

REPORT ON EXTERNAL ASSESSORS TRAINING

04th to 09th of April' 2022



National Health Systems Resource Centre

Ministry of Health & Family Welfare

**Government of India
New Delhi**

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I. INTRODUCTION

The Ministry of Health and Family Welfare has rolled out 'Operational Guidelines for improving quality Assurance in Public Healthcare Facilities', which suggests institutional framework for Quality Assurance in States, districts and Facilities. This system requires assessment of health facilities internally by the facilities and the district teams followed by the State and National level.

National Health Systems Resource Centre (NHSRC) has taken the task to create a pool of Quality assessors for which a five-and-a-half-day external assessor training was organized from **04th April to 09th April 2022**. The Training Module was designed with a view to enable the trainees for the assessment of the healthcare facilities against the pre-defined checklists contained in the Assessor guidebooks.

This report therefore provides information about how the five- and half--day workshop was conducted, lessons learnt and the way forward for improving the quality in public health facilities in India.

The training was participatory in nature. A set of Operational guidelines for improving Quality in Public Healthcare Facilities, Assessors Guidebook for Quality Assurance in DH, CHC, PHC, UPHC, HWC-SC, LaQshya and MusQan was shared with the participants. The sessions were divided into five days and followed by post training evaluation on next day, consisted of elaborate sessions describing Standards, Measurable Elements, Check points and all Areas of Concern as mentioned in the Operational Guidelines. Participants were divided in 11 groups and a Field visit was conducted in 2 DHs and 03 UPHCs in the State of Delhi. Training also consisted of many exercises, which led to healthy brainstorming of the participants.

Feedback of training sessions and accommodation at hotel was taken from the participants and the report contains feedback analysis and suggestions given by the participants.

A written evaluation was undertaken at the end of the training as per the schedule, the participants who have scored minimum 70 % and above will be empaneled as external assessor.

There were total **55 participants**, who were qualified MBBS Government and Non- Government participants.

II. AIMS AND OBJECTIVES OF TRAINING

The aim of the five- and a half--day training was to strengthen the knowledge, skills and assessment capacities on Operational Guidelines for Improving Quality in Public Healthcare Facilities 2021. The specific objectives are as follows:

- To create a pool of qualified Assessors for undertaking National & State Assessments for NQAS, LaQshya and MusQan Certification etc.
- To acquire knowledge & skills to conduct objective assessment of healthcare facilities against pre-defined norms.
- To equip participants with knowledge of key concepts, tools and methodologies of quality improvement.

III. PREPARATION: -

The QPS division of NHSRC prepared the course curriculum. The training was divided into five- and a half--day 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 2 DHs and 3 UPHCs in

Delhi (11 groups) which gave the participants a platform to conduct assessments. In addition to this, all the participants were given many exercises, thereby making the training more participatory.

List of facilities visited during field visit:

Group	District	Name of Health Facility	Address
1 to 4	New Delhi	Dada Dev Matri Avum Shishu Chikitsalya	Govt. of NCT of Delhi, Dabri, New Delhi-110045.
5 to 8	New Delhi	Sardar Vallabh Bhai Patel Hospital	East Patel Nagar, Patel Nagar, New Delhi, Delhi - 110008
9	South West	DGHC Sector-12, Dwarka	DGHC Sec-12, Opposite to Bensups Hospital, Sector-12, Dwarka, Delhi – 110075
10	West Delhi	Polyclinic Pachim Vihar	Paschim Vihar. A-2 Block, Paschim Vihar, West, Delhi
11	New Delhi	MCW Nangal Raya	Near chanchal Park New Delhi-46

The following materials were distributed:

- A bag with required stationary items like writing pad, pen, pencil, sharpener, eraser & sticky paper flags.
- National Quality Assurance Standards for Public Health Facilities (2020)
- Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities (2021)
- Assessors Guidebook for Quality Assurance in District Hospital Volume I
- Assessors Guidebook for Quality Assurance in District Hospital Volume II
- Assessors Guidebook for Quality Assurance in CHC
- Assessors Guidebook for Quality Assurance in PHC
- Quality Standards for Urban Primary Health Centre.
- Assessor's Guidebook for Health & Wellness Centre (Sub-Centre)
- LaQshya Guideline

- k. MusQan Guideline
- l. Kayakalp Guideline

The workshop was held at NHSRC Theatre, First Floor, National Health Systems Resource Centre, New Delhi from 04th to 09th April 2022

IV. Methodology

A mix of methods was used for the National External Assessor Training Workshop. They are as follows-

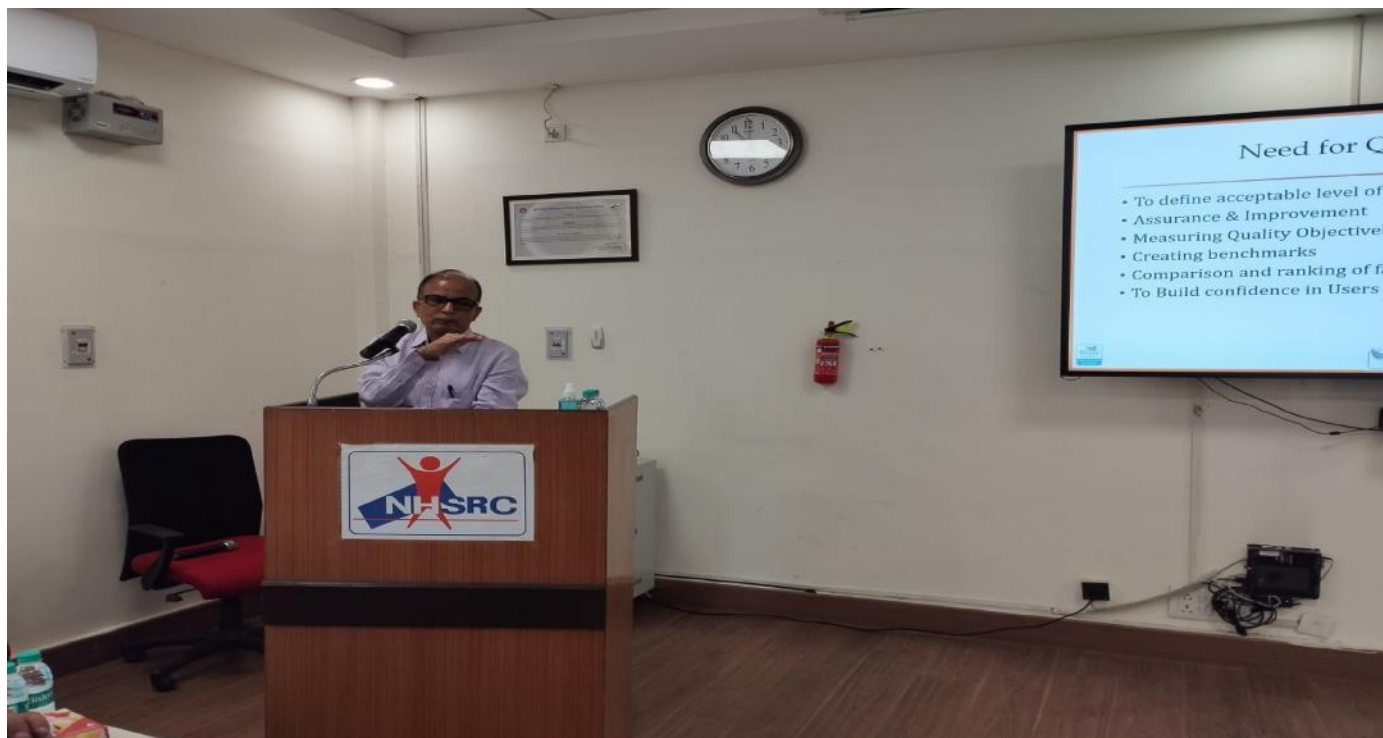
- a) Power point presentations
- b) Brainstorming sessions
- c) Case studies
- d) Group work and Group Presentation
- e) Questions and Answers
- f) Practical Experiences from Field Visit

V. Pre-Training Evaluation

At the onset of External Assessor Training the pre-evaluation examination has been conducted for all the participants, consisting of 20 multiple choice questions. All 55 participants have been appeared in the examination.

VI. Inaugural and Welcome Address

The External Assessor Training started by Welcome address which was delivered by Dr J N Srivastava, Advisor, QPS, NHSRC.



Dr. J N Srivastava Advisor Quality and Patient Safety Division, along with QPS team, NHSRC extended a warm welcome to all the participants from various organizations. He briefed the participants on the National Quality Assurance Programme and its importance for public health facilities. He conveyed that this five- and a half-day training would be an enriching experience for all. After that, all the participants introduced themselves and shared what they understood of the term quality and what are their expectations out of this training. Technical sessions started after inaugural session of the training.

VII. PRESENTATION BRIEFINGS

DAY 1- 04th April' 2022

Session 1: - Quality in Public Health System: An overview

The First Session of the Day 1 was on the “**Quality in Public Health System in India**”.

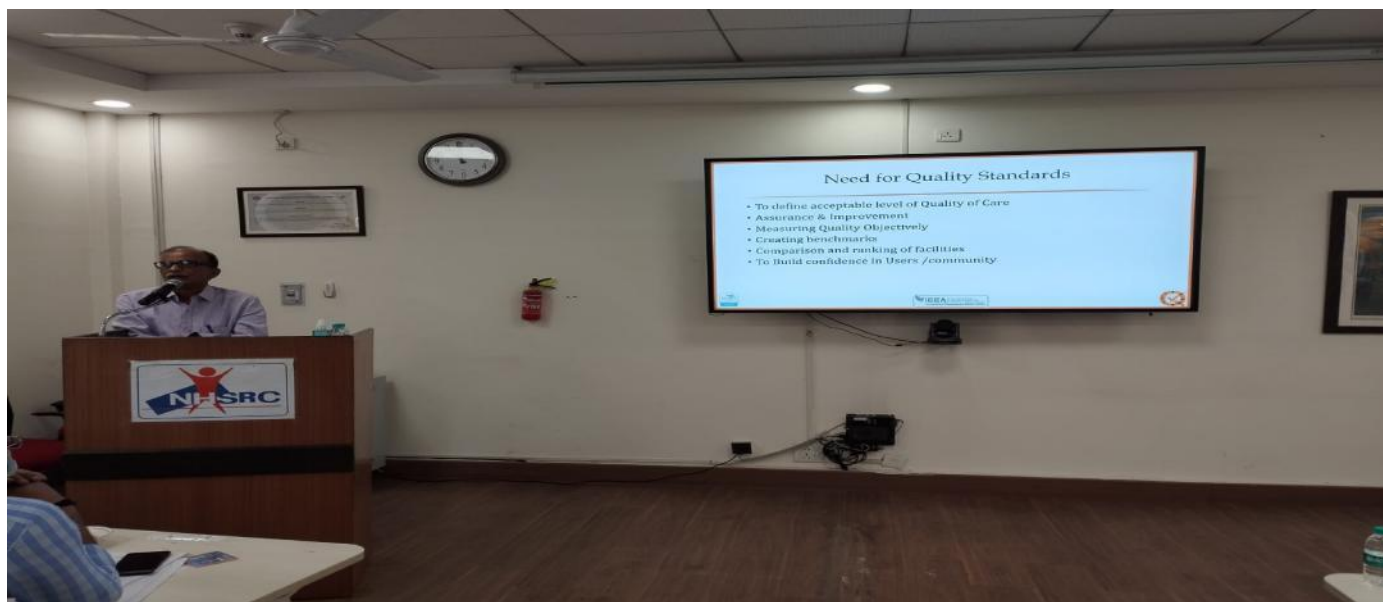
The session was delivered by Dr. J N Srivastava. He started with the requirement expected with the participants in the training as well as the appeal process in the system to make the training successful.

Dr. Srivastava told about the Public Health System in India way back from Bhore Committee recommendations. He further discussed the growth of Health sector in India after Alma Ata declaration and National Health Policy.

Then he told the participants about Primary Care in nineties and how government is managing burden of health status currently. He further explained National Health Mission, its structure, 5 key strategies and implications.

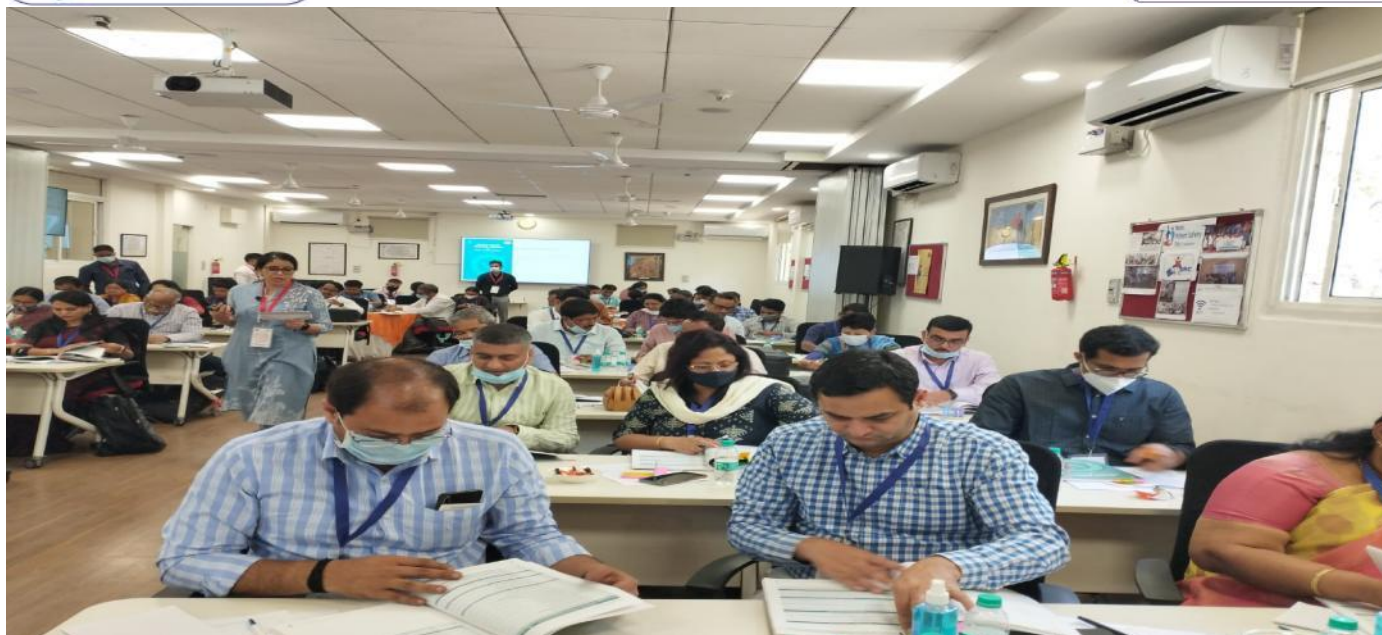
Dr. Srivastava laid emphasis about the high mortality due to low quality of health system and the need to improve the health system through the implementation of NQAS standards. He explained the historic perspective of accreditation process. He also explained that NQAS is based on the Donabedian Model of QoC and are designed for DH, CHC, PHC, UPHC, H&WC (SC) AEFI Surveillance LaQshya and MusQan to improve the health care services. While giving an overview of NQAS he talked about the journey of Quality Assurance in National Health Mission

Dr. JN Srivastava also briefed the participants about the ISQua Accreditation of the NQAS. He explained the participants about the possible role as trained NQAS assessors. Kayakalp initiative under Swachh Bharat Abhiyan, LaQshya for Maternal & Newborn Care, Mera Aspatal & Patient Safety were discussed in brief. IT solution for management of certification process and Quality process through GUNAK App was also one of the talking points.



Session 2:- An Introduction to National Quality Assurance Standards including intent of the Area of concerns

The second session was taken by Dr. Deepika Sharma on Introduction to National Quality Assurance Standards. She gave an overview of the National Quality Assurance Standards, how they are arranged, scope of different area of concern, intent of various standards and how the standards are arranged in various level of Health Care Facilities. She briefed the participants about the books to use as a guide for reference. She talked about the anatomy of the checklist by explaining about the Area of Concern, Standards, Measurable elements and checkpoints in the departmental checklists. She gave the comparative overview of the standards which are applicable at different level of Health Care Facilities.



Session 3: Measurement System under National Quality Assurance Standards

Dr. Sushant Agarwal took the third session on Quality Measurement System & Assessment Protocols. The learning objectives of his session was to understand the architecture- the layout & design of different components of NQAS, comprehend & appreciate: area of concern, standards, measurable elements and checkpoints, identify & understand different methods of assessment, complete clarity/ understanding of scoring rules and get acquainted with assessment protocol.

He talked about the characteristics of the NQAS Programme and explained how it is an implicit tool. He made the participants understand the anatomy of the checklist & explained about the area of concern, standard and measurable element, checkpoints and scorecard. While deliberating he talked about the relationship between these various components.

The four types of assessment method were discussed in detail with the participants, which included

- Observation
- Staff interview
- Record Review
- Patient interview

Dr. Sushant talked about the compliance as well as scoring rules. He gave an overview of the eighteen checklists and at last discussed the key features of these standards.



Session 4 : - Brief and Objectives of the exercise

Dr. Deepika Sharma gave brief introduction and importance for conducting exercises against the sessions conducted regarding Intent of Area of Concern & Measurement system.



Session 5 : - Exercise & discussion with moderator : Intent of Area of Concern & Measurement system

After the brief discussion on the intent of Area of concern & Measurement system ; exercise was monitored by 6 nos. of moderators. For this activity 6 groups were formed and the participants were asked to give answers on the basis of discussion with respective participants in group and moderator. Slides were shown to the participants one by one and they were asked to give the scores as 0, 1 & 2 as per the NQAS measurement system.



DAY 2- 05th April' 2022

The 2nd day training started with recap of the last day sessions by Dr. Deepika Sharma.

Session 1 : - Service Provision under NQAS Framework

The first session of Day 2 was taken by Dr. Chinmayee Swain. She explained how to assess the facility as per the six standards under area of concern A and gave a comparative overview of the Service provision in different types of Health Care facilities. She explained about checking the availability of services mentioned below :-

- Curative Services
- RMNCH+A
- Diagnostics
- National Health Programs
- Support Services
- Services as per local needs



Session 2 : - Patients' Rights under NQAS Framework

The second session of Day 2 was taken by Dr Sushant Agrawal. He talked about the definition of patient Rights and discussed the various fundamental patient rights. He talked about the seven rights of the patient in context of: -

- 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.

Dr. Sushant Agrawal explained the assessment of patient rights in public health facilities while dealing the standards of Area of concern B narrated below: -

- **B1** Information
- **B2** Accessibility
- **B3** Privacy and Confidentiality
- **B4** Participation
- **B5** Free Services
- **B6** Ethical Management



Session 3 : Inputs under NQAS Framework

The third session of Day 2 was taken up by Dr. Shivali Sisodia. She covered all the seven standards pertaining to this area of concern C

- C1 Infrastructure and Space
- C2 Physical Safety
- C3 Fire Safety
- C4 Human Resource
- C5 Drugs and Consumables
- C6 Instrument and Equipment
- C7 Staff Competence



Session 4 : Support Services under NQAS Framework

Ms Vinny Arora took over this session and started the presentation by explaining why support services are important under NQAS framework. She explained that support services are the backbone of hospital operations which are usually most neglected area in public hospitals. She laid emphasis on how support services directly and indirectly lead to poor quality of services for example poor upkeep of facility, long down time of equipment and little efforts in process improvement may give high & visible results to clinical care.

She gave the brief description of all the standards under support services and gave glance of comparison of standards as per level of facility. She made the participants understand the importance of the standards and means of verification were also explained in details for support services by giving examples.



Session 5:- Clinical Services under NQAS (General Clinical Services)

Dr. Arpita Agarwal took over this session and talked about the general clinical services in which she discussed standards E1 to E9.

- Registration, consultation & admission
- Clinical assessment & reassessment
- Continuity of care and referral
- Nursing care
- High risk & vulnerable
- STGs & generic drugs
- Safe drug administration
- Maintaining, updating, storage of records
- Discharge of patient.



Session 6 : - Exercise & discussion with moderator : Area of Concern(A,B,C & D)

After the brief discussion on the intent of Area of concern & Measurement system ; exercise was supported and guided by the 6 nos. Of moderators. For this activity 6 groups were formed and the participants were asked to give answers on the basis of discussion with respective participants in group and moderator. Slides were shown to the participants one by one. All the groups were given scores for their responses.



DAY 3- 06th April' 2022

The 3rd day training started with recap of the last day sessions by Dr. Neeraj Gautam.

Session 1 : - Area of Concern G (G1-G7)

Dr. Deepika Sharma took this session. Through this session she explained about the quality management in a facility and how a facility can improve their process and achieve the quality improvement. How to identify the problems and using quality tools how can the quality teams achieve the target of providing the quality services to the population near the health care facility.

Presentation made it clear how employee satisfaction and patient satisfaction can play important role in quality improvement of a facility. Having Quality checks in the laboratory can improve the quality of diagnosis, having written and implemented procedures, records & formats, work instructions can give the wide spectrum to the employees to improve their knowledge and skills. Using the quality tools to identify and solve the problems,

conducting various audits with their analysis, preparing a strategic plan to achieve the mission and vision of the facility.



Session 2: -Outcome Indicator Including exercise

To make outcome indicator clearer and more understandable, Dr. Sushant Agrawal took some exercise on quality management system and outcomes.

He gave the exercise on patient satisfaction, prescription audit, external quality assurance score for lab tests, PICK chart, pareto analysis, histogram, run chart & Failure Mode and Effects Analysis (FMEA).



Session 3 : -Clinical services under NQAS (Specific & RMNCHA clinical services)

The session was delivered by Dr. J N Srivastava. He talked about the general clinical services in which he discussed standards E10 – E 16. He elaborates on the following points: -

Standard E10 The facility has defined and established procedures for intensive care.

Standard E11 The facility has defined and established procedures for Emergency Services and Disaster Management.

Standard E12 The facility has defined and established procedures of diagnostic services.

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

Standard E14 The facility has established procedures for Anesthetic Services.

Standard E15 The facility has defined and established procedures of Operation theatre services.

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

He gave a comparative view of the standards applicable at different level of health care facilities.

Continuing with Standard E17 to E22, he focused on Maternal and Child Health Services including Intranatal care, Antenatal Care and Postnatal Care. He also emphasized on established procedures for care of new born, infant and child, and procedures for abortion and family planning including Adolescent Reproductive and Sexual health Services.



Session 4:- Assessment of National Health Programs under NQAS

Dr. Kanika Jain took this session. Through this session she explained about the quality components of the NHP. She explained the programs by explaining them under communicable and non-communicable diseases and IDSP/IHIIP.

Under communicable disease she covered the following programs:

- National Tuberculosis eradication Program (NTEP)
- National AIDS Control Program
- National Vector Borne Disease Control Programme
- National Leprosy Eradication Programme

Under non-communicable disease she covered the following programs:

- National Programme for Prevention and Control of Cancer, Diabetes, Cardiovascular Disease and Stroke
- National Tobacco Control Programme
- National Mental Health Programme
- National Programme for Control of Blindness

- National Programme for Prevention and Control of Deafness
- National Programme for the Health Care of Elderly
- National Oral Health Care Programme

She gave the brief description about the IDSP/ IHIIP programs. He explained about the difference between old and new IDSP portal.



Session 3: - NQAS Assessment for Infection Prevention

Dr. Chinmayee Swain explained the infection control practices. She made the session interactive by asking questions related to various infection control practices and by demonstrating various practices like hand hygiene.

She made the understanding of the standards very convenient by explaining the hand hygiene practices, personal protective equipment, equipment processing, environment control and biomedical waste management. She also explained about how these standards are distributed in different checklists and things to be kept in mind while conducting assessment of the standards. She also gave an overview of the standards at various levels of facility. Her session was pictorial which made it more interactive and convenient for the participants.



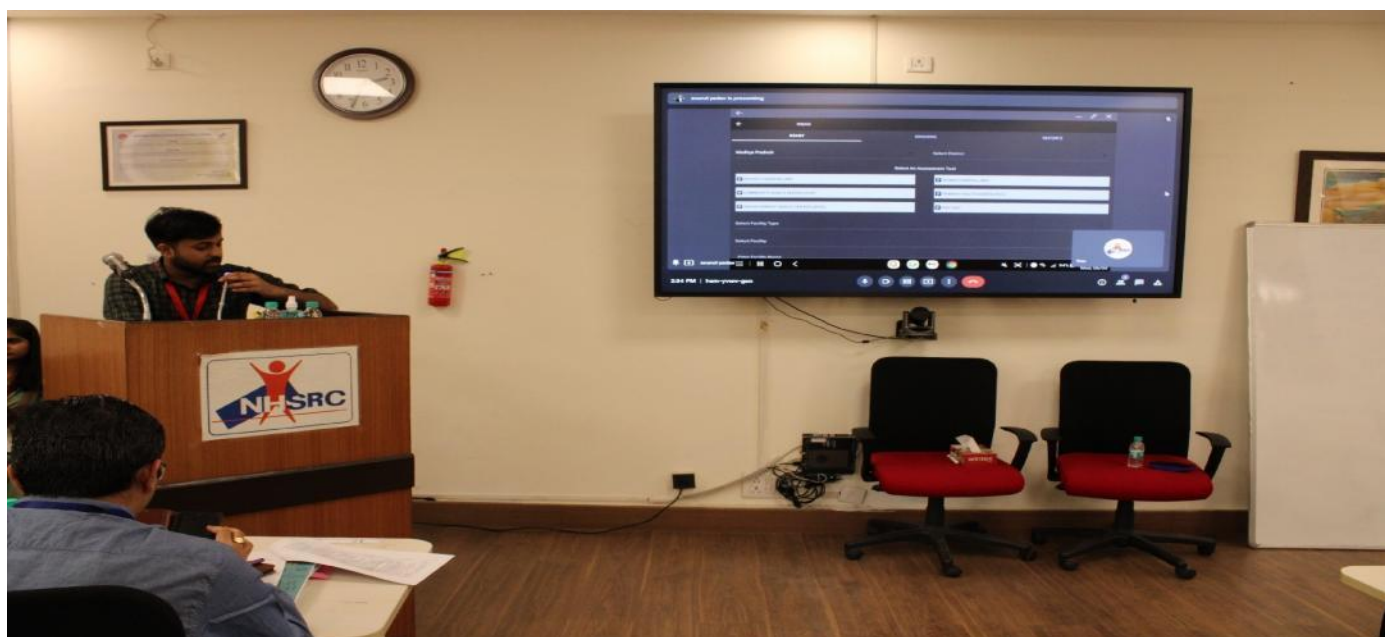
Session 4 : Exercise on Area of Concern (E)- Primary Care Services & Secondary Care Services & Discussion

The group exercises were monitored by six moderators where all the participants were given the sheet. Various slides were shown and the participants were asked to identify the standards.



Session 6: IT initiative under NQAS platform

This session was taken up by Mr. Anand Yadav. He oriented the participants about the downloading and usage of the app, which can be used during an assessment by the participants.



DAY 4- 07th April' 2022

The 4th day training started with recap of the last day sessions by Dr. Annapoorna K.N.

Session 1 :- Area of Concern G (G8-G10)

Dr. Deepika Sharma took this session. Through this session she explained the risk management (Existing and potential risks) in the health care facilities, how to assess, report, evaluate and manage the risks as per risk management plan and also talks about the clinical governance framework to improve the quality and safety of clinical care processes in the facilities



Session 2:- NOAS Assessment of Family Planning

Dr. Divya Valecha and Dr. Pragati took the session on Family Planning. Dr. Divya explained the National Family Planning Program (NFPP) through her slide. She explained the program by giving an overview by key objectives, policy level and service level. She briefly explained the areas of concern for the said program. The points of discussion were the contraceptive basket of choice under NFPP, modality of family planning service delivery, family planning services available in public health facilities, how media campaigns have played a pivotal role in usage of contraceptives, community-based schemes, Mission Parivar Vikas, IUCD & Sterilization services and schemes and compensation under sterilization scheme.

Dr. Pragati explained in detail about the Fixed day Sterilization services, storage and inventory management of FP commodities, eligibility criteria for sterilization clients, importance of informed choice and consent, documenting denial of sterilization and certificate of sterilization.

Dr. Pragati also explained about the Long-Acting Reversible Contraceptives (IUCD, Injectable MPA) and Short-Term Methods (COC, Centchroman and Condoms). She explained about the formation of State Family Planning Indemnity Subcommittee (SISC) and District Family Planning Indemnity Subcommittee (DISC). To understand the implementation of the Family Planning Program the importance of outcome indicators was also explained to the participants.



Session 3: - Overview of MusQan Initiative and Assessing Critical Elements for the Quality Certification

Dr. Sumita Ghosh gave an overview of the Child Health Services in India. Major areas covered under this session was MusQan. She started with the Strategic interventions under Child Health Program and assessing critical elements for the quality certification.



Session 4:- Principles of NOAS Assessment

NQAS assessment session was taken by Ms. Vinny Arora. She started with explaining difference between Certification & Accreditation and Assessment & Audit. She explained about the types of assessments and gave an overview of external assessment process with man days. She particularly explained the principles of assessment:- Integrity, Fair presentation, Due professional care, Confidentiality, Independence, Evidence based approach and Risk based thinking.



Session 5:- Conduct of Physical & Virtual Assessment

Mr. Gulam Rafey explained the process of external assessment in 3 phases which included pre assessment phase, assessment phase and post assessment phase. He also explained about the outcome of the certification process and the criteria for certification for all the types of facilities in detail respective to physical and virtual assessment.



Session 6 :- NQAS Assessment challenges & it's solutions

Dr. Alisha Dub took the session to give an overview of challenges faced by assessor during pre- assessment and post assessment phase. She also gave an overview of some do's and don'ts while performing an assessment along with discussion on the documents, records and policies that need to be submitted by the state for certification. She lead the discussion by giving examples.



Session 7: Key components of Report writing

Dr Sushant Agarwal took this session and discuss issues related with the report writing, ideal way of making NQAS/LAQSHYA assessment report, common mistakes during report writing and basic principle for report writing.



Session 8: Briefing about the field visit & Group work

Dr. Abhay Kumar briefed the participants about the field visit and gave them the instructions to be followed during the field visit. He briefed the participants about the DH and UPHCs selected for the field visit and divided the participants into groups. Each group had team coordinator from NHSRC team who were responsible for the coordination and guiding the teams. Separate vehicles were arranged for the field visit and the details were shared with the participants. Dr. Abhay Kumar also emphasized on the rules to be followed during the field visit & group work.



Session 9: Role play:



DAY 5 Field Visit

On 5th Day, the participants were assembled at Ibis Hotel New Delhi, and were divided according to their groups and departments assigned followed by field visits to their respective public health care facility. The team members and assigned Departments were as follows: -

DH-1 Group (01): Dada Dev Matri Avum Shishu Chikitsalya, New Delhi

S.No.	Name	Facilitator and Department to be assessed
1	Dr. Suman Vashishth	Dr. Neeraj /Dr. Gaurav Labour Room
2	Dr.(Col) Sunil Verma	
3	Dr. Satarupa Basu	
4	Dr. Nirmalya Roy	
5	Dr Salman Khan	

DH-1 Group (02): Dada Dev Matri Avum Shishu Chikitsalya, New Delhi

S.NO.	Name	Facilitator and Department to be assessed
6	Dr. Neelima	Dr. Neeraj /Dr. Gaurav Labour Room
7	Dr. Satishkumar Prajapati	
8	Dr. Bandita Sangha	
9	Dr. Santosh Kadle	
10	Dr. Abdul Rahman	

DH-1 Group (03): Dada Dev Matri Avum Shishu Chikitsalya, New Delhi

S.No.	Name	Facilitator and Department to be assessed
11	Dr. Sanket Patel	Dr. Neeraj/Dr. Gaurav Maternity Ward
12	Dr. Arati L. Kulwal	
13	Dr. Kantilal Chaudhari	
14	Dr. Pankaja S	
15	Dr.Naga Lakshmi Tulimelli	

DH-1 Group (04): Dada Dev Matri Avum Shishu Chikitsalya, New Delhi

S.No.	Name	Facilitator and Department to be assessed
16	Dr. P. Srinivasa Sriram	Dr. Neeraj/Dr. Gaurav Pediatric Ward
17	Dr. K Srinivasa Varma	
18	Dr. Bindu A V	
19	Dr. R.Venu Gopala Reddy	
20	Dr. Vijaykumar Wagh	

DH 2 Group (05): Sardar Vallabh Bhai Patel Hospital, New Delhi

S.No.	Name	Facilitator and Department to be assessed
21	Dr. N. Ameer Singh	Dr. Alisha/Dr. Aman Accident & Emergency
22	Dr. N. Rajesh kumar	
23	Dr. Surendranath Andy	
24	Dr. Ketul Pramod E	
25	Dr. Anamika Bishnoi	

DH 2 Group (06): Sardar Vallabh Bhai Patel Hospital, New Delhi

S.No.	Name	Facilitator and Department to be assessed
26	Dr. Sujay Bishnu	Dr. Alisha/Dr. Aman OPD
27	Dr. P. Ramadevi	
28	Dr. Shishir Kumar Naskar	
29	Dr. Parthieve Shah	
30	Dr. Kadam Sanjay Ramrao	

DH 2 Group (07): Sardar Vallabh Bhai Patel Hospital, New Delhi

S.No.	Name	Facilitator and Department to be assessed
31	Dr. Naresh Goel	Dr. Alisha/Dr. Aman IPD
32	Dr. Abdulhafiz I. Malek	
33	Dr. Pankaj Vats	
34	Dr. Birender Singh	
35	Dr. Shashikala N	

DH 2 Group (08): Sardar Vallabh Bhai Patel Hospital, New Delhi

S.No.	Name	Facilitator and Department to be assessed
36	Dr. Isha Sachdeva	Dr. Alisha/Dr. Aman Laboratory
37	Dr. Nutan Lungater	
38	Dr. Arun B. S.	
39	Dr. Shahzad Moorkkan Ubaidulla	
40	Dr. Mahendra K Patel	

UPHC-1 Group (09): DGHC Dwarka Sector-12, New Delhi

S.No.	Name	Facilitator's Name
41	Dr. M Kusuma	Dr. Abhay Dahiya
42	Dr. Uddipan Dutta	
43	Dr. Fauzia	
44	Dr. Kiran S G	
45	Dr. Sandipkumar Natvarlal Naik	

UPHC-2 (Group 10): Polyclinic Paschim Vihar, New Delhi

S.No.	Name	Facilitator's Name
46	Dr. Anoop C O	Dr. Annapoorna
47	Dr. Jayabrata Deb	
48	Dr. Anita Chaurasia	
49	Dr. V. Swetha	
50	Dr. Jay Parkash	

UPHC-3 (Group 11): MCW Nangal, New Delhi

S.No.	Name	Facilitator's Name
51	Dr. S.K.Singh	Dr. Naveen
52	Dr. Mutahhir Hafeez	
53	Dr. Mukesh Trivedi	
54	Dr. Sreerama C J	
55	Dr. Munesh Tomar	

This field visit gave a great exposure to the participants, giving them an opportunity for practical application.

Presentations on the field visit: - All the eleven teams presented on the respective departments that were provided to them. The presentations were delivered in a common format, which briefly described the findings of the field visit. Six Team mentors were supporting to all the participants during their presentation.



DAY 6-09th April'2022

Recap & Revision of National Quality Assurance Standards

Dr. Deepika Sharma took this session as a quiz which made many things easy and clear to the participants. The participants understood the key concept of NQAS through this session which helped them to prepare for the exam.

VIII. Evaluation

Participants underwent an evaluation on last day based on the 5-days training. They were given question paper with multiple-choice questions, case study & descriptive questions. There were total four sets (each participant having a different set). In addition to these participants were also given spotting of the gaps in which they were shown pictures of gaps in public health hospitals and were asked to enumerate the gaps in form of gap statement.

IX. Valedictory

Dr. J.N. Srivastava QI, Advisor- delivered the Valedictory address. They thanked all the participants for their over whelming participation and sincerity towards the training.

Few participants shared their views on the training. They expressed that this training was fruitful for them; whatever good practices they had learnt here they will implement in their facilities.

X. Feedback by Participants:

The average score of feedback analysis is given below:-

Day -1	4.58
Day -2	4.43
Day -3	4.34
Day -4	4.4
Day -5	4.56
Avg.	4.46

Faculty wise feedback Analysis:-

Dr. J.N Srivastava	4.3
Dr. Deepika Sharma	4.7
Dr. Sushant Agarwal	4.6
Dr. Chinmayee Swain	4.4
Ms. Vinny Arora	4.5
Dr. Shivali Sisodia	4.3
Dr. Arpita Agrawal	4.1
Dr. Abhay Kumar	4.4
Dr. Alisha Dub	4.4
Mr. Gulam Rafey	4.3
Dr. Annapurna K.N	4.3
Dr. Neeraj Goutham	4.3
Mr. Anand Yadav	4.3
External Faculty feedback	
Dr. Sumitha Gosh	4.1
Dr. Divya Valecha	4.1
Dr Kanika Jain	3.6

Hotel IBIS feedback Analysis:-

Airport Pick-Up to hotel	3.80
Check-in process	4.63
Wi-Fi Connectivity	4.28
Room Amenities	4.62
Food and Snacks	4.36
Overall Rating	4.34

S.No.	Most Liked Sessions	Trainer
1.	Introduction to NQAS and intent of the area of concerns	Dr. Deepika Sharma
2.	Area of Concern G (G8-G10)	Dr. Deepika Sharma
3.	Outcome Indicator including excercise	Dr. Sushant Agarwal

Although most of the participants were from various domains of the Healthcare System ranging from Clinician, Healthcare Education and so forth; they all participated and came forward to deliver the vote of thanks to Quality and Patient Safety Division of NHSRC. They expressed their satisfaction with the training. They have learned many new subjects, acquired a number of new technical skills and improved another group of existing skills. They expressed that after going through this program their knowledge and skills both have been upgraded in respect to Healthcare Quality, which they will implement at their respective working units / hospitals.

XI. Suggestions given by the participants: -

S.No.	SUGGESTIONS TO IMPROVE TRAINING
1	Sessions should be more Problem based learning
2	Session on NHP was very fast and relevant data to be updated.Give more time for NHP
3	More time need to be given for the clearing doubts
4	More examples need to be incorporated
5	Two way communication during training required as per sessions
6	Slides should not be overflowing with data. The content was not visible in many slides. Using smart art graphics will be more interesting.
7	Interaction with the participants should be more
8	Limit discussions that are not necessarily important
9	More pictorial and slow the pace of sessions

XII. Analysis:

Group Exercise Scoring Sheet of the participants: -

S.No	State	Name of Participants	Exercise-1	Exercise-2	Exercise-3	Exercise-4	Exercise-5	Exercise-6	Exercise-7	Exercise-8	Exercise-9
			Day-1		Day-2		Day-3				Day-4
Group-A											
1	Andhra Pradesh	Dr. P.Ramadevi	8	8	9	9	9	9	7	8	8.5
2	Gujarat	Dr. Birender Singh	10	10	9	8	9	9	7	8	9
3	Haryana	Dr. Pankaj Vats	9	9	10	9	9	9	8	7	9
4	Kerala	Dr. Arun BS	8	8	9	9	9	9	8	7	9
5	West Bengal	Dr. Satarupa Basu	9	9	9	8	9	9	8	8	9
6	Uttar Pradesh	Dr S.K.Singh	10	10	9	9	9	9	8	7	8
7	Karnataka	Dr Mutahhir Hafeez	7	9	9	9	9	9	8	8	9
8	Maharashtra	Dr. Kadam Sanjay Ramrao	9	9	9	8	9	9	9	8	9
9	Telangana	Dr. P. Srinivasa Sriram	8	8	9	9	9	9	7	7	8
Group-B											
10	Non- Government	Dr.Bandita Sangha	8	8	7	8	6	8	8	7	9
11	Telangana	Dr.Abdul Rahman	8	9	8	9	7	8	8	8	9
12	Maharashtra	Dr. Santosh Kadle	9	9	9	9	8	8	9	8	8
13	Karnataka	Dr Kiran S G	9	10	8	7	8	9	8	9	9
14	Uttar Pradesh	Dr Salman Khan	8	9	7	8	7	8	9	8	8
15	West Bengal	Dr. Nirmalaya Roy	9	9	8	8	8	8	9	8	8
16	Kerala	Dr Ketul Pramod E	8	9	8	8	8	9	8	7	8
17	Haryana	Dr Suman Vashishth	9	9	9	8	8	8	9	8	9
18	Gujarat	Dr. Mahendra K Patel	9	9	9	9	7	8	8	8	8

Group-C											
19	Andhra Pradesh	Dr.R.Venu Gopala Reddy	7	7	10	10	10	10	10	10	8
20	Gujarat	Dr. Abdulhafiz I. Malek	8	9	10	10	10	10	10	10	9
21	Gujarat	Dr. Sandipkumar Natvarlal Naik	8	9	10	10	10	10	10	10	9
22	Non- Government	Dr Isha Sachdeva	9	9	10	10	10	9	10	10	8
23	Kerala	Dr Anoop C O	7	9	10	10	10	10	10	10	8
24	West Bengal	Dr. Shishir Kumar Naskar	7	8	10	10	8	8	9.5	9	8
25	Uttar Pradesh	Dr Munesh Tomar	7	8	10	10	10	9	10	10	9
26	Karnataka	Dr Sreerama CJ	8	8	10	10	10	10	10	10	8
27	Maharashtra	Dr. Vijaykumar Wagh	8	9	10	10	10	9	10	10	8
28	Telangana	Dr. V. Swetha	7	8	10	10	10	9	10	10	9
Group-D											
29	Gujarat	Dr. Satishkumar Prajapati	6	8	9	9	9	8	7	7	8
30	Non- Government	Dr. Uddipan Dutta	8	9	9	9	10	10	10	9	8
31	Andhra Pradesh	Dr K Srinivasa Varma	8	8	9	9	10	10	10	10	9
32	Gujarat	Dr. Mukesh Trivedi	7	8	9	9	9	9	10	10	8
33	Karnataka	Dr Pankaja S	9	8	9	9	10	10	10	10	8
34	Haryana	Dr. Neelima	9	9	9	9	9	9	10	10	8
35	Kerala	Dr Bindu A V	8	9	9	9	9	10	10	10	8.5
36	West Bengal	Dr. Jayabrata Deb	7	8	9	9	10	10	10	10	9
37	Uttar Pradesh	Dr Fauzia	6	8	9	9	10	8	7	7	8
Group-E											
38	Karnataka	Dr Shashikala N	10	10	7	8	9	9	9	9	9
39	Telangana	Dr.N.Rajesh kumar	8	8	6	8	9	9	9	9	8
40	Non- Government	Dr. Naresh Goel	9	8	7	8	9	9	9	9	9
41	Andhra Pradesh	Dr.Naga Lakshmi Tulimelli	10	9	9	9	9	9	9	9	8

42	Gujarat	Dr. Kantilal Chaudhari	9	9	8	9	9	9	9	9	9
43	Gujarat	Dr. Sanket Patel	8	9	9	9	9	9	9	9	8
44	Haryana	Dr. Anamika Bishnoi	9	8	9	9	9	9	9	9	7
45	Telangana	N.Ameer Singh	8	8	7	8	9	9	9	9	8
Group-F											
46	Andhra Pradesh	Dr Surendar-nath Andy	9	9	9	9	9	10	9	9	9
47	Gujarat	Dr. Parthieve Shah	9	8.5	9	8	9	8	9	8	8
48	Gujarat	Dr. Nutan Lungater	8	9	8	9	10	9	10	9	8
49	Haryana	Dr. Jay Parkash	9	9	9	10	9	10	8	9	9
50	Kerala	Dr. Shahzad Moorkkan Ubaidulla	9	9	8	8	8	9	10	9	9
51	West Bengal	Dr. Sujay Bishnu	9	9	10	10	10	9	9	9	8
52	Uttar Pradesh	Dr Anita Chaurasia	9	9	8	8	8	8	9	8	9
53	Karnataka	Dr M Kusuma	9	9	9	9	9	9	8	9	8
54	Maharashtra	Dr. Arti L. Kulwal	8.5	9	10	9	9	10	9	10	9
55	Non- Government	Dr.(Col) Sunil Verma	9	8.5	10	9	10	9	10	9	9

Field Visit Evaluation of the participants: -

Evaluation of field visit - 'EAT- 19th batch (4th- 9th April 2022)

Group No.	Under-stand ing of NQAS	Technical Knowledge	Assess-ment Methodol-ogy	Team Co-ordina-tion and Manage-ment	Completion of Presenta-tion	Score out of 10	% Per-centage
Group-1	1.8	1.5	2	2	1.7	9	90
Group-2	1.5	1.5	1.4	1.6	1.5	7.5	75
Group-3	1.6	1.4	1.8	1.8	1.6	8.2	82
Group-4	1.6	1.4	1.7	1.8	1.6	8.1	81
Group-5	1.5	1.6	1.3	1.9	1.6	7.9	79
Group-6	1.8	1.4	1.9	2	1.7	8.8	88
Group-7	1.8	1.4	1.9	2	1.7	8.8	88
Group-8	1.8	1.4	2	2	1.7	8.9	89
Group-9	1.6	1.4	1.8	1.8	1.7	8.3	83
Group-10	1	1.5	1.4	1.5	1.3	6.7	67
Group-11	1.6	1.4	1.7	1.8	1.6	8.1	81

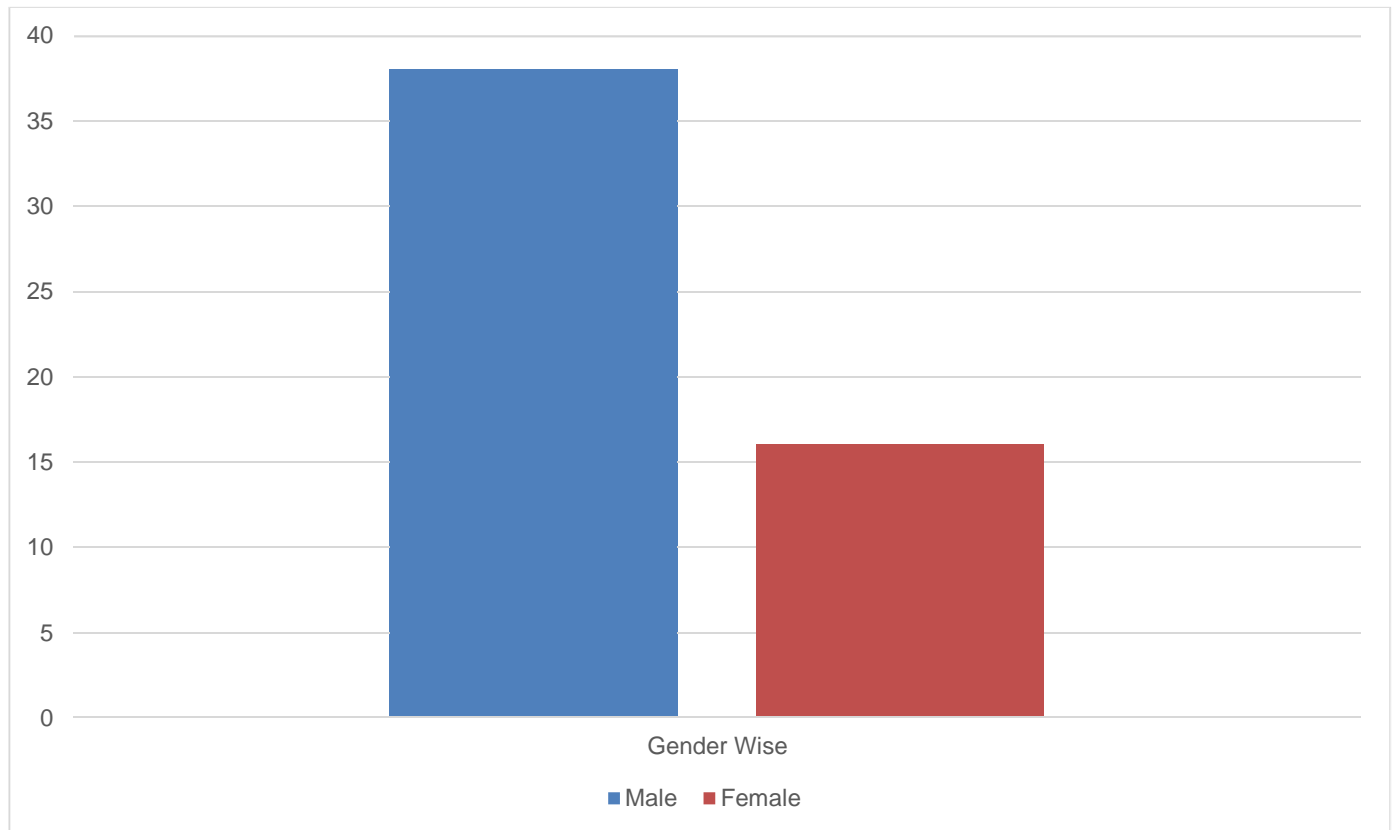
Gender Wise List of the participants: -

S.NO	STATE	NAME OF PARTICIPANT	GENDER
1	Andhra Pradesh	Dr. P. Ramadevi	Female
2	Andhra Pradesh	Dr. Naga Lakshmi Tulimelli	Female
3	Gujarat	Dr. Nutan Lungater	Female
4	Haryana	Dr. Anamika Bishnoi	Female
5	Haryana	Dr. Neelima	Female
6	Haryana	Dr. Suman Vashishth	Female
7	Kerala	Dr. Bindu A V	Female
8	West Bengal	Dr. Satarupa Basu	Female
9	Maharashtra	Dr. Arati Kulwal	Female
10	Uttar Pradesh	Dr. Anita Chaurasia	Female
11	Uttar Pradesh	Dr. Fauzia	Female
12	Uttar Pradesh	Dr. Munesh Tomar	Female
13	Karnataka	Dr. Shashikala N	Female
14	Karnataka	Dr. Kiran S G	Female
15	Telangana	Dr. V. Swetha	Female

16	Delhi	Dr. Bandita Sangha	Female
17	Delhi	Dr. Isha Sachdeva	Female

S.NO	STATE	NAME OF PARTICIPANT	GENDER
1	Andhra Pradesh	Dr. R.Venu Gopala Reddy	Male
2	Andhra Pradesh	Dr. K Srinivasa Varma	Male
3	Andhra Pradesh	Dr. Surendranath Andy	Male
4	Gujarat	Dr. Birender Singh	Male
5	Gujarat	Dr. Mukesh Trivedi	Male
6	Gujarat	Dr. Mahendra K Patel	Male
7	Gujarat	Dr. Parthieve Shah	Male
8	Gujarat	Dr. Sandipkumar Natvarlal Naik	Male
9	Gujarat	Dr. Satishkumar Prajapati	Male
10	Gujarat	Dr. Kantilal Chaudhari	Male
11	Gujarat	Dr. Sanket Patel	Male
12	Gujarat	Dr. Abdulhafiz I. Malek	Male
13	Haryana	Dr. Pankaj Vats	Male
14	Haryana	Dr. Jay Parkash	Male
15	Kerala	Dr. Arun B S	Male
16	Kerala	Dr. Ketul Pamod E	Male
17	Kerala	Dr. Anoop C O	Male
18	Kerala	Dr. Shahzad Moorkkan Ubaidulla	Male
19	West Bengal	Dr. Nirmalya Roy	Male
20	West Bengal	Dr. Jayabrata Deb	Male
21	West Bengal	Dr. Sujay Bishnu	Male
22	West Bengal	Dr. Shishir Kumar naskar	Male
23	Uttar Pradesh	Dr. Salman Khan	Male
24	Uttar Pradesh	Dr. S.K.Singh	Male
25	Karnataka	Dr. Mutahhir Hafeez	Male
26	Karnataka	Dr. M Kusuma	Male
27	Karnataka	Dr. Sreerama CJ	Male
28	Karnataka	Dr. Pankaja S	Male
29	Maharashtra	Dr. Kadam Sanjay Ramrao	Male

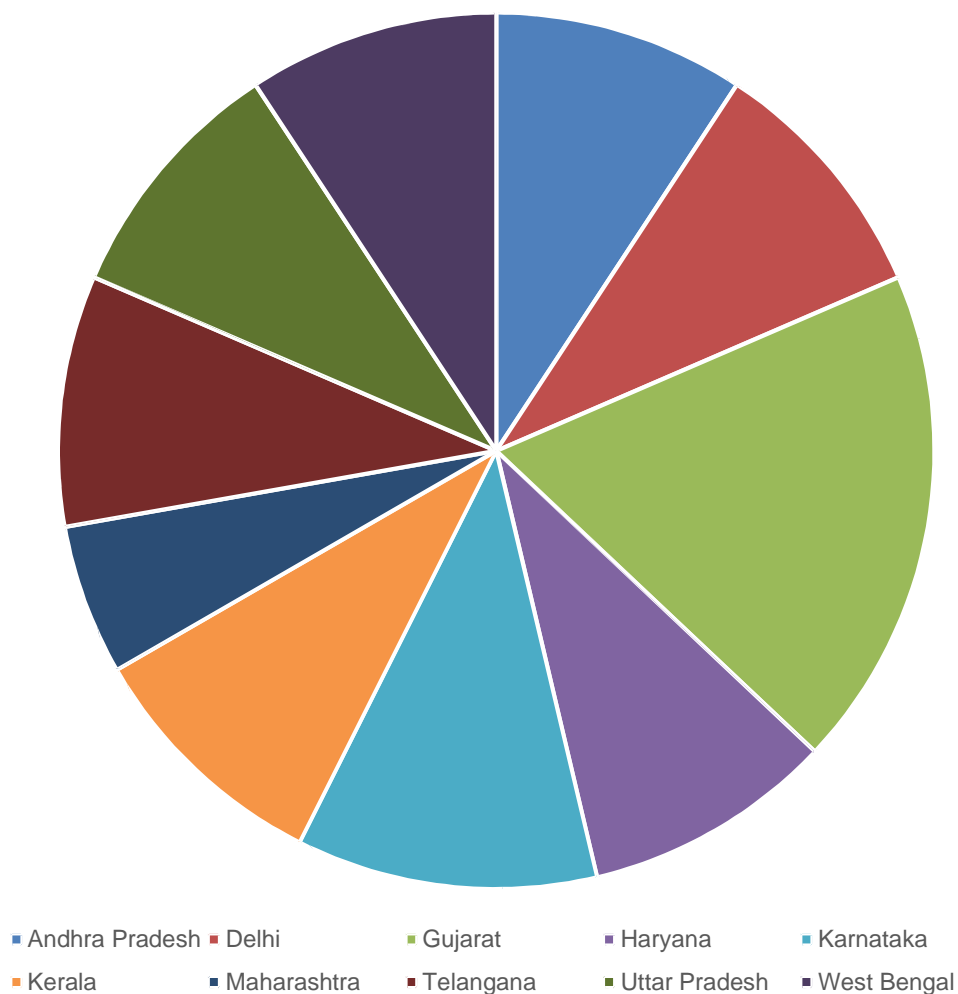
30	Maharashtra	Dr. Vijaykumar Wagh	Male
31	Maharashtra	Dr. Santosh Kadle	Male
32	Telangana	Dr. P. Srinivasa Sriram	Male
33	Telangana	Dr. N. Ameer Singh	Male
34	Telangana	Dr. N.Rajesh kumar	Male
35	Telangana	Dr. Abdul Rahman	Male
36	Delhi	Dr. Uddipan Dutta	Male
37	Delhi	Dr. Naresh Goel	Male
38	Delhi	Dr. (Col) Sunil Verma	Male



Geographical Distribution of the participants: -

Geographical Distribution of Participants		
Sl.No	Name of the State	No. of Participants
1	Andhra Pradesh	5
2	Delhi	5
3	Gujarat	10
4	Haryana	5
5	Karnataka	6
6	Kerala	5
7	Maharashtra	4
8	Telangana	5
9	Uttar Pradesh	5
10	West Bengal	5
Grand Total		55

No. of Participants



Annexure I : Training Agenda

Day1- Monday, 4 th April 2022		
Time	Topic	Resource Person
INAUGURATION SESSION		
08:30 AM-08:45AM	Registration	Ms. Indu/Dr Aman Sharma/ Dr Avni/ Ms. Ankitha/Dr Gaurav Pandey
08:45 AM-09:00AM	Pre-training Evaluation	QPS Team
09:00AM-09:15AM	Welcome Address & Introduction to training	Dr J N Srivastava, Advisor-QPS
09:15AM-09:25 AM	Address by Guest of Honour	Dr Neha Garg, Director (NHM II), MoHFW
09:25AM-09:40AM	Address by Chief Guest	Sh. Vishal Chauhan, Joint Secretary(P), MoHFW
09:40AM-10:20AM	Introduction by Participants	
10:20AM-10:25AM	Vote of Thanks	Dr. Annapoorna K N, Consultant QPS
10:25AM-10:45AM	Group Photography followed by tea break	
10:45AM- 11:45AM	Quality in Public Health System: An Overview	Dr. J N Srivastava, Advisor-QPS
11:45AM -1:00 PM	An introduction to National Quality Assurance Standards including intent of the Area of Concerns	Dr. Deepika Sharma, Lead Consultant QPS
01:00PM-02:00PM	Lunch	
2:00PM- 3:00 PM	Measurement System under National Quality Assurance Standards	Dr. Sushant Agarwal, Quality Assurance Specialist, ADB
03:00PM-03:15PM	Brief about exercises	Dr. Deepika Sharma, Lead Consultant QPS
03:15PM-04:30PM	Exercise on intent of Area of Concerns & Discussion with Moderator	Moderator 1-6
04:30PM-04:45PM	Tea Break	
04:45PM-05:30PM	Exercise on Measurement System & Discussion with Moderator	Moderator 1-6

Day 2- Tuesday, 5th April 2022

Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr. Deepika Sharma, Lead Consultant QPS
09:15AM-10:00AM	Service Provision under NQAS Framework	Dr. Chinmayee Swain, Consultant QPS
10:00AM - 11:00AM	Patients' Rights under NQAS Framework	Dr. Sushant Agarwal, Quality Assurance Specialist, ADB
11:00AM-11:15AM	Tea Break	
11:15AM-12:00 PM	Inputs under NQAS Framework	Dr. Shivali Sisodia, Consultant QPS
12:00 -01:15PM	Support Services under NQAS Framework	Dr. Vinny Arora, Senior Consultant QPS
01:15PM -02:00PM	Lunch	
02:00PM- 03:15PM	Clinical Services under NQAS (General Clinical Services)	Dr. Arpita Agarwal, Consultant QPS
03:15PM- 04:30PM	Exercise on Area of Concern (A & B) & its Discussion	Moderator 1-6
04:30PM-04:45PM	Tea Break	
04:45PM- 05:30PM	Exercise on Area of Concern (C & D) & its Discussion	Moderator 1-6

Day 3, Wednesday -6 th April 2022		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr Neeraj Gautam, Consultant QPS
09:15AM-11:00 AM	Area of Concern G (G1-G7)	Dr. Deepika Sharma, Lead Consultant-QPS
11:00AM-11:15AM	Tea Break	
11:15AM-12:15PM	Outcome Indicators including exercise	Dr. Sushant Agarwal, Quality Specialist, ADB
12:15PM-01:30PM	Clinical Services under NQAS (Specific & RMNCHA Clinical Services)	Dr. JN Srivastava, Advisor, QPS
1:30PM-02:30PM	Lunch	
02:30PM-03:30PM	Assessment of National Health Programs under the NQAS	Dr. Kanika Jain, Assistant Professor, Department of Hospital Administration, AIIMS, New Delhi
03:30PM-04:15PM	NQAS Assessment for Infection Prevention	Dr. Chinmayee Swain, Consultant QPS
04:15PM-04:30PM	Tea Break	
04:30PM-05:00PM	Exercise on Area of Concern (E) – Primary Care Services & Discussion	Moderator 1-6
05:00PM- 05:30PM	Exercise on Area of Concern (E) – Secondary Care Services & Discussion	Moderator 1-6
05:30 PM -5:40 PM	IT Initiative under NQAS Platform	Mr. Anand Yadav, External Consultant QPS

Day 4, Thursday-7 th April' 2022		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr. Annapoorna K N, Consultant QPS
09:15AM-11:00AM	Area of Concern G(G8-G10)	Dr. Deepika Sharma, Lead Consultant QPS
11:00AM-11:15AM	Tea Break	
11:15AM -12:00PM	NQAS Assessment of Family Planning Services	Dr. Divya Valecha, Asstt. Commissioner, Family Planning Division, MoHFW
12:00PM-12:45PM	Overview of MusQan Initiative and assessing critical Elements for the Quality Certification	Dr Sumita Ghosh, Additional Commissioner, Child Health Division, MoHFW
12:45PM-01:15PM	Principle of NQAS Assessment	Dr. Vinny Arora, Senior Consultant QPS
01:15PM-02:00PM	Lunch	
02:00PM-02:45PM	Conduct of Physical Assessment & Virtual Assessment	Mr. Gulam Rafey, Consultant QPS
02:45PM-03:30PM	NQAS Assessment Challenges & its Solutions	Dr. Alisha Dub, Consultant QPS
03:30PM-03:45PM	Tea Break	
03:45PM-04:30PM	Key components of Report Writing	Dr. Sushant Agarwal, Quality Assurance Specialist, ADB
04:30PM-5:00PM	Briefing about the field visit & Group work	Dr Abhay Kumar, Consultant QPS
05:00PM-05:30PM	Role Play	QPS Team

Day 5, Friday-8 th April 2022		
Time	Topic	Resource Person
09:00AM-01:00PM	Field Visit	QPS Team
01:00PM-02:00PM	Lunch	
02:00PM-03:30PM	Scoring, Analysis, and Report Writing of the Field Visit	QPS Team
03:30PM-04:15PM	Presentation & Discussion on Field Visit	QPS Team
04:15PM-04:30PM	Tea Break	
04:30PM-05:45PM	Presentation & Discussion on Field Visit	QPS Team

Day 6, Saturday-9 th April 2022		
Time	Topic	Resource Person
09:00AM-10:00AM	Revision of National Quality Assurance Standards	Dr Deepika Sharma, Lead Consultant QPS
10:00AM-10:30AM	Tea Break	
10:30 AM-01:00 PM	Post Training Evaluation	QPS Team
01:00PM-01:30PM	Valedictory/Feedback	QPS Team
01:30PM onwards	Lunch	

Annexure II: List of the Participants

S.N O	STATE	NAME OF PARTICI- PANT	GENDER	EMAIL	MOBILE
1	Andhra Pra- desh	Dr. P.Ramadevi	Female	drmapotla@gmail.com	8801164165
2	Andhra Pra- desh	Dr. R.Venu Gopala Reddy	Male	venu- gopalreddy5149@gmail.com	9849275149
3	Andhra Pra- desh	Dr. K Srinivasa Varma	Male	srinivasavar@gmail.com	9493975579
4	Andhra Pra- desh	Dr. Surendranath Andy	Male	<u>surendra2k13@gmail.com</u>	9441061647
5	Andhra Pra- desh	Dr. Naga Lakshmi Tulimelli	Female	surendranathandy@gmail.com	9492714142
6	Gujarat	Dr. Birender Singh	Male	birender15778@gmail.com	7043846604
7	Gujarat	Dr. Nutan Lungater	Female	drnutan3107@gmail.com	8160401789
8	Gujarat	Dr. Mukesh Trivedi	Male	qamo.health.banaskan- tha@gmail.com	9727730014
9	Gujarat	Dr. Mahendra K Pa- tel	male	drmahendrapatel@gmail.com	9727716689
10	Gujarat	Dr. Parthieve Shah	Male	parthieveshah@gmail.com	9909927425
11	Gujarat	Dr. Sandipkumar Natvarlal Naik	Male	drsandipnaik@gmail.com	9727782004
12	Gujarat	Dr. Satishkumar Pra- japati	Male	Drsatishprajapati36@gmail.com	8980218636
13	Gujarat	Dr. Kantilal Chaudhari	Male	Qamo.health.tapi@gmail.com	9737989830
14	Gujarat	Dr. Sanket Patel	Male	Dr_sanket22@yahoo.co.in	9228178535
15	Gujarat	Dr. Abdulhafiz I. Ma- lek	Male	Dqamo.health.sabarkan- tha@gmail.com	9687679319, 8200160043
16	Haryana	Dr. Pankaj Vats	Male	pankajvat@gmail.com	8708697776
17	Haryana	Dr. Anamika Bishnoi	Female	dr.anamikabishnoi@gmail.com	9416351129, 8396051129
18	Haryana	Dr. Neelima	Female	nagpalneelima@gmail.com	8901423300
19	Haryana	Dr. Jay Parkash	Male	<u>jpraika@gmail.com</u>	8708821586, 9416888876

20	Haryana	Dr. Suman Vashishth	Female	dineshvashishth24@gmail.com	9896072922
21	Kerala	Dr. Arun BS	Male	arunanushapillai@gmail.com	9496368569
22	Kerala	Dr. Ketul Pramod E	Male	ketulep@gmail.com	7558006677
23	Kerala	Dr. Anoop C O	Male	dranoopco@gmail.com	9745572693
24	Kerala	Dr. Shahzad Moorkkan Ubaidulla	Male	drshahzadmu@gmail.com	9995235554
25	Kerala	Dr. Bindu A V	Female	binduareekkal@gmail.com	9495956726
26	West Bengal	Dr. Nirmalya Roy	Male	roynirmalya2008@gmail.com	9831184220
27	West Bengal	Dr. Jayabrata Deb	Male	jaybratadeb@gmail.com	9434427817, 7001678927
28	West Bengal	Dr. Sujay Bishnu	Male	bishnusujay@gmail.com	9434036406
29	West Bengal	Dr. Shishir Kumar Naskar	Male	sisir.sagnik@gmail.com	8240832514
30	West Bengal	Dr. Satarupa Basu	Female	satrupabasude@gmail.com	7003132453
31	Uttar Pradesh	Dr. Anita Chaurasia	Female	cms.dwh@gmail.com	9411494202
32	Uttar Pradesh	Dr. Salman Khan	Male	salmankhankhansalman@yahoo.com	8756624408
33	Uttar Pradesh	Dr. S.K.Singh	Male	drsinghsk9@gmail.com	9411075382
34	Uttar Pradesh	Dr. Fauzia	Female	fauziaanjumnomani@gmail.com	9598705841
35	Uttar Pradesh	Dr. Munesh Tomar	Female	drmuneshthomar@gmail.com	8800216555
36	Karnataka	Dr. Shashikala N	Female	drshashikalan1993@gmail.com	9945450765
37	Karnataka	Dr. Kiran S G	Female	kiransg74@gmail.com	9845450765
38	Karnataka	Dr. Mutahhir Hafeez	Male	mutahhirhafeez@gmail.com	9448341916
39	Karnataka	Dr. M Kusuma	Male	kusumanarendraa-desh@gmail.com	9686167323
40	Karnataka	Dr. Sreerama CJ	Male	Sreerama_arvety@yahoo.com	8660557411

41	Karnataka	Dr. Pankaja S	Male	pankaja.harshu@gmail.com	9886679759
42	Maharashtra	Dr. Kadam Sanjay Ramrao	MALE	drsrkadam@gmail.com	9422744833/ 9421999883
43	Maharashtra	Dr. Vijaykumar Wagh	MALE	vijaywagh1980@gmail.com	9867356734
44	Maharashtra	Dr. Santosh Kadle	MALE	drsantoshkadle@gmail.com	8308576587/ 9423397544
45	Maharashtra	Dr. Arati Kulwal	Female	aratikulwal@gmail.com	8308984342
46	Telangana	Dr. P. Srinivasa Sri-ram	MALE	sriram21266@yahoo.com	9849017852
47	Telangana	Dr. V. Swetha	Female	vangooriswetha.25@gmail.com	7995201695
48	Telangana	Dr. N. Ameer Singh	MALE	ameersinghn143@gmail.com	9542273116
49	Telangana	Dr. N. Rajesh kumar	MALE	nageli.rajesh1@gmail.com	7032989014
50	Telangana	Dr. Abdul Rahman	MALE	arosid@gmail.com	9703347075
51	Delhi	Dr. Uddipan Dutta	MALE	uddipanfamily@gmail.com	7428897411
52	Delhi	Dr. Naresh Goel	MALE	drngoel@yahoo.com	9818534262
53	Delhi	Dr.(Col) Sunil Verma	MALE	sunil8260@gmail.com	9511733459
54	Delhi	Dr. Bandita Sangha	Female	rmo.sanawar@gmail.com	981661231
55	Delhi	Dr. Isha Sachdeva	Female	isha.sachdeva18@fms.edu	9911078910

Annexure IV: Name of Participants for Re-Examination: -

S.NO	STATE	NAME OF PARTICIPANT	GENDER
1	Delhi	Brig. Mala Singh	Female
2	Delhi	Ms. Minimol Anil Kumar	Female

Annexure V: LIST OF THE QUALIFIED PARTICIPANTS OF EXTERNAL ASSESSORS TRAINING- 04th April to 09th April ,2022

S.NO	NAME OF QUALIFIED EXTERNAL ASSESSORS
1	Dr. Sandip Kumar Natvarlal
2	Dr. Naresh Goel
3	Dr. Shahzad Moorkkan Ubaidulla
4	Dr. Anoop C O
5	Dr. Anamika Bishnoi
6	Dr. Srinivasa Varma
7	Dr. Abdulhafiz Ibrahimchai malek
8	Dr. Kantilal Chaudhari
9	Dr. Jay Prakash
10	Dr. Isha Sachdeva
11	Dr. Surendranath Andy
12	Dr. Sishir Kumar
13	Dr. Nagalakshmi Tulimelli
14	Dr. Parthieve Sham

15	Dr. Satish Kumar Prajapati
16	Dr. Satarupa Basu
17	Dr. Jaybrata Deb
18	Dr. Nirmalya Roy
19	Dr. Pankaj Vats
20	Dr. Pankaja S
21	Dr. Birender Singh
22	Dr. Sunil Verma
23	Dr. Vijay Kumar Gopinath Wagh
24	Dr. V Swetha
25	Dr. Bindu A V
26	Dr. Mutahhir Hafeez
27	Dr. Arun B S
28	Dr. Neelima
29	Dr. Sanket K Patel
30	Dr. Ketul Pramod E
31	Dr. Shashi Kalan
32	Dr. Abdual Rahman Omer Siddiqui
33	Dr. Sujay Bishnu
34	Dr. Sreerama C J
35	Dr. Munesh Tomar

36	Dr. Santosh Chanabasappa Kadle
37	Dr. Nutan Lungater
38	Dr. Ramala Venugopal Reddy
39	Dr. Uddipan Dutta
40	Dr. Mukesh Chandra
41	Dr. Fauzia Anjum
42	Dr. Suman Vashishth
43	Dr. M Kusuma
44	Dr. P Srinivasa Sriram
45	Dr. Anita Chaurasia
46	Dr. L.N. Ameer singh
47	Ms. Minimol Anil Kumar
48	Dr. Mohd Salman
49	Brig. Mala Singh
50	Dr. Kiran S G
51	Dr. N. Rajesh Kumar
52	Dr. Bandita Sangha
53	Dr. S K Singh
54	Dr. Mahendra K Patel
55	Dr. Kadam Sanjay Ramrao
56	Dr. Ramadevi Peddisetty