



## **24<sup>th</sup> Batch Of External Assessors' Training On National Quality Assurance Standards**

Organized by

**National Health Systems Resource Centre, New Delhi**

**Date: 13<sup>th</sup>-18<sup>th</sup> February 2023**



## **REPORT ON 24<sup>th</sup> NQAS EXTERNAL ASSESSORS TRAINING**

**13<sup>th</sup> to 18<sup>th</sup> of February 2023**

***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 **13<sup>th</sup> February to 18<sup>th</sup> February 2023**. 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 52 participants attended the training (List is attached as Annexure B) out of which 43 were nominated by State Government and other 9 were non-Government participants. Training was participatory in nature. All the participants were divided in eight 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 eleven teams and all the participants visited two district hospitals and three UPHCs of Delhi State. Lastly, on day 6<sup>th</sup> 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 59 participants appeared in post training evaluation exam (7 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 pre-defined standards.

## **PREPARATION**

The QPS division of NHSRC prepared the course curriculum. A field visit was also organized in two (02) District Hospitals and three (03) UPHCs 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:**

<b>Team</b>	<b>District</b>	<b>Name of Health Facility</b>	<b>Address</b>
1 to 4	East Delhi	Lal Bahadur Shastri Hospital	Kichripur, Delhi-110091
5 to 8	North-West Delhi	Maharishi Valmiki Hospital	Ground floor, Pooth Khurd, Delhi - 110039
9	New Delhi	Polyclinic Basant Gaon	Near Community Centre, Basant Gaon, Delhi- 110057
10	Shahdara	DGD Karkardooma	DGD Karkardooma village opposite Saini enclave, Delhi- 110092
11	North-East	SPUHC Brahmpuri	X-block, Gali no.10, Near Moni baba Mandir, Brahmpuri, 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

The workshop was held at NHSRC Theatre, First Floor, National Health Systems Resource Centre, New Delhi from 13<sup>th</sup> to 18<sup>th</sup> February 2023

### **METHODOLOGY**

A mix of methods were used for the 24<sup>th</sup> 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 52 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- 13th<sup>th</sup> February 2023**

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

The First Session of the Day 1 was on the “**Overview of 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.



#### **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 eight groups for the exercises.

Exercises were monitored by eight 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- 14<sup>th</sup> February 2023**

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

#### **Session 1 : - Service Provision under NOAS Framework**

The first session of Day 2 was taken by Dr. Arpita Agrawal. 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 as per the scope of facilities.



#### **Session 2 : - Patients' Rights under NOAS Framework**

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

- 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. Anna-poorna K N. 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**

Mr. Ranjith Menon took this session and started the presentation by explaining why support services are important under NQAS framework. He explained that support services are the backbone of hospital operations which are usually most neglected area in public hospitals. He 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.

He gave the brief description of all the 12 standards under support services and gave glance of comparison of standards as per level of facility. He 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 : - 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 participants in the groups.

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- 15<sup>th</sup> February 2023

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

### **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. 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: - Clinical Services under NOAS (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 & reassessment, Continuity of care and referral till the Discharge of patient.



### **Session 3: -Outcome Indicator Including Exercise**

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



#### **Session 4 & 5 : -Clinical services under NQAS ( RMNCHA clinical services)**

The session was delivered by Dr. Rohini Kumar. She talked about the Standard E17 to E22, She focused on Maternal and Child Health Services including Intranatal, Antenatal and Post-natal Care, Care of newborn, infant and child, Abortion and family planning and Adolescent Reproductive and Sexual health Services.



#### **Session 6 : -Specific Clinical services under NQAS**

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.



#### **Session 7 : 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 exercise sheet.



## DAY 4- 16<sup>th</sup> February 2023

The 4<sup>th</sup> day training started with recap of the last day sessions by Dr. Chinmayee Swain

### **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 talked about the clinical governance framework to improve the quality and safety of clinical care processes in the facilities.



### **Session 2 : - 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 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: - 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 5 : -Key Interventions at HWC-SCs**

To give clear picture on key interventions at Health & Wellness Centers-SCs, Dr. Atul Raiker 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 6: Key components of Report writing with exercises.**

Mr. Gulam Rafey 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: IT initiative under NQAS platform**

This session was taken up by Ms Priyanka. She oriented the participants about the SaQsham portal and its use for NQAS assessment process. Mr Anand Yadav explained about usage of the Gunak app, which can be used during an assessment of NQAS by the participants.



### **Session 8: Briefing about the field visit & Group work**

Dr. Naveen Kumar briefed the participants about the field visit and gave the instructions for the field visit. He briefed the participants about the DH and UPHCs selected for the field visit and divided the participants into eleven teams. Each team had team coordinator from QPS Division, NHSRC 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. Naveen also emphasized on the rules to be followed during the field visit & group work.



## **Session 9:- Role Play**

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



## **DAY 5 - 17<sup>th</sup> February 2023 Field Visit: -**

On 5<sup>th</sup> 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 Team (01- 04): Lal Bahadur Shastri Hospital, New Delhi**

ID no.	Team	Name of Participant	Name of the Health Facility	Facilitator's Name
B-10	Team 9	Md Mainuddin SK	Polyclinic Basant Gaon (UPHC-01)	Dr Abhay Dahiya
D-44	Team 9	Dr Shama Parveen (PT)		
E-29	Team 9	Dr Roshan Gupta		
G-15	Team 9	Dr.Sanjit Anand		
B-18	Team 10	Dr Rajesh Kumar Patel	DGD Karkar-dooma(UPHC-02)	Mr Gulam Rafey & Ms. Tripti
D-4	Team 10	Dr. Umar Nazir		
E -37	Team 10	Dr Sushama P S		
G-23	Team 10	Dr. Ginu G Thomas		
B-26	Team 11	Dr Mary Jyothi Wilson	SPUHC Brahmipuri(UPHC-03)	Mr. Ranjith Menon & Ms Sowjanya
D-12	Team 11	Dr. Niman Rashi Toppo		
C-51	Team 11	Dr Mohd Abbas		
G-31	Team 11	Dr Ajay Sharma		

**DH 2 Team (05 - 08): Maharishi Valmiki Hospital, New Delhi**

ID no.	Team	Name of Participant	Name of the Health Facility	Facilitator's Name
B-10	Team 9	Md Mainuddin SK	Polyclinic Basant Gaon (UPHC-01)	Dr Abhay Dahiya
D-44	Team 9	Dr Shama Parveen (PT)		
E-29	Team 9	Dr Roshan Gupta		
G-15	Team 9	Dr.Sanjit Anand		
B-18	Team 10	Dr Rajesh Kumar Patel	DGD Karkar-dooma(UPHC-02)	Mr Gulam Rafey & Ms. Tripti
D-4	Team 10	Dr. Umar Nazir		
E -37	Team 10	Dr Sushama P S		
G-23	Team 10	Dr. Ginu G Thomas		
B-26	Team 11	Dr Mary Jyothi Wilson	SPUHC Brahmpuri(UPHC-03)	Mr. Ranjith Menon & Ms Sowjanya
D-12	Team 11	Dr. Niman Rashi Toppo		
C-51	Team 11	Dr Mohd Abbas		
G-31	Team 11	Dr Ajay Sharma		

**UPHC-01, 02 & 03 Team (09, 10 & 11)**

ID no.	Team	Name of Participant	Name of the Health Facility	Facilitator's Name
B-10	Team 9	Md Mainuddin SK	Polyclinic Basant Gaon (UPHC-01)	Dr Abhay Dahiya
D-44	Team 9	Dr Shama Parveen (PT)		



E-29	Team 9	Dr Roshan Gupta		
G-15	Team 9	Dr.Sanjit Anand		
B-18	Team 10	Dr Rajesh Kumar Patel	DGD Karkar- dooa(UPHC-02)	Mr Gulam Rafey & Ms. Tripti
D-4	Team 10	Dr. Umar Nazir		
E -37	Team 10	Dr Sushama P S		
G-23	Team 10	Dr. Ginu G Thomas		
B-26	Team 11	Dr Mary Jyothi Wilson		
D-12	Team 11	Dr. Niman Rashi Toppo	SPUHC Brahmpuri(UPHC- 03)	Mr. Ranjith Menon & Ms Sowjanya
C-51	Team 11	Dr Mohd Abbas		
G-31	Team 11	Dr Ajay Sharma		

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 those were provided to them. The presentations were delivered in a common format, which briefly described the findings of the field visit.

### DAY 6- 18<sup>th</sup> February 2023

#### Recap & Revision of National Quality Assurance Standards

Dr Deepika Sharma 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 6<sup>th</sup> 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	4.63
Day -2	4.31
Day -3	4.56
Day -4	4.41
Day -5	4.5
Day-6	4.46
<b>Avg.</b>	<b>4.47</b>

**Faculty wise feedback Analysis:-**

Dr. J.N Srivastava	4.54
Dr. Deepika Sharma	4.70
Ms. Vinny Arora	4.61
Dr. Chinmayee Swain	4.57
Dr. Neeraj Gautam	4.35
Dr. Arpita Agrawal	4.39
Mr. Anand Yadav	4.37
Mr. Gulam Rafey	4.21

Dr. Abhay Dahiya	4.47
Dr. Annapoorna K N	4.12
Mr. Ranjith Menon	4.41
<b>External Faculty feedback</b>	
Dr. Utsuk Dutta	4.58
Dr. Rohini Kumar	4.53
Dr. Atul Raiker	4.34

### **Hotel IBIS feedback Analysis:-**

Check-in process	3.91
Wi-Fi Connectivity	4.20
Room Amenities	3.89
Food and Snacks	3.93
<b>Overall Rating</b>	<b>3.98</b>

S.No.	Most Liked Sessions	Trainer
1.	Revision of NQAS	Dr Deepika Sharma
2.	Quality Management system-Area of Concern G(G1-G7)	Dr Deepika Sharma
3.	AoC E- Specific Clinical Services	Dr Rohini Kumar

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	Training on report writing should be provided to qualified assessors of EAT
2	Training can be made more interactive by involving participants
3	Explanation with good audio visual examples
4	Take feedback of participants in Google Form format

5	Video assisted training, more pictures in presentation with proper font size
6	Lectures should be in english language with limited use of hindi with more practice examples

## 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	Jammu & Kashmir	Dr Shafi Koka	8	9	9	9	9.5	8.5	8.5	8.7
2	Jharkhand	Anju Gope Pradhan	9	10	9	9	9.5	8.5	8.5	8.7
3	Kerala	Dr Nikhilesh Menon R	9	10	8.5	8.5	9	8	8.5	8.7
4	DNH & DD	Dr Virendrasinh Solanki	9	9	8	8	8.5	8	8.5	8.7
5	Jammu & Kashmir	Dr Sanjay Sharma	9	9	8.5	8.5	9	8	8.5	8.7
6	Himachal Pradesh	Dr Alisha Dub	10	9	9	9	9.5	8.5	8.5	8.7
7	West Bengal	Dr (Col) Soumen Basu	9	9	8.5	8.5	9	8	8.5	8.7
8	Jammu & Kashmir	Dr Qazi Haroon	9	9.5	8	9	9	9	9.5	9.5
9	Jharkhand	Md Mainuddin SK	9	9.5	8	9	9	9	9.5	9.5



S. No	State	Name of Participants	Exercise-1	Exercise-2	Exercise-3	Exercise-4	Exercise-5	Exercise-6	Exercise-7	Exercise-8
10	Chhattisgarh	Dr Rajesh Kumar Patel	9.5	9	9	9	9	9	9.5	9.5
11	Kerala	Dr Mary Jyothi Wilson	9	9.5	8	8	9	9	9.5	9.5
12	Jammu & Kashmir	Dr Meenakshi Verma	9	9.5	8	9	9	9	9.5	9.5
13	Bihar	Dr. Anand Sharma	9.5	9	9	8	9	8	9.5	9.5
14	Jammu & Kashmir	Dr. Rouf Hussain Rather	8	8	9.5	9.5	9.5	9	9	9
15	Jharkhand	Dr.Manju Das	8	8	9	9.5	9.5	8.5	8.5	9
16	Kerala	Dr Bejoy C P	9	9	9.5	9.5	9	9.5	9.5	9.5
17	Bihar	Dr. Arun Kumar	8	9	9	9.5	9	8.5	9	9

18	Jharkhand	Md. Shahnawaz	9	9	9.5	9	9	9	9	9.5
19	Uttarakhand	Dr Abhay Kumar	9	9	9.5	9.5	9	9.5	9.5	9.5
20	Ladakh	Dr Mohd Abbas	9	8	9.5	9	9.5	9.5	8	9.5
21	Jammu & Kashmir	Dr. Umar Nazir	9	10	8	9	8	8	8.5	9
22	Jharkhand	Dr. Niman Rashi Toppo	9	10	8	8	8	8	8.5	9
23	Kerala	Dr Afzal CK	9	10	9	8	9	8	8	8.5
24	Bihar	Dr. Arbind Kumar Singh	8	9	8	8	8	8	7.5	7.5
25	Jharkhand	Atindra Updhayay	9	9	9	9	9	9	7.5	7.5
26	Haryana	Dr.Shama Parveen (PT)	9	10	9	9	9	9	8.5	9
27	Ladakh	Dr Abdul Jalil	7	8	8	9	8	9	8.5	8.5
28	Jharkhand	Dr. Naresh Bhagat	6	6	7	8	9	7	7	7
29	Jammu & Kashmir	Dr. Krishanjeet Singh	9	9	8	8	9	8	7	8

30	Kerala	Dr.Vinoj K V	9	9	9	9	9	9	9	9
31	Chhattisgarh	Dr Roshan Gupta	9	9	9	9	9	9	8	9
32	Kerala	Dr Sushama P S	9	9	9	9	9	9	9	9
33	Uttar Pradesh	Mr Tarun Bhardwaj	9	9	9	9	9	9	9	9
34	Ladakh	Dr Chamba Laskit	9	9	9	9	9	9	9	9
35	Kerala	DR Manoj K A	8.5	8.5	7	8	8	7	8.5	9
36	Jammu & Kashmir	Dr. Parvesh Chalotra	8.5	8	8	9	10	8	9	9
37	Bihar	Ms Nilophor Begum	9.5	9	9	10	10	8	9	9
38	Jharkhand	Dr. Quadir Parvez	8	8.5	6	8	8	6	9	9
39	Karnataka	Dr Kanupriya Sharma	9.5	9.5	8	10	10	9	8.5	9
40	Kerala	Dr.Arun P V	9	9.5	7	9	8	6	8	9
41	Jammu & Kashmir	Dr Shahid Hussain	9.5	9.5	9	10	9	8.5	7	9

42	Jharkhand	Dr.Sanjit Anand	7	8	8	8	8	8.5	7	8
43	Kerala	Dr.Ginu G Thomas	9.5	9.5	8	9	8	8.5	9	10
44	DNH & DD	Dr Ajay Sharma	9.5	9.5	9	10	9	9	7	8
45	Chhattisgarh	Sandeep Chandrakar	9.5	9.5	8	9	9	9	8	8
46	Bihar	Ms Sudha M	9.5	9.5	9.5	9	9.5	9	9	10
47	Jammu & Kash- mir	Dr Om kumar Bhagat	8	8	9	9.5	9.5	9	8.5	8
48	Jharkhand	Rahul Kumar	7	8	9	9.5	9.5	9	8	8
49	Kerala	Dr Divya Sasi	7	9	9	9.5	9.5	9	8	8
50	DNH & DD	Dr Tapan Desai	9	9	9	9.5	9.5	9	8	9
51	Ladakh	Dr Syed Muntazir	9	10	9	9.5	9.5	9	8.5	9
52	Bihar	Dr Vikas Rameshwar Pan- dey	8	9	9	9.5	9.5	9	9	8.5

**Field Visit Evaluation of the participants: -**

<b>EVALUATION OF FIELD VISIT-'EAT' 24TH BATCH (13<sup>th</sup>-18<sup>th</sup> FEBRUARY )</b>						
<b>Team No.</b>	<b>Under-standing of NQAS</b>	<b>Technical Knowledge</b>	<b>Assessment Methodol-ogy</b>	<b>Team Coordination and Management</b>	<b>Comple-tion of Presenta-tion</b>	<b>Score out of 25</b>
Team-1	4	4	4	4.5	4	20.5
Team-2	5	5	4	3	2	19
Team-3	3	3.5	4	4	4	18.5
Team-4	4	4	5	4	3	20
Team-5	4	4.5	3.5	3.5	3.5	19
Team-6	4	5	4	4.5	4	21.5
Team-7	4	4	4	4.5	4.5	21
Team-8	4	4	4	5	3	20
Team-9	4	4.5	4.5	4.5	4.5	22
Team-10	4.5	4.5	4	3.75	3.5	20.25
Team-11	5	5	5	5	4.5	24.5

**Gender Wise List of the participants: -**

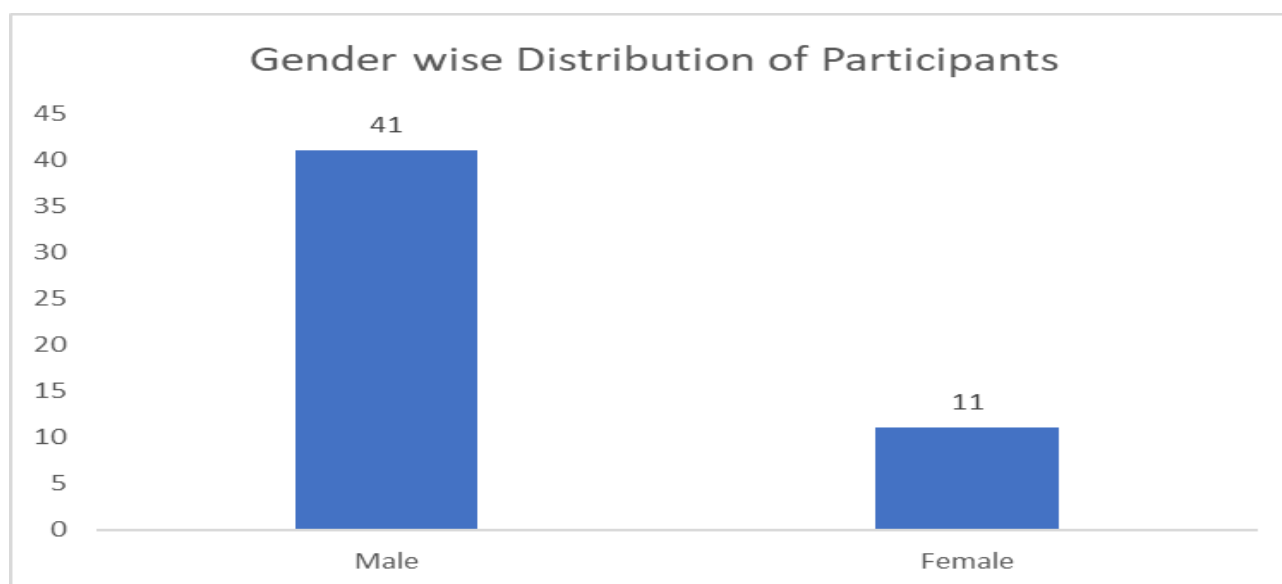
<b>S.NO</b>	<b>STATE</b>	<b>NAME OF PARTICIPANT</b>	<b>GENDER</b>
1	Jharkhand	Anju Gope Pradhan	Female
2	Himachal Pradesh	Dr Alisha Dub	Female
3	Kerala	Dr Mary Jyothi Wilson	Female
4	Jammu & Kashmir	Dr Meenakshi Verma	Female
5	Jharkhand	Dr.Manju Das	Female
6	Haryana	Dr.Shama Parveen (PT)	Female
7	Kerala	Dr Sushama P S	Female

8	Bihar	Ms Nilophor Begum	Female
9	Karnataka	Dr Kanupriya Sharma	Female
10	Bihar	Ms Sudha M	Female
11	Kerala	Dr Divya Sasi	Female

S.NO	STATE	NAME OF PARTICIPANT	GENDER
1	Jammu & Kashmir	Dr Shafi Koka	Male
2	Kerala	Dr Nikhilesh Menon R	Male
3	DNH & DD	Dr Virendrasinh Solanki	Male
4	Jammu & Kashmir	Dr Sanjay Sharma	Male
5	West Bengal	Dr (Col) Soumen Basu	Male
6	Jammu & Kashmir	Dr Qazi Haroon	Male
7	Jharkhand	Md Mainuddin SK	Male
8	Chhattisgarh	Dr Rajesh Kumar Patel	Male
9	Bihar	Dr. Anand Sharma	Male
10	Jammu & Kashmir	Dr. Rouf Hussain Rather	Male
11	Kerala	Dr Bejoy C P	Male
12	Bihar	Dr. Arun Kumar	Male
13	Jharkhand	Md. Shahnawaz	Male
14	Uttarakhand	Dr Abhay Kumar	Male
15	Ladakh	Dr Mohd Abbas	Male
16	Jammu & Kashmir	Dr. Umar Nazir	Male
17	Jharkhand	Dr. Niman Rashi Toppo	Male
18	Kerala	Dr Afzal CK	Male
19	Bihar	Dr. Arbind Kumar Singh	Male
20	Jharkhand	Atindra Updhayay	Male
21	Ladakh	Dr Abdul Jalil	Male
22	Jharkhand	Dr. Naresh Bhagat	Male
13	Jammu & Kashmir	Dr. Krishanjeet Singh	Male
24	Kerala	Dr.Vinoj K V	Male
25	Chhattisgarh	Dr Roshan Gupta	Male
26	Uttar Pradesh	Mr Tarun Bhardwaj	Male
27	Ladakh	Dr Chamba Laskit	Male
28	Kerala	DR Manoj K A	Male
29	Jammu & Kashmir	Dr. Parvesh Chalotra	Male
30	Jharkhand	Dr. Quadir Parvez	Male
31	Kerala	Dr.Arun P V	Male



32	Jammu & Kashmir	Dr Shahid Hussain	Male
33	Jharkhand	Dr.Sanjit Anand	Male
34	Kerala	Dr.Ginu G Thomas	Male
35	DNH & DD	Dr Ajay Sharma	Male
36	Chhattisgarh	Sandeep Chandrakar	Male
37	Jammu & Kashmir	Dr Om kumar Bhagat	Male
38	Jharkhand	Rahul Kumar	Male
39	DNH & DD	Dr Tapan Desai	Male
40	Ladakh	Dr Syed Muntazir	Male
41	Bihar	Dr Vikas Rameshwar Pandey	Male

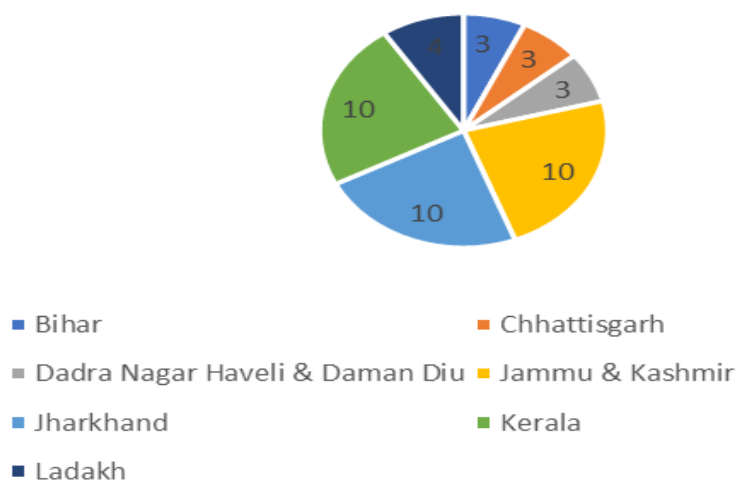


**Geographical Distribution of the participants: -**

Geographical Distribution of Participants		
Sl.No	Name of the State	No. of Participants
1	Bihar	3
2	Chhattisgarh	3
3	Dadra Nagar Haveli & Daman Diu	3
4	Jammu & Kashmir	10
5	Jharkhand	10
6	Kerala	10

7	Ladakh	4
Grand Total		43

Statewise Distribution of Participants



## Annexure 1: TRAINING AGENDA

### Agenda

**24<sup>th</sup> Batch of NQAS External Assessors' Training**

***for***

**National Quality Assurance Standards**

**13<sup>th</sup> – 18<sup>th</sup> February 2023**

**Venue: “Chintan Hall”, NHSRC, New Delhi**

Day1-13 <sup>th</sup> February2023		
Time	Topic	ResourcePerson
08:45AM-09:00AM	Registration	Mr Divyanshu/ Dr Pavitra/ Ms Sowjanya
09:00AM - 09:30AM	Pre-training Evaluation	QPS Team
<b>INAUGURAL SESSION</b>		
09:30AM - 09:40AM	Welcome Address	Dr J.N. Srivastava Advisor – QPS
09:40AM- 09:45AM	Lamp Lighting	
09:45AM-09:55AM	Address by Guest of Honour	Brig. Sanjay Baweja PAO-NHSRC
09:55AM-10:10AM	Address by Chief Guest	Dr (Prof) Atul Kotwal ED, NHSRC
10:10AM – 10:35AM	Introduction of Participants	
10:35AM-10:40AM	Vote of Thanks	Dr Deepika Sharma Lead Consultant - QPS
<b>10:40AM-11:10PM</b>	<b>Group Photograph followed by tea</b>	
11:10AM-12:00PM	Overview of Quality in Public Health System	Dr J.N. Srivastava Advisor – QPS
12:00 PM -01:15PM	Introduction to National Quality Assurance Standards	Dr Deepika Sharma Lead Consultant - QPS
<b>01:15PM-02:00PM</b>	<b>Lunch</b>	
02:00PM-03:00PM	Measurement Systems under National Quality Assurance Standards	Ms Vinny Arora Senior Consultant – QPS (CU)
03:00 PM-03:15PM	Brief about Exercises	Dr Deepika Sharma Lead Consultant - QPS
03:15 PM-4:30 PM	Exercise on Intent of Area of Concern	Moderators 1-8
<b>04:30PM-04:45PM</b>	<b>TeaBreak</b>	
04:45PM-05:30PM	Exercise on Measurement System	Moderators 1-8



Day2-14 <sup>th</sup> February 2023		
Time	Topic	ResourcePerson
09:00AM-09:15AM	Recap	Dr Deepika Sharma Lead Consultant - QPS
09:15AM-10:00AM	Area of Concern A - ServiceProvision Under NQAS	Dr. Arpita Agrawal Consultant - QPS
10:00AM-11:00AM	Area of Concern – B PatientRights Under NQAS	Dr. Abhay Dahiya Consultant – QPS
<b>11:00AM-11:15AM</b>	<b>TeaBreak</b>	
11:15AM-12:15PM	Area of Concern C– Inputs Under NQAS	Dr Annapoorna K N Consultant-QPS
12:15PM – 01:15PM	Area of Concern D – Support Services under NQAS	Mr Ranjith Menon Consultant-ADB
<b>01:15PM-02:00PM</b>	<b>Lunch</b>	
02:00PM-03:00PM	Exercise on Area of ConcernA & Its discussion	Moderators 1-8
03:00PM-04:00PM	Exercise on Area of Concern B	Moderators 1-8
<b>04:00PM-04:15PM</b>	<b>TeaBreak</b>	
04:15PM-04:45PM	Exercise on Area of Concern C	Moderators 1-8
04:45PM – 05:30PM	Exercise on Area of Concern D	Moderators 1-8

Day3- 15 <sup>th</sup> February 2023		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr Chinmayee Swain Senior Consultant- QPS
09:15 AM-10:30AM	Area of Concern G – Quality Management System -I	Dr. Deepika Sharma Lead Consultant - QPS
10:30AM-11:30AM	Area of Concern E: General Clinical Services	Dr. Arpita Agrawal Consultant - QPS
<b>11: 30 AM-11:45 AM</b>	<b>TeaBreak</b>	
11:45 AM-01:00 PM	Area of Concern F: Infection Prevention under NQAS	Dr Chinmayee Swain Sr Consultant -QPS
01:00 PM-02:00 PM	Area of Concern E: Specific Clinical Services -I*	Dr Rohini Kumar Public Health Expert, External Faculty
<b>02:00 PM-02:30PM</b>	<b>Lunch</b>	
02:30 PM-03:15 PM	Area of Concern E: Specific Clinical Services - II**	Dr Rohini Kumar Public Health Expert, External Faculty
03:15 PM – 04:00 PM	Area of Concern E: Specific Clinical Services - III ***	Dr J N Srivastava Advisor QPS
<b>04:00 PM-04:15 PM</b>	<b>TeaBreak</b>	
04:15PM – 05:30PM	Exercise on Area of Concern E Primary & Secondary Care Service	Moderators 1-8
*-Antenatal, Intranatal and Post-natal Care (Maternal Health Services) **- Newborn, child health, Family Planning and Adolescent Health ***- Intensive Care, A&E, Diagnostics, Blood bank, Anaesthesia, Surgical & End of life care		

Day 4 – 16 <sup>th</sup> February 2023		
Time	Topic	ResourcePerson
09:00AM-09:15AM	Recap	Dr Chinmayee Swain Senior Consultant-QPS
09:15AM-10:15AM	Area of Concern G: Quality Management System -II	Dr Deepika Sharma Lead Consultant - QPS
10:15AM-11:15AM	Area of Concern H: OutcomeIndicators under NQAS	Dr Neeraj Gautam Consultant-CU(QPS)
<b>11:15AM-11:30AM</b>	<b>TeaBreak</b>	
11:30AM-12:30PM	Overview of National Health Programs under NQAS (E23)	Dr Utsuk Dutta Consultant, NIHFW
12:30 PM – 1:30 PM	Key interventions at Health and Wellness Centers	Dr. M.A. Bal- asubramanya Advisor-CP-CHC
<b>01:30 PM-02:15PM</b>	<b>Lunch</b>	
02:15PM- 03:15 PM	Ethical issues in Assessment of Health Facilities	Ms Vinny Arora Senior Consultant-CU(QPS)
03:15 PM – 04:00PM	Key Components of Report Writing with exercise	Mr Gulam Rafey Consultant CU(QPS)
<b>04:00 PM – 04:15 PM</b>	<b>TeaBreak</b>	
04:15 PM- 05:00 PM	IT Initiative under NQAS	CDAC Team/Anand Jr Consultant - QPS
05: 00 PM-05:15PM	Briefing about the field visit &Groupwork	Dr Naveen Kumar Consultant- QPS
05:15PM – 05:30PM	Role Play	QPS Team

Day5 – 17 <sup>th</sup> February 2023		
Time	Topic	ResourcePerson
09:00AM-01:00PM	FieldVisit	QPSTeam
<b>01:00PM-02:00PM</b>	<b>Lunch</b>	
02:00PM-03:30PM	Scoring, Analysis and ReportWritingoftheFieldVisit	QPSTeam
03:30PM-04:15PM	Presentation & Discussionon Field Visit	QPSTeam
<b>04:15PM-04:30PM</b>	<b>TeaBreak</b>	
04:30PM-05:45PM	Presentation & Discussion on Field Visit	QPSTeam

Day6 – 18 <sup>th</sup> February 2023		
Time	Topic	ResourcePerson
09:00AM-10:00AM	Revision	Dr. Deepika Sharma Lead Consultant - QPS
<b>10:00AM-10:30AM</b>	<b>TeaBreak</b>	
10:30AM-01:00PM	Post Training Evaluation	
01:00PM-01:30PM	Valedictory/Feedback	
<b>01:30PMonwards</b>	<b>Lunch</b>	

## Annexure II : NAME OF PARTICIPANTS

Sr. No.	State	Name
1	Jammu & Kashmir	Dr Shafi Koka
2	Jharkhand	Anju Gope Pradhan
3	Kerala	Dr Nikhilesh Menon R
4	DNH & DD	Dr Virendrasinh Solanki
5	Jammu & Kashmir	Dr Sanjay Sharma
6	Himachal Pradesh	Dr Alisha Dub
7	West Bengal	Dr (Col) Soumen Basu
8	Jammu & Kashmir	Dr Qazi Haroon
9	Jharkhand	Md Mainuddin SK
10	Chhattisgarh	Dr Rajesh Kumar Patel
11	Kerala	Dr Mary Jyothi Wilson
12	Jammu & Kashmir	Dr Meenakshi Verma
13	Bihar	Dr. Anand Sharma
14	Jammu & Kashmir	Dr. Rouf Hussain Rather
15	Jharkhand	Dr.Manju Das
16	Kerala	Dr Bejoy C P
17	Bihar	Dr. Arun Kumar
18	Jharkhand	Md. Shahnawaz
19	Uttarakhand	Dr Abhay Kumar
20	Ladakh	Dr Mohd Abbas
21	Jammu & Kashmir	Dr. Umar Nazir
22	Jharkhand	Dr. Niman Rashi Toppo
23	Kerala	Dr Afzal CK
24	Bihar	Dr. Arbind Kumar Singh
25	Jharkhand	Atindra Updhayay
26	Haryana	Dr.Shama Parveen (PT)
27	Ladakh	Dr Abdul Jalil
28	Jharkhand	Dr. Naresh Bhagat
29	Jammu & Kashmir	Dr. Krishanjeet Singh
30	Kerala	Dr.Vinoj K V
31	Chhattisgarh	Dr Roshan Gupta
32	Kerala	Dr Sushama P S
33	Uttar Pradesh	Mr Tarun Bhardwaj
34	Ladakh	Dr Chamba Laskit
35	Kerala	DR Manoj K A
36	Jammu & Kashmir	Dr. Parvesh Chalotra
37	Bihar	Ms Nilophor Begum



38	Jharkhand	Dr. Quadir Parvez
39	Karnataka	Dr Kanupriya Sharma
40	Kerala	Dr.Arun P V
41	Jammu & Kashmir	Dr Shahid Hussain
42	Jharkhand	Dr.Sanjit Anand
43	Kerala	Dr.Ginu G Thomas
44	DNH & DD	Dr Ajay Sharma
45	Chhattisgarh	Sandeep Chandrakar
46	Bihar	Ms Sudha M
47	Jammu & Kashmir	Dr Om kumar Bhagat
48	Jharkhand	Rahul Kumar
49	Kerala	Dr Divya Sasi
50	DNH & DD	Dr Tapan Desai
51	Ladakh	Dr Syed Muntazir
52	Bihar	Dr Vikas Rameshwar Pandey

### Annexure III : NAME OF PARTICIPANTS FOR RE-EXAMINATION

#### Annexure III: Name of Participants for Re-Examination: -

S.NO	NAME OF PARTICIPANT	STATE/UT	GENDER
1	Abhishek Tiwari	Uttar Pradesh	Male
2	Jojin	Kerala	Male
3	Dharmesh	Gujarat	Male
4	Muthulaksmi	Kerala	Female
5	Jai Singh	Gujarat	Male
6	Rosh TV	Kerala	Male
7	Sanjay Singh	Delhi	Male

## Annexure IV: LIST OF QUALIFIED PARTICIPANTS

Sr. No.	State	Name
1	Himachal Pradesh	Dr Alisha Dub
2	Kerala	Dr.Ginu G Thomas
3	Kerala	Dr.Vinoj K V
4	Uttarakhand	Dr Abhay Kumar
5	Karnataka	Dr Kanupriya Sharma
6	Reappear	Rosh TV
7	Bihar	Dr Vikas Rameshwar Pandey
8	Kerala	Dr Bejoy C P
9	Kerala	Dr Sushama P S
10	Jammu & Kashmir	Dr Meenakshi Verma
11	Jharkhand	Md Mainuddin SK
12	Uttar Pradesh	Mr Tarun Bhardwaj
13	Kerala	Dr Mary Jyothi Wilson
14	Bihar	Ms Nilophor Begum
15	DNH & DD	Dr Ajay Sharma
16	Jammu & Kashmir	Dr. Parvesh Chalotra
17	Reappear	Abhishek Tiwari
18	Kerala	Dr Divya Sasi
19	Chhattisgarh	Sandeep Chandrakar
20	Kerala	Dr Afzal CK
21	Kerala	Dr.Arun P V
22	Jammu & Kashmir	Dr Om kumar Bhagat
23	Bihar	Ms Sudha M
24	Jharkhand	Rahul Kumar
25	Chhattisgarh	Dr Roshan Gupta
26	Haryana	Dr.Shama Parveen (PT)
27	Jharkhand	Anju Gope Pradhan
28	Jammu & Kashmir	Dr Sanjay Sharma
29	DNH & DD	Dr Tapan Desai
30	Ladakh	Dr Mohd Abbas
31	Reappear	Muthulaksmi
32	Reappear	Sanjay Singh
33	Jammu & Kashmir	Dr Shafi Koka
34	Jharkhand	Md. Shahnawaz
35	Jammu & Kashmir	Dr. Rouf Hussain Rather
36	Chhattisgarh	Dr Rajesh Kumar Patel
37	Kerala	DR Manoj K A
38	Reappear	Jojin



39	Jammu & Kashmir	Dr Shahid Hussain
40	Kerala	Dr Nikhilesh Menon R
41	West Bengal	Dr (Col) Soumen Basu
42	Ladakh	Dr Syed Muntazir