



Internal Assessor Training on Quality Assurance in Urban Health Facilities

Time	Session	Speaker
Day 01		
09:00am - 09:30am	Registration	
09:30am - 10:00 am	Inaugural Address	
10:00am - 10:45 am	Urban Health Scenario and Introduction to National Urban Health Mission	
10.45 am-11.00 am	Tea	
11:00 am – 11:45 am	Overview of National Quality Assurance Program for Public Health Facilities	
11.45 am - 12:30am	Measurement System, standards & Assessment Protocol	
12:30 noon - 1: 30pm	Area of Concern A, B , C & D(Service Provision & Patient Rights)	
01:30pm – 02:30pm	Lunch	
02:30pm - 3:15pm	Exercise on Area of concern A, B, C & D)	
03: 15 pm - 4:00pm	Area of Concern E- Clinical Services	
4:00pm - 4:15pm	Tea	
4:15am - 5:15pm	Group Work	
Day 2		
09:00am - 09:30am	Recap	
09:30am - 10:30 am	Area of concern F (Infection Control)	
10.30am - 11:15am	Area of Concern G (Quality Management)	
11:15am - 11:30am	Tea	
11:30am - 12:30noon	Exercise on Identifying Standards Gap analysis, action Planning	
12.30- 1.30	Key Performance Indicators (Area of concern H)	
1:00pm - 2:00 pm	Lunch	
2:00pm - 2:45pm	Analysis of Quality Scores& Report Writing	
2:45pm - 3:30pm	Post Training Evaluation	
3:30pm – 3.45:pm	Tea	
3:45pm - 4:00pm	Thanks & valedictory	