

REPORT ON EXTERNAL ASSESSORS TRAINING

18th to 22nd February 2019



National Health Systems Resource Centre

Ministry of Health & Family Welfare

Government of India

New Delhi

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I. INTRODUCTION

The Ministry of Health and Family Welfare has rolled out 'Operational Guidelines for Quality Assurance in Public Health Facilities', which suggests institutional framework for then quality assurance in states and districts. This system requires assessment of health facilities internally by the facilities and the district teams followed by external assessment by the state and Centre.

National Health Systems Resource Centre (NHSRC) has taken the task to create a pool of assessors for which a five-day external assessor training was organized from 18 February to 22 February 2019. The Training Process was designed with a view to enable the trainees for the Assessment of the Healthcare Facilities against the checklists contained in the Assessor guidebooks (Two Volumes).

This report therefore provides information about how the five-day workshop was conducted, and highlights lessons learnt and the way forward for improving the quality in public health hospitals in India.

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 and UPHC 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, Check points and all Areas of Concern as mentioned in the Operational Guidelines. A Field visit was arranged at two of the hospitals in Delhi (2 groups) giving the participants a platform for conducting assessment based on the shared checklists in assessor guidebooks. Training also consisted of many exercises, which led to healthy brainstorming of the participants.

Feedback from the participants was 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 empanelled as external assessor.

There were total 53 participants, who were mostly from the different arenas like State Quality Team, Corporate Healthcare Sector, Training Institutes and NGO.

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:

A. To equip participants with knowledge of key concepts, tools and methodologies of quality improvement.

B. To develop skills and acumen to carry out Assessment as per the National Accreditation System proposed under Quality Assurance Programme.



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 two of the hospitals in Delhi (2 groups)–Rao Tula Ram Hospital , New Jaffarpur Kalan and Acharya Bhikshu Hospital , Moti Nagar which gave the participants a platform to conduct assessments. In addition to this, many 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.
- b. Operational Guidelines for Quality Assurance in Public Health Facilities.
- c. Assessors Guidebook for Quality Assurance in District Hospital Volume I
- d. Assessors Guidebook for Quality Assurance in District Hospital Volume II
- e. Assessors Guidebook for Quality Assurance in CHC
- f. Assessors Guidebook for Quality Assurance in PHC
- g. Quality Standards for Urban Primary Health Centres.
- h. Swacchta guidelines and Kayakalp standards.

The workshop was held at NHSRC, NIHFWS Campus, Munirika, New Delhi from 18th to 22nd February 2019

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

V. Inaugural and Welcome Address

The External Assessor Training started by inaugural lecture of Dr Uddipan Dutta, Principal Administrative Officer, NHSRC and Dr J N Srivastava, Advisor Quality improvement with the QI team members. Inaugural Address was delivered by Dr J N Srivastava, Advisor Quality improvement.

Dr Uddipan Dutta 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 Dr. J N Srivastava Advisor Quality Improvement, NHSRC also welcomed all participants. 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. All the participants came technical sessions started.



Welcome address by Dr J N Srivastava (Advisor-QI)



VI. PRESENTATION BRIEFINGS

DAY 1

Session 1:- Overview of Public Health System and Introduction to Quality Assurance Program for Public Health Facilities.

The First Session of the Day 1 was on the **Overview of Public Health System & programs in India.**

The session was delivered by Dr J N Srivastava.

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. Then he told the participants about 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 also highlighted National indicators and current trend e.g. TFR, MMR, IMR; also discussed financial indicators related to expenditure & cost and inclination in Urban Health Mission. He also briefed about Kayakalp Award Scheme and Mera- Aspataal Initiative. He also talked about Sustainable Development goals and National Health Policy, 2017 during this session.

Session 2:- Key Concepts of Quality and its terminology

The second session of the Day 1 was on the **Key Concepts of Quality and its terminology.** The session was delivered by Dr Parminder Gautam.

Firstly, he took an overview of quality from the participants in terms of definitions and perspective of quality. He also talked about the various existing accreditation programmes in context to Public Healthcare System. He explained the Donabedian model of structure process and outcome. While giving an overview of NQAS he talked about the history of Quality Assurance in National health mission. He briefed the participants on the eight key features of the Programme narrated below.

- Unified Organizational Framework
- Explicit Measurement System
- Flexibility of adopting as per state's need
- Training & Capacity Building
- Continuous Assessment and scoring
- Inbuilt Quality Improvement Model
- Certification at State & National Level
- Incentives on Achievement& Sustenance



Session 3: - Measurement system and Assessment Protocol

The third session of the Day 1 was on the **Measurement system and Assessment Protocol**. Dr. Deepika Sharma delivered the session

She talked about the characteristics of the NQAS Programme and explained how it is an implicit tool. She made the participants understand the anatomy of the checklist. She explained about the area of concern, standard and measurable element, checkpoints and scorecard. While deliberating she 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 Deepika talked about the compliance as well as scoring rules. She gave an overview of the eighteen checklists and at last discussed the key features of these standards.



Session 4: - National Quality Assurance Standards for Public Health Facilities:

The fourth session of the Day 1 was on the **National Quality Assurance Standards for Public Health Facilities**. Dr Parminder Gautam delivered the session.

He gave an **Overview of the National Quality Assurance Standards** under which he discussed all the 8 areas of concern and the standards falling in these 8 areas of concern. With this overview, the participants were very well oriented on the Programme as well as standards.

Session 5: - Group Activity on Standards:

In continuation to previous session, a group activity was carried out by Dr. Deepika Sharma where all the participants were asked to pick one chit and with the word mentioned on the chit they were asked to identify their standard and the area of concern. This exercise formed 8 groups belonging to each areas of concern. Each group presented on their respective area of concern. They explained the various standards falling under their area of concern and explained the importance of their area of concern.





Session 6: - Assessment of Area of Concern 'A & B' - Service Provision & Patient Rights

The second last session of the day was on the **Area of Concern A – Service Provision**. The session was delivered by Dr. Deepika Sharma where she explained how to assess the facility as per the six standards present in the area of concern A. 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

Further explaining the Area of Concern B – Patient's Right she talked about the definition of Rights and discussed the various fundamental rights. She talked about the seven rights of the patient 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. Deepika explained the assessment of patient rights in public health facilities while dealing the standards of Area of concern B narrated below:-

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

Session 7:- Group Exercise on Patient Rights

The last session of the day was taken by Dr. Deepika Sharma by conducting group exercise on Patient rights.

Session on patient rights was followed by an **exercise "Assessing the complaints"** to make the training more participative. The exercise was related to identification of standards on Patient Rights from a complaint. Ten groups were formed and each group was given one complaint. Participants were asked to find related standard and measurable elements from Area of Concern B after analysis of the complaint.

DAY 2

The training started with recap of the last day sessions i.e. Area of concern A & B by Dr. Arpita and discussion on group exercise Patient's rights by Dr. Deepika Sharma.

Session 1: - Assessment of Area of Concern C - Input and D- Support Services

The First Session of the Day 2 was on the Assessment of Area of Concern C - Input and D - Support Services. The session was delivered by Ms. Vinny Arora. She covered all the six standards pertaining to this area of concern C:

- Infrastructure and Space
- Physical Safety
- Fire Safety
- Human Resource
- Drugs and Consumables
- Instrument and Equipment

She explained the role of support services in the facility and covered all the 12 Standards under this area of concern. He explained how these standards could be assessed by giving examples.

The session was followed by an exercise on support services. A case study was given to the participants on SNCU in which the participants were asked to identify the gaps related to the support services in the facility along with the standard and the measuring element. The exercise proved to be very much helpful in making the participants explain the assessment of the support services.



Session 2: Assessment of Area of Concern E– General Clinical Services

Assessment of Area of Concern E1 related to the General Clinical services followed this session. Dr. Rajesh Raju 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 3: Assessment of New-born, Infant and Child Health Services

This lecture was delivered by **Dr. Renu Srivastava** from the Child Health Division, Ministry of Health and Family Welfare, GOI. Major areas covered under this session were SNCU, NRC, Pediatric Clinic and Immunization services. Dr. Srivastava discussed the standard **E – 20** of the NQAS guidelines, which says **The Facility has established procedures for care of new born, infant and child as per guidelines.** While dealing this presentation she explained the OPD checklist and discussed standard E20, which talks about the immunization services. Dr. Srivastava talked about the Special New Born Care Unit and discussed the checklist too. The various aspects covered under the SNCU were-

- Management of low birth weight infants <1800 gm and preterm
- Resuscitation
- Provision of Warmth
- Phototherapy for new born
- Management of newborn sepsis
- Breast feeding/feeding support and Kangaroo Mother care (KMC)
- Screening of New born for Birth Defects
- SNCU has facility /Linkage for laboratory investigation

While discussing the clinical requirements, other requirements related to the patient information, patient rights, infrastructure, electrical safety, work environment and security, clinical care, infection control as well as reporting of indicators were also covered. She also discussed the checklist of the pediatric ward as well as Nutritional Rehabilitation Centre, which gave a fair amount of information to the participants. In the end, Dr. Srivastava talked about Nutrition interventions, National Iron plus Initiative, Management of common childhood illness, Strengthening Universal Immunization Programme and RBSK.

Session 4: Use of GUNAK – Mobile Application for NQAS and KAYAKALP during Assessments.

This session was conducted by Dr. Deepika Sharma. She introduced GUNAK, the mobile application for NQAS and Kayakalp to the participants. She gave a demonstration and talked about the various features of the application, which would help the assessors to successfully conduct an assessment.

DAY 3

Session 1: Assessment of Area of Concern G-Quality Management

Day 3 began with the first session on **Assessment of Area of Concern G - Quality management**. It was delivered by Dr. Parminder Gautam. While explaining Dr. Parminder firstly talked about the PDCA cycle. The eight standards of Quality management were discussed by him in detail. The standards talked about the organizational framework required at the facility for quality improvement. She also talked about Value Stream Mapping and Process Mapping in detail along with 7 basic quality tools.

Session 2: Assessment of Area of Concern F-Infection Control

Dr. Rashmi Wadhwa took up another important session on the Area of Concern Infection Control. She discussed the six standards pertaining to infection control Programme, standard operating procedure for hand hygiene, personal protection, processing of equipment and instrument, environmental control and bio medical waste management. She explained how to assess these standards in the facility by giving examples from Public Healthcare domain.

The session was followed by an exercise where in Dr. Rashmi showed various slides to the participants; they were asked to find the gap statement related to the infection control standards along with the measuring element. The participants had a great learning with this exercise and got a good idea in assessing these standards.

Session 3 : Assessment of Standard E 22 : Family Planning

The third session of Day 3 was on **Assessment of Standard E 22: Family Planning** by Dr Upasana (MoHFW). It gave an overview of family planning Programme in India by linking it with the eight areas of concern in the checklist. They also talked in detail about Community based scheme (ASHA), IUCD services and scheme, Sterilization services and scheme, Family planning indemnity scheme and new initiatives under Family Planning. Also briefed about the Family Planning guidelines. The session was concluded by discussing the importance of Family Planning Services for achieving Quality of Care in Public Health Facilities.

Session 4 : Overview of LAQSHYA

The third session of the day was **Overview of LAQSHYA with emphasis on Assessment Standard E17, 18 & E19** by Dr. J N Srivastava. With this background, he explained the 3 standards of Maternal Health Services present in the NQAS guidelines, which are as follows:-

- **E 17 :- Antenatal care**
- **E 18 :- Intra natal care**
- **E 19 :- Post Natal care**

Dr. J N Srivastava discussed all the measuring elements related to these above-mentioned standards. During his session, he also discussed the key issues in Pre-natal, Intra-natal and Post-natal care.

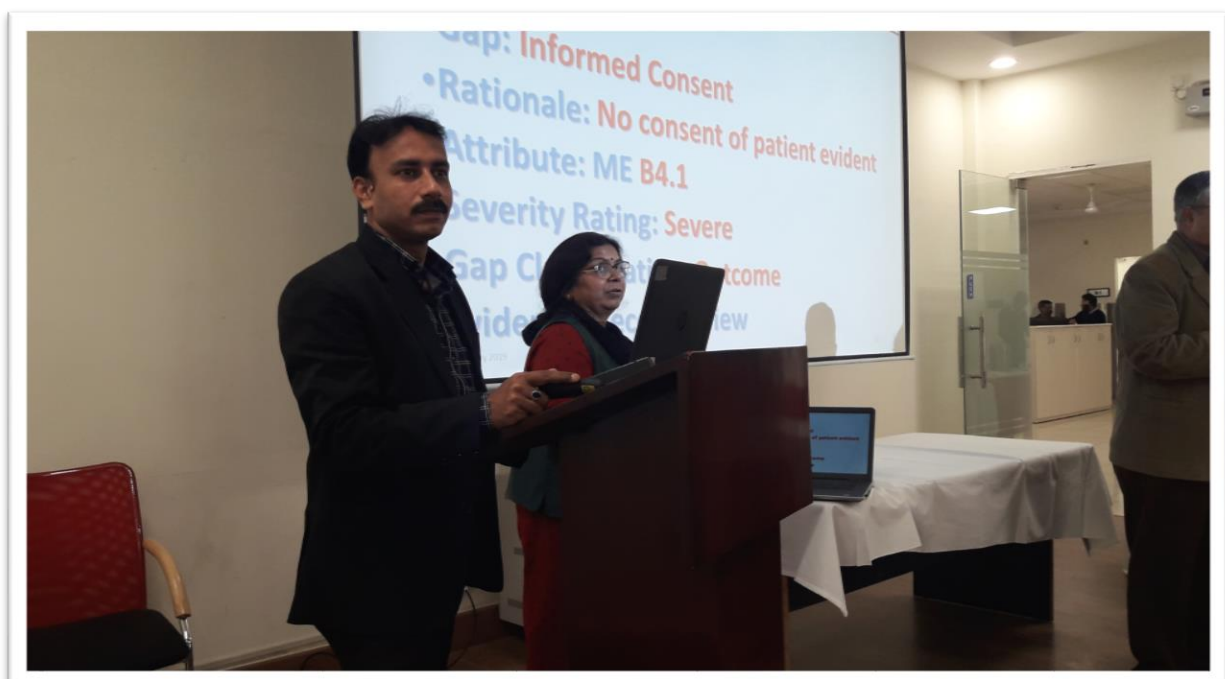
Session 5: Assessment of Standard E 23: National Health Program

The fifth session of Day 3 was on **Assessment of Standard E 23: National Health Program** taken by Dr. Himanshu Bhushan. He talked about the National Health Program of India.



Session 6: Assessment Team Formation and Instructions for field visit

The last session of Day 3 was **Assessment Team formation and Instructions for the field visit**. It was a half an hour session conducted by Dr. Arvind Srivastava. He divided the participants into the groups and gave them instructions regarding the field visit.



DAY 4

Field Visit

On 4th Day, the participants were assembled at NHSRC, New Delhi and were divided according to their groups and departments assigned.

GROUP 1: Acharya Bikhchu Hospital

The Team Members & assigned Departments that were visited-

Department	Team Members
OPD	<ul style="list-style-type: none"> —Dr. Sunil Gambhir —Ms. Papia Sarkar —Dr. Bijay Kumar Swain —Dr. Manoj Kumar Nandkeoliar —Dr. Ashok. v —Dr. Jyoti Agrawal
ACCIDENT & EMERGENCY	<ul style="list-style-type: none"> — Mr. Satish kumar — Dr. Sadhana Singh — Dr. V Suguna — Dr. Vikram Sharma — Dr. Bhavin Vagadiya — Dr. Rashendu Patel
MATERNITY WARD	<ul style="list-style-type: none"> — Dr. Nandita Chowhan — Dr. Prem vijay Chadha — Prof.Dr. Divya Sahay — Dr. Bharathi Venkatesan — Dr. Rajnish kumar — Dr. Rama Moorthy
Labour Room	<ul style="list-style-type: none"> — Dr. Ajar kumar jain — Dr. T. Jyotsna — Dr. Monika Rana Dutta — Dr. B. S. Sonwane — Dr. Maheshwar Prasad — Dr. T Ramesh Kishore
RADIOLOGY	<ul style="list-style-type: none"> — Dr. Chakrapani — Dr. Narendra Saini — Dr. Vandana Saini — Ms.Sindhu Rajesh — Dr. Bhavnish Arora

<u>GROUP 2: Rao Tula Ram Hospital</u>	
IPD	<ul style="list-style-type: none"> – Dr. Yeswanth Antony Raj – DR. A .N. Parimelazhagan – Dr. Deepa Jakhar – Dr. Sunil Sharma – Dr. Rajesh Patel – Dr. Narayana Pai. K
LABORATORY	<ul style="list-style-type: none"> – Dr. M.A. Elangovan – Dr. Poonam Rajput – Dr. Nandini Umeshkumar Bahri – Dr. Devendra Gurjar – Dr. Lalam Chennaiah – Dr. Praveen KR Karn
PHARMACY	<ul style="list-style-type: none"> – Dr. Rita Kalra – Dr. Parage Gangadhar – Dr. Neeraj Nagpal – Dr. K . Kesavulu – Dr. Ajit Kumar Kisanrao Sudke – Dr. Alugonda Yadaiah
OPERATION THEATER	<ul style="list-style-type: none"> – Ms. Sundari Allen Singh – Dr. Abdul Rashid Para – Dr. Ajay kumar sood – Dr. Gunasheela B – Dr. Sarita Saxena – Dr. Asit kumar Mohanty

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

Presentations on the field visit: - All the nine 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. Two Team mentors Dr. Parminder & Dr. Sushant were supporting to all the participants during their field visit.



Session 1: Standards for Urban Primary Health Centres

This session was taken by Dr. Deepika. She talked about the peculiarities of UPHC and challenges they face. She talked about the need of a thematic checklist instead of departmental checklist for UPHC. She described in brief about the 12 thematic areas with the help of the checklist covering each standard and measurable element. She concluded this session by talking about the utility of UPHCs in Preventive Care.

She also briefed the participants about the Quality measurement system in PHC. She 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 she explained the various areas as well as processes covered in each checklist. She talked about the differentiation in the measurement system of district hospital, CHC as well as PHC. Dr. Deepika explained about the weightage of the standards in terms of structure, Process and outcome. Dr. Deepika also talked about the eight areas of concern and the various standards included in it.

Service Provision	Inputs	Patient Rights
RMNCH+A	Information Accessibility	Infrastructure & space
Diagnostic Services /Para Clinical and Support	Non-discrimination and Physical accessibility	Physical & fire Safety
Clinical and Support Services	Privacy ,dignity and Confidentiality	Qualified & trained staff
National Health Program	Financial Barrier free access	Drugs & consumables
		Equipment & Instrument

Support Services	Clinical Services	Infection Control
Facility Management	Includes Clinical ,Non-Clinical services Maternal Health and National Program	Hand Hygiene
Inventory Management		Personal Protection
Water, Electricity, Diet and linen Services		Instrument Processing
Community monitoring		Environment Control
Financial Management and Contract Management		Bio Medical Waste Management
Legal Compliances		
HR Management		
NHP monitoring & reporting		
Quality Management		Outcome
Organizational Framework & Quality policy		Productivity Indicators
Patient Satisfaction Surveys		Efficiency Indicators
Internal & External QAP		Clinical care & Safety indicator
Standard Operating procedures		Service Quality indicator

Session 2: Kayakalp – Rejuvenation of Public Healthcare facilities

The session was taken by Dr. Sushant Kumar Agarwal, Consultant. He gave an overview of the Kayakalp program. He talked about the key features of the award scheme along with the criteria of assessment and assessment process. He described Internal, Peer and External Assessment in detail with the help of checklist. He also talked about the six thematic areas under the scheme. In the end, he shared some glimpses of best practices and gains from Kayakalp.

Session 3: In this session Dr. Parminder Gautam talked about the **standard operating procedure for the External assessment and certification**. Dr. Gautam explained the assessment cycle giving an overview of the internal assessment and external assessment .He talked about the functions of the external assessors; which narrated their role. He also talked about the principles of assessment, which included-

- Integrity

- Fairness
- Confidentiality
- Evidence based approach

He gave an overview of some do's and don'ts while performing an assessment. Dr. Gautam discussed the documents, records and policies that need to be submitted by the state for certification. While ending he talked about the certification rules.

Session 4: Role Play:

This session was conducted by NHSRC Team & Participants lead by Dr Parminder Gautam where five practical conditions were performed by the team.

- Medical Superintendent of the hospital along with Hospital Manager were facing the assessment and they were non-cooperative.
- A laboratory technician was very submissive and giving false information to assessment team.
- Female security guard was not allowing assessors to enter Labour room as delivery was in progress.
- Senior assessor was not aware of his rights to guide another assessor to refrain from misconduct during assessment.
- 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 42 multiple-choice 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

Dr. Arvind Srivastava, Consultant QI delivered the Valedictory address. He 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: -

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 for 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. Over all feedback score of all five days training was 84.70 %.

X . Suggestions given by the participants: -

1. More exercises should be included, which will help gain better clarity.
2. Increase in audio- visual part in the program.
3. Participants have requested for the development of an online course for NQAS.
4. Participants have requested for a better time management.
5. Emphasis has been given to increase the field visits during the training program.
6. Participants expressed that the duration should be more in terms of days.
7. To increase the number of group activities.
8. Request for increasing the quality tools and statistics in the curriculum.
9. Greater focus on practical work, for making the program more interesting.
10. Time slots allotted to the speakers should be increased, in order for them to explain the terminologies in detail.

External Assessors' Training 2019: National Quality Assurance Standards for Public Health Facilities

Monday, 18th Feb to Friday, 22th Feb 2019

Time	Topic	Resource Person
Day 1 – Monday, 18th Feb 2019		
8:30 am -9:30 am	Registration	
9:30 am-9:40 am	Welcome Address	Dr J N Srivastava, Advisor QI, NHSRC
9:40 am – 9:45 am	Address by PAO	Dr Uddipan Dutta, PAO, NHSRC
9:45 am – 10:00 am	Inaugural address	Mr. N. Yuvraj (IAS), Deputy Secretary NHM, MoHFW
10:00 am – 10:20 am	Introduction of participants	
10:20 am – 10:30 am	Vote of Thanks	Dr Arvind Srivastava Consultant -QI
10:30 am – 10:45	Tea	
10:45 am-11:30 am	Overview of Public Health System and Introduction to Quality Assurance Program for Public Health Facilities	Dr J N Srivastava, Advisor QI, NHSRC
11:30 am – 12:15 pm	Key concepts of Quality and its terminology	Dr Parminder Gautam
12.15 pm – 1:15pm	Measurement System and Assessment Protocol	Dr Deepika S
1:15 pm- 2:15 pm	Lunch	
2:15 pm-3:15 pm	Measurement System and Assessment Protocol	Dr Deepika S
3:15 pm-4:15 pm	National Quality Assurance Standards	Dr Parminder Gautam
4:15 pm-4:30 pm	Tea	
4:30 pm- 5:30pm	Assessment of Area of Concern 'A& B' (Service Provision & Patient Rights)	Dr Deepika S
	Group Exercise on Patient's Right	Home Work
Day 2 – Tuesday, 19th Feb 2019		
9.00 am–9:30 am	Recap & Quiz on Area of concern A & B	Dr Arpita
9:30 am- 10:00 am	Discussion on group exercise Patient's right	Dr Deepika S
10:00 am-11:00 am	Assessment of Area of Concern 'C' - Inputs and D-Support Services	Ms. Vinny Arora
11:00 am-11:15 am	Tea	
11:15 am- 12:15 pm	Case Study on Area of Concern C and D	
12.15 pm-01:15 pm	Assessment of Area of Concern E 'General Clinical Services E1- E9	Dr Rajesh Raju
1.15 pm-2:15 pm	Lunch	
2.15 pm-3:30 pm	Assessment of Area of Concern E Standard E10-E15	Dr Rajesh Raju
3:30 pm-4:30 pm	Assessment of Standard E20: New born, child health services and Pediatric care	Dr Renu Srivastava

4:30 pm-4:45 pm	Tea	
4:45 pm -5:15 pm	Overview of Gunak Application and its use	Dr Deepika S
5:15 pm-5:45 pm	Group Activity on Standards	NHSRC team
Day 3 – Wednesday, 20th Feb 2019		
9.00 am-9:30 am	Recap & Quiz on Area of Concern C, D and G	
9:30 am -10:30 am	Assessment of Area of Concern 'G' - Quality Management	Dr Parminder Gautam
10:30 am-10:45 am	Tea	
10:45am -11:30 am	Exercise on Area of Concern 'G' - Quality Management	Dr Parminder Gautam
11:30 am- 12:15 pm	Assessment of Area of concern F- Infection control	Dr Rashmi Wadhwa
12:15 pm –1:15 am	Area of Concern H: Outcome	Dr Sushant Aggarwal
1:15 pm -2:00pm	Lunch	
2:00 pm-3:00 pm	Assessment of Standard E22: Family Planning	Family planning team
3:00 pm – 4:00 pm	Overview of LAQSHYA – with emphasis on Assessment Standard E17,18 and E19	Dr J N Srivastava
4:00 pm-4:15 pm	Tea	
4:15 pm -5:30 pm	Assessment of Standard E23: National Health Program	Dr Himanshu Bhushan
5:30 pm- 6:00 pm	Assessment Team formation and Instructions for Field Visit	Dr Arvind Srivastava
Day 4 – Thursday, 21th Feb 2019		
9.00 am -1.00 pm	Field Visit	
1:00 pm-2.00 pm	Lunch	
2.00 pm-3.00 pm	Analysis & Scoring	Teams
3.00 pm-4.00 pm	Presentations & Discussions	Teams
4.00 pm-4.30 pm	Tea	
4.30 pm-5.30 pm	Presentations & Discussions	Teams
Day 5 – Friday, 22nd Feb 2019		
9.00 am-9:30 am	Recap	
9:30 am-10:15 am	Standards for Primary Health Centres, Urban PHC and CHC	Dr Deepika S
10:15 am-10:30 am	Tea	
10:30 am – 11:15 am	Kayakalp – Rejuvenation of Public Healthcare facilities	Dr Sushant Aggarwal
11.15 am – 12:00 pm	Operational issues under Certification Process	Ms. Vinny Arora
12:00 -12:30 pm	Role play on operational issues under Certification process	Dr Parminder Gautam
12:30 pm-1:15 pm	Post Assessment Protocols under NQAS & report writing	Ms. Vinny Arora
1:15 pm-1:45 pm	Lunch	
1:45 pm- 3:00 pm	Post Training Evaluation	
3:00 pm-3:15 pm	Tea	
3:15 pm-4:00 pm	Feedback & Valedictory	

Name of the Participants

1	Dr.	A.N.PARIMELAZHAGAN	TAMILNADU
2	Dr.	ABDUL RASHID PARA	JAMMU & KASHMIR
3	Dr.	AJAI KUMAR JAIN	MEERUT(UP)
4	COL(Dr)	AJAY KUMAR SOOD	DELHI
5	Dr.	AJIT KUMAR KISANRAO SUDKE	HYDERABAD
6	Dr.	ALUGONDA YADIAH	TELANGANA
7	Dr.	ASHOK . V	CHENNAI
8	Dr.	ASIT KUMAR MOHANTY	ODISHA
9	Dr.	B. S SONWANE	MUMBAI
10	Dr.	BHARATHI VENKATESAN	TAMILNADU
11	Dr.	BHAVIN VAGADIYA	BOTAD
12	Dr.	BHAVNISH ARORA,	PANCHKULA
13	Dr.	BIJAY KUMAR SWAIN,	ODISHA
14	Dr.	D. K. CHAKRAPANI	ROORKEE (UTTRAKHAND)
15	Dr.	DEEPA JAKHAR	GURUGRAM
16	Dr.	DEVENDRA GURJAR	CHATTISGARH
17	Prof.(Dr.)	DIVYA SAHAY	DELHI
18	Dr.	GUNASHEELA B	BENGLURU
19	Dr.	JYOTI AGRAWAL	PATNA
20	Dr.	K.KESAVULU	ANANTHAPURAMU
21	Dr.	LALAM CHENNAIAH	NELLORE ,AP
22	Dr.	M.A.ELANGO VAN	TAMILNADU
23	Dr.	MAHESHWAR PRASAD	JHARKHAND
24	Dr.	MANOJ KUMAR NANDKEOLIAR	DELHI
25	Dr.	MONIKA RANA DATTA	DELHI
26	Dr.	NANDINI UMESHKUMAR BAHRI	GUJRAT
27	Dr.	NANDITHA CHOWHAN	TELANGANA
28	Dr.	NARAYANA PAI.K	KERALA
29	Dr.	NARENDRA SAINI	DELHI
30	Dr.	NEERAJ NAGPAL	JAMMU & KASHMIR
31	Ms.	PAPIA SARKAR	CHENNAI
32	Dr.	PARAGE GANGADHAR	LATUR,MAHARASTRA
33	Dr.	PRAVEEN KR KARN	RANCHI
34	Dr.	POONAM RAJPUT	DELHI
35	Dr.	PREM VIJAY CHADHA	DELHI
36	Dr.	RAJESH PATEL	JHANSI
37	Dr.	RAJNISH KUMAR	PATNA
38	Dr.	RAMA MOORTHY	SALEM
39	Dr.	RASHENDU PATEL	VADODRA

40	Dr.	RITA KALRA	PANCHKULA
41	Dr.	SADHANA SINGH	NOIDA
42	Dr.	SARITA SAXENA	LUCKNOW
43	Mr.	SATISH KUMAR	DELHI
44	Ms.	SINDHU RAJESH	DELHI
45	Ms.	SUNDARI ALLEN SINGH	ANDHRA PRADESH
46	Dr.	SUNIL GAMBHIR	HARYANA
47	Dr.	SUNIL SHARMA	DELHI
48	Dr.	T. JYOTSNA	TELANGANA
49	Dr.	T.RAMESH KISHORE	EAST GODAVARI
50	Dr.	V SUGUNA	TAMILNADU
51	Dr.	VANDANA SAINI	DELHI
52	Dr.	VIKRAM SHARMA	CHATTISGARH
53	Dr.	YESWANTH ANTONY RAJ	TRICHY

Name of Participants for Re-Examination

1	Dr.	DINESH SONGARA
2	Dr.	RAJA RAM
3	Dr.	AMOL AWCHAR.
4	Dr.	SHAMITA PRADHSN
5	Dr.	APOORVA
6	Dr.	SAJITH MANGALASSERY
7	Dr.	SHRADHA SHARMA
8	Dr.	RAHUL RAMCHANDRA SHINDE
9	Dr.	BHUPENDRA ANAND
10	Dr.	RAMAWTAR JAISWAL
11	Dr.	PREETI SINHA
12	Dr.	P.VANAJA
13	Dr.	ASHUTOSH MISHRA
14	Dr.	SHANKER ROY
15	Dr.	RINI DUARAH
16	Dr.	J JEYA VENKATESH
17	Dr.	BALAJI KERBA LAKADE
18	Dr.	S.SRIDHAR SALEM
19	Dr.	P.SENTHIL KUMAR.
20	Dr.	A.MOHAMAD SALEEM.

Training Course Evaluation		DAY-1	
Analysis Sheet		EAT	
S.No	Session	Resource Person	Average score (%)
1	Overview of Public Health System and Introduction to Quality Assurance Program for Public Health Facilities	Dr. J. N Srivastava	87.67
2	Key Concepts of Quality and its Terminology	Dr. Parminder Gautam	90.00
3	Measurement system and assessment protocol	Dr. Deepika Sharma	84.67
4	National quality assurance standards for public health facilities	Dr. Parminder Gautam	88.33
5	Assessment of Area of concern 'A & B ' (service provision and patients rights)	Dr. Deepika Sharma	85.33
Feedback Percentage			87.20

Training Course Evaluation		DAY-2	
Analysis Sheet		EAT	
S.No	Session	Resource person	Average score (%)
1	Assessment of Area of Concern 'C' - Inputs and D Support Services	Ms. Vinny Arora	70.49
2	Assessment of Area of Concern E ' General Clinical Services E1- E9	Dr. Rajesh Raju	77.43
3	Assessment of Area of Concern E ' General Clinical Services E10 - E15	Dr. Rajesh Raju	78.47
4	Assessment of Standard E20 : New born , Child health services and Paediatric care	Dr. Renu Srivastava	79.17
5	Overview of Gunak Application and its use	Dr. Deepika Sharma	84.72
Feedback Percentage			78.06

Training Course Evaluation		DAY-3	
Analysis Sheet		EAT	
S.No	Session	Resource person	Average score (%)
1	Assessment of Area of Concern 'G'- Quality Management	Dr. Parminder Gautam	87.50
2	Assessment of Area of Concern F- Infection Control	Dr. Rashmi Wadhwa	83.33
3	Area of Concern H: Outcome	Dr. Sushant Aggarwal	79.17
4	Assessment of Standard E22 : Family Planning	Family Planning Team	83.33
5	Overview of LAQSHYA with emphasis on Assessment Standard E17, 18 and E19	Dr. J. N . Srivastava	87.00
6	Assessment of Standards E23 : National Health Program	Dr. Himanshu Bhushan	84.83
Feedback Percentage			84.22

Training Course Evaluation		Day-4	
Analysis Sheet		EAT	
S.No	Session	Teams	Average score (%)
1	Hospital selection by the NHSRC	NHSRC	85.32
2	Timing for field visit	NHSRC	84.92
3	Logistic arrangement (bus and snacks)	NHSRC	84.52
4	Attitude of the hospital staff with the group	Hospital	89.68
5	Coordination of the team leader	Dr.Parminder, Dr Sushant	89.29
6	Overall experience of hospital visit	NHSRC	87.30
7	Coordination and management for hospital visit	Dr.Arind	92.06
Feedback Percentage			87.59

Training Course Evaluation		DAY-5	
Analysis Sheet		EAT	
S.No	Session	Resource person	Average score
1	Standards for Primary Health Care	Dr. Deepika Sharma	86.27
2	Kayakalp-Rejuvenation of public healthcare facilities	Dr. Sushant Aggarwal	86.76
3	Operational Issue under Certification Process	Ms. Vinny Arora	87.75
4	Role Play on Operational issues under Certification process	Dr. Parminder Gautam	88.73
5	Post Assessment Protocols under NQAS & report Writing	Ms. Vinny Arora	82.84
Feedback Percentage			86.47

Overall feedback score of External Assessors Training for five days was 84.70%

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