



## **REPORT ON EXTERNAL ASSESSORS TRAINING**

**25<sup>th</sup> to 29<sup>th</sup> November 2019**

**Tamil Nadu**



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## **LINTRODUCTION**

The Ministry of Health & Family Welfare launched 'National Quality Assurance Program' in November 2013 to improve the delivery of healthcare services and 'LaQshya Program' in December 2017 to improve RMNCH+A services in Labour Room and Maternity OT for quality assurance of public health facilities in states and districts. These programs have inbuilt system of certification which requires assessment of health facilities internally by the facility team and the district teams followed by external assessment by the state and Centre. The National Level External Assessment will be carried out by a team of qualified 'External Assessors'.

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 26<sup>th</sup> to 29<sup>th</sup> November 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. The participants were divided into two groups for a field visit for two hospitals at Chennai, Tamil Nadu in order to provide a practical on field experience for conducting assessment based on the checklists in assessor guidebooks. Training also consisted of many exercises, which led to healthy brainstorming of 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.

## **II. AIMS AND OBJECTIVES:**

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 namely GH Tambaram and CHC Medhavakkam, Kanchipuram district 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. Swachta guidelines and Kayakalp standards.

The workshop was held at Chennai, Tamil Nadu from 26<sup>th</sup> to 29<sup>th</sup> November 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

## Day-1

### **V. Inaugural and Welcome Address:**

The External Assessor Training Session commenced with a warm welcome by the State Quality Assurance Team, NHM, Tamil Nadu extended a warm welcome to all the participants welcome address by the State Program Manager, NHM, Tamil Nadu.

The State Program Manager, NHM, Tamil Nadu initiated the inaugural session and emphasized the importance of delivering quality services at public health facilities and also mentioned about the efforts put in by the state of Tamil Nadu in attaining National certification of health facilities. He said that this training of 5 days would be an enriching experience for all as there will be cross learning and filed exposure. Dr J N Srivastava, Advisor, Quality Improvement, NHSRC, New Delhi also welcomed all participants. Followed with this, all the participants introduced themselves and shared their understanding of the term quality in relation to public health and what are their expectations out of this training.

### **Session 1: -**

#### **Topic: Overview of Public Health System and Introduction to Quality Assurance Program for Public Health Facilities by Dr J N Srivastava.**

Dr Srivastava briefed about the history of initiation of Public Health System in India and also discussed about the progress in Health sector in the country. He highlighted the current trends in National Health indicators and also discussed about the financial indicators related to expenditure, cost and inclination.

He further emphasized on primary health care and measures taken up by the Government in managing the burden in the present health system. He then explained about the structure of National Health Mission; its five key strategies and implications.

He mentioned about the importance of launching the 'National Quality Assurance Program' in November 2013 to improve the delivery of healthcare services and 'LaQshya Program' in December 2017 to improve quality of care around birth in Labour Room and Maternity OT. He explained the inbuilt system of certification which requires assessment of public health facilities internally by the facility teams and district teams followed by the external assessment by the external assessors. He also briefed about Kayakalp Award Scheme and Mera- Aspataal Initiative.

## **Session 2 :-**

**Topic: Key Concepts of Quality and its terminology by Dr Parminder Gautam.**

Dr Parminder Gautam, Senior Consultant, Quality Improvement NHSRC, New Delhi gave an overview on Quality, in terms of the definitions and its perspective. He explained the Donabedian model of structure process and outcome. He gave an overview about the history of Quality Assurance in National Health Mission and also he briefed about the participants on the eight key features of the Programme which are mentioned below:

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

## **Session 3 :-**

**Topic: National Quality Assurance Standards by Ms. Vinny Arora**

Ms Vinny Arora discussed about the **Overview of the National Quality Assurance Standards (NQAS)** under which she explained about the structure of 8 areas of concern, Standards, Measurable elements and the checkpoints falling under each category. She also briefed about the NQAS standards of each level of the facility including District Hospital, Sub-Divisional Hospital, Community Health Centre, Primary Health Centre and Urban Primary Health Centre.

## **Session 4 :**

**Topic : Group Activity on Standards by Ms Vinny Arora**

In continuation to previous session, a group activity was carried out by Ms Vinny Arora where all the participants were asked to pick one slip and with the word mentioned on the slip, they were asked to



identify the respective NQAS 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 then explained the various standards falling under the area of concern given to them.



## **Session 5:**

**Topic : Measurement system and Assessment Protocol by Dr Parminder Gautam.**

Dr Parminder Gautam explained about the National Quality Assurance Programme, its characteristics and implicit tool. He described about the anatomy of the checklist which includes 8 areas of concern, standards and measurable elements, check points and score card. He also discussed about the relationship between these various components. He then explained the four types of assessment methods in detail to the participants, which include Observation, Staff interview, Record Review and Patient interview.

Dr Parminder Gautam emphasized about the compliance as well as scoring rules. Finally, he gave an overview of the eighteen checklists and discussed the key features of each one of them.

## **Session 6: -**

### **Assessment of Area of Concern 'A'- Service Provision by Ms. Vinny Arora**

Ms. Vinny Arora explained regarding the assessment of the facility as per the six standards present in the area of concern. She further emphasized that the area of concern 'A' mainly focuses on ensuring the availability of the following services:

A1- Curative Services

A2- RMNCH+A

A3- Diagnostics

A4- National Health Programs

A5- Support Services

A6- Services as per local needs

All the six standards were discussed in detail with the participants.

### **Exercise on Area of Concern , 'A'- Service Provision by Ms Vinny Arora:**

Followed by the session the participants had actively taken part in the exercise based on Area of Concern 'A'. This gave the participants a clear understanding of assessment of Area of Concern 'A'.

## Day-2

Day 2 of the training session began with the recap of the sessions taken on the Day 1 by Dr Parminder Gautam which enabled the participants to revise the topics that they have learnt on previous day.

### **Session 1: -**

#### **Topic : Assessment of Area of Concern ‘B’ Patient Rights by Dr. Parminder Gautam**

Dr. Parminder Gautam defined about the Patient’s Right and discussed the fundamental rights of the patients covered under this area of concern; which are as follows:

- 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.

He further explained the assessment of the following standards of Area of concern ‘B’ at public health facilities:

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

#### **Exercise on Area of Concern-B**

Session on patient rights was followed by an exercise on “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’ by analyzing the complaint.



## **Session 2:**

**Topic : Assessment of Area of Concern ‘C’ – Inputs by Dr Siva Kumar**

In this session Dr Siva Kumar covered all the six standards pertaining to the area of concern ‘C’, which are:

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

## **Session 3:**

**Topic: Area of Concern-D ‘Support Services’ by Dr. Arul Anandham**





E2: Clinical assessment & reassessment

E3: Continuity of care and referral

E4: Nursing care

E5: High risk & vulnerable

E6- STGs & generic drugs

E7- Safe drug administration

E8- Maintaining, updating, storage of records

E9- Discharge of patient.

### **Session 5:**

**Topic: Assessment of Area of Concern-E ‘Specific Clinical Services’ E10-E12 by Dr. Elangovan**

Dr Elangovan took a detailed session on Intensive care, Emergency services and diagnostics services.

He explained the standards related to these services and their assessment methods with examples from the field.

### **Session 6:**

**Topic: Assessment of Area of Concern-E 13 to E 16 by Dr. Selvakumar**

Dr Selvakumar explained about the measurable elements and checkpoints of the following standards:

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

E14- Facility has established procedures for Anaesthetic Services

E15- Facility has defined and established procedures of Surgical Services

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

The participants interacted with the speaker for the doubts and clarifications in relation to the Area of Concern E and also shared their clinical experiences.

## **Session 7:**

### **Topic: Assessment of Area of Concern ‘E’ by Dr. Bharathi**

Dr Bharathi gave an insightful session on key issues of Pre-natal, Intra-natal and Post-natal care at the facility level. While explaining the standard E20 which talks about the care of new born, infant and children. she emphasized on immunization Services, SNCU, NRC and Pediatric Clinic. She also gave an overview of family planning Programme in India by linking it with the eight areas of concern in the checklist. The session was concluded with a discussion on the importance of providing Adolescent Reproductive and Sexual Health services at Public Health Facilities.

The measurable elements and checkpoints of the following standards were discussed in detail:

- E 17 :- Antenatal care
- E 18 :- Intra natal care
- E 19 :- Post Natal care
- E20 : Established procedures for the care of new born, infant and child as per guidelines
- E21: Established procedures for abortion and family planning as per government guidelines and law
- E22: Adolescent Reproductive and Sexual Health services as per guidelines

### **Overview of LaQshya:**

During the session Dr Bharathi also gave an overview about the LaQshya initiative and explained the rationale of the program. She focused on respectful maternal care at the public health facilities and strengthening the services of the Labour Room and Maternity OTs to evade the avoidable causes of maternal and infant mortality. The participants also had an interactive learning about the Do's and Don'ts of the Maternal and Child at the facility.

## Day-3

The third day of the training session began with the recap of Areas of concern C-Inputs, D- Support Services and E- Clinical Services.

### **Session 1:**

#### **Topic: Assessment of Area of Concern-F ‘Infection Control’ by Dr Natarajan**

Dr. Natarajan presented the Area of Concern-F i.e. Infection Control. He discussed the six standards pertaining to the Infection Control Programme at a Public Health Facility, which are as follows:

- F1- Infection control program and procedures
- F2- Ensuring hand hygiene practices and antisepsis
- F3- Standard practices and materials for Personal protection
- F4- Standard Procedures for processing of equipment and instruments
- F5- Physical layout and environmental control of the patient care areas ensures infection prevention
- F6- Defined and established procedures for segregation, collection, treatment and disposal of Bio Medical and hazardous Waste.

### **Session 2:**

#### **Topic: Assessment of Area of Concern G ‘Quality Management’ by Dr Parminder Gautam**

Dr Parminder Gautam began the session by explaining the Plan-Do-Check-Act cycle, followed by which he explained in detail about the eight standards of Quality management and their relation to the organizational framework required at the facility for quality improvement. He also described about Value Stream Mapping and Process Mapping along with 7 basic quality tools.

#### **Exercise Area of concern-G:**

The session was followed by an exercise on area of concern- G, which enabled the participants understanding of the facility level application of Quality tools.





### **Session: 3**

#### **Topic: Area of Concern-H Outcomes by Dr Shivali Sisodia**

Dr Shivali Sisodia elaborated the last area of concern i.e. the Outcome indicators. While explaining the importance of calculating the Outcome and Key Performance Indicators (KPI), she briefed the participants about following four categories of outcome indicators:

H1: Productivity indicators

H2: Efficiency indicators

H3: Clinical Care indicators

H4: Service Quality indicators

All the indicators in relation to the above four categories were discussed with the participants and the formulae of each one of them was briefly explained. She emphasized on the documentation, periodic reporting and analysis of the KPI's. She also highlighted the role of conducting Patient Satisfaction Survey which helps to identify the Gaps in the provision of services at the facility.

#### **Session 4:**

##### **Topic: Assessment of Standard E 23- National Health Program Dr. Kennedy**

Dr Kennedy talked about the National Health Program of India which mainly covered Communicable diseases-RNTCP, NACO, NLEP and the non-communicable disease program. He focused upon the strategies for the better implementation of the program and motivated the participants to periodically monitor the status of the program implementation at their respective facilities.

#### **Session: 5**

##### **Topic: Assessment of National Health Program by Additional Director, NHM, Dr. Madhusoodhanan (Joint Director of Health) and Dr. Saraswathi.**

In this session the programs that come under Communicable diseases which include- NVBDCP, IDSP and Viral Hepatitis have been thoroughly discussed by the above speakers. The session also covered the services provided by the facility to tackle Iodine deficiency and School health programme.

#### **Session: 6**

##### **Topic: Assessment of National Health Program by Dr Ashok**

Dr Ashok highlighted the significance of Non Communicable Disease programmes like Mental Health, Tobacco Control, Deafness, Oral health. He also emphasized on the screening, early detection and counselling services provided under these services.

##### **Field Visit Assessment Team formation and Instructions:**

At the end of the day Dr Shivali Sisodia took a session on **Assessment Team formation and field visit** in which she had divided the participants into the groups and gave them instructions regarding the field visit for the next day

## Day-4

### **Field Visit:**

On Day-4 the participants were taken to a field visit to GH Tambaram and CHC Medhavakkam, Kanchipuram district according to their groups and specific departments have been assigned to each group.

### **Presentations on the field visit:**

All the teams presented on the respective departments that was allotted to them. The presentations were delivered in a common format, which briefly described the findings of the field visit. Two Team mentors Dr. Joe Beryl (Asst. Programme Officer, NHM-TN) and Dr. Jaisee Suvetha (Consultant, NHM-TN) were supporting to all the participants during their field visit.

## Day-5

The last day of Training was started with a quick recap of the sessions conducted in the previous day.

### **Operational issues under Certification by Dr Shivali Sisodia:**

#### **Pre-Certification:**

Dr Shivali Sisodia has covered all the aspects of Pre-certification process which includes

- State level certification of the facility by fulfilling the required criteria under NQAS.
- Submission of all the required documents to the QI consultants at NHSRC for document verification.
- Scheduling the date of National level assessment after the approval from the state consultant at NHSRC and
- Allotment of Empaneled External Assessor team by Certification cell at NHSRC.

#### **During- Certification:**

Dr Parminder Gautam firstly stressed upon the role of External Assessor during the assessment of the facility. He said that the assessment should be conducted without any bias and the scores given should be kept confidential during and post assessment. After the assessment, the external is required to send a Hard and soft copy of the Assessment report to Certification cell, QI, NHSRC. Then the report received will be reviewed by Certification team at NHSRC and a draft report will be made based on the certification criteria met by the facility. A final draft letter will be sent to Ministry of Health & Family Welfare. After which an official letter regarding the certification status of the facility will be issued to the state from Ministry.

#### **Post-Certification:**

In this session Dr Shivali Sisodia spoke about the post certification process, which includes:

- If a facility is certified, it has the certification validity for 3years and a surveillance Report should be submitted every year to QI, NHSRC.

- If a facility is certified with conditionality, then it has to submit a Gap Report within 6months time duration.
- If a facility falls under the category of defer/declined, then the facility have to Re-reply after 6months.

### **Role Play:**

A role was demonstrated by the QI team with some common scenarios that arise in certification process for better understanding of the participants. In this role play the participants were encouraged to take up certain roles and act according to the situation that was given to them.

### **XI Post Training Evaluation:**

Participants underwent an evaluation based on the 5-day training for a duration of 2 and half hours which included:

- Spotting of the gaps shown in the pictures of public health hospitals and were asked to enumerate the gaps in form of gap statement.
- Four sets of 42 Multiple choice questions of which the participants will get different sets.
- A final Case study was given to identify the gaps and must provide a justification to their answer.





## **XII.Valedictory:**

QI NHSRC has thanked all the participants for the overwhelming participation and sincerity towards the training.

Some of the participants have given their feedback regarding the 5 day training programme. They said that the training was helpful for better understanding of NQAS standards. Many participants expressed that they will apply all the good practices learnt in the training programme at their facilities.



## Few Pictures from Valedictory















## **External Assessors' Training 2019 (Tamil Nadu):** **National Quality Assurance Standards for Public Health** **Facilities**

**25<sup>th</sup> November 2019, Monday to 29<sup>th</sup> November 2019, Friday**

Time	Topic	Resource Person
Day 1 – 25 <sup>th</sup> November, 2019, Monday		
8:30 am -9:30 am	Registration	
9:30 am-9:40 am	Welcome Address	Additional Director, NHM-TN
	Introductory Address	SPM, NHM-TN
9:40 am – 9:50 am	Inaugural address	Health Secretary -TN
9:50 am – 10:00 am	Addressing Participants	MD NHM -TN
10:00 am-10:15 am	Tea	
10:15 am-11:15 am	Overview of Public Health System & programs in India and Introduction to Quality Assurance Program for Public Health Facilities	Dr. J.N. Srivastva Advisor QI NHSRC.
11:15 am – 12:15 pm	Key Concept of Quality and Terminology	Dr. Parminder Gautam.
12.15 pm – 1:30 pm	National Quality Assurance Standards	Ms. Vinny Arora Consultant QI
1:30 pm- 2:15 pm	Lunch	
2:15 pm-3:00 pm	Group Activity on Standards	Ms. Vinny Arora Consultant QI
3:00 pm-4:00 pm	Measurement System and Assessment Protocol	Dr. Parminder Gautam.
4:00 pm-4:15 pm	Tea.	
4:15 pm-5:00 pm	Assessment of Area of Concern ‘A-Service Provision	Ms. Vinny Arora Consultant QI
5:00 pm-5:30 pm	Exercise on Area of Concern-A	
Day 2 – – 26 <sup>th</sup> November 2019, Tuesday		
9.00 am–9:30 am	Recap	
9:30 am-10:15 am	Assessment of Area of Concern ‘B’- Patient Rights	Dr. Parminder Gautam
10:15 am-11:00 am	Exercise on Area of Concern-B	Dr. Parminder Gautam
11:00 am-11:15 am	Tea	
11:15 am-12:00 Noon	Area of Concern-C “Inputs”	Dr. Sivakumar, Chief Civil Surgeon,/ NOAS External Assessor

		<b>GHQH. Tirupur, Tirupur district</b>
<b>12:00 Noon-12:45 pm</b>	<b>Area of Concern-D “Support Services”</b>	<b>Dr. Arulanandham, Medical Officer (Quality), NQAS External Assessor O/o DPH&amp;PM, Chennai</b>
12:45 pm-1:30 pm	Case Study on Area of Concern C and D	Dr. Shivali Sisodia Consultant QI
1.30 pm-2:15 pm	<b>Lunch</b>	
2.15 pm-3:00 pm	Assessment of Area of Concern-E ‘General Clinical Services’ E1-E9	Dr. Parminder Gautam
<b>3:00 pm-3:45 pm</b>	<b>Assessment of Area of Concern-E ‘Specific Clinical Services’ E10-E12 (Intensive care, Emergency services and diagnostics services)</b>	<b>Dr. Elangovan, Deputy Director (FW)/ NQAS External Assessor, Tiruvallur district</b>
<b>3:45 pm-4:30 pm</b>	<b>Assessment of Area of Concern-E 13 to E 16-Blood Bank/Storage, OT, Anesthesia &amp; End of life Care.</b>	<b>Dr. Selvakumar, Joint Director of Health Services Rtd./ NQAS External Assessor Namakkal District</b>
<b>4:30 pm-5:30 Pm</b>	<b>Assessment of Area of Concern ‘E’ RMNCH+A services E17-E22 and overview of LaQshya</b>	<b>Dr. Bharathi, Chief Medical Officer, GH Solingur / NQAS External Assessor Vellore district</b>
<b>Day 3 – – 27<sup>th</sup> November 2019, Wednesday</b>		
9.00 am-9:30 am	Recap	
<b>9:30 am -10:30 am</b>	<b>Assessment of Area of Concern-F Infection Control</b>	<b>Dr. Natarajan, Chief Civil Surgeon, GHQH. Usilampatti/ NQAS External Assessor Madurai district</b>
10:30 am-10:45 am	<b>Tea</b>	
10:45 am-11:45 am	Assessment of Area of Concern G ‘Quality Management’	Dr. Parminder Gautam
11:45 am-12:45 am	Exercise Area of concern-G	Dr. Parminder Gautam
12:45 pm-1:45 pm	Area of Concern-H Outcomes	Dr. Shivali Sisodia Consultant QI
1:45 pm -2:30 pm	<b>Lunch</b>	
<b>2:30 pm-3:15 pm</b>	<b>Assessment of National Health Program (Communicable diseases- RNTCP, NACP, NLEP)</b>	<b>Dr. Kennedy, Chief Medical Officer GH Ambur / NQAS External Assessor</b>
<b>3:15 pm-4:00 Pm</b>	<b>Assessment of National Health Program (Communicable diseases-</b>	<b>Additional Director, NHM Chennai and</b>

	NVDCP, IDSP, Viral Hepatitis, Iodine deficiency, School health)	Dr. Madhusoodhanan, Joint Director of Health Services (Training) O/o DPH&PM, Chennai  Dr. Saraswathi, Medical Officer (UHC)/ NQAS External Assessor O/o DPH&PM, Chennai
4:00 Pm-4:15 pm	Tea	
4:15 pm-5:15 pm	Assessment of National Health Program (Non-Communicable diseases including Mental Health, Tobacco Control, Deafness, Oral health)	Dr. Ashok Medical Officer (Quality)/ NQAS External Assessor O/o DM&RHS, Chennai
5:15 pm-5:30 pm	Assessment Team formation and Instructions for Field Visit	Dr. Shivali Sisodia
<b>Day 4 – – 28<sup>th</sup> November 2019, Thursday</b>		
9.00 am -1.00 pm	Field Visit	Visit to GH Tambaram and CHC Medhavakkam, Kanchipuram district  <u>Field visit arrangements</u> <u>Coordination</u> Dr. Joe Beryl, Asst. Programme Officer, NHM-TN and Dr. Jaisee Suvetha, Consultant, NHM-TN  <u>Onsite field visit</u> <u>Coordination</u> Dr. Ashok Medical Officer (Quality)/ NQAS External Assessor O/o DM&RHS, Chennai and Dr. Arulanandham, Medical Officer (Quality), NQAS External Assessor O/o DPH&PM, Chennai
1:00 pm-2.00 pm	Lunch	
2.00 pm-3.00 pm	Analysis & Scoring	NHSRC Team
3.00 pm-4.00 pm	Presentations & Discussions	NHSRC Team
4.00 pm-4.30 pm	Tea	
4.30 pm-5.30 pm	Presentations & Discussions	NHSRC Team

**Day 5 – – 29<sup>th</sup> November 2019, Friday.**

9.00 am-9:30 am	Recap	
9:30 am-10:00 am	Operational issues under Certification-Pre-Certification.	Dr. Shivali Sisodia Consultant QI
10:00 am-10:30 am	Operational issues under Certification-During Certification.	Dr. Parminder Gautam
10:30 am-10:45 am	<b>Tea</b>	
10:45 am – 11:15 am	Operational issues under Certification-Post-Certification.	Dr. Shivali Sisodia Consultant QI
11.15am – 12:45 pm	Role Play exercise	NHSRC Team
12:45 am-1:30 pm	<b>Lunch</b>	
1:30 pm-4:00 pm	Post Training Evaluation	
4:00 Pm-4:15 pm	<b>Tea</b>	
4:15 pm-5:00 pm	Feedback & Valedictory	



### **IV List of Participants**

<b>S.No.</b>	<b>Name</b>	<b>Work Station</b>
1	Dr. S. Anbarasu	GHQH Perambalur
2	Dr. E. Raja	GHQH Pollachi
3	Dr. M. Venkatesh	GHQH Pollachi
4	Dr. P. Latha	Villupuram GH
5	Dr. R. Elangovan	GHQH Dindigul
6	Dr. R. Venkatesh	GHQH Erode
7	Dr. S. Gurunathan Kandhaiya	GH Attur
8	Dr. B. Sivakumar	GHQH Thiruvallur
9	Dr Rajaselvam	GH Musiri
10	Dr. R. Jayanthi	GHQH Namakkal
11	Dr. Muthukumarangandhi	GHQH Karaikudi
12	Dr. R. Rajeshwaran	GHQH Kumbakonam
13	B. Saleem Batcha	GHQH Kumbakonam
14	Dr. R. Raja	O/o JDHS, Nagapattinam
15	Dr. N. Karthik	GH Kadayanallur
16	Dr.(Major)S.Chowdari	o/o JDHS, Tiruvannamalai
17	Dr. P. Kalpana	GHQH Kanchipuram
18	Dr. Srinivasan	GH Tambaram
19	Dr. C. Rajesh Kannan	Harur GH
20	Dr. P. Shanmugavel	GHQH Krishnagiri
21	Anitha. J	GH. Hosur
22	Ms. Anussa	GHQH
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25	Dr. Laxmidharan	BMO, Meensuruti
26	Dr.K. Arulmozhi	BMO, Nambiyur
27	Dr. Gayathri	BMO, Iruvelpet
28	Dr.T. Arulmozhi	BMO, Thirupukuzhi
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32	Dr. Aravind	MO, Ammapalayam
33	Dr.K. Mareeswari	SAS, Elathur
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36	Dr. Meenakshisundaram	Theni
37	Dr. Ruban Raj	MO, Sengundrapuram
38	Dr. Rangasamy	Krisinagiri
39	Dr. Vinoth	BMO, Radhapuram
40	Dr.K. Ramesh	APM, Tiruvallur
41	Dr. Deepalakshmi	DTTMO, Tiruvallur
42	Dr. Muthuramalingam	DTTMO, Tirunelveli
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45	Dr. Vijayaramanan	APM, Tiruvannamalai
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53	Dr Gauthaman	Cuddalore
54	Dr.Jaisee suvetha	Consultant, NHM
55	Dr. Sujith Babu M.S	Regional consultant, NHM
56	Dr. Syamala Mahesh	Regional consultant, NHM
57	Dr.S. Bavani Uma Devi	Joint Director (Inspn), O/o DPH
58	Dr. S Kaleeswaran	MO, Qualityo/oDPH&pm
59	Dr. Abilash	APO, NUHM
60	Dr. Kamaleswaran	APO, NUHM
61	Dr. S. Manoj Kumar	GHQH Ramand
62	Dr.L.Subramaniyan	GHQHNILGRIS
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