



Service Provider Training on National Quality Assurance Standards Draft Agenda

| Day-1 | | |
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| Time | Topic | Resource Person |
| 09:00AM- 09:30AM | Registration | |
| 09:30AM -10.00AM | Inaugural Address MD NHM/State representative | |
| 10.00AM - 11.00AM | Overview of Quality Concept and National Quality Assurance Program | |
| 11:00AM -11:30AM | TEA | |
| 11:30AM -12:30PM | National Quality Assurance Standards and Assessment Protocols | |
| 12:30PM -1:30PM | Presentations on Quality Scores and Major Gaps for Hospital Going for National Certification | |
| 01:30PM – 02:15PM | LUNCH | |
| 02:15PM – 02:45PM | Quality Team Formation | |
| 02.45 PM –3.15 PM | Internal Assessment | |
| 3.15 PM – 4.00 PM | Case Study on Assessment | |
| 04:00PM - 04:15PM | TEA | |
| 04:15PM - 4:45PM | Root Cause Analysis, Action Planning& Prioritization | |
| 04:45PM - 05:30PM | Exercise on Prioritization and Action Planning | |
| Day-2 | | |
| 09:00AM -09:30AM | Recap | |
| 09.30AM-10:00 AM | Quality Improvement Cycle – PDCA | |
| 10.00 AM- 10.30 AM | Patient Satisfaction Survey | |
| 10:30AM-10:45AM | TEA | |
| 10:45AM - 11:30AM | Exercise on PSS and PDCA | |
| 11.30 AM- 12.15 | Medical & Prescription Audit | |
| 12:15 AM-12:30PM | Exercise on Medical & Prescription Audit | |
| 12:30 PM - 01:15PM | Process Mapping and Improvement | |
| 01:15PM- 02:00PM | LUNCH | |
| 02:00PM- 03:00 PM | Exercise on Value Stream Mapping | |
| 3.00 PM – 4.00 PM. | Key Performance & Area of Concern H Indicators | |
| 03:45PM - 04:00PM | TEA | |
| 04:00 PM - 05:00PM | Infection Control & Waste Management | |
| 05.00- 05.30 PM | Standard Operating Procedures | |

Day-3

| Time | Topic | Resource Person |
|--------------------|--|------------------------|
| 09:00AM - 09:30AM | Recap | |
| 09:30AM -10:30AM | Ensuring Patient Rights & Legal Requirements | |
| 10:15AM -11:00 AM | Quality Improvement in Clinical Services | |
| 11:00AM -11:15AM | TEA | |
| 11:15AM-12:00 PM | Presentation on SOPs | |
| 12:15PM-1:15PM | Quality Improvement in Support Services | |
| 01:15PM - 02:00PM | LUNCH | |
| 02:00PM - 03:00PM | Quiz | |
| 02:45PM - 03:30PM | Procedure and documentation for Certification | |
| 03:30 PM - 04:00PM | TEA | |
| 04:00PM- 04:45 PM | Road Map and Preparation of Facility wise action plan | |
| 4.45 PM- 5.15 PM | Valedictory | |