



Internal Assessor Training (UPHC) on National Quality Assurance Program 18th to 19th July 2016, Punjab



**Conducted by
National Health System Resource Centre in collaboration
with State Health Systems Resource Centre, Punjab**

**TRAINING REPORT
INTERNAL ASSESSOR TRAINING FOR UPHC ON NATIONAL
QUALITY ASSURANCE PROGRAM**

CONTENTS

TRAINING DETAILS.....	1
OBJECTIVES OF TRAINING.....	2
BACKGROUND.....	3
EXECUTIVE SUMMARY.....	4
DAYWISE SUMMARY OF THE PRESENTATIONS.....	5
Day 1.....	5
Day2.....	7
PARTICIPANT'S FEEDBACK.....	9
Most liked sessions.....	9
Most useful topics.....	9
Suggestions to improve the training:-.....	9
Annexure I.....	10
Annexure II.....	16
AGENDA.....	16
PHOTO GALLERY.....	17

TRAINING DETAILS

➤ **TRAINING COORDINATORS:**

- Dr Parvinder Pal Kaur (AD QA, Punjab)
- Dr Sushant Agrawal (Consultant, QI, NHSRC, New Delhi)

➤ **DATE OF TRAINING:** 18th & 19th July, 2016

➤ **PLACE OF TRAINING:** Auditorium, Punjab Health Systems Corporation Centre, Phase 6, Mohali

➤ **PARTICIPANTS OF TRAINING:** 166 (List attached in *Annexure I*)

➤ **COURSE SCHEDULE:** The course schedule (Attached in *Annexure II*) outlines the day to day contents and learning methods.

OBJECTIVES OF TRAINING

- The objective of “Internal Assessor Training for Urban PHC” Programme is to impart knowledge and skills of conducting internal assessment of Health Facilities against the predefined norms of National Quality Assurance Programme at fixed interval preferably quarterly covering all critical departments. An action plan would be prepared on observed non conformities for corrective/improvement activities.
- The course intends building the participants’ capacity to evaluate evidences to arrive at a conclusion with reference to various check-points, which are given in the Assessors’ Guide Book for Quality Assurance in UPHC, 2016.
- To equip assessors with knowledge of key concepts, tools and methodologies of National Quality Assurance Standards.
- Provide skill to assessors to independently assess different Areas of concern, Measurable Elements & Checklists.
- To develop skills and acumen to carry out internal evaluation as well as assessment of the UPHC’s.
- To set up pool of Internal Assessors for state of Punjab for assessment of Urban PHC.
- To understand basic concept of Quality in Public health facilities.
- To provide skill to identify gaps and fulfils these gaps.
- To develop skills and acumen to implement Quality services in their health facilities.

BACKGROUND

Under National Health Mission, to improve the quality of Health care services at public hospitals, Ministry of Health & Family welfare, Govt. of India, has launched National Quality Assurance Standards. To comply with these standards, Govt. has launched operational Guidelines as well as Assessor's Guidebook for District hospitals, CHC (FRU) and PHC (24X7) and UPHC's.

For implementation and certification under National Quality Assurance Standards (NQAS), 4 types of trainings courses were designed which includes one day Awareness training, two days Internal Assessor Training, three days Service provider training and five days External Assessor training.

Two days Internal Assessor training for Urban PHC was newly designed for service provider of Urban PHC, so that they will periodically assess their facilities covering all checklists and action plan would be prepared on observed non conformities for final traversing gaps.

Main aim of training is to provide complete understanding of standards, their sub components, & scoring methodology to aspiring Internal Assessors and its closure for national certifications.

One curriculum was designed for the training extended up to period of two days, followed by written evaluation of aspiring Internal Assessors.

In evaluation, if trainer would be able to score minimum 60 % of marks, then he/she will be awarded with Internal Assessor Certification for NQAS & will be eligible as an empanelled Internal Assessor for the State.

EXECUTIVE SUMMARY

The training was conducted by the team of NHSRC, New Delhi in collaboration with State Health Systems Resource Centre, Mohali at SHSRC, Phase-6, Mohali.

The aim of the training was to strengthen assessor's knowledge of key concepts, tools, and methodologies for assessment of National Quality Assurance Standards. Course curriculum for training was prepared by the NHSRC and was duly syndicated with state. Participants were from diverse background including Chief Medical Superintendent, Gynaecologists, Regional Consultants QA, Hospital Quality Managers, Medical Officers etc., called from 26 districts of Punjab called by the state for this training. The participants were given:

- A copy of Assessor's guidebook for Urban Primary Health Centre
- A copy of Biomedical Waste Management Guidelines, 2016
- A folder with writing pad, pen and pencil
- Course instruction for IA-Training
- Feedback form
- Hard copy of guidelines, exercises and material whenever required during the training

The programme had 13 sessions, spread over a period of two days along with group exercises. Feedback from the participants was taken and the report contains analysis and suggestions given by the participants. The overall rating of the programme in feedback has been good with an overall score of 4.13 on a 5 point scale.

DAYWISE SUMMARY OF THE PRESENTATIONS

Day 1

1. In the starting session **Mr. Navdeep Gautam, Consultant Policy & Planning, NHM Punjab**, gave presentation on “**National Urban Health Mission, Punjab**”. The overview of Urban Health needs was being explained elaborately in the presentation which has covered the following topics:

- An overview of NUHM
- Reasons for giving special focus to Urban areas
- Different needs of Urban population
- Vulnerability of Urban poor/slum population
- Punjab state demographic profile (NUHM)
- Special focus on MMR & IMR rates

2. This is followed by the session presented by **Dr. Nikhil Prakash** on “**Key Concepts and Principles of Quality Assurance, an Overview of National Quality Assurance Program**”. He had explained following things in his session:

- Definition of Quality
- Perspectives of the Quality
- Key Concept of Quality
- Principles of Quality Management
- National Quality Assurance Standard for Healthcare Facilities
- How Hazardous is healthcare

This session also covered an “**Overview of National Quality Assurance Program and standards**”. He had explained NQAS programme, information about the Checklists, key features of the programme, snapshot of all eight Areas of Concerns and the Standards concerning them. He had also explained about measurement system of NQAS and the relationship between the areas of concern, Standards, Measurable Elements, Checkpoints and Approaches for the assessment.

3. This was followed by **Dr. Sushant Agrawal** and he had explained about the scoring patterns and the methods to obtain the cumulative Hospital Score Card. A brief introduction of twelve checklists was also provided. This helped the participants to acquaint themselves with the newly introduced National Quality Assurance standards for UPHC's.

4. The next presenter for the day was **Dr Namit Singh Tomar**. He had presented the **Areas of Concern A & B, “Service Provision & Patient Rights”**. During the session, participants were given a detailed explanation about all the standards of Area of Concern Service Provision which include curative services, RMNCH+A services, Support Services, National Health Program, diagnostic services & services as per community needs. Participants were given details about the availability of services at facility as per state norms / IPHS.

He had also explained about the Patient rights which had included the accessibility of services along with their availability & services provision in dignified manner for its acceptance by the clients (patients).

5. Post lunch session was presented by **Dr. Sushant Agrawal** on **“Areas of Concern C & D, Inputs & Support Services”**. He had covered the “Area of Concern and explained about infrastructure availability & adequacy, physical safety, fire safety, HR availability & their training requirement & availability of equipment & instruments at the facility level. In Support services area of concern, Dr. Sushant had covered Equipment maintenance, Inventory management, Community participation, Reporting and work management.
6. An exercise was conducted soon after completing the Areas of concern A. B. C & D by **Dr. Namit & Dr. Sushant**. All participants were given a case sheet and were instructed to fill the checklist for Maternal Health for the mentioned areas of concern.

Based upon the score generated by the participants they were explained how this scoring can be done in excel sheet. Also, the methodology of Department wise scoring and Area of concern wise scoring were being explained to the participants.

7. In the evening session, **Dr. Nikhil Prakash** had provided a detailed explanation of **“Area of Concern E, Clinical Services”**. This session had included Standards E1 to E9 i.e. General Clinical services standards. He had also presented a brief introduction of various National Health Programs launched by Government of India.

Day2

Day 2 was initiated with a brief recap of all the sessions of Day 1 by Dr. Nikhil Prakash. Participants were encouraged to talk about their understanding from Day-1.

1. First session of the day was taken up by **Dr. Nikhil Prakash** about “**Steps for Implementation of QA Program, Area of Concern G i.e. Quality Management**”. Dr. Nikhil explained about the key features of Quality team, Quality Policy, Quality objectives and Quality Assurance cycle. The participants were also informed about the logistics and process of conducting of Internal Assessment at the facility level.
2. Next session of the day was conducted by **Dr. Namit Singh Tomar** on “**Infection Prevention & BMW Rules 2016 (Area of Concern F)**”. All the six Standards related to Infection control, namely, Infection control program, Hand Hygiene practices, Use of Personal protective equipment, Processing of equipments and instruments, Physical layout and environmental control of the patient care areas & Bio medical waste management were explained. He had also demonstrated six steps of Hand washing and discussed practical issues related to infection control during his session. Followed by this, one Video about “Infection control practices” was shown by him.
3. Next session was taken up by **Dr. Sushant Agrawal** on “**Gap analysis, Action Planning & Patient Satisfaction (Area of Concern G)**”. This had included information about Post assessment activities i.e. generating score cards, gap analysis, reporting. Methods of Root cause analysis like fish bone technique, why- why analysis, PICK chart, action planning and prioritization etc. were adequately explained to the participants, with appropriate examples and quick interaction with the participants. The participants were also explained about the process of conducting Patients Satisfaction Surveys at facility level.
4. This was followed by an Exercise conducted by **Dr. Namit** on “**Gap analysis and action planning**” in which participants were shown different pictures in which they had to identify the gap based on SMART approach and plan an action accordingly. The exercise was an interactive one and had a positive impact on the understanding of the basic concept of gap analysis for the participants.
5. Post lunch session was started by **Dr. Sushant Agrawal** and he discussed about the “**Key Performance Indicators (Area of Concern H)**” in which all 30 KPI’s, data required for KPI’s, calculation of KPI’s were discussed. A quiz was organized by Dr. Sushant to engage the participants in calculating KPI’s on their own and provided them with a clear idea of the calculation of Key performance indicators. In between training to engage participants he has some quiz’s related to calculations of indicators.

6. The last session was covered by **Dr. Palvinder Pal Kaur, Nodal Officer, QI, Punjab** on **“Prescription Audit”** where participants were explained about the importance and process of conducting prescription audit. This was followed by an exercise on conducting the Prescription Audit at facility level.
7. At last, the participants were given question papers with 42 multiple choice questions. 3 set of question paper were prepared for evaluation (A, B and C). Feedback forms were also distributed to all participants.

PARTICIPANT'S FEEDBACK

Evaluation of participant's feedback is taken on a 5-point scale. Overall average scoring was **4.13 out of 5**.

Most liked sessions

NAME OF TOPIC & PRESENTER	SCORE
Prescription Audit by Dr. Palvinder Pal Kaur	4.26
Infection Control & BMW Management by Dr. Namit Singh Tomar	4.20
Standard for Clinical Services by Dr. Nikhil Prakash	4.17
Gap Analysis, Action Planning & Prioritization by Dr. Sushant Agrawal	4.17

Most useful topics

- BMW rules 2016 & Infection Control
- Gap Analysis & Action Planning
- Key Performance Indicators
- Prescription Audit

Suggestions to improve the training:-

- More interaction with the participants
- More Group exercise
- More training days
- More video clips
- TA DA should be provided just after training
- Provision of Retraining after fixed intervals to trace improvements

Annexure I

List of Participants					
Sr. No.	NAME	MOBILE NO	E-mail ID	DISTRICT	HOSPITAL
1	Dr. Suman Lata	9501870788	nuhmpphcbaltana@gmail.com	Mohali	UPHC Baltana
2	Dr. Sukhjot Kaur	9815490373	uphc1nayagaon@gmail.com	SAS Nagar	UPHC Nayagaon
3	Dr. Atul Gautam	9780673844	atulgautam3863@gmail.com	Mohali	SDH Kharar
4	Dr. Nitin Sethi	7677767788	drcoolsethi@gmail.com	Rupnagar	Ch rupnAGAR
5	Dr. Aman Preet Kaur	8146653366	apreeto73@gmail.com	Mohali	UPHC NEEUDI KHARAR
6	Dr. jatinder kumar	9988103062	drjatinder.nikku277@gmail.com	ludhiana	uphc bhagwan nagar
7	Dr. Parneet kaur	9988411300	parneetsabir@gmail.com	patiala	uphc bishan nagar
8	Dr. Shaina Goyal	9876084887	doc.shaina1310@gmail.com	bathinda	uphc Phul town
9	dr. harbir	9872424907	harbirgrewal2594@yahoo.co.in	ludhiana	uphc durgi
10	DR. SURINDER PAL KAUR	8146500383	surrnder67jaggi@gmail.com	LUDHIANA	UPHC NODEL TOWN
11	SONIA	8872094996	nhmpunjab@gmail.com	chandigarh	
12	DR. SUREDSHO	9417144550	akchr@gmail.com	jalandhar	UPHC B. NAGAR
13	dr. jaginder pal kaur	9872728222	drmahi13@rediffmail.com	jalandhar	UPHC KAZI MANDI
14	Dr. Manreet benipal	9876504262	manreetsam86@rediff.com	ludhiana	UPHC Khazana
15	dr. Rupan Cahudhary	9876388500	uphccheharta@gmail.com	Amritsar	UPHC
16	Dr. amar preet singh	9888520055	uphcdhuri@gmail.com	sangrur	UPHC Dhuri
17	DR PRABHOJOT SINGH	8146822507	urbanphcswwam@gmail.com	sangrur	UPHC SWNAM
18	Dr. Arpit Sharma	9417094171	arpit_sr2@yahoo.co.in	fazilka	civil hospital Fazilka
19	Dr. Rishma Bhauil	9855538212	bhaursdrreshma@ymail.com	patiala	UPHC SULAR
20	DR. Harleen Kaur	9876396217	dr.harleenkaur11@gmail.com	patiala	uphc 2 rajpura
21	Dr. Varun Mittal	9988801719	drvarunmittal17@gmail.com	Mansa	UPHC II
22	Dr. Salini	9417321981	drshaliniheer@gmail.com	Hoshiarpur	UPHC Purhira
23	DR. RENU BHATIA	9463310907	takraj_62@yahoo.in	HOSHIARPUR	UPHC
24	Dr. Sanjeev	8146892	drsanneevgupta63@gmail.com	Amritsar	UPHC Khazana

	Gupta	700	.com		
25	Dr. Sandeep	8699402599	sandeepsingh119@gmail.com	Ajitgarh	UPHC
26	Dr. Rahul JINDAL	9815191915	jindalrahul1971@yahoo.co.in	barnala	uphc prem nagar
27	Dr. AILEENA	9780024850	sidharaileena@gmail.com	patiala	UPHC J. Nagar
28	Dr. Robin	9634045505	itsmerobin5@yahoo.in	ferozpur	fzr cantt
29	Dr. hitesh	8968343780	hitesh_sharma600.yahoo.com	Khana	Lady hospital
30	Dr. Balbir singh	9888602316	drbalbir.singh@yahoo.com	Amritsar	B.M.S.M.S. Sakatribagh
31	DR. Gaurav Kaushal	9530500154	kaushal444@gmail.com	ropar	uphc roopnagar
32	Dr. Harish Bhardwaj	9815289316		jalandhar	uphc aman nagar
33	Dr. Vandana Saggar	9041002484	saggarvandan@yahoo.com	jalandhar	UPHC Bhargo camp
34	Dr. Kuldeep Kaur	8146624208		Amritsar	
35	DR. NEELAM	9417490621	uphcgaulmandi@gmail.com	Amritsar	uphc gaual Mandi
36	DR. GAGAN DEEP SINGH	7508978403	dr.gagan0008@gmail.com	Muktsar	uphc Maloat
37	DR. DALJEET SINGH	9888338825	perdeshidedaljeet@yahoo.co.uk	patiala	GMC Patiala
38	DR. RETA BALA	7837733005	drretabalajalandhar@gmail.com	jalandhar	Basti bank khel
39	DR. NAVJOT KAUR	8054854715	sonun241990@gmail.com	Amritsar	UPHC Haripura
40	Dr. lalita	9465089372	lalitaleal27@gmail.com	fatehgarh sahib	uphc mandi gobindgarh
41	DR. SURAJ BHAN GOEL	9814444167	surajgoyal189@gmail.com	BATHIDA	UPHC
42	DR. ALEXANDAR SINGH	9417674399	nakodaaeiya@yahoo.com	jalandhar	UPHC Maqsudan
43	Dr. KIRAN KUMAR	8427052800	drkirankumar27272@gmail.com	Amritsar	UPHC
44	dr. SURENDER KAUR	9464257268	surinderkaurpb@gmail.com	SAS NAGAR	UPHC PH-II, Mohali
45	Dr. PANKAJ	985577247	pdhingra@ipeglobal.com	CHD	DHS
46	dr. parvinder kaur	9878445965		SAS NAGAR	UPHC PHASE -1
47	DR. PREETJOT KAUR	9878673336	preet371259@yahoo.co.in	fatehgarh sahib	CIVIL HOSP.
48	dr. AASHISH SHARMA	9878750005	aashish.sharma57@gmail.com	Amritsar	UPHC KAN COLONY
49	DR. VANITA BHUJAR	9815749549	bhullarrujn@gmail.com	firozpur	UPHC FZR CITY -1
50	DR. GALDY			PHSC	
51	DR RAMIL	9417954	RAMILBANSAL@GMAIL.C	BATHIDA	UPHC LAL SINGH

	BANSAL	615	OM		BAGH
52	DR BHARTI	9878697207	bhartigupta49@gmail.com	BATHIDA	UPHC JANTA NAGAR
53	DR. PUJA GARG	9878681004	puja.garg81@ymail.com	Mohali	CH MOHALI
54	Mr. GAUTAM			NRHM	
55	DR. PRABHA PAL	9920961069	prabha07pal@gmail.com	mohali	DH
56	DR. SWETABH	9619447068	swtabh.neiem@gmail.com	PHSC	PHSC
57	dr. gagan preet singh	9501332211	dr.gaganpreet@gmail.com	Faridkot	UPHC
58	DR. RAMNI BANSAL	9814705155	ramnibansal	sangrur	UPHC SANGRUR
59	DR. MAGGI	8872973354	maggibansal@gmail.com	sangrur	UPHC MALERKOT
60	DR. GAGAN DEEP DHALI WAL	9876703617	lluckydhaliwal@gmail.com	BATHIDA	uphc BEANT NAGAR
61	DR. MANOJ NAHR	9463104092	gurinayatgurn		
62	DR. MANJIT SINGH RATAUL	8427003395	rataul72@gmail.com	Amritsar	UPHC mustafabad
63	DR. AMANDEEP KAUR	9582835600	amankaur12349@gmail.com	fazilka	UPHC-II Abohar
64	DR. AMANDEEP TUAKUR	9478382593	uphcrajpura1@gmail.com	Patiala	UPHC RAJPURA
65	DR. DALBIR SINGH	8146818886	dsaulakh8@gmail.com	TARAN TARAN	UPHC SACHIKHAND ROAD
66	DR. BANPREET SINGH	9876838787	zinky21@gmail.com	Amritsar	UPHC JODHANAGAR
67	DR. PARAMPREET SINGH	8557883296	dr.parampreetsingh@yahoo.com	Amritsar	UPHC GOBIND NAGAR
68	DR. NISHA SHAHI	9876979762	nishashahi52@gmail.com	Amritsar	SAD BASANT AVENUE
69	DR. AMRIT PAL SINGH	9815622275	astaramritpal@gmail.com	patiala	SABET HOSP. PATIALA
70	DR. H S OBEROI	9814829779	harjeetoberoi05@gmail.com	Mohali	DH Mohali
71	DR. RAJIV CHAMBER	9501991033	rajiv_chamber@yahoo.com	Patiala	UPHC SAMNA
72	DR. VISHAL GOYAL	9915205552	vishal_goyal2003@yahoo.co.in	sangrur	UPHC Malarhtla
73	DR. MANAV PRAKASH KAUR	9779086505	gill_manav786@yahoo.co.in	SBS NAGAR	UPHC SBS NAGAR
74	DR. VIKARMJEET JINDAL	9837497405	vikramjeet_jindal@yahoo.com	Faridkot	KUTAPURA

75	DR. NEERAJ MITTAL	9815109347		GMC PATIALA	GMC Patiala
76	DR. SUMAN BALI	9814736863	drsumanbali54@gmail.com	phsc	PHSC
77	DR. PARMINDER	8146201164	pkdr89@gmail.com	jalandhar	UPHC BASTI DANISHMAN
78	NARAYAN B	9771402050	nbhera@ipeglobal.com	STO RANCHA	
79	DR. KIRANJOT KAUR	9646704470	UPHCARYASAMAJ@GMAIL.COM	Patiala	UPHC ARYA SAMAJ
80	GUNPAN SINGH	8528662530	UPHCZIRAKPUR@GMAIL.COM	mohali	UPHC ZIRAKPUR
81	DR. MANOJ KUMAR	9988606547	panjumanoj@gmail.com	MUKTSAR	UPHSC 2 MUKTSAR
82	Dr. MANDEEP KAUR	9876157265	meenu83145@gmail.com	Faridkot	C.D Faridkot
83	DR. HARINDER KAUR	9878918408	drharinder123@gmail.com	LUDHIANA	UPHC MURADPURA
84	DR. SUDESH BADAN	7087670337	suresh.badan@yahoo.com	LUDHIANA	UPHC JANTA NAGAR
85	Dr. JAWINDER	8054814999	drsrasput2011@gmail.com	Patiala	UPHC Anand Nagar
86	DR. NEELU	9501455887		MOHALI	PHSC
87	DR. VISHAL GARG			Mohali	PHSC
88	DR. KHUSDEEP SINGH	9988855855	rkhusdeep@yhaoo.com	kapurthala	UPHC
89	DR. RAJENDER	9417485854			
90	Dr. KIRAN KUMAR	8427052800	drkirankumar27272@gmail.com	Amritsar	UPHC
91	Dr. SANJEEV GUPTA	8146892700	drsanjeevgupta63@gmail.com	Amritsar	UPHC GATE KHAZANA
92	DR. JAGEINDER PAL KAUR	9872728222	drmahi13@rediffmail.com	jalandhar	UPHC KAZI MANDI
93	DR. RETA BALA	7837733005	ritebalelalendhar@gmail.com	jalandhar	Mo
94	dr. nisha shahi	9876979762	nishashahi52@gmail.com	Amritsar	SAD BASANT AVENUE
95	DR. MANOJ NAHR	9463104092	gurinayatgurn		
96	DR. MANPREET KAUR	8146653366	apreet073@gmail.com	mohali	UPHC MUNDI KHARAR
97	DR. ARPIT SHARMA	9417094171	arpit_sr2@yahoo.co.in	FAZILKA	CIVIL HOSPITAL
98	Dr. MANDEEP KAUR	9876157265	meenu83145@gmail.com	Faridkot	C.D Faridkot
99	DR. HARLEEN KAUR	9876396217	dr.harleenkaur11@gmail.com	Patiala	UPHC 2 RAJPURA
100	DR. PARNEET	9988411	uphcbishannagar@gmail.com	Patiala	UPHC BISHAN

	KAUR	300	com		NAGAR
101	NARAYAN B	9771402050	nbhera@ipeglobal.com	STO RANCHA	
102	DR. SHARMILA GUPTA	7529833503	UPCAMRITSAR@GMAIL.COM	Amritsar	
103	BALKARAN SINGH	7529833509	nuhmsangrur@gmail.com	sangrur	CS Sangrur
104	DR. SHAINA GOYAL	9876084887	doc.shaina1310@GMAIL.COM	BATHIDA	UPHC PHUL TOWN
105	DR. NAVJOT KAUR	8054854715	sonun241990@gmail.com	Amritsar	UPHC Haripura
106	Dr. PANKAJ	985577247	pdhingra@ipeglobal.com	CHD	DHS
107	DR. AMARPREET SINGH	9888520055	uphcdhuri@gmail.com	sangrur	Dhuri
108	DR. RAJIV CHAMBER	9501991033	rajiv_chamber@yahoo.com	Patiala	UPHC SAMNA
109	DR. VIKARMJEET JINDAL	9837497405	vikramjeet_jindal@yahoo.com	Faridkot	KUTAPURA
110	DR. DALBIR SINGH	8146818886	dsaulakh8@gmail.com	TARAN TARAN	UPHC SACHIKHAND ROAD
111	DR. SUKHJIT KAUR	9815490373	uphc1nayagaon@gmail.com	S.A.S Nagar	UPHC NAYAGAON
112	Dr. AILEENA	9780024850	sidharaileena@gmail.com uphcjujaenagar@gmail.com	patiala	UPHC J. Nagar
113	Dr. Robin	9634045505	itsmerobin5@yahoo.in	ferozpur	fzr cantt
114	dr. parvinder kaur	9878445965		SAS NAGAR	UPHC PHASE -1
115	GUNPAN SINGH	8528662530	UPHCZIRAKPUR@GMAIL.COM	mohali	UPHC ZIRAKPUR
116	DR. RENU BHATIA	9463310907	takraj_62@yahoo.in	HOSHIAR PUR	UPHC
117	DR. AMANDEEP TUAKUR	9478382593	uphcrajpura1@gmail.com	Patiala	UPHC RAJPURA
118	dr. gagan preet singh	9501332211	drgagaganpreet@gmail.com	Faridkot	UPHC
119	dr gaurav KAUSHAL	9530500154	kushal444@gmail.com	ROPAR	UPHC ROPAR
120	DR. VANDANA SAGGAR	9041002484	saaggarvandana@yahoo.com	jalandhar	UPHC BHARGO CAMP JALANDHAR
121	HARSH	9529833508	nrhmpntl@gmail.com	Patiala	o/o civil surgeon ptl
122	DR. KIRANJOT KAUR	9646704470	UPHCARYASAMAJ@GMAIL.COM	Patiala	UPHC ARYA SAMAJ
123	DR. RAJENDER SIGHLA	9915556400	drsinglasmo@gmail.com	Patiala	DMC PATIALA
124	dr. SHILPY	9914030	sunny2002mehta@gmail.com	fatehgarh	UPHC BALA FTH

	MEHTA	219	com	sahib	
125	DR. SURINDER PAL KAUR	8146500383	surrnder67jaggi@gmail.com	LUDHIANA	UPHC NODEL TOWN
126	DR, AMANDEEP KAUR	9888939453	lubana.amandeepkaur@gmail.com	pathankot	CHC GHAROTA
127	DR. SANDEEP	869940279	sandeepsingh119@gmail.com	AJITGARH	UPHC PH-7 MOHALI
128	DR RAMIL BANSAL	9417954615	RAMILBANSAL@GMAIL.COM	BATHIDA	UPHC LAL SINGH BAGH
129	DR BHARTI	9878697207	bhartigupta49@gmail.com	BATHIDA	UPHC JANTA NAGAR
130	DR. VISHAL GOYAL	9915205552	vishalgoyal2003@yahoo.co.in	sangrur	UPHC Malarhtla
131	DR. MAMOJ KUMAR	9988606547	panjumanoj@gmail.com	MUKTSAR	UPHSC 2 MUKTSAR
132	DR. VANITA BHUJAR	9815749549	bhullarrujn@gmail.com	firozpur	UPHC FZR CITY -1
133	DR. LALITA	9465089372	lalitakal27@gmail.com	fatehgarh sahib	UPHC MANDI EUZINDARH
134	DR. AMANDEEP KAUR	9582835600	amankaur12349@gmail.com	fazilka	UPHC-II Abohar
135	dr. AASHISH SHARMA	9878750005	aashish.sharma57@gmail.com	Amritsar	UPHC KAN COLONY
136	DR. ALEXANDAR SINGH	9417674399	nakodaaeiya@yahoo.com	jalandhar	UPHC Maqsudan
137	DR. NEELAM	9417490621	uphcgaulmandi@gmail.com	Amritsar	uphc gaual Mandi
138	dr. kuldeep kaur	8146624208		Amritsar	AMRISTAR
139	DR. MANAV PRAKASH KAUR	9779086505	gill_manav786@yahoo.co.in	SBS NAGAR	UPHC SBS NAGAR
140	DR. HARBIR	9872424907	harbirgrewal2594@gmail.com	LUDHIANA	UPHC DUGRI
141	DR. SUDESH BADAN	7087670337	suresh.badan@yahoo.co.in	LUDHIANA	UPHC JANTA NAGAR
142	DR. GAGAN DEEP DHALIWAL	9876703617	lluckydhaliwal@gmail.com	BATHIDA	uphc BEANT NAGAR
143	DR. SUREDSHO	9417144550	akchr@gmail.com	jalandhar	UPHC B. NAGAR
144	DR. HARINDER KAUR	9878918408	drharinder123@gmail.com	LUDHIANA	UPHC MURADPURA
145	DR. MANREET BENIPAL	9876504262	manreetsanu86@ewdiff.com	LUDHIANA	UPHC MODEL TOWN KHANNA
146	DR. MAGGI	8872973354	maggibansal@gmail.com	sangrur	UPHC MALERKOT
147	DR. RAHUL JINDAL	8872973354	jindalrahul1971@yahoo.co.in	BARNALA	UPHC BARNALA
148	DR. RUPAM CHAUDHARY	9876388560	uphccchheharta@gmail.com	Amritsar	uphc chheharta

149	dr. SURENDER KAUR	9464257268	surinderkaurpb@gmail.com	SAS NAGAR	UPHC PH-II, Mohali
150	DR PRABHOJOT SINGH	8146822507	urbanphcswwam@gmail.com	sangrur	UPHC SWNAM
151	Dr. JAWINDER	8054814999	drprasput2011@gmail.com	Patiala	UPHC Anand Nagar
152	Malika	7529833501	nrhmmohali@gmail.com	mohali	CS office Mohali
153	DR. MANJIT SINGH RATAUL	8427003395	rataul72@gmail.com	Amritsar	UPHC mustafabad
154	DR. BALBIR SINGH	9888602315	drbalbirsingh@yahoo.com	Amritsar	BMS Sakatribagh
155	SUNIL KUMAR	7529833504	nhmotd@GMAIL.COM	BATHIDA	CS office bathinda
156	DR. SUMAN LATA	9501870788	nuhmphcbaltana@gmail.com	MOHALI	UPHC Baltana
157	DR. PARMINDER	8146201164	pkdr89@gmail.com	jalandhar	UPHC BASTI DANISHMAN
158	DR. RISHMA BHAWNA	9855538212	uphcsular@gmail.com	Patiala	UPHC SULAR
159	DR. SHALINI	9417321581	drshaliniheer@gmail.com	HOSHIAR PUR	UPHC PURHIRAN
160	DR. VARUN MITTAL	9988801719	drvarunmittal17@gmail.com	MANSA	MANSA
161	DR. PARAMPREET SINGH	8557883296	dr.parampreetsingh@yahoo.com	Amritsar	UPHC GOBIND NAGAR
162	DR. PRABHA PAL	9920961069	prabha07pal@gmail.com	mohali	DH
163	DR. SWETABH	9619447068	swtabh.neiem@gmail.com	PHSC	PHSC
164	DR. HITESH	8908343780	hitesh_sharma600@yahoo.com		UPHC KHANNA
165	DR. SURAJ BHAN GOEL	9814444167	surajgoyal189@gmail.com	BATHIDA	UPHC
166	DR. NEELU	9501455887		MOHALI	PHSC

Annexure II

AGENDA

INTERNAL ASSESSOR'S TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS 18TH & 19TH JULY, 2016

Time	Topic	Resource Person
Day-01 (18th July 2016)		
09:00 am - 09:30 am	Registration	
09:30 am - 09:45 am	Inaugural Address	
09:45 am - 10:30 am	Overview of National Urban Health Mission	Nodal Officer, Urban Health Punjab, NHM
10:30 am - 11:15 am	Key Concepts of Quality, Overview on National Quality Assurance Program	Dr. Nikhil Prakash
11:15 am.- 11:30 am	Tea	
11:30 am - 12:15 pm	Measurement System, Standards and Assessment Protocol	Dr. Sushant Agrawal
12:15 pm- 01.00 pm	Area of Concern A & B (Service Provision and Patient Rights)	Dr. Namit Singh Tomar

01:00 pm - 02:00 pm	Lunch	
02:00 pm - 03:00 pm	Area of Concern C & D (Inputs & Support Services)	Dr. Sushant Agrawal
03:00 pm - 04:00 pm	Exercise on Area of Concern A, B, C & D	Dr. Namit Singh Tomar & Dr. Sushant Agrawal
04:00 p.m.- 4:15 p.m.	Tea	
4:15 p.m. - 5.15 p.m.	Area of Concern E (Clinical Services)	Dr. Nikhil Prakash
Day-02 (19th July 2016)		
09:00 a.m. - 09:30 a.m.	Recap	
09:30 a.m. - 10:30 a.m.	Steps for Implementation of QA Program (Area of Concern G)	Dr. Nikhil Prakash
10:30 a.m. - 11:00 a.m.	Infection Prevention & BMW Rules 2016 (Area of Concern F)	Dr. Namit Singh Tomar
11:00 a.m. - 11:15 a.m.	Tea	
11:15 a.m. - 12:15 p.m.	Gap Analysis, Action Planning & Patient Satisfaction (Area of Concern G)	Dr. Sushant Agrawal
12:15 p.m. - 01:00 p.m.	Exercise on Gap Analysis & Action Planning	Dr. Namit Singh Tomar
01:00 p.m. – 02:00 p.m.	Lunch	
02:00 p.m. - 03:00 p.m.	Key Performance Indicators (Area of Concern H)	Dr. Sushant Agrawal
03:00 p.m. – 03:30 p.m.	Prescription Audit	Dr. Palvinder Pal Kaur
03:30 p.m. - 04:30 p.m.	Post Training Evaluation & Feedback (Tea during the evaluation)	

PHOTO GALLERY



CONSULTANT POLICY PLANNING PRESENTING AN OVERVIEW OF NUHM, PUNJAB



MR. GAUTAM PROVIDING INFORMATION ON URBAN HEALTH KIOSK DEVELOPED IN PUNJAB STATE



DR. NIKHIL EXPLAINING KEY CONCEPTS OF QUALITY DURING THE SESSION



DR. SUSHANT EXPLAINING AREA OF CONCERN G



DR. NIKHIL PROVIDING INFORMATION ABOUT HYGIENE & OTHER INFECTION CONTROL PRACTICES



DR. NIKHIL DURING INTERACTIVE SESSION ON PRIORITIZATION OF GAPS



DR. SUSHANT DURING SESSION ON GAP ANALYSIS



PARTICIPANTS DURING THE FINAL ASSESSMENT EVALUATION EXAM