



REPORT ON 21st NQAS EXTERNAL ASSESSORS TRAINING

25th to 30th of July 2022

National Health Systems Resource Centre

Ministry of Health & Family Welfare

**Government of India
New Delhi**

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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 **25th July to 30th July 2022**. The Training Module was designed with a view to enable the trainees for assessment of the healthcare facilities against the pre-defined checklists contained in the Assessor guidebooks.

This report, therefore, provides the information about how the five and a half days workshop was conducted, lessons learnt and the way forward for improving the Quality in public health facilities in India. (Agenda attached as Annexure A).

Total 49 participants attended the training (List is attached as Annexure B) out of which 34 were nominated by State Government and other 15 were non-Government participants. Training was participatory in nature. All the participants were divided in six groups based on gender ratio, geographical areas, and organization capacities to maintain the equilibrium in the groups. (List is attached as Annexure -C).

The sessions during the training were divided into five days and followed by post training evaluation on last day. Each day is divided in to two parts sessions followed by exercises. Sessions describes about all Areas of Concern, Standards, Measurable Elements, Check points and as mentioned in the Assessors Guidebooks of NQAS. Exercises in the training led to healthy brainstorming of the participants and made the concepts clear and understandable. At the end of each day, feedback is collected from the participants on the sessions conducted (List attached as Annexure -D). Also, each group is scored based on their performance in the exercises on each day (List attached as Annexure -E). On fifth day all the participants were divided into twelve groups and all the participants visited three district hospitals of Delhi State. Lastly, on day 6th a written post evaluation exam was undertaken at the end of the training as per the schedule, the participants who have scored 70% and above marks are empaneled as external assessor. Total 52 participants appeared in post training evaluation exam (3 re-appeared). List of pass candidates is attached as Annexure -F. Feedback of accommodation at hotel was also taken from the participants.

Overall feedback of the training is 4.47 out of the 5 (scoring on likert scale of 5).

AIMS AND OBJECTIVES OF TRAINING

The aim of the training was to strengthen the knowledge, skills and assessment capacities on of the participants to assesses the public health facilities under NQAS. The specific objectives are as follows:

1. To create a pool of Qualified assessors for undertaking Quality assessments at state and national level under NQAS.
2. To equip participants with knowledge of key concepts of Quality, Quality tools and methodologies for Quality improvement.
3. To enhance the skills of participants to conduct objective assessment of healthcare facilities against predefined standards.

PREPARATION

The QPS division of NHSRC prepared the course curriculum. A field visit was also organized in three (03) District level health facilities in Delhi 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	West Delhi	Deen Dayal Upadhyay Hospital	Hari Nagar, Near Clock Tower, New Delhi-110064
5 to 8	New Delhi	Sardar Vallabh Bhai Patel Hospital	East Patel Nagar, New Delhi – 110008
9 to 12	South-West	Jag Pravesh Chandra Hospital	Shastri Park, Delhi- 110053

The following materials were distributed:

- a) A bag with required stationary items like writing pad, pen, pencil, sharpener, eraser & sticky paper flags.
- b) National Quality Assurance Standards for Public Health Facilities (2020)
- c) Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities (2021)
- d) Assessors Guidebook for Quality Assurance in District Hospital Volume I
- e) Assessors Guidebook for Quality Assurance in District Hospital Volume II
- f) Assessors Guidebook for Quality Assurance in CHC
- g) Assessors Guidebook for Quality Assurance in PHC
- h) Quality Standards for Urban Primary Health Centre.
- i) Assessor's Guidebook for Health & Wellness Centre (Sub-Centre)
- j) 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 25th to 30th July 2022

METHODOLOGY

A mix of methods were used for the 21st NQAS External Assessors' 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

PRE TRAINING EVALUATION

At the onset of NQAS External Assessors' Training, the pre-evaluation examination has been conducted for all the participants, consisting of 20 multiple choice questions. All 48 participants have appeared in the examination.

INAUGURAL SESSION

The External Assessor Training started by Welcome address and introduction by Dr J N Srivastava, Advisor, QPS, NHSRC followed by welcome address by Guest of Honor, Maj Gen (Prof) Atul Kotwal, ED, NHSRC.

Maj Gen (Prof) Atul Kotwal, ED NHSRC briefed the participants on the National Quality Assurance Programme and its importance for public health facilities. He conveyed that these 5.5 days of 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.



PRESENTATION BRIEFINGS

DAY 1- 25th July' 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. He briefed that India is facing a dual burden and how government is managing it currently. He further explained National Health Mission, its structure, 5 key pillars and their 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. While giving an overview of NQAS he talked about the journey of Quality Assurance in he explained the historic perspective of accreditation process. He also explained that National Health Mission, NQAS is based on the Donabedian Model of QoC and are available for DH, CHC, PHC, UPHC, H&WC (SC) to improve the health care services.

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 and touched upon Kayakalp Initiative.

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 gave the comparative overview of the standards which are applicable at different level of Health Care Facilities.



Session 3: Measurement Systems under National Quality Assurance Standards

Ms. Vinny Arora 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 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.



She talked about the characteristics of the NQAS Programme and explained how it is an implicit tool. She 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. She talked about the compliance as well as scoring rules. She gave an overview of the nineteen checklists at DH level.

Session 4 : - Brief and Objectives of the exercise

Dr. Deepika Sharma gave brief introduction about the exercises, and guide the participants about the intent of conduct of the exercises regarding Area of Concern & Measurement system. Participants were divided in six groups for the exercises.

Exercises were monitored by 6 moderators of the QPS division. For this activity, participants were asked to give answers in the Day 1 workbook on the basis of sessions conducted, the respective moderators support their groups in the activity.



DAY 2- 26th July' 2022

The 2nd day training started with recap of the last day sessions by Dr. Neeraj Gautam.

Session 1 : - Service Provision under NQAS Framework

The first session of Day 2 was taken by Dr. Naveen Kumar. He 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. He explained about checking the availability of services as per the scope of facilities.



Session 2 : - Patients' Rights under NQAS Framework

The second session of Day 2 was taken by Dr Abhay Kumar. He talked about the patient Rights and their responsibilities fundamental patient rights. He briefed about the six standards those encompasses: -

- 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.



Session 3 : Inputs under NQAS Framework

The third session of Day 2 was taken up by Dr. Alisha Dub. Area of concern C covers the structure part as per Donabedian model and is the only Area of concern that details about the structure component in Health facilities under NQAS



Session 4 : Support Services under NQAS Framework

Dr. Chinmayee Swain took 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 12 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 detail 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 which covers the processes implemented in the hospital commencing from registration of patient followed by consultation & admission, Clinical assessment & re-assessment, Continuity of care and referral till the Discharge of patient.



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

After the brief discussion on the intent of Aoc A -D; exercises was supported and guided by the moderators. Participants were asked to give answers on the basis of discussion with respective partici

Slides were shown to the participants one by one for Area of Concern D. All the groups were given scores for their responses.

DAY 3- 27th July' 2022

The 3rd day training started with recap of the last day sessions by Dr. Chinmayee Swain.

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

Dr. Arpita Agarwal 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. She briefed 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 : -Key Interventions at HWC-SCs

To give clear picture on key interventions at Health & Wellness Centers-SCs, Dr. M.A. Balasubramanya took the session. He delivered the information about how the "AYUSHMAN BHARAT YOJANA" is working in fulling of "Universal Health Coverage" with holistic approach. In key elements, he mentioned about Comprehensive primary care, Service for All & Continuum of Care. He also discussed about operationalization criteria of AB-HWCS and on Expanded range of Service Delivery he detailed about CPHC and the services being delivered for NCD, CD, RMNCH+A & Family Planning. In this presentation he detailed about availability of human resources and Tele-Consultation Services. In the end he delivered the information regarding community platforms in rural & urban areas and also about monitoring progress at HWCs.



Session 3: - Assessment of National Health Programs under NQAS

Dr. Utsuk Dutta took this session. Through this session he explained about the Quality components of the NHP. He explained the programs by explaining them under communicable and non-communicable diseases and IDSP/IHIIP.

Under communicable disease he 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 he 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



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

Session 4: IT initiative under NQAS platform

This session was taken up by Mr. Gulam Rafee. He oriented the participants about the interim of IT Solution for certification process, downloading and usage of the Gunak app, which can be used during an assessment of NQAS by the participants. He gave an information about IT solutions for automation of management of Certification process (assessment, certification & reporting) to SaQsham.

Session 5: - Assessment Protocol & Certification Criteria

Dr. Abhay Kumar explained about the assessment protocols & certification criteria. Through this session he discussed about the process for assessments at state level and national level and explained about the phases of external assessment. He also oriented about criteria of certification for different level of facilities.

Session 6: Key components of Report writing

Mr. Gulam Rafee took this session and discuss issues related with the report writing, ideal way of making assessment report, common mistakes during report writing and basic principle for report writing.



Session 7: - Ethical Issues in Assessment Process

Session on ethical issues was taken by Ms. Vinny Arora. She started with the principles of assessment: Integrity, Fair presentation, Due professional care, Confidentiality, Independence, Evidence based approach and Risk based thinking.

She also discussed about some ethical issues that has been raised by states during the external assessment. She also explained about the process of de-empanelment of assessors and current status.



Session 8:- Role Play

In the session, assessors were briefed about the scenarios encountered during the conduct of assessments and how assessors can overcome them.



DAY 4- 28th July' 2022

The 4th day training started with recap of the last day sessions by Dr. Arpita Agarwal.

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

Dr. Arpita Agarwal 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 talked about the clinical governance framework to improve the quality and safety of clinical care processes in the facilities.



Session 2 : -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 elaborated on Intensive care, Emergency Services and Disaster Management, Diagnostic services, Blood Bank/Storage Management and Transfusion, Anesthetic Services, Operation theatre services and 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 also focused on Maternal and Child Health Services including Intranatal, Antenatal and Postnatal Care, Care of newborn, infant and child, Abortion and family planning and Adolescent Reproductive and Sexual health Services.



Session 3: - NQAS Assessment of Family Planning

Dr. Divya Valecha took the session on Family Planning. She explained the National Family Planning Program (NFPP) through her slide. She explained the program by giving an overview by key objectives, policy level decision and service level initiative and 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. Divya also 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.

She also explained about the Long-Acting Reversible Contraceptives (IUCD, Injectable MPA) and Short-Term Methods (COC, Cent chroman 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 4: -Outcome Indicator Including Exercise

To make outcome indicator more understandable, Dr. Arpita Agarwal took some exercise on Quality management system and outcomes.



Session 5 : - NQAS Assessment for Infection Prevention

Dr. Neeraj Gautam explained about the infection control practices. He made the session more interactive by asking questions related to various infection control practices and by demonstrating various practices like hand hygiene. He 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. He also explained about how these standards are distributed in different checklists and things to be kept in mind while conducting assessment of the standards. He also gave an overview of the standards at various levels of facility.



Session 6 : Exercise on Area of Concern (E)- Primary Care Services & Secondary Care Services & Discussion

The group exercises were monitored by moderators where all the participants were given the sheet.

Session 7: Briefing about the field visit & Group work

Dr. Neeraj Gautam briefed the participants about the field visit and gave the instructions for the field visit. He briefed the participants about the DH selected for the field visit and divided the participants into twelve 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. Neeraj Gautam also emphasized on the rules to be followed during the field visit & group work.

DAY 5 - 29th July' 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- 04): Dean Dayal Upadhyay Hospital, New Delhi

Group	S.No.	Name	Facilitators and Department to be assessed
1	1	Dr. Suruchi Sinha	Dr Mustafa/Dr Gaurav/Ms Sowjanya Accident & Emergency
	2	Dr. Mithilesh Chaturvedi	
	3	Dr. Bhavin K Vigadiya	
	4	Dr. Gurinder Bir Singh	
	5	Soumya.TR	
2	6	Dr Ranbir Singh	Dr Mustafa/Dr Gaurav/Ms Sowjanya Blood Bank
	7	Mr. Ash Mohammad	
	8	Dr Deepak Kumar Nayak	
	9	Mr. Somnath Chattopadhyay	
3	10	Dr. Ravinder Kumar Saran	Dr Mustafa/Dr Gaurav/Ms Sowjanya ICU
	11	Dr. Hem Singh Rathore	
	12	Dr. Sudeep Dutta	
	13	Dr. Sandeep Sharma	
4	14	Dr. Seema Aggarwal	Dr Mustafa/Dr Gaurav/Ms Sowjanya Paediatric Ward
	15	Dr. Umesh H Zaveri	
	16	Muthulakshmy K S	
	17	Dr. Aniruddha Deshpande	

DH 2 Group (05 - 08): Sardar Vallabh Bhai Patel Hospital, New Delhi

Group	S.No.	Name	Facilitators and Department to be assessed
5	1	Dr. Ruby Sahney	Dr. Naveen/Dr. Aman/Dr. Debajyoti Auxiliary
	2	Dr. Kaushal N Patel	
	3	Dr. Manoj Kumar	
	4	Dr. Rahul Manohar Kannamwar	
6	6	Dr. K K Dhawan	Dr. Naveen/Dr. Aman/Dr. Debajyoti IPD
	7	Dr. Nidhi Yadav	
	8	Dr. Ravindra Gopal Chaudhari	
	9	Dr. Supriya Chaudhuri	
7	10	Dr. Arun Kumar Rastogi	Dr. Naveen/Dr. Aman/Dr. Debajyoti Pharmacy
	11	Dr. Prem Kumar Bajaj	
	12	Dr. Vishal Jaiswal	
	13	Dr. Sushant Kumar Agarwal	

8	14	Dr. Bharat Ishwar Masal	Dr. Naveen/Dr. Aman/Dr. Debajyoti Maternity OT
	15	Bhadra C P	
	16	Dr. Arvind Prakash Srivastava	
	17	Dr. Nirupam Madaan	

DH-3 Group (09 - 12): Jag Pravesh Chandra Hospital, New Delhi

Group	S.No.	Name	Facilitators and Department to be assessed
9	1	Dr. D. Brajaraj	Mr. Gulam/Ms. Stella/Dr. Asif Maternity Ward
	2	Dr. Amitava Saha	
	3	Dr. Dharmesh V Parikh	
	4	Jojin George	
10	6	Dr. Renuka Taneja	Mr. Gulam/Ms. Stella/Dr. Asif Laboratory
	7	Dr. Ankush Shukla	
	8	Dr. Partha Pratim Guha	
	9	Dr. Mustak Khan Kayamkhani	
11	10	Dr. Mahesh Sachdeva	Mr. Gulam/Ms. Stella/Dr. Asif Radiology
	11	Dr. Samir Ranjan Mohapatra	
	12	Dr. Shalini Tripathi	
	13	Dr. Bindiya Jain	
12	14	Somajita Chakraborty	Mr. Gulam/Ms. Stella/Dr. Asif Emergency
	15	Dr. Anil Nair	
	16	Dr. Pawan Kumar	
	17	Ms. Anamika Kispotta	

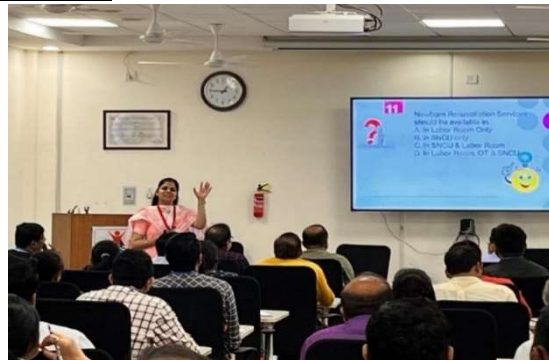
This field visit gave a great exposure to the participants, giving them an opportunity for practical application.

Presentations on the field visit: - All the twelve teams presented on the respective departments those were provided to them. The presentations were delivered in a common format, which briefly described the findings of the field visit.

DAY 6-30th July'2022

Recap & Revision of National Quality Assurance Standards

Ms. Vinny Arora took this session as a Quiz about the Aoc, Standards, Departments under NQAS, 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. Participants felt motivated as well as confident after this session to appear in the exam.



EVALUATION

Participants underwent an evaluation on 6th day based on the 5.5 days training. They were given Question paper with multiple-choice questions, case study & descriptive questions. There was total five 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.



VALEDICTORY

Maj Gen (Prof) Atul Kotwal SM, VSM, ED, NHSRC and Dr. J.N. Srivastava, Advisor- delivered the Valedictory address. They thanked all the participants for their overwhelming 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.

FEEDBACK BY PARTICIPANTS

The average score of feedback analysis is given below:-

Day -1	4.65
Day -2	4.16
Day -3	4.48
Day -4	4.39
Day -5	4.48
Day-6	4.67
Avg.	4.47

Faculty wise feedback Analysis:-

Dr. J.N Srivastava	4.63
Dr. Deepika Sharma	4.71
Ms. Vinny Arora	4.64
Dr. Chinmayee Swain	4.55
Dr. Neeraj Gautam	4.54
Dr. Arpita Agrawal	4.34
Dr. Alisha Dub	4.32
Mr. Gulam Rafey	4.31
Dr. Abhay Kumar	3.93
Dr. Naveen Kumar	3.87
External Faculty feedback	
Dr. Utsuk Dutta	4.75
Dr. Divya Valecha	4.26
Dr. (Flt Lt) M.A. Balasubramanya	4.73

Hotel IBIS feedback Analysis:-

Check-in process	3.97
Wi-Fi Connectivity	3.97
Room Amenities	4.43
Food and Snacks	4.24
Overall Rating	4.19

S.No.	Most Liked Sessions	Trainer
1.	Assessment of National Health Program	Dr Utsuk Dutta
2.	Key intervention at AB-HWCs	Flt Lt (Dr) M Balasubramanya
3.	Introduction to NQAS and intent of the area of concerns	Dr. Deepika Sharma

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.

SUGGESTIONS BY 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 examples need to be incorporated
4	Two way communication during training required as per sessions
5	Slides should not be overflowing with data. The content was not visible in many slides. Using smart art graphics will be more interesting.
6	Interaction with the participants should be more

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
			Day-1		Day-2			Day-3		
1	Non- Govt	Dr Suruchi Sinha	9	9	8.5	9	9.5	9	9	9
2	Non-Govt	Dr Ravinder Kumar Saran	9	8	8	8.5	9	9	9	9
3	Non-Govt	Dr Arun Kumar Rastogi	9	8	7	8	9	8.5	9	9
4	UP	Dr K K Dhawan	9	9	7.5	8.5	9	8	9	9
5	Kerala	Muthulakshmy K S	8	8	7	8.5	9.5	8	9	9
6	Maharashtra	Dr Bharat Ishwar Masal	8	8	8	8.5	9	8.5	9	9
7	Odisha	Dr. D. Brajaraj	8	8	7	9	9	9	9	9
8	Rajasthan	Dr Mahesh Sachdeva	7	8	8	8.5	9	8.5	9	9
9	West Bengal	Somajita Chakraborty	9	7	9	9	9.5	8.5	8	8
10	Non-Govt	Dr Mithilesh Chaturvedi	9	9	8	8	8	9	9	9
11	Non-Govt	Dr Prem Kumar Bajaj	8.5	9	8	8	8	9	9	9
12	Non-Govt	Dr Nidhi Yadav	7.5	8.5	8	8	8	9	8	8
13	Gujarat	Dr Hemsingh Rathore	9	9	8	8	8	9	9	8
14	Kerala	Mrs. Bhadra CP	9.5	9	8	8	8	9	8	9
15	Maharashtra	Dr. Aniruddha Deshpande	9	9	8	8	8	9	9	8
16	Odisha	Dr Samir Ranjan Mohapatra	8.5	8.5	8	8	8	9	9	10
17	Rajasthan	Dr Anil Nair	9	8.5	8	8	8	9	9	8
18	West Bengal	Dr. Amitava Saha	9	8.5	8	8	8	9	9	9

19	Non-Govt	Dr Ruby Sahney	7	0	9	10	8	9	8	8
20	Non-Govt	Dr Arvind Prakash Srivastava	10	10	9	9.5	9.5	10	8	9
21	Non-Govt	Dr Renuka Taneja	7	8	8	9	9	9	7	8
22	Gujarat	Dr Bhavin K Vigadiya	9	9	9	8	9	9	9	8
23	Maharashtra	Dr.Ravindra Gopal Chaudhari	9	9	9	9	9	8	8	8
24	MP	Mr Somnath Chattopadhyay	9	9	8	9	8	9	8	7
25	Odisha	Dr. Sudeep Dutta	7	8	9	9	8	8	8	8
26	UP	Dr Shalini Tripathi	9	10	9	8	8	9	8	7
27	Non-Govt	Dr Gurinder Bir Singh	8	8	9	9	10	9	9	9
28	Non-Govt	Dr Nirupam Madaan	8	7	9	9	8	8	8	7
29	Gujarat	Dr Kaushal N Patel	7	7	8	8	9	7	9	8
30	MP	Dr Sandeep Sharma	9	9	8	9	9	9	8	8
31	Odisha	Dr Deepak Kumar Nayak	8	8	9	10	9	9	8	9
32	UP	Dr Ankush Shukla	8	7	8	9	7	8	7	8
33	West Bengal	Dr. Supriya Chaudhuri	8	8	9	8	8	8	7	8
34	Non-Govt	Dr Seema Aggarwal	8	8	9	8	8	8	9	9
35	Gujarat	Dr Dharmesh V Parikh	8	8	8	7	8	9	9	9
36	Haryana	Dr Manoj Kumar	8	8.5	8	8	8	8	9	9
37	Kerala	Soumya.TR	8	8.5	9	8	7	8	9	9.5
38	MP	Mr Vishal Jaiswal	8	8	8	8	7	7	9	9
39	Rajasthan	Dr Pawan Kumar	8	9	7	8	8	8	9	9
40	West Bengal	Dr. Partha Pratim Guha	6	6	9	8	8	8	9	9
41	UP	Mr Aash Mohammad	5	5	8	8	9	8	8.5	9
42	Non-Govt	Dr Sushant Kumar Agarwal	9	10	9	9	9	9	10	9
43	Non-Govt	Dr Bindiya Jain	9	9	8	7	7	8	8	9

44	Non-Govt	Ms Anamika Kispotta	8	8	8	8	7	8	9	9
45	Gujarat	Dr Umesh H Zaveri	8	9	9	8	9	9	9	9
46	Kerala	Jojin George	9	8	7	6	7	7	8	9
47	Maharashtra	Dr Rahul Manohar Kannam-war	8	9	8	7	7	7	9	9
48	Rajasthan	Dr Mustak Khan Kaya-mkhani	9	9	8	7	8	8	8	9
49	Haryana	Dr Ranbir Singh	9	8	9	7	8	8	9	9

Field Visit Evaluation of the participants: -

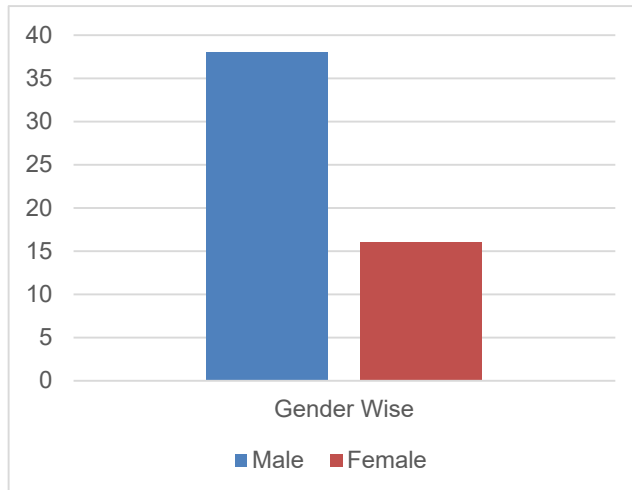
EVALUATION OF FIELD VISIT-‘EAT’ 21 BATCH (25 th -30 th JULY)						
Group No.	Under-standing of NQAS	Technical Knowledge	Assessment Methodology	Team Coordination and Management	Comple-tion of Presenta-tion	Score out of 50
Group-1	10	10	10	10	9	49
Group-2	8	7	7	8	9	39
Group-3	8	8	8	7	9	40
Group-4	8	8	8	7	9	40
Group-5	6	5	7	7	6	31
Group-6	7	7	8	5	5	32
Group-7	8	8	9	9	9	43
Group-8	8	7	8	9	8	40
Group-9	8	7	7	6	7	35
Group-10	7	8	7	6	6	34
Group-11	7	7	7	5	5	31
Group-12	8	9	8	7	8	40

Gender Wise List of the participants: -

S.NO	STATE	NAME OF PARTICIPANT	GENDER
1	Delhi	Dr Bindiya Jain	Female
2	Delhi	Dr Nidhi Yadav	Female
3	Delhi	Dr Nirupam Madaan	Female
4	Delhi	Dr Ruby Sahney	Female
5	Delhi	Dr Suruchi Sinha	Female
6	Delhi	Dr Renuka Taneja	Female
7	Delhi	Dr Seema Aggarwal	Female
8	Uttar Pradesh	Dr Mithilesh Chaturvedi	Female
9	Uttar Pradesh	Dr Shalini Tripathi	Female
10	Kerala	Soumya.TR	Female
11	Kerala	Muthulakshmy K S	Female
12	Kerala	Ms Bhadra CP	Female
13	West Bengal	Dr Somajita Chakraborty	Female
14	Haryana	Ms Anamika Kispotta	Female

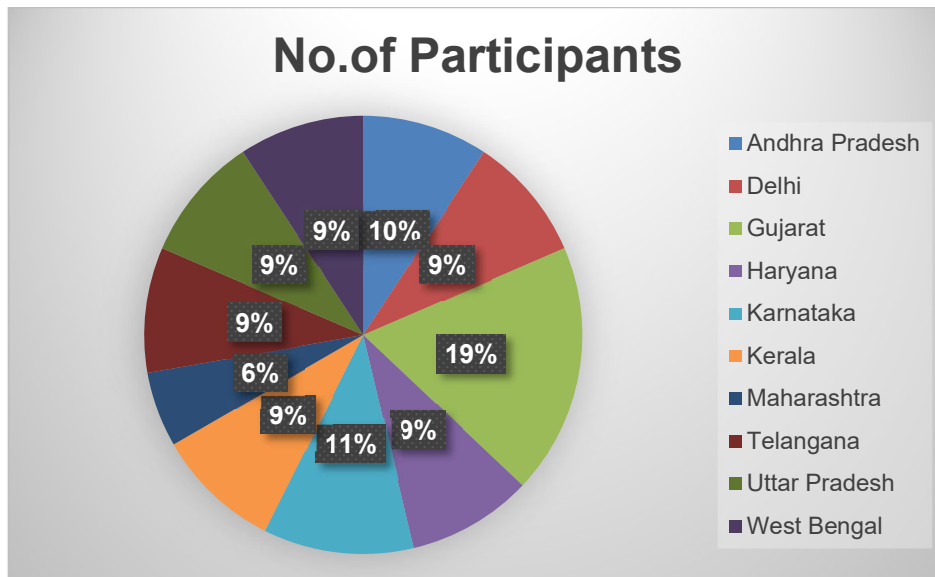
S.NO	STATE	NAME OF PARTICIPANT	GENDER
1	Delhi	Dr Arvind Prakash Srivastava	Male
2	Delhi	Dr Ravinder Kumar Saran	Male
3	Delhi	Dr Arun Kumar Rastogi	Male
4	Jharkhand	Dr Sushant Kumar Agarwal	Male
5	Punjab	Dr Gurinder Bir Singh	Male
6	Rajasthan	Dr Prem Kumar Bajaj	Male
7	Rajasthan	Dr Mahesh Sachdeva	Male
8	Rajasthan	Dr Anil Nair	Male
9	Rajasthan	Dr Mustak Khan Kayamkhani	Male
10	Rajasthan	Dr Pawan Kumar	Male
11	Gujarat	Dr Kaushal N Patel	Male
12	Gujarat	Dr Hemsingh Rathore	Male
13	Gujarat	Dr Dharmesh V Parikh	Male
14	Gujarat	Dr Umesh H Zaveri	Male
15	Gujarat	Dr Bhavin K Vigadiya	Male
16	Haryana	Dr Manoj Kumar	Male
17	Haryana	Dr Ranbir Singh	Male

18	Kerala	Mr Jojin George	Male
19	Odisha	Dr D. Brajaraj	Male
20	Odisha	Dr Samir Ranjan Mohapatra	Male
21	Odisha	Dr Sudeep Dutta	Male
22	Odisha	Dr Deepak Kumar Nayak	Male
23	West Bengal	Dr Supriya Chaudhuri	Male
24	West Bengal	Dr Amitava Saha	Male
25	West Bengal	Dr Partha Pratim Guha	Male
26	Uttar Pradesh	Dr K K Dhawan	Male
27	Uttar Pradesh	Mr Aash Mohammad	Male
28	Maharashtra	Dr Bharat Ishwar Masal	Male
29	Maharashtra	Dr Ravindra Gopal Chaudhari	Male
30	Maharashtra	Dr Aniruddha Deshpande	Male
31	Maharashtra	Dr Rahul Manohar Kannamwar	Male
33	Madhya Pradesh	Dr Sandeep Sharma	Male
34	Madhya Pradesh	Mr Somnath Chattopadyay	Male
35	Madhya Pradesh	Mr Vishal Jaiswal	Male



Geographical Distribution of the participants: -

Geographical Distribution of Participants		
Sl.No	Name of the State	No. of Participants
1	Gujarat	5
2	Haryana	2
3	Kerala	4
4	Madhya Pradesh	3
5	Maharashtra	4
6	Odisha	4
7	Rajasthan	4
8	Uttar Pradesh	4
9	West Bengal	4
Grand Total		34



Annexure 1: TRAINING AGENDA

Day1- Monday, 25 th July 2022		
Time	Topic	Resource Person
INAUGURATION SESSION		
08:30 AM-09:00AM	Registration	Ms. Divyanshu/Dr Aman Sharma/Dr Gaurav Pandey/ Ms. Sowjanya
09:00AM-09:30AM	Pre-training Evaluation	QPS Team
09:30AM-09:45AM	Welcome Address & Introduction to training	Dr J N Srivastava, Advisor-QPS
09:45AM-09:55 AM	Address by Guest of Honour	Maj Gen (Prof) Atul Kotwal, SM, VSM, ED-NHSRC
09:55AM-10:30AM	Introduction by Participants	
10:30AM-10:40AM	Vote of Thanks	Dr. Deepika Gaur Consultant CU
10:40AM-11:00AM	Group Photography followed by tea break	
11:00AM- 12:00PM	Quality in Public Health System: An Overview	Dr. J N Srivastava, Advisor-QPS
12: 00AM -1:30 PM	An introduction to National Quality Assurance Standards including intent of the Area of Concerns	Dr. Deepika Sharma, Lead Consultant QPS
01:30PM-02:15PM	Lunch	
2:15PM- 3:30 PM	Measurement System under National Quality Assurance Standards	Ms. Vinny Arora Sr Consultant -CU
03:30PM-03:45PM	Brief about exercises	Dr. Deepika Sharma, Lead Consultant QPS
03:45PM-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, 26 th July 2022		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr. Neeraj Gautam, Consultant CU
09:15AM-10:00AM	Service Provision under NQAS Framework	Dr. Naveen Kumar, Consultant QPS
10:00AM - 11:00AM	Patients' Rights under NQAS Framework	Dr. Abhay Kumar, Consultant CU
11:00AM-11:15AM	Tea Break	
11:15AM-12:15 PM	Inputs under NQAS Framework	Dr. Alisha Dub, Consultant CU
12:15PM -01:15PM	Support Services under NQAS Framework	Dr. Chinmayee Swain
01:15PM -02:00PM	Lunch	
02:00PM- 03:30PM	Clinical Services under NQAS (General Clinical Services)	Dr. Arpita Agarwal, Consultant QPS
03:30PM- 04:00PM	Exercise on Area of Concern (A) & its Discussion	Moderator 1-6
04:00PM-04:15PM	Tea Break	
04:15PM- 04:45PM	Exercise on Area of Concern (B) & its Discussion	Moderator 1-6
04:45PM-05:30PM	Exercise on Area of Concern (C&D) & its Discussion	Moderator 1-6

Day 3, Wednesday -27 th July2022		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr. Chinmayee Swain Sr Consultant -QPS
09:15AM-11:00 AM	Quality Management System Area of Concern G (G1-G7)	Dr. Arpita Agarwal, Consultant QPS
11:00AM-11:15AM	Tea Break	
11:15AM-12:15PM	Key Interventions at HWC-SCs	Dr. (Flt Lt) M.A. Balasubramanya Advisor CP/CPHC
12:15PM-01:15PM	Assessment of National Health Programs under the NQAS	Dr. Utsuk Dutta Consultant NIHFWS
1:15PM-02:00PM	Lunch	
02:00PM-02:30PM	IT initiative under NQAS	Mr. Gulam Rafey Consultant CU
02:30PM-03:15PM	Assessment Of Protocol & Certification Criteria	Dr. Abhay Kumar, Consultant CU
03:15PM-3:45PM	Key Components of Report Writing	Mr. Gulam Rafey, Consultant CU
03:45PM-04:00PM	Tea Break	
04:00PM-05:00PM	Ethical Issues in Assessment Process	Ms. Vinny Arora Sr Consultant -CU
05:00PM- 05:30PM	Role Play	QPS Team
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. Arpita Agarwal, Consultant QPS
09:15AM-10:30AM	Area of Concern G(G8-G10)	Dr. Arpita Agarwal, Consultant QPS
10:30AM-11:15AM	Clinical Services Under NQAS (Specific & RMNCH Clinical Services)	Dr. J N Srivastava, Advisor-QPS
11:15AM-11:30AM	Tea Break	
11:30AM -12:30PM	NQAS Assessment of Family Planning Services	Dr. Divya Valecha, Asstt. Commissioner, FP Division, MoHFW
12:30PM-01:15PM	Outcome Indicators including exercise	Dr. Arpita Agarwal, Consultant QPS
01:15PM-02:00PM	Lunch	
02:00PM-03:00PM	Infection Prevention under NQAS	Dr. Neeraj Gautam, Consultant CU
03:00PM-04:00PM	Exercise on Area of Concern E Primary Care Service & Discussion	Moderator 1-6
04:00PM-04:15PM	Tea Break	
04:15PM-05:00PM	Exercise on Area of Concern E (Secondary Care Service & Discussion)	Moderator 1-6
05:00PM-5:30PM	Briefing about the field visit & Group work	Dr. Neeraj Gautam, Consultant CU

Day 5, Friday-29 th July 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-30 th July2022		
Time	Topic	Resource Person
09:00AM-10:00AM	Revision of National Quality Assurance Standards	Ms. Vinny Arora Sr Consultant -CU
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 onward	Lunch	

Annexure II: NAME OF PARTICIPANTS

Sr. No.	State	Name	Email Id	Mobile number
1	Haryana	Dr Manoj Kumar	drmanojisaini01@gmail.com	8950152927
2	Haryana	Dr Ranbir Singh	drsbhullar@gmail.com	9872661346
3	MP	Dr Sandeep Sharma	drsandeep83@gmail.com	8923061983
4	MP	Mr Somnath Chattopadhyay	somnath.chattopadhyay@gmail.com	8250432649
5	MP	Mr Vishal Jaiswal	drvishaljaiswal1@gmail.com	9827327386
6	UP	Dr K K Dhawan	krishankdhawan@gmail.com	9140242510
7	UP	Mr Aash Mohammad	aashmohamad@gmail.com	7903022920
8	UP	Dr Shalini Tripathi	ssinghtrpathi@gmail.com	9415058916
9	UP	Dr Ankush Shukla	drankushshukla@yahoo.com	7754889994
10	Rajasthan	Dr Mahesh Sachdeva	drhmsachdeva@gmail.com	9414467776/7976827662
11	Rajasthan	Dr Anil Nair	CDdevi123@gmail.com	8890494291
12	Rajasthan	Dr Mustak Khan Kayamkhani	khanmustak101@gmail.com	9649878333
13	Rajasthan	Dr Pawan Kumar	drpawankumarsagu@gmail.com	9672949149
14	Gujarat	Dr Kaushal N Patel	quamo.health.aravali2@gmail.com	9726256555
15	Gujarat	Dr Hemsingh Rathore	dvp5580@gmail.com	9909042246
16	Gujarat	Dr Dharmesh V Parikh	hsrathore1980@gmail.com	9427045391
17	Gujarat	Dr Umesh H Zaveri	umeshzaveri2812@gmail.com	6351989436
18	Gujarat	Dr Bhavin K Vigadiya	drkvagadia811@gmail.com	9727779716, 9978917142
19	Odisha	Dr. D. Brajaraj	drbrajaraj1@gmail.com	9861289455, 9439999771
20	Odisha	Dr Samir Ranjan Mohapatra	drsameranjan26@gmail.com	9437344445/7978297881 /9439995514
21	Odisha	Dr Sudeep Dutta	drsudeepdutta@gmail.com	9439423500/ 9439987163
22	Odisha	Dr Deepak Kumar Nayak	dr.deepak432@gmail.com	9437123185
23	Maharashtra	Dr Bharat Ishwar Masal	bharat.masal@gmail.com	8308117777
24	Maharashtra	Dr. Ravindra Gopal Chaudhari	dravindrachaudhari22@gmail.com	9403505910
25	Maharashtra	Dr. Aniruddha Deshpande	draniruddhafw@gmail.com	8275597423/7875604234
26	Maharashtra	Dr Rahul Manohar Kannamwar	Rmk5522@gmail.com	9822949922
27	Kerala	Mr Jojin George	jojinaxon@gmail.com	8589001080/9061149119,
28	Kerala	Ms Soumya.TR	dqaokkd@gmail.com	9946105765
29	Kerala	Ms Muthulakshmy K S	lakshmy333@gmail.com	9447055449
30	Kerala	Ms Bhadra CP	bhadrapc@gmail.com	7293759611/9946000438
31	West Bengal	Somajita Chakraborty	somajitac@gmail.com	9831038988
32	West Bengal	Dr. Amitava Saha	sahaamitava01@gmail.com	9732009528/ 8900251562
33	West Bengal	Dr Pratim Partha Guha	drpratim77@gmail.com	9038174243
34	West Bengal	Dr. Supriya Chaudhuri	drsupriyachaudhuri@gmail.com	9432882620
35	Delhi	Dr Bindiya Jain	drbindiya@gmail.com	8872061507
36	Delhi	Dr Arvind Prakash Srivastava	dr_arvindsrivastava@yahoo.co.in	7905333612
37	Delhi	Dr Nidhi Yadav	nidhiyadav5@gmail.com	9717322240
38	Jharkhand	Dr Sushant Kumar Agarwal	Sushant.Kumargrawal@jhpigo.org	9910004638
39	Punjab	Dr Gurinder Bir Singh	guri_bs4@yahoo.com	9855105496/9815195496

40	Delhi	Dr Nirupam Madaan	office.nirupam@gmail.com	9868397035
41	UP	Dr Mithilesh Chaturvedi	drmithileshchaturvedi@gmail.com	9415362556
42	Delhi	Dr Ruby Sahney	ruby.sahney@sgrh.com hostleno4@yahoo.com	9582420959
43	Delhi	Dr Ravinder Kumar Saran	ravindraksaran@hotmail.com	9718599074/9868613883
44	Delhi	Dr Suruchi Sinha	suruchileo13@gmail.com	9818930792
45	Delhi	Dr Renuka Taneja	renukataneja@gmail.com	8800365656
46	Punjab	Dr Seema Aggarwal	drseema205@gmail.com	9501022020
47	Gujarat	Dr Arun Kumar Rastogi	rastogiarun66@gmail.com	8875020364
48	Rajasthan	Dr Prem Kumar Bajaj	pkbajajdr1@gmail.com pkbajajdr@yahoo.com	94144 79270
49	Haryana	Ms Anamika Kispotta	anamika.kispotta2022@gmail.com	7015100079

Annexure III : NAME OF PARTICIPANTS FOR RE-EXAMINATION

S.NO	STATE	NAME OF PARTICIPANT	GENDER
1	MP	Dr Mamta Jinwal	Female
2	Haryana	Dr Shilpa Manchanda	Female
3	Tripura	Dr Debjyoti Bhattacharya	Male

Annexure IV : LIST OF QUALIFIED PARTICIPANTS

Sr. No.	State	Name
1	Haryana	Dr Manoj Kumar
2	Haryana	Dr Ranbir Singh
3	MP	Dr Sandeep Sharma
4	MP	Mr Somnath Chattopadhyay
5	MP	Mr Vishal Jaiswal
6	UP	Dr K K Dhawan
7	UP	Mr Aash Mohammad
8	UP	Dr Shalini Tripathi
9	Rajasthan	Dr Mahesh Sachdeva
10	Rajasthan	Dr Anil Nair
11	Rajasthan	Dr Mustak Khan Kayamkhani
12	Rajasthan	Dr Pawan Kumar
13	Gujarat	Dr Hemsingh Rathore
14	Gujarat	Dr Bhavin K Vigadiya
15	Odisha	Dr. D. Brajaraj
16	Odisha	Dr Sudeep Dutta
17	Odisha	Dr Deepak Kumar Nayak
18	Maharashtra	Dr Bharat Ishwar Masal
19	Maharashtra	Dr. Aniruddha Deshpande
20	Kerala	Ms Soumya.TR
21	Kerala	Ms Bhadra CP
22	West Bengal	Dr. Amitava Saha
23	West Bengal	Dr Pratim Partha Guha
24	West Bengal	Dr. Supriya Chaudhuri
25	Delhi	Dr Bindiya Jain
26	Delhi	Dr Arvind Prakash Srivastava
27	Delhi	Dr Nidhi Yadav
28	Jharkhand	Dr Sushant Kumar Agarwal
29	Punjab	Dr Gurinder Bir Singh
30	Delhi	Dr Nirupam Madaan
31	UP	Dr Mithilesh Chaturvedi
32	Delhi	Dr Ruby Sahney
33	Delhi	Dr Ravinder Kumar Saran
34	Delhi	Dr Suruchi Sinha
35	Punjab	Dr Seema Aggarwal
36	Gujarat	Dr Arun Kumar Rastogi
37	Haryana	Ms Anamika Kispotta
38	MP	Dr Mamta Jinwal
39	Haryana	Dr Shilpa Manchanda
40	Tripura	Dr Debjyoti Bhattacharya