in different types of Health Care facilities. She explained that here we are checking the availability of services mentioned below: -

- Curative Services
- RMNCH+A
- Diagnostics
- National Health Programs
- Support Services
- Services as per local needs



Session 6: -Patient Rights under NQAS Framework

The session was taken by Dr. Arvind Srivastava. He talked about the six standards of the patient rights in context of:-

- Availability of Drugs, Diagnostics, Doctors and Devices.
- Accessibility in terms of physical access, financial access, information and non-discrimination
- Acceptability in terms of privacy, cleanliness, gender equity and courteous behavior.
- Quality in terms of clinical protocols, clinical records, infection control and outcome of care.

Dr. Arvind Srivastava explained the assessment of patient rights in public health facilities while dealing the standards of Area of concern B as narrated below:-

- **B1** Information
- **B2** Accessibility
- **B3** Privacy and Confidentiality
- **B4** Participation
- **B5** Free Services
- **B6** Ethical Management

Session 7 : Exercise on Identification of standards

A group activity was carried out by Dr. Deepika Sharma where all the participants were given the sheet with a clue. Various slides were shown and the participants were asked to identify the standards. All the groups were given scores for their responses.

Homework on Patient's Right

This exercise was designed by Dr. Arvind Srivastava. A case study was given to all the participants and they were asked to identify atleast one standard and two measurable element.

Day-2- 24th August 2021

The training started with recap of the last day sessions by Dr. Sushant Agarwal.

Session 1: Inputs under NQAS Framework

The first session of Day 2 was taken up by Dr. Sushant Agarwal. He covered all the seven standards pertaining to this area of concern C

- **C1** Infrastructure and Space
- **C2** Physical Safety
- **C3** Fire Safety
- **C4** Human Resource
- **C5** Drugs and Consumables
- **C6** Instrument and Equipment
- **C7** Staff Competence



Session 2: - NQAS Assessment for Child Health Services

The second Session of the Day 2 was on the NQAS Assessment for Child Health Services and the session was delivered by Dr. Renu Srivastava. She gave an overview of the Child health services in India. Major areas covered under this session were SNCU, NRC, Pediatric Clinic and Immunization services. She started with the Strategic interventions under Child Health Program. Dr. Renu explained about the standards & domain of the quality of care framework for Maternal & Neonate health along with sick newborn. She talked about newborn care corner at LR &OT, SNCU/NBSU etc.

Checklist of SNCU, Pediatric ward & NRC was discussed during the session. The discussion point were what information should be displayed at all the respective areas, electrical safety, fire safety, work environment & security, equipment, clinical care, infection control, outcome.

Dr. Renu explained about the recommendations of type of facility-based care for pediatric COVID cases. She also discussed about the immunization protocol and assessment of the immunization clinic.



Session-3:- Discussion on Patient Rights

The exercise given on Day1 on Patients' Rights was discussed. All the participants took part very actively and answered proactively, clearing their doubts. This exercise made their perception clear about the standards and scoring and gap analysis.

Session-4:- Support Services under NQAS Framework

The fourth session was taken up by Dr. Chinmayee Swain on Support Services. She started the presentation by explaining why support services are important for the under NQAS framework. She explained that support services are the backbone of hospital operations which are usually most neglected area in public hospitals. She laid emphasis on how support services directly and indirectly lead to poor quality of services for example poor upkeep of facility, long down time of equipment and little efforts in process improvement may give high & visible results to clinical care.

Dr Chinmayee gave the brief description of all the standards under support services and gave glance of comparison of standards as per level of facility. She made the participants understood the importance of the standards and means of verification were also explained in details for support services by giving examples.



Session 5:- Overview of LaQshya & SUMAN initiative & Assessing Critical Elements of the Quality Certification

Fifth session of the Day 2 was taken by Dr. Padmini Kashyap. Dr. Padmini gave the overview of the program, Maternal health services, critical components in the labour room, maternity operation theatre assessment and Surakshit Matritva Aashwasan (SUMAN).

Dr. Padmnini explained in details about the need of the program as maternal and child mortality is the key priority for improving population health outcomes and achieving health related Sustainable Development Goals (SDG's). She specifically said that there is need of ensuring quality care with provision of assured delivery of services with respect and dignity to a woman and her infant.

Dr. Padmnini explained about the various initiatives, schemes like SUMAN, PMSMA, JSY, JSSK, LaQshya, strategies like capacity building through SBA, CEmONC, LSAS, Daksh, Dakshta and infrastructure upgradation in form of FRU, MCH, OBS HDU/ICU and delivery points under Maternal Health. She briefly explained about the certification criteria and incentivization of the facilities which are LaQshya certified. She gave a pictorial representation of the critical elements under all the areas of concern. She made it clear by her presentation by explaining the importance of facility level targets to achieve quality care for the mother and newborn.

She also explained the SUMAN initiative and gave an overview of the SUMAN compliant facilities and SUMAN service packages.



Session 6:- NQAS Assessment for Infection Prevention

The session was delivered by Dr. Arpita Agarwal through explaining the infection control practices. She made the session interactive by asking questions related to various infection control practices and by demonstrating various practices such as steps of hand washing.

She made the understanding of the standards very convenient by explaining the hand hygiene practices, use personal protective equipment, equipment processing, environment control and biomedical waste management. She also explained about how these standards are distributed in different checklists and things to be kept in mind while conducting assessment of the standards. She also gave an overview of the standards at various levels of facility. Her session was pictorial which made it more interactive and convenient for the participants.



Session 7:- Standards for Quality Management System & Outcome Indicators.

Dr. Deepika Sharma took this session. Through this session she has explained about the quality management system in a facility, how a facility can improve their process and achieve the quality improvement through identification of the problems. This session also emphasizes on correct use of quality tools along with correct interpretation.

While presenting, she made it clear how employee satisfaction and patient satisfaction can play an instrumental role in quality improvement of a facility. Having quality checks in the laboratory can improve the quality of diagnosis, having written and implemented procedures, records & formats, work instructions can give the wide spectrum to the employees to improve their knowledge and skills. Using the quality tools to identify and solve the problems, conducting various audits with their analysis, preparing a strategic plan to achieve the mission and vision of the facility, risk management and staff competences were the topics of discussion.

Session 8:- Exercise on Quality Management System & Outcome Indicators.

To make thing clear and more understandable, Dr. Sushant Agarwal took over with some exercise on quality management system and outcomes.

He explained the tools through some of the exercise on patient satisfaction, prescription audit, external quality assurance score for lab tests, PICK chart, pareto analysis, histogram, run chart & Failure Mode and Effects Analysis (FMEA).



Day 3, 25th August 2021

The training started with recap of the second day sessions by Dr. Alisha Dub.



Session 1:- NQAS Assessment of Blood Bank & Laboratory

Dr. Nishu Dhawan was the first speaker of the day. She covered the topics on NQAS Assessment of blood bank & laboratory. She explained the need of standardization of clinical labs in India through quality management. For this she explained the areas of concern that align with the lab standards. Special mention was made for internal & external control programs and calibration along with their documentation. She made the participants understand her view by conducting a puzzle which made it easy for them to memorize the important points.

Dr. Nishu Bhawan also took session on the standards and guidelines in blood bank, their regulations and national policy. She made the mission statement, objectives of the policy, blood transfusion safety & regulatory requirements and standards for blood banks and blood transfusion services made clear through this presentation.



Session 2:- NQAS Assessment of Family Planning

Dr. Divya Valecha and Dr. Pragati took the session on Family Planning. Dr. Divya explained the National Family Planning Program (NFPP) through her slide. She explained the program by giving an overview by key objectives, policy level and service level. She briefly explained the areas of concern for the said program. The points of discussion were the contraceptive basket of choice under NFPP, modality of family planning service delivery, family planning services available in public health facilities, how media campaigns have played a pivotal role in usage of contraceptives, community-based schemes, Mission Parivar Vikas, IUCD & Sterilization services and schemes and compensation under sterilization scheme.

Dr. Pragati explained in detail about the Fixed day Sterilization services, storage and inventory management of FP commodities, eligibility criteria for sterilization clients, importance of informed choice and consent, documenting denial of sterilization and certificate of sterilization.

Dr. Pragati also explained about the Long-Acting Reversible Contraceptives (IUCD, Injectable MPA) and Short-Term Methods (COC, Centchroman and Condoms). She explained about the formation of State Family Planning Indemnity Subcommittee (SISC) and District Family Planning Indemnity Subcommittee (DISC). To understand the implementation of the Family Planning Program the importance of outcome indicators was also explained to the participants.



Session 3:- Exercise on Support Services

Dr. Chinmayee Swain discussed about the exercise on Support Services. She made the participants understand how to assess and give the score during any assessment. The exercise made the participant understand the content of the standards, measurable elements and the checkpoints.

Session 4:- NQAS Assessment of General Clinical Services

Dr. Rajesh Raju took over this session with sharing his experience about the assessments he conducted. He talked about the general clinical services in which he discussed standards E1 to E9. He also had a detailed discussion of Area of Concern E Standard E10 – E 15.

- Registration, consultation & admission
- Clinical assessment & reassessment
- Continuity of care and referral
- Nursing care
- High risk & vulnerable
- STGs & generic drugs
- Safe drug administration
- Maintaining, updating, storage of records
- Discharge of patient.



Session-5:- Exercise on Infection Prevention

The exercise given by Dr. Arpita Agarwal was discussed in this session. She made the participants understand how to assess and give the score during any assessment. The exercise made the participant understand the content of the standards, measurable elements and the checkpoints.

Session 6:- Assessment of National Health Programs under NQAS

Dr. Utsuk Datta, being an expert for the National Health Programs (NHP), was invited for this session. He started with the known facts about the NHP and types of NHP. He explained about the quality components of the NHP. He explained the programs by explaining them under communicable and non-communicable diseases and IDSP/IHIIP-Integrated Hospital Information Programme.

Under communicable disease he covered the following programs:

- National Tuberculosis eradication Program (NTEP)
- National AIDS Control program
- National Vector Borne Disease Control Programme
- National Leprosy Eradication Programme

Under non-communicable disease he covered the following programs:

- National Programme for prevention and control of Cancer, Diabetes, Cardiovascular disease and Stroke
- National Tobacco Control programme
- National Mental Health Programme

- National Programme for control of Blindness & Visual Impairment
- National Programme for Prevention and Control of Deafness
- National Programme for the health care of elderly
- National Oral health care Programme

He gave the brief description about the IDSP/ IHIIP programs. He explained about the difference between old and new IDSP portal.



Session 7:- NQAS Assessment of Emergency, OT & ICU

Dr. Rajesh Raju took over this session with sharing his experience about the assessments he conducted. He talked about the general clinical services in which he discussed standards E10 – E 16. He elaborates on the following points: -

Standard E10 The facility has defined and established procedures for intensive care.

Standard E11 The facility has defined and established procedures for Emergency Services and Disaster Management.

Standard E12 The facility has defined and established procedures of diagnostic services.

Standard E13 The facility has defined and established procedures for Blood Bank/Storage Management and Transfusion.

Standard E14 The facility has established procedures for Anesthetic Services.

Standard E15 The facility has defined and established procedures of Operation theatre services.

Standard E16 The facility has defined and established procedures for End-of-life care and death

He gave a comparative view of the standards applicable at different level of health care facilities.

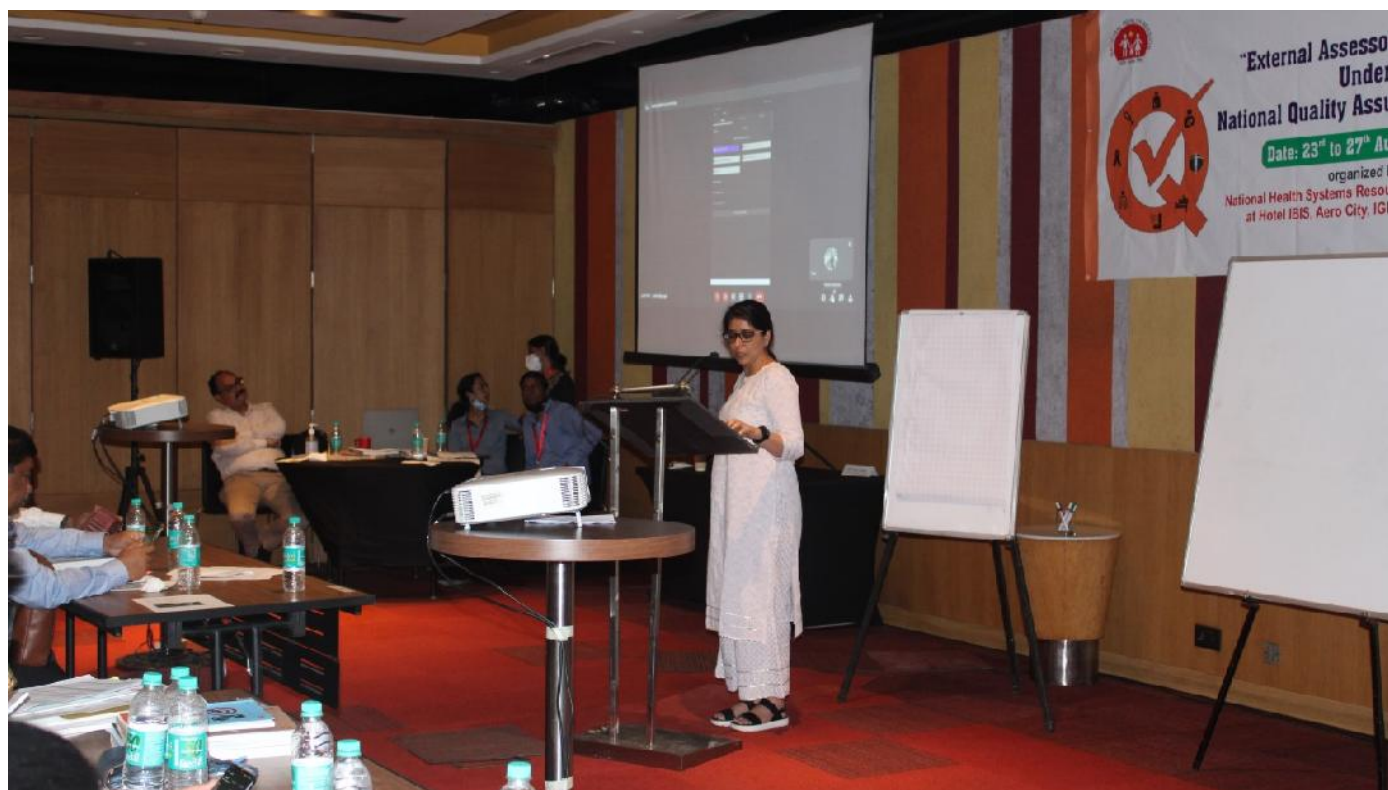
Session 8:- Briefing about the field visit

Dr. Abhay Kumar briefed the participants about the field visit and advised them to follow certain instructions to be followed during the field visit. He briefed the participants about the hospitals selected for the field visit and divided the participants into groups. Each group had team coordinators from NHSRC team who were responsible for the coordination and guiding the teams. It was also informed that Separate vehicles were arranged for the field visit and the details were shared with the participants.



Session 9:- GUNAK Orientation

This session was conducted by Dr. Deepika Sharma. She oriented the participants about the installation and usage of the app, which can be used during the field visit by the participants.



DAY 4

Field Visit

On 4th Day, the participants were assembled at Training Venue of Ibis Hotel New Delhi, and were divided according to their groups and departments assigned followed by field visits to their respective public health facility

HOSPITAL-1: Guru Gobind Singh Govt. Hospital New Delhi

The Team Members & assigned Departments

S.No-	NAME OF NOMINATED PERSON	Department to be assessed & Group No.
1	Dr.M. Ramesh Babu	OPD (Group-1)
2	Dr Sanjay Khare	
3	Dr.Abhishek Mishra	
4	Dr.Rammish Ramanathan	
5	Dr Adarsh Sharma	
6	Dr Debasish Halder	
7	Dr. Satish Llingram Haridas	Emergency (Group-2)
8	Dr. Uttam Desai	
9	Dr Vikas Moudgil	
10	Dr B Aruna Kumari Suman	
11	Dr. Harshala Sudhakar	
12	Dr Akula Maheswararao	Maternity Ward
13	Dr S Guru Prasad	

14	Dr Gorle Nagabhushana	(Group-3)
15	Dr (Col) Jyoti Kotwal	
16	Dr.Ravendra Singh	
17	Dr. D. Leonard Suresh	
18	DR .S. NAPOLEON SINGH	
19	Dr Bharani Kumar	Labour Room (Group-4)
20	Dr Himanshu Jaiswar	
21	Dr. Shalini Chhiber	
22	Dr Rohit Sharma	
23	Dr N Rajkumar	
24	Dr Mala Srivastava	

Hospital -2: Acharya Shree Bhikshu Govt. Hospital (DH)

The Team Members & assigned Departments

S.No-	NAME OF NOMINATED PERSON	Department to be assessed & Group No.
25	Dr Jyoti Simlot	Gen Admin (Group-5)
26	Dr.P.Srinivas Prasad	
27	Dr Savitha MS	
28	Dr Jyoti Sachdeva	
29	Dr Nalla Narayana Reddy	
30	Dr Yeluri Naga siva Jyothi	IPD (Group-6)
31	DR.S.Thulasi	
32	Dr. Prashant Suryawanshi	
33	Dr.Sunil Kumar Garg	
34	Dr Haripriya Rayapudi	
35	Dr Gopal Beri	Laboratory (Group-7)
36	DR.V.K.Sumithra Nair	
37	Dr Pratixa Chaudhari	
38	Dr.Sireesha Madhu	
39	Dr SYED Khadar Basha	
40	Dr Vijayata Rajput	Pharmacy (Group-8)
41	Dr.B.Paventhen	
42	DR.J.Ajaya Kumar	
43	Dr.Balaji.J	
44	Dr Sangeeta Singhal	
45	Dr Meenakshi Baswana	Pharmacy (Group-8)
46	Dr V.K Jain	
47	Dr.B.V.RANGARAO	
48	Dr Akula Venkata	

HOSPITAL 3:- DGHC Chhawla, South-West District (UPHC)**The Team Members & assigned Departments**

S.No-	NAME OF NOMINATED PERSON	Department to be assessed & Group No.
49	Dr. G. Chandra kanth	All area (Group-9)
50	Dr Ajit Mishra	
51	Dr. Neelamber Srivastava	
52	Dr. Uday Kapur	

HOSPITAL 4:- SPUHC Dharampura, South-West District (UPHC)**The Team Members & assigned Departments**

S.No-	NAME OF NOMINATED PERSON	Department to be assessed & Group No.
53	Dr. Nimitt S Kubavat	All area (Group-10)
54	Dr. Ravi Shivnarayan	
55	Dr. Yogendra Sawai	
56	Dr.Amita Garg	

HOSPITAL 5:- DGHC Kanganher, South-West District (UPHC)**The Team Members & assigned Departments**

S.No-	NAME OF NOMINATED PERSON	Department to be assessed & Group No.
57	Dr Ashish Sharma	All area (Group-11)
58	Dr.S.PRAVEEN	
59	Dr.T.Mahalakshmi	
60	Dr Pramod Mishra	

HOSPITAL 6:- DGHC Rajnagar, South-West District (UPHC)**The Team Members & assigned Departments**

S.No-	NAME OF NOMINATED PERSON	Department to be assessed & Group No.
61	Dr. Rita Bamola	All area (Group-12)
62	Dr. S. Ashok Kumar	
63	Dr. Shakti Basu	
64	Dr Sangeeta Palsania	

HOSPITAL 7:- DGHC Rajnagar, South-West District (UPHC)**The Team Members & assigned Departments**

S.No-	NAME OF NOMINATED PERSON	Department to be assessed & Group No.
65	Dr Sanjay Jain	All area (Group-13)
66	Dr. Radhakanta Panigrahi	
67	Dr Premlata	
68	Dr Vandana Bagga	

This field visit gave a great exposure to the participants, giving them an opportunity for practical application.

Presentations on the field visit: - All the thirteen teams presented on the respective departments that was provided to them. The presentations were delivered in a common format, which briefly described the findings of the field visit. QI Team members consisting Dr. Sushant Agrawal, Dr. Arvind Srivastava, Dr Chinmayee Swain, Dr Abhay Kumar, Mr. Gulam Rafey & Dr Arpita Agrawal were extended their support to all the participants during their field visit .





DAY 5

Session 1:- Revision of Key Concept of NQAS

Dr. Deepika Sharma took this session as a quiz which made many things easy and clear to the participants. The participants understood the key concept of NQAS through this session which helped them to prepare for the exam.

Session 2 :- NQAS Assessment of Primary Health Care

This session was taken by Dr. Sushant Agarwal. He talked about the peculiarities of PHC and challenges they face. He explained in brief about the principle of Primary Healthcare System. The points he laid emphasis on was that services should be available in proximity of target population, focus should on preventive, promotive, rehabilitative & palliative care besides delivery of committed curative services under various National Health Programme, services are designed keeping the interest of poorest and marginalized section of the society, outreach services, minimizing cost of care and out of pocket expenditure, gate keeping functioning term of curative services, continuous improvement & client focus, continuous learning & building skills.

He also briefed the participants about the Quality measurement system in PHC. He explained the six checklists for PHC, which included-

- A. OPD
- B. Labour room
- C. Indoor Services
- D. Laboratory
- E. General Administration
- F. National Health Programme

While dealing with each checklist he explained the various areas as well as processes covered in each checklist. He also gave a comparative overview of measurement system for PHC, UPHC & HWC-SC

Session 3:- Certification Process for Physical & Virtual Assessment

Dr Shivali Sisodia started with explaining difference between Certification & Accreditation and Assessment & Audit. She explained about the types of assessments and gave an overview of external assessment process with mandays. She particularly explained the principle of assessment. She briefly explained the process of external assessment in 3 phases which included pre assessment phase, assessment phase and post assessment phase. She also explained about the outcome of the certification process and the criteria for certification about all the types of facilities in detail.

Dr. Shivali through a quiz made her points very clear about the certification process. She also discussed on the documents, records and policies that need to be submitted by the state for certification



Session 3:- Communication & Challenges for the Assessors

This session was taken up by Mr. Gulam Rafey. He started his session with the concept of state assessment and National Assessment.

He also gave an overview of some do's and don'ts while performing an assessment along with discussion on the documents, records and policies that need to be submitted by the state for certification. He gave overview of the challenges faced during physical and virtual assessments. His talking points included the surprise audit, surveillance and re-certification process.



Session 4:- Using Certification Software

This session was taken up by Dr. Deepika Sharma. She briefly explained about the software and how the communication will be done in future for the assessment. She also added that all the certification process will be done through this software and with time the assessors will be trained for the same.

Session 5:- Using MS Office (Excel & Word)

Mr. Divyanshu Bhardwaj took this session and oriented the participants about the basics of MS Excel and MS Word. He gave an overview of these tools as these are used during the assessment both virtual and physical.



Session 6: Role Play

This session was conducted by NHSRC Team & Participants lead by Dr. Arvind Srivastava and Dr. Shivali Sisodia where three practical conditions were performed by the team.

- State Quality Assurance officer and District Quality Consultant were not treated good by the assessors.
- Medical Superintendent of the hospital along with Hospital Manager were facing the assessment and they were non-cooperative.
- Media person were putting pressure on assessment team to declare the score of national assessment.

This session was useful to the participants for their preparedness for the assessments.



VII. Evaluation

Participants underwent an evaluation based on the 5-day training. They were given question paper with 35 multiple-choice questions, case study, spotting & descriptive questions. There were total five sets (each participant having a different set). In addition to these participants were also given spotting of the gaps in which they were shown pictures of gaps in public health hospitals and were asked to enumerate the gaps in form of gap statement.

VIII. Valedictory

Maj Gen (Prof) Atul Kotwal SM, VSM, ED, NHSRC, Dr. J.N. Srivastava, Advisor- QI and Brig. Sanjay Baweja PAO, delivered the Valedictory address. They thanked all the participants for the overwhelming participation and sincerity towards the training.

Some of the participants shared their views on the training. They expressed that this training was fruitful for them; whatever good practices they had learnt here they will implement in their facilities.



IX. Feedback by the Participants: -

The average score of feedback analysis is given below:-

Day-1	4.4
Day-2	4.3
Day-3	3.8
Day-4	4.5
Day-5	4.5
Avg.	4.3

Faculty wise feedback Analysis:-

Name	Avg.
Dr.J.N.Srivastava	4.5
Dr.Deepika Sharma	4.7
Dr.Sushant Agrawal	4.3
Dr.Arvind Srivastava	4.5
Dr.Chinmayee Swain	3.9
Dr Shivali Sisodia	4.5
Dr Arpita Agrawal	3.7
Mr. Gulam Rafey	4
Dr Abhay Kumar	3.8
Dr.Alisha Dub	3.9
Dr.Padmini Kashyap	3.9
Dr.Renu Srivastava	4.5
Dr.Nishu Dhawan	3.7
Dr. Rajesh Raju	4.1
Dr. Divya Valecha	3.5
Dr. Utsuk Dutta	4.2

Sr. No	Most liked sessions	Trainer
1	Standards for Quality Management System & Outcome Indicators	Dr. Deepika Sharma
2	NQAS Assessment for Child Health Services	Dr. Renu Srivastava
3	Measurement system & Assessment Protocol	Dr. Sushant Aggarwal

Although most of the participants were from various domains of the Healthcare System ranging from External Assessors of other Quality Systems, to Hospital Administration, Healthcare Education and so forth; they all participated and came forward to deliver the vote of thanks to Quality Improvement division of NHSRC. They expressed that they are well satisfied with the training. They have learned many new subjects, acquired a number of new technical skills and improved another group of existing skills. They expressed that after going through this program their knowledge and skills both have been upgraded in respect to Healthcare Quality, which they will implement at their respective working units / Hospitals.

X . Suggestions given by the participants: -

Sr No	SUGGESTIONS TO IMPROVE TRAINING
1	Slides or screen should be more visible
2	Sessions should be more interactive with participants
3	Length of the sessions should be considered
4	Some pretraining workout can be done by the participants in order to avoid the time constraints
5	Some of the sessions may have more crisp
6	Quality management should be taken in details, training should be minimum for six days
7	Need to update training materials

Group Exercise Scoring Sheet							
NAME OF THE STATE	PARTICIPANT'S NAME	Exercise 1	Exercise 2	Exercise 3	Exercise 4	Exercise 5	Exercise 6
		Day 1		Day 2		Day 3	
Group -A							
Telangana	Dr B Aruna Kumari Suman	10	10	10	10	5	5
Rajasthan	Dr V.K Jain	10	10	10	10	5	5
Andhra Pradesh	Dr.B.V.RANGARAO	10	10	10	10	5	5
Andhra Pradesh	Dr Akula Venkata Rama Mohan	10	10	10	10	5	5
Gujarat	Dr. Ravi Shivnarayan Rajpurohit	10	10	10	10	5	5
West Bengal	Dr Debasish Halder	10	10	10	10	5	5
Odisha	Dr. Radhakanta Panigrahi (Assoc. Prof. O&G	10	10	10	10	5	5
Maharashtra	Dr. Satish Llingram Haridas	10	10	10	10	5	5
Group -B							
Andhra Pradesh	Dr.M. Ramesh Babu	10	10	10	10	4	4
Andhra Pradesh	Dr SYED Khadar Basha	10	10	10	10	4	4

Tamil Nadu	Dr.Balaji.J	10	10	10	10	4	4
Telangana	DR.S.Ashok Kumar	10	10	10	10	4	4
Madhya Pradesh	Dr Sanjay Jain	10	10	10	10	4	4
Group -C							
Andhra Pradesh	Dr Akula Maheswararao	10	10	10	10	5	5
Haryana	Dr Rohit Sharma	10	10	10	10	5	5
Karnataka	Dr N Rajkumar	10	10	10	10	5	5
Telangana	Dr.P.Srinivas Prasad	10	10	10	10	5	5
Andhra Pradesh	Dr. G. Chandrakanth Yadav	10	10	10	10	5	5
Uttar Pradesh	Dr.Amita Garg	10	10	10	10	5	5
Madhya Pradesh	Dr Pramod Mishra	10	10	10	10	5	5
Uttar Pradesh	Dr.Shakti Basu	10	10	10	10	5	5
Group -D							
Gujarat	DR .S. NAPOLEON SINGH	10	10	10	10	5	5
Madhya Pradesh	Dr Jyoti Simlot	10	10	10	10	5	5
Karnataka	Dr Savitha MS	10	10	10	10	5	5
Uttar Pradesh	Dr.Sunil Kumar Garg	10	10	10	10	5	5
Telangana	DR.J.Ajaya Kumar	10	10	10	10	5	5
Haryana	Dr Sangeeta Singhal	10	10	10	10	5	5
Haryana	Dr Meenakshi Baswana	10	10	10	10	5	5
Haryana	Dr Adarsh Sharma	10	10	10	10	5	5
Group -E							
Andhra Pradesh	Dr. D. Leonard Suresh	10	9	10	10	4	4
Madhya Pradesh	Dr Sanjay Khare	10	9	10	10	4	4
Tamil Nadu	DR.S.Thulasi	10	9	10	10	4	4
Himachal Pradesh	Dr Gopal Beri	10	9	10	10	4	4
Tamil Nadu	Dr.B.Paventhen	10	9	10	10	4	4
Private	Dr (Col) Jyoti Kotwal	10	9	10	10	4	4

Gujarat	Dr. Nimitt S Kubavat	10	9	10	10	4	4
Madhya Pradesh	Dr Sangeeta Palsania	10	9	10	10	4	4
Group -F							
Maharashtra	Dr. Harshala Sudhakar Vedak	10	10	10	10	5	5
Puducherry	Dr S Guru Prasad	10	10	10	10	5	5
Telangana	Dr Haripriya Rayapudi	10	10	10	10	5	5
Gujarat	Dr Pratixa Chaudhari	10	10	10	10	5	5
Madhya Pradesh	Dr Vijayata Rajput	10	10	10	10	5	5
Maharashtra	Dr. Yogendra Sawai	10	10	10	10	5	5
Andhra Pradesh	DR.S.PRAVEEN	10	10	10	10	5	5
Uttarakhand	Dr. Rita Bamola	10	10	10	10	5	5
Group-G							
Uttar Pradesh	Dr.Ravendra Singh	9	10	10	10	4	4
Madhya Pradesh	Dr Himanshu Jaiswar	9	10	10	10	4	4
Bihar	Dr Mala Srivastava	9	10	10	10	4	4
Delhi	Dr Jyoti Sachdeva	9	10	10	10	4	4
Telangana	DR.V.K.Sumithra Nair	9	10	10	10	4	4
Tamil Nadu	Dr.Rammish Ramanathan	9	10	10	10	4	4
Madhya Pradesh	Dr Ajit Mishra	9	10	10	10	4	4
Tamil Nadu	Dr.T.Mahalakshmi	9	10	10	10	4	4
Group-H							
Tamil Nadu	Dr Bharani Kumar anbalagan	9	10	10	10	4	4
Telangana	Dr Nalla Narayana Reddy	9	10	10	10	4	4
Uttar Pradesh	Dr.Abhishek Mishra	9	10	10	10	4	4
Andhra Pradesh	Dr.Sireesha Madhu	9	10	10	10	4	4
Uttar Pradesh	Dr. Neelamber Srivastava	9	10	10	10	4	4
Jharkhand	Dr Premlata	9	10	10	10	4	4

Delhi	Dr Vandana Bagga	9	10	10	10	4	4
Goa	Dr. Uttam Desai	9	10	10	10	4	4
Group-I							
Andhra Pradesh	Dr Gorle Nagabhushana Rao	9	10	10	10	5	5
Private	Dr. Uday Kapur	9	10	10	10	5	5
Private	Dr. Shalini Chhiber	9	10	10	10	5	5
Andhra Pradesh	Dr Yeluri Naga siva Jyothi	9	10	10	10	5	5
Goa	Dr. Prashant M. Suryawanshi	9	10	10	10	5	5
Chhattisgarh	Dr Ashish Sharma	9	10	10	10	5	5
Haryana	Dr Vikas Moudgil	9	10	10	10	5	5

Field Visit Analysis Report (Scoring Sheet)

Group	Department to be assessed	Understanding of NQAS	Technical Knowledge	Assessment Methodology	Team Coordination & Time Management	Completion of Presentation	Total (Out of 50)	Percentage
Group-1	OPD	7	6	7	7	8	35	70
Group-2	Emergency	5	5	5	2	2	19	38
Group-3	Maternity Ward	8	8	8	8	8	40	80
Group-4	Labour Room	9	9	9	9	9	45	90
Group-5	Gen Admin	6	6	6	7	4	29	58
Group-6	IPD	6	6	6	6	5	29	58
Group-7	Laboratory	5	4	5	5	4	23	46
Group-8	Pharmacy	6	7	6	8	8	35	70
Group-9	All area	6	6	4	6	7	29	58
Group-10	All area	4	5	5	5	5	24	48

Group-11	All Area	4	4	4	4	4	20	40
Group-12	All Area	5	5	5	6	5	26	52
Group-13	All Area	6	6	6	6	6	30	60

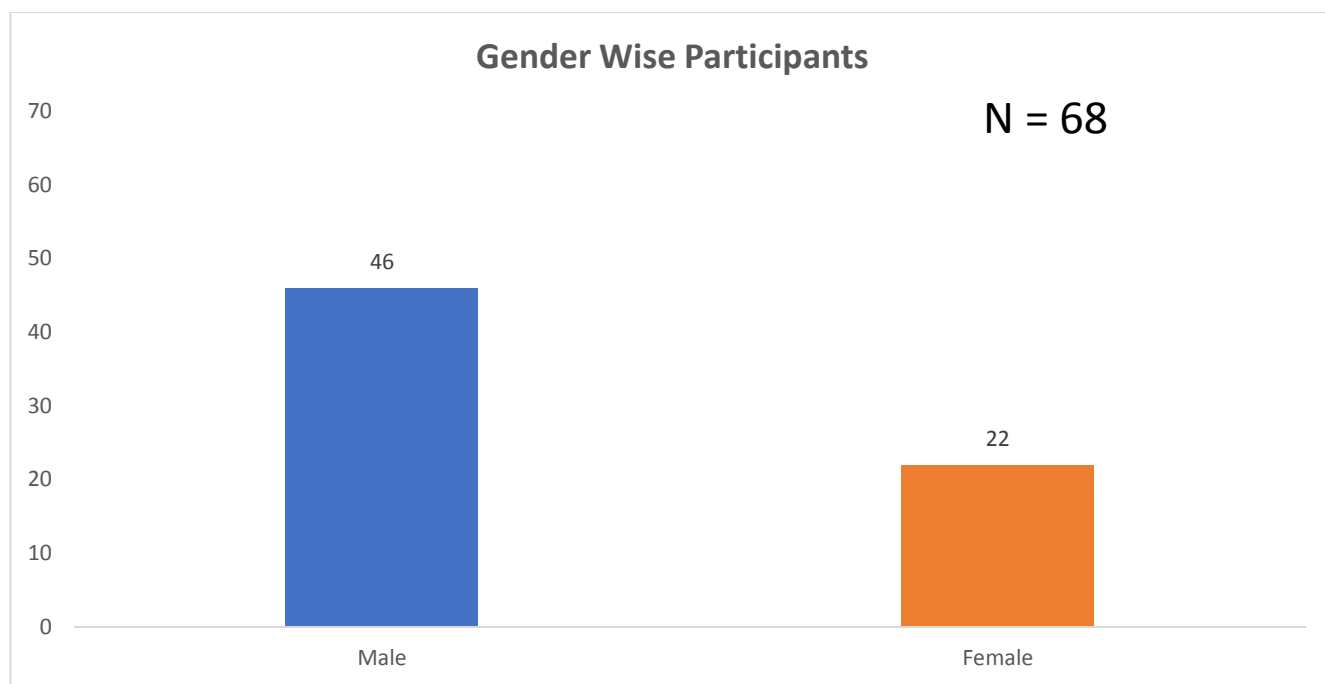
Gender Wise Participants list (Female)

S.NO-	NAME OF STATE	NAME OF NOMINATED PERSON	GENDER
1	Andhra Pradesh	Dr.Sireesha Madhu	Female
2	Andhra Pradesh	Dr Yeluri Naga siva Jyothi	Female
3	Bihar	Dr Mala Srivastava	Female
4	Gujarat	Dr Pratixa Chaudhari	Female
5	Haryana	Dr Sangeeta Singhal	Female
6	Haryana	Dr Meenakshi Baswana	Female
7	Jharkhand	Dr Premlata	Female
8	Karnataka	Dr Savitha MS	Female
9	Madhya Pradesh	Dr Jyoti Simlot	Female
10	Madhya Pradesh	Dr Sangeeta Palsania	Female
11	Maharashtra	Dr. Harshala Sudhakar Vedak	Female
12	Tamil Nadu	Dr.T.Mahalakshmi	Female
13	Tamil Nadu	DR.S.Thulasi	Female
14	Telangana	DR.V.K.Sumithra	Female
15	Telangana	Dr B Aruna Kumari Suman	Female
16	Telangana	Dr Haripriya Rayapudi	Female
17	Uttar Pradesh	Dr.Amita Garg	Female
18	Uttarakhand	Dr. Rita Bamola	Female
19	Delhi	Dr Jyoti Sachdeva	Female
20	Delhi	Dr Vandana Bagga	Female
21	Private	Dr (Col) Joyi Kotwal	Female
22	Private	Dr. Shalini Chhiber	Female

Gender Wise Participants list (Male)

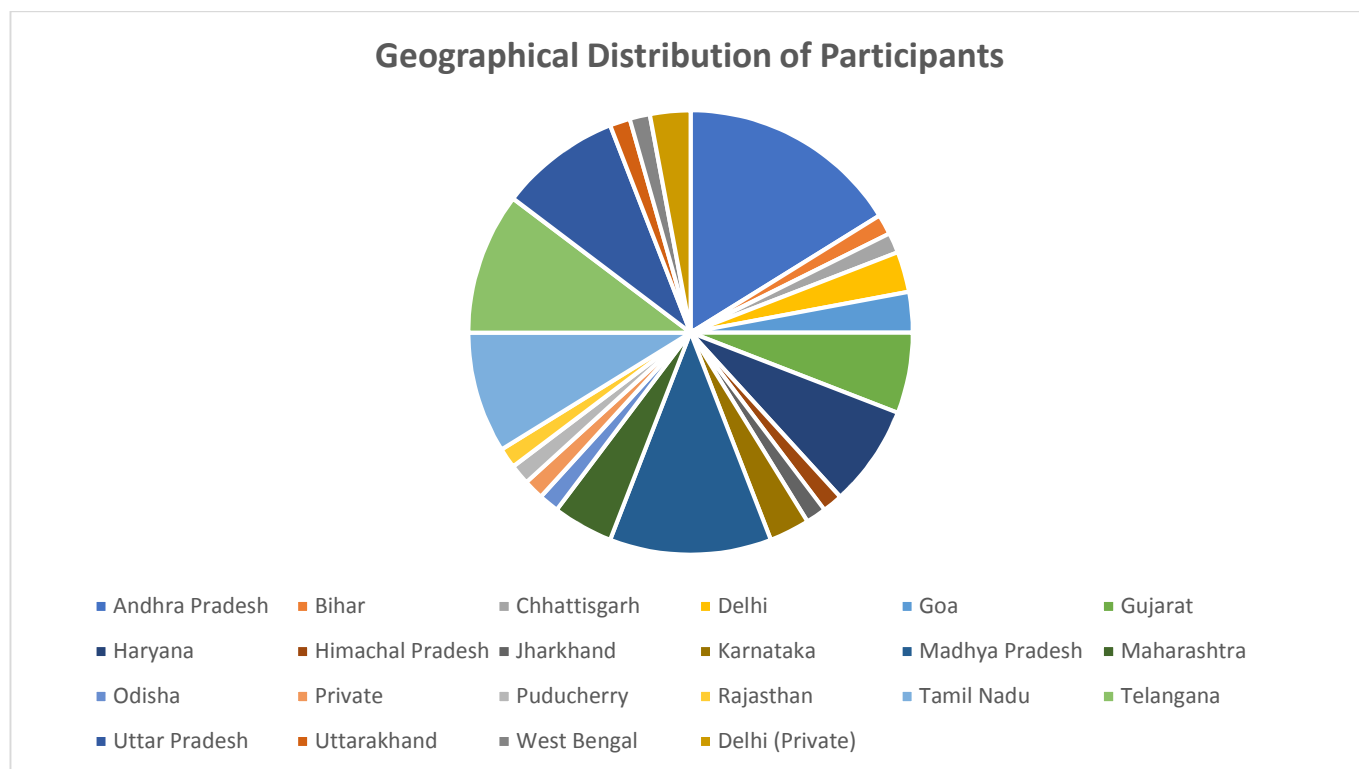
S.NO-	NAME OF STATE	NAME OF NOMINATED PERSON	GENDER
1	Andhra Pradesh	Dr.M. Ramesh Babu	Male
2	Andhra Pradesh	Dr. G. Chandrakanth Yadav	Male
3	Andhra Pradesh	Dr.B.V.Rangarao	Male
4	Andhra Pradesh	Dr Akula Maheswararao	Male
5	Andhra Pradesh	DR.S.Praveen	Male
6	Andhra Pradesh	Dr Akula Venkata Rama Mohan	Male
7	Andhra Pradesh	Dr. D. Leonard Suresh	male
8	Andhra Pradesh	Dr Syed Khadar Basha	Male
9	Andhra Pradesh	Dr Gorle Nagabhushana Rao	Male
10	Chhattisgarh	Dr Ashish Sharma	Male
11	Goa	Dr. Uttam Desai	Male
12	Goa	Dr. Prashant M. Suryawanshi	Male
13	Gujarat	Dr. Nimitt S Kubavat	Male
14	Gujarat	DR .S. Napoleon Singh	Male
15	Gujarat	Dr. Ravi Shivrinarayan Rajpurohit	Male
16	Haryana	Dr Rohit Sharma	Male
17	Haryana	Dr Adarsh Sharma	Male
18	Haryana	Dr Vikas Moudgil	Male
19	Himachal Pradesh	Dr Gopal Beri	Male
20	Karnataka	Dr N Rajkumar	Male
21	Madhya Pradesh	Dr Pramod Mishra	Male
22	Madhya Pradesh	Dr Sanjay Jain	Male
23	Madhya Pradesh	Dr Ajit Mishra	Male
24	Madhya Pradesh	Dr Himansu Jaiswar	Male
25	Madhya Pradesh	Dr Sanjay Khare	Male
26	Madhya Pradesh	Dr Vijeta Rajput	Male
27	Maharashtra	Dr. Yogendra Sawai	Male
28	Maharashtra	Dr. Satish Llingram Haridas	Male
29	Odisha	Dr. Radhakanta Panigrahi	Male
30	Rajasthan	Dr V.K Jain	Male
31	Tamil Nadu	Dr.Rammish Ramanathan	Male
32	Tamil Nadu	Dr.B.Paventhen	Male
33	Tamil Nadu	Dr.Balaji.J	Male
34	Tamil Nadu	Dr Bharani Kumar anbalagan	Male
35	Telangana	DR.S.Ashok Kumar	Male
36	Telangana	DR.J.Ajaya Kumar	Male
37	Telangana	Dr.P.Srinivas Prasad	Male
38	Telangana	Dr Nalla Narayana Reddy	Male
39	Uttar Pradesh	Dr.Shakti Basu	Male
40	Uttar Pradesh	Dr. Neelamber Srivastava	Male
41	Uttar Pradesh	Dr.Abhishek Mishra	Male
42	Uttar Pradesh	Dr.Ravendra Singh	Male
43	Uttar Pradesh	Dr.Sunil Kumar Garg	Male
44	West Bengal	Dr Debasish Halder	Male

45	Puducherry	Dr S Guru Prasad	Male
46	Private	Dr. Uday Kapur	Male



Geographical Distribution of Participants		
S.No	Name of the State	No. of Participants
1	Andhra Pradesh	11
2	Bihar	1
3	Chhattisgarh	1
4	Delhi	2
5	Goa	2
6	Gujarat	4
7	Haryana	5
8	Himachal Pradesh	1
9	Jharkhand	1
10	Karnataka	2
11	Madhya Pradesh	8
12	Maharashtra	3
13	Odisha	1
14	Private	1
15	Puducherry	1
16	Rajasthan	1
17	Tamil Nadu	6
18	Telangana	7
19	Uttar Pradesh	6

20	Uttarakhand	1
21	West Bengal	1
22	Delhi (Private)	2
Grand Total		68



Annexures:**Annexure I:****Pre-Training Evaluation of EAT Participants**

S.NO-	NAME OF STATE	NAME OF NOMINATED PERSON	GENDER	MARKS OBTAINED (OUT OF 20)
1	Andhra Pradesh	Dr.M. Ramesh Babu	Male	12
2	Andhra Pradesh	Dr. G. Chandrakanth Yadav	Male	11
3	Andhra Pradesh	Dr.Sireesha Madhu	Female	4
4	Andhra Pradesh	Dr Akula Maheswararao	Male	8
5	Andhra Pradesh	DR.S.Praveen	Male	12
6	Andhra Pradesh	Dr Akula Venkata Rama Mohan	Male	10
7	Andhra Pradesh	Dr Yeluri Naga siva Jyothi	Female	16
8	Andhra Pradesh	Dr. D. Leonard Suresh	male	9
9	Andhra Pradesh	Dr Syed Khadar Basha	Male	8
10	Andhra Pradesh	Dr Gorle Nagabhushana Rao	Male	15
11	Bihar	Dr Mala Srivastava	Female	10
12	Chhattisgarh	Dr Ashish Sharma	Male	11
13	Goa	Dr. Uttam Desai	Male	11
14	Goa	Dr. Prashant M. Suryawanshi	Male	9
15	Gujarat	Dr. Nimitt S Kubavat	Male	5
16	Gujarat	DR .S. Napoleon Singh	Male	8
17	Gujarat	Dr. Ravi Shivnarayan Rajpurohit	Male	13
18	Gujarat	Dr Pratixa Chaudhari	Female	12
19	Haryana	Dr Adarsh Sharma	Male	8
20	Haryana	Dr Vikas Moudgil	Male	11
21	Himachal Pradesh	Dr Gopal Beri	Male	11
22	Jharkhand	Dr Premlata	Female	6
23	Karnataka	Dr N Rajkumar	Male	13
24	Karnataka	Dr Savitha MS	Female	15
25	Madhya Pradesh	Dr Pramod Mishra	Male	12
26	Madhya Pradesh	Dr Jyoti Simlot	Female	14
27	Madhya Pradesh	Dr Sanjay Jain	Male	15
28	Madhya Pradesh	Dr Ajit Mishra	Male	12
29	Madhya Pradesh	Dr Himansu Jaiswar	Male	12
30	Maharashtra	Dr. Harshala Sudhakar Vedak	Female	12
31	Odisha	Dr. Radhakanta Panigrahi (Assoc. Prof. O&G	Male	7
32	Rajasthan	Dr V.K Jain	Male	10
33	Tamil Nadu	Dr.Rammish Ramanathan	Male	12
34	Tamil Nadu	Dr.B.Paventhen	Male	14
35	Tamil Nadu	Dr.T.Mahalakshmi	Female	13
36	Tamil Nadu	DR.S.Thulasi	Female	8
37	Tamil Nadu	Dr.Balaji.J	Male	12
38	Tamil Nadu	Dr Bharani Kumar anbalagan	Male	17
39	Telangana	DR.S.Ashok Kumar	Male	13
40	Telangana	DR.J.Ajaya Kumar	Male	9

41	Telangana	Dr.P.Srinivas Prasad	Male	12
42	Telangana	DR.V.K.Sumithra	Female	10
43	Telangana	Dr Nalla Narayana Reddy	Male	10
44	Telangana	Dr B Aruna Kumari Suman	Female	11
45	Telangana	Dr Haripriya Rayapudi	Female	10
46	Uttar Pradesh	Dr.Shakti Basu	Male	10
47	Uttar Pradesh	Dr. Neelamber Srivastava	Male	5
48	Uttar Pradesh	Dr.Abhishek Mishra	Male	9
49	Uttar Pradesh	Dr.Ravendra Singh	Male	7
50	Uttar Pradesh	Dr.Amita Garg	Female	15
51	Uttar Pradesh	Dr.Sunil Kumar Garg	Male	4
52	Uttarakhand	Dr. Rita Bamola	Female	10
53	West Bengal	Dr Debasish Halder	Male	6
54	Delhi	Dr Jyoti Sachdeva	Female	11
55	Puducherry	Dr S Guru Prasad	Male	11
56	Private	Dr (Col) Joyi Kotwal	Female	11
57		Dr. Uday Kapur	Male	10
58		Dr. Shalini Chhiber	Female	11

Annexure II: Training Agenda

Day1- Monday, 23 rd August 2021		
Time	Topic	Resource Person
INAUGURATION SESSION		
08:30am-08:45am	Registration	Mr. Divyanshu Bhardwaj Mr. Anand Yadav
08:45am-09:00am	Pre-training Evaluation	Mr. Divyanshu Bhardwaj Mr. Anand Yadav
09:00am-09:05am	Aims and Objectives	Dr. JN Srivastava, Advisor, QI
09:05am-09:15am	Welcome Address	Maj Gen(Prof) Atul Kotwal SM, VSM, Executive Director, NHSRC
09:15am-09:30am	Inaugural Address	Mr. Vishal Chauhan, Joint Secretary(P)
09:30am-09:40am	Introduction of Participants	Dr. Shivali Sisodia, Consultant QI
09:40am-09:45am	Vote of Thanks	Dr. Shivali Sisodia, Consultant QI
09:45am-10:10am	Group Photography followed by tea break	
10:10am-10:20 am	Briefing about the Conduct of Training	Dr. JN Srivastava, Advisor QI
10:20am-10:40am	Key concept of Quality & Overview of NQAS	Dr. JN Srivastava, Advisor QI

10:40am-12:00pm	Introduction to NQAS Standards	Dr. Deepika Sharma, Senior Consultant QI
12:00pm-01:30pm	Measurement system & Assessment Protocol	Dr. Sushant Agarwal, Quality Assurance Specialist
01:30pm-02:15pm	Lunch	
02:15pm-03:00pm	Exercise on Measurement System	Dr. Arvind Srivastava, Consultant QI
03:00pm-04:00pm	Service Provision under NQAS Framework	Dr. Arpita Agarwal, Consultant QI
04:00pm-04:15pm	Tea Break	
04:15pm-05:15pm	Patient Rights under NQAS Framework	Dr. Arvind Srivastava, Consultant QI
05:15pm- 05:45pm	Exercise on identification of Standards	Dr. Deepika Sharma, Senior Consultant QI
05:45pm-06:00pm	Homework on Patients' Rights	Dr. Arvind Srivastava, Consultant QI

Venue – IBIS Hotel, Aerocity, New Delhi

Day 2- Tuesday 24 th August 2021		
Time	Topic	Resource Person
09:00am-09:15am	Recap	Dr. Sushant Agarwal, Quality Assurance Specialist
09:15am-10:00am	Inputs under NQAS Framework	Dr. Sushant Agarwal, Quality Assurance Specialist
10:00am-11:00am	NQAS Assessment for Child Health Services	Dr. Renu Srivastava, Strategy Director Newborn and Child Health, UPTSU IHAT
11:00am-11:15pm	Tea Break	
11:15am-12:00pm	Discussion on Patient Rights & Exercise	Dr. Arvind Srivastava, Consultant QI
12:00pm-01:00pm	Support Services under NQAS Framework	Dr. Chinmayee Swain, Consultant QI
01:00pm-01:45pm	Lunch	

01:45pm- 02:45pm	Overview of LaQshya & SUMAN initiative & Assessing critical elements of the Quality Certification	Dr. Padmini Kashyap, Asstt. Commissioner-Maternal Health
02:45pm-03:30pm	NQAS Assessment for Infection Prevention	Dr. Arpita Agarwal, Consultant QI
03:30pm-03:45pm	Tea Break	
03:45pm- 04:45pm	Standards for Quality Management System & Outcome Indicators	Dr. Deepika Sharma, Senior Consultant QI
04:45pm-05:45pm	Exercise on Quality Management System & Outcome Indicators	Dr. Sushant Agarwal, Quality Assurance Specialist
05:45pm-06:00pm	Homework on Infection Prevention	Dr. Arpita Agarwal, Consultant QI

Day 3, Wednesday-25th August 2021		
Time	Topic	Resource Person
09:00am-09:15am	Recap & instructions to install GUNAK App on mobiles.	Dr. Alisha Dub, Consultant Certification Unit
09:15 am-10:15am	NQAS Assessment of Blood Bank & Laboratory	Dr. Nishu Dhawan, Senior Medical Officer Deen Dayal Upadhyay Hospital, Delhi
10:15am-11:15am	NQAS Assessment General Clinical Services	Dr. Rajesh Raju, Senior Medical Officer, Civil Hospital Panchkula
11:15am-11:30am	Tea Break	
11:30am-12:30pm	NQAS Assessment of Family Planning Services	Dr. Divya , Asstt. Commissioner Family Planning
12:30pm-01:30pm	NQAS Assessment of Emergency, OT & ICU	Dr. Rajesh Raju, Senior Medical Officer, Civil Hospital Panchkula
01:30pm-02:15pm	Lunch	
02:15pm-03:15pm	Exercise on Support Services	Dr. Chinmayee Swain, Consultant QI
03:15pm-04:15pm	Assessment of National Health Programs under the NQAS	Dr. Utsuk Dutta, Consultant, NIHF

04:15pm-04:30pm	Tea Break	
04:30pm- 05:00pm	Exercise on Infection Prevention	Dr. Arpita Agarwal, Consultant QI
05:00pm-05:20pm	Briefing about the field visit	Dr. Abhay Kumar, Consultant Certification Unit
05:20pm-05:45pm	Gunak Orientation	Dr. Deepika Sharma, Senior Consultant QI Dr. Shivali Sisodia, Consultant QI Anand Yadav, Fellow

Day 4, Thursday-26th August 2021		
Time	Topic	Resource Person
09:00am-01:00	Field Visit	QI Team
01:00pm-02:00pm	Lunch	
02:00pm-03:00pm	Analysis & scoring of the Field Visit	Dr. VM Aggarwal Dr. Kanika Jain
03:30pm-04:15pm	Presentation & Discussion on Field Visit	Dr. V M Aggarwal Dr. Kanika Jain
04:15pm-04:30pm	Tea Break	
04:30pm-05:45pm	Presentation & Discussion on Field Visit	Dr. V M Aggarwal Dr. Kanika Jain

Day 5, Friday-27th August 2021		
Time	Topic	Resource Person
09:30am-10:15am	Revision of Key Concept of NQAS	Dr. Deepika Sharma, Senior Consultant QI
10:15am-10:45am	NQAS Assessment of Primary Health Care	Dr. Sushant Agarwal, Quality Assurance Specialist
10:45am-11:30am	Certification Process for Physical and Virtual Assessment	Dr. Shivali Sisodia, Consultant QI
11:30am-11:45am	Tea Break	
11:45am-12:15pm	Using Certification Application	Dr. Deepika Sharma, Senior Consultant QI Gulam Rafey, Consultant QI
12:15pm-01:00pm	Communication & Challenges for the assessors	Mr. Gulam Rafey, Consultant QI
01:00pm-02:00pm	Using MS Office(Excel & Word)	Mr. Divyanshu Bhardwaj, Junior Consultant Certification Unit
02:00pm-02:45pm	Lunch	
02:45pm-03:30pm	Role play	Dr. Arvind Srivastava, Consultant QI Dr. Shivali Sisodia, Consultant QI Team
03:30pm-03:45pm	Tea Break	
03:45pm-04:00pm	Discussion	Team
04:00pm-05:45pm	Post Training evaluation	Team
05:45pm-06:00pm	Valedictory/Feedback	Team

Annexure III: Name of the Participants

S.N O-	NAME	NAME OF STATE	GEN DER	EMAIL	MOBILE
1	Dr.M. Ramesh Babu	Andhra Pradesh	M	mekaramesh69@gmail.com	9959727979, 9441741155
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