



External Assessor's Training on National Quality Assurance Standards for Public Health Facilities (Tentative Agenda)

Time	Topic	Resource Person
Day-01		
8:30 am -9:30 am	Registration	
9:30 am-9:40 am	Welcome Address	
9:40 am – 9:45 am	Address by PAO	
9:45 am – 10:00 am	Inaugural address	
10:00 am – 10:20 am	Introduction of participants	
10:20 am – 10:30 am	Vote of Thanks	
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	
11:30 am – 12:15 pm	Key concepts of Quality and its terminology	
12:15 pm – 1:15pm	Measurement System and Assessment Protocol	
1:15 pm- 2:15 pm	Lunch	
2:15 pm-3:15 pm	Measurement System and Assessment Protocol	
3:15 pm-4:15 pm	National Quality Assurance Standards	
4:15 pm-4:30 pm	Tea	
4:30 pm- 5:30pm	Assessment of Area of Concern 'A& B' (Service Provision & Patient Rights)	
	Group Exercise on Patient's Right	
Day-02		
9.00 am–9:30 am	Recap & Quiz on Area of concern A & B	
9:30 am- 10:00 am	Discussion on group exercise Patient's right	
10:00 am-11:00 am	Assessment of Area of Concern 'C'- Inputs and D- Support Services	
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	
1.15 pm-2:15 pm	Lunch	
2.15 pm-3:30 pm	Assessment of Area of Concern E Standard E10-E15	

3:30 pm-4:30 pm	Assessment of Standard E20: New born, child health services and Pediatric care	
4:30 pm-4:45 pm	Tea	
4:45 pm -5:15 pm	Overview of Gunak Application and its use	
5:15 pm-5:45 pm	Group Activity on Standards	
Day-03		
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	
10:30 am-10:45 am	Tea	
10:45am -11:30 am	Exercise on Area of Concern 'G'- Quality Management	
11:30 am- 12:15 pm	Assessment of Area of concern F- Infection control	
12:15pm –1:15 am	Area of Concern H: Outcome	
1:15 pm -2:00pm	Lunch	
2:00 pm-3:00 pm	Assessment of Standard E22: Family Planning	
3:00 pm – 4:00 pm	Overview of LAQSHYA – with emphasis on Assessment Standard E17,18 and E19	
4:00 pm-4:15 pm	Tea	
4:15 pm -5:30 pm	Assessment of Standard E23: National Health Program	
5:30 pm- 6:00 pm	Assessment Team formation and Instructions for Field Visit	
Day-04		
9.00 am -1.00 pm	Field Visit	
1:00 pm-2.00 pm	Lunch	
2.00 pm-3.00 pm	Analysis & Scoring	
3.00 pm-4.00 pm	Presentations & Discussions	
4.00 pm-4.30 pm	Tea	
4.30 pm-5.30 pm	Presentations & Discussions	
Day-05		
9.00 am-9:30 am	Recap	
9:30 am-10:15 am	Standards for Primary Health Centers, Urban PHC and CHC	
10:15 am-10:30 am	Tea	
10:30 am – 11:15 am	Kayakalp – Rejuvenation of Public Healthcare facilities	
11.15 am – 12:00 pm	Operational issues under Certification Process	
12:00 -12:30 pm	Role play on operational issues under Certification process	
12:30 pm-1:15 pm	Post Assessment Protocols under NQAS & report writing	
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	