



## INTERNAL ASSESSORS TRAINING FOR THE IMPLEMENTATION OF NATIONAL QUALITY ASSURANCE STANDARDS

DATE: 18<sup>th</sup> – 19<sup>th</sup> March 2024

Venue: Training Centre, Dehradun



**National Health Systems Resource Centre  
Ministry of Health and Family Welfare, Govt. of India**

Two days “NQAS Internal Assessors Training” was conducted by the National Health System Resource Centre in collaboration with the state’s National Health Mission from 18<sup>th</sup> March 2024 to 19<sup>th</sup> March 2024.

The objective of the training was to train the nominated officials of the state for the implementation of the National Quality Assurance Standards, by mentoring the facility quality teams as per the action plan defined by the State. The training aimed to train the participants on listed topics including NQAS Quality Standards, Measurement system under NQAS, Gap Analysis and prioritization, Process mapping, Quality Tools, Patient Satisfaction Survey, Risk Management, QI Methodology and Quality documentation. Training also provided an overview of different programs under the National Quality Assurance Framework including Kayakalp.

Training also aided the participants with the tools, techniques, and support to health professionals to enable them to implement NQAS at healthcare facilities and thereby, take ownership of improving, sustaining and creating a culture of the quality of care.

The state had nominated 31 participants for the training including Medical Officers, Specialists, District Quality Consultant, Nursing In charges and Community Health Officers etc. Out of 31, 25 (80%) participants cleared the post-training evaluation exam.

A post-training evaluation was also taken during the training to evaluate the effectiveness of the training. Post-training evaluation was an open book exam with 42 multiple-choice questions, related to the quality improvement activities and the NQAS framework and standards. The participants on successfully clearing the post evaluation program will function as state resource for implementation of NQAS standards in different capacities.

All the participants submitted feedback on the training, which was taken on standardized feedback form and was analyzed on a 5-point Likert- scale. The overall rating of the training as per the analysis of the feedback from the participants was 4.3 in a 5-point Likert scale.

Topic	
<b>Key Concept of Quality &amp; Overview of NQAS</b>  <b>Dr Priyanshi</b>	<p>The topic covered key concepts of Quality, importance of Quality in healthcare, Evolution of the National Quality Assurance Standards &amp; their implementation framework, Various initiatives/schemes under the National Quality Assurance Program, rationale and context etc.</p>
<b>Measurement System and Assessment Protocols and Checklist</b>  <b>Dr Vineeta Dhankhar</b>	<p>It covered the concepts of Measurement system under the National Quality Assurance standards. Description of the 8 Areas of Concern, Standards, Measurable Elements, Checkpoints and Means of Verifications defined under the NQAS. It also included the scoring system with the discussion of the different assessment methods and departmental checklist at various level of the</p>
<b>Area of Concern (A &amp; B) Service Provision and Patient Rights</b>  <b>Dr Monica Rana</b>	<p>The topic covered an elaborative discussion about the first two areas of concern i.e. Service Provision (A) and Patient Rights (B). It included a brief of the availability of services in a public health facility as per the scope of the hospital and the importance of patient rights while availing the services in a hospital. The session was followed by an exercise to give a hands-on experience to the</p>
<b>Area of Concern -C Inputs</b>  <b>Dr Vineeta Dhankhar</b>	<p>It included the inputs required by a facility for the healthcare service delivery, which mainly covers the availability of adequate infrastructure, human resources, their training, competencies and the availability of essential drugs and consumables.</p>
<b>Area of Concern – D Support Services</b>  <b>Dr Monica Rana</b>	<p>Under the support services, detailed discussion on its 12 standards was undertaken which included the maintenance of equipment, calibration, inventory management, dietary services, laundry services, security services, community participation, financial management, contract management, legal &amp; statutory requirement etc.</p>

<b>Documentation requirements in NQAS</b>  <b>Dr. Apoorva Mahar</b>	<p>This session detailed about various documents requirements in the process of certification under NQAS. The process of development of documents and their usage was discussed in detail with the participants.</p>
<b>Area of Concern (E) General Clinical Services</b>  <b>Dr Vineeta Dhankhar</b>	<p>The session included the process from registration till discharge of the patients. It covered Standard E1 till E9. The process of registration, referral, safe medication, nursing care, medical records, discharge etc were discussed in detail. The related components of this service were also discussed as mentioned at the checkpoint level by the speaker.</p>
<b>Area of Concern (E) Special Clinical Services</b>  <b>Dr Monica Rana</b>	<p>The session included the importance of quality of clinical services with a discussion on the standards of special Clinical services which covered the aspects of like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank and the end-of- life care.</p>
<b>Area of Concern (G) Quality Management</b>  <b>Dr Vineeta Dhankhar</b>	<p>A long session on Area of Concern G, Quality Management System was taken. The speaker explained each and every Standard under AOC G in detail. Internal assessment, external assessment process, Gap analysis, Prioritization, Audit, Quality Tools and Risk Management were discussed in detail along with hand on exercises.</p>
<b>Area of Concern F Infection Control</b>  <b>Dr Monica Rana</b>	<p>The session covered a detailed discussion about infection control practices and the standards precautions to be taken into consideration. It included the discussion on the latest biomedical rules and the amendments with focus on the implementation and assessment of the infection control practices at public health care facilities. In addition, the key concepts of an Infection Control Audit were also briefed as requested by the participants.</p>



**Outcome Indicators & Key Performance Indicators**

**Dr Apoorva Mahar**

Session included the discussion on the KPIs and Outcome indicators under the NQAS along with their calculation, reporting and analysis at facility, district & state level.

**Overview of Kayakalp**

The session briefed on the Kayakalp incentive scheme and Kayakalp Tool briefly explained to all the participants.

***The training ended with Vote of Thanks and with a motivation to provide quality of services at all healthcare facilities in UT of Andaman Nicobar Islands***





**NQAS Internal Assessors Training  
Uttarakhand  
18<sup>th</sup> & 19<sup>th</sup> March 2024**

**Agenda**

Time	Topic/Activity	Resource Person
<b>Day 01 (18March' 2024)</b>		
08.45AM-09.10 AM	Registration	
09.10AM-09.20AM	Welcome Address of AMD ma'am, Director NHM Sir, NHSRC Team and participants	Dr. Mukesh Rai, State Team
09.20AM-09.30AM	Introduction	Dr Mukesh Rai, State Team
09.30AM -10.00AM	Key Concept of Quality & Overview of NQAS	Dr Priyanshi Srivastava, State Team
10.00 AM - 10.15 AM	<b>Group photograph &amp;Tea</b>	
10.15 AM - 12.00 PM	Measurement system and Assessment Protocols and Checklist OF NQAS	Dr Vineeta Dhankhar, NHSRC
12.00 PM – 01.00PM	Standards for Service Provision & Patient Rights	Dr Monica Rana, State Team
01.00 PM – 02.00PM	<b>Lunch</b>	
02.00 PM - 02.45 PM	Standards for Inputs	Dr Vineeta Dhankhar, NHSRC
02.45PM – 03.15 PM	Standards for Support Services	Dr Monica Rana, State Team
03.15PM – 03.45PM	Documentation requirements in the NQAS	Dr Apoorva Mahar, State Team
03.45PM-04.15PM	<b>Tea</b>	
04.15PM – 05.30 PM	Exercises	
<b>Day 02 (19 March 2024)</b>		
09.00 AM – 09.15 AM	Recap	State Team
09.15 AM -10.00 AM	Standards for General Clinical Services	Dr Vineeta Dhankhar, NHSRC
10.00AM– 10.15AM	<b>Tea</b>	

10.15 AM – 11.15 AM	Standards for Specific Clinical Services	Dr Monica Rana, State Team
11.15 AM - 1.00 PM	Standards for Quality Management	Dr Vineeta Dhankhar, NHSRC
1.00PM – 02.00PM	<b>Lunch</b>	
02.00 PM - 02.30 PM	Standards for Infection Control and Risk Management	Dr Monica Rana, State Team
02.30 PM - 03.00 PM	Standards for Outcome Indicators	Dr Apoorva Mahar, State Team
3:00 PM – 3:30 PM	Overview of Kayakalp	Dr Priyanshi Srivastava, State Team
03.30 PM – 04. 00 PM	<b>Tea</b>	
04.00PM – 05.15 PM	Post-Training Evaluation	Team QPS
05.15 PM – 05:30PM	Feedback & vote of thanks	Participants & Team QPS

# List of Participants

Attendance Sheet 2 days-NQAS Internal Assessor Training 2023-24 (18th, 19th March, 2024)							
S No.	Name of Participant	District	Designation	Email Id	Phone no.	Signature	
						18-Mar-24	
						Morning	Evening
①	ASHISH SAKSHI Dr Ashish Saxe	B. Bur	Pharmacist	saxashish@gmail.com	7579215778	pr	pr
②	Winau claudyay	Alwar	CHD	kiranikaclaudyay@gmail.com	7500538056	pr	pr
③	Dr. Anmol Gupta	Amroha	MO	anmol8709@gmail.com	7895766406	pr	pr
④	Anuradha Dr. Anuradha Hyndi	Mainitad	LMO	anuradha.hyndi@gmail.com	9760410112	pr	
⑤	Dr. Tanya Gang	Delhi	Fellow, NHRK	Tanyagang134@gmail.com	8860912234	pr	pr
⑥	Dr. Akosha	Dum	prc of	sgaurak2023@gmail.com	976055375	pr	pr
⑦	Dr. Pooja Singh	Dum	stede consultant	sgaurak2023@gmail.com	9140660029	pr	pr
⑧	Dr. Vineta Phokhar	Delhi	NHSRC	vineta.phokhar@nhsrindia.org	9717163005	pr	pr
⑨	Dr. Anil Chhetri	D. Bur	NLD	shakun12@gmail.com	8715532012	pr	pr
⑩	Shubham Chakraborty	Pithoragarh	DC GM	DC.shubham.pithoragarh@gmail.com	7594951855	pr	pr
⑪	Mr. Suresh Chakraborty	Changab	Nursing officer	Sureshchakraborty@gmail.com	8006584115	pr	pr
⑫	Dr. Hari Singh Negari	Nainital	CH.O.	Negari.hari43@gmail.com	7830201903	pr	pr
⑬	Nikesh Datta	State NIM office	DEO	nikesh520@gmail.com	8620652291	pr	pr





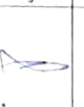























14	KUSUM LATA SUNDARIAL	Senior Nursing Officer	Distl - Tehri	Kusum Lata bharti 2020@gmail.com	9622082161	Kala	Kala
15	P.S. SRAO P.S. 4	TEHRI	MAEC INC PAPER	Tegdik. Jyoti 2003@gmail.com	9557624849		
16	RAHUL RAHAT	Pauzi Garhwal	<del>Dist. Quality</del> Dist. Quality Consultant	rahul7rud.200296@gmail.com	9634411533	Rohit	Rohit
17	Smriti Oslah	Pauzi Garhwal	Dist. Quality Consultant	dr.smitaandpauzi1@gmail.com	9760164085	Imp.	Imp.
18	Kavindra Singh Negi	Uttarakhand	C.H.O	mrs.kavindanegi@gmail.com	91205022651	Imp.	Imp.
19	Dr. Babbar Singh	S.M.C.	Dist U.S. Nagar	babbar1105@gmail.com	9807632590	Ks	Ks
20	Dr. VALLABH KASHYAP	MOIL	Dist. Chandi.	dr.v.kashyap04@gmail.com	9968668404	Vel	Vel
21	CHANDI	CHD	CHD	jyoti.hana.91104@gmail.com	7409617334	Jyoti	Jyoti
22	Hemlata Butola	Chamoli	CHO	hemlata.butola70@gmail.com	89299900189	Amrita	Amrita
23	Anupriya Sandha	U.S. Nagar	CHO	simon.231@gmail.com	7505833966	Amrita	Amrita
24	gaurav Naathyal	HAQM Dist. Bageshwar	DN Bageshwar	gauravnaathyal@gmail.com	8791595457	Amrita	Amrita
25	Dr. Babbar Singh	D.H. Bageshwar	Bageshwar	babbar1105@gmail.com	9697332255	Amrita	Amrita
26	Dr. Mayank Jyoti	Uttarakhand	M.D.	mayank.jyoti2003@gmail.com	9557755532	Amrita	Amrita
27	Arunal Prakash	Uttarakhand (CHO) Dhule	CHO	Prakash157@gmail.com	9528406866	Amrita	Amrita



42	Dr. Kuk Singh	Delvodon	Phc-Try	byuhh dleqnuul.com	7830418605	<del>1588</del>	<del>1588</del>
43	Rik Kachanda	Delvodo	APMC.	byuhh dleqnuul.com	9126079884	<del>1588</del>	<del>1588</del>
44	Dr. Swasthi Khatu	Delvodon	CRD	Swasthi Khatu@delvodon.com	7505129446	Delvodon	Delvodon
45	Dr. Manoj Kumar	Delvodon	M10	manojkumar.m@gmail.com	7500958883	Delvodon	Delvodon
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# Attendance Sheet 2 days- NQAS Internal Assessor Training 2023-24 (18th, 19th March, 2024)

S No.	Name of Participant	District	Designation	Email Id	Phone no.	Signature	
						19-Mar-24	
						Morning	Evening
1	Dr. Nandika Karna	R.P.G.	Facilitator			<i>Nandika Karna</i>	<i>Nandika Karna</i>
2	Dr. Nandika Karna	Debari	State Coordinator	saenika2023@gmail.com		<i>N</i>	<i>N</i>
3	Dr. Nandika Karna	NHSRC	CONSULTANT	nandika.karna@nhsrindia.org	9717165005	<i>N</i>	<i>N</i>
4	Dr. Nandika Karna	NHSRC	Fellow	nandika.karna@gmail.com	8860922234	<i>N</i>	<i>N</i>
5	Dr. Nandika Karna	Debari	Consultant	saenika2023@gmail.com	9760553759	<i>N</i>	<i>N</i>
6	Dr. Nandika Karna	Debari	CHD	nandika.karna@gmail.com	8416094439	<i>N</i>	<i>N</i>
7	Dr. Nandika Karna	Debari	DC	nandika.karna@gmail.com	75345555	<i>N</i>	<i>N</i>
8	Dr. Nandika Karna	Debari	CHD	nandika.karna@gmail.com	7505129446	<i>N</i>	<i>N</i>
9	Dr. Nandika Karna	Debari	CHD	nandika.karna@gmail.com	8979900189	<i>N</i>	<i>N</i>
10	Dr. Nandika Karna	Debari	CHD	nandika.karna@gmail.com	740967334	<i>N</i>	<i>N</i>
11	Dr. Nandika Karna	Debari	SNO	nandika.karna@gmail.com	9627081161	<i>N</i>	<i>N</i>
12	Dr. Nandika Karna	Debari	CHD	nandika.karna@gmail.com	895552024	<i>N</i>	<i>N</i>
13	Dr. Nandika Karna	Debari	CHD	nandika.karna@gmail.com	7895766406	<i>N</i>	<i>N</i>

⑭	Hirani choudhary	ALHORA	CHO	hiranichoudharyce@gmail.com	750053806		
⑮	Saaswati Chaudh.	Chimpasat	Mg. Officer	Saaswati24@gmail.com	8006584173		
⑯	Dr. Presna Kaula	Haridwar	M.O.	Presna755@gmail.com	7574025288		
⑰	Dr. Asish Sawai	Chimpasat	Physiotherapist	Saaswati24@gmail.com	7574025288		
⑱	Tanya Murari	Chimpasat	CHO	hucgwali12@gmail.com	8006454591		
⑲	Nilisha Dixit	Chimpasat	CHO	hucgwali12@gmail.com	8006454591		
⑳	Dr. Mayank Juvanta	Uttarakshi	M.O.	mayankjuvanta@gmail.com	955755539		
㉑	Shubham Chamoli	Uttarakshi	LHO	ShubhamChamoli639@gmail.com	9258312461		
㉒	DR. VAISHNAV K. RISHWA	Chimpasat	M.O.	dr.v.kishnaouou@gmail.com	9988688464		
㉓	Dr. BALTIM SINGH	U.S. NABAR	M.O.I.C.	bsdhillons5@gmail.com	9897632590		
㉔	Dr. Arianant Saini	Rauri	M.O.	arianant.saini4@gmail.com	7500417585		
㉕	Dr. Manoj S. Melhi	Kapildel	M.O.	manojmcs@gmail.com	7500953893		
㉖	Dr. Bhupendra Goyal	D.H. Bagan	M.O.	Bhupendra24@gmail.com	9890752255		
㉗	Hari Singh Nagar	Nainital	CHO	Nagar.Hari49@gmail.com	7830201503		



28	Dr. Anuradha Hygienes	Mainital	LMO	anuradhahygiene@gmail.com	9760401012		
29	Rakesh Sanga	Almora	BFM	mrkedgpt@gmail.com	945815552		
30	Ganesh Nauliyal	Dogra Kot	HQM	qualitymanager95@gmail.com	9701345457		
31	Smriti Shukla	Pauri Gadwal	Dist. Quality consultant	dpconsultantpauri1@gmail.com	9760164005		
32	Anupriya Sandha	US Nagar	C.H.O	smrsh.231@gmail.com	750583396		
33	Kaviraha Singh Negi	US. Noga	C.H.O	kmrshahetamngic@gmail.com	9205022612		
34	Anand Prakash Mori	CHINA Uttarakhand	C.H.O	Prakaran157@gmail.com	9522406866		
35	RAHUL RAWAT	PAUR GARHWAL	NO	rahulprad.rawat96@gmail.com	963441553		
36	DR. NISHAT ANUM	MICROBIOLOGIST	HMG, MISSION DISTRICT HOSPITAL HARIDWAR	nishat2002@gmail.com	7579253038		
37	Dr. Nalini Aswat	MOIC	CRC Lakar	anuradha12@gmail.com	6395544529		
38	Mr. Rajesh Mangar	Naurital	Regional Confident-Kumar	ggarntd@gmail.com	7895133660		
39	Nikesh Dabhol	SADENH OFFICE	DEO	jobhol nikesh520@gmail.com	8630612291		
40	Shubham Chamoli	Uttarakhand	CEO	shubhamchamoli632@gmail.com	9240312961		
41	SAURAV SINGH	Hindwari	CHD	Sauravkataria@gmail.com	8394942944		

42	Dr. Kirti Singh	Delhadua	PMG - 129	-		7830448605	Kirti	Kirti
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**NQAS INTERNAL ASSESSORS TRAINING: UTTARAKHAND****List of Qualified Participants****NQAS Internal Assessor 2 days training, Dehradun, Uttarakhand  
(18<sup>th</sup>- 19<sup>th</sup> March 2024)**

Sn o.	District	Name of Participant	Designation	Email Id	Phone no.
1	Chamoli	Dr Krishna Vaishnav	MO	<a href="mailto:dr.v.krishna0404@gmail.com">dr.v.krishna0404@gmail.com</a>	9958658404
2	Chamoli	Mrs. Jyoti Rana	CHO	<a href="mailto:jyotirana94104@gmail.com">jyotirana94104@gmail.com</a>	7409617334
3	Pauri	Mr.Rahul rawat	Nursing staff	<a href="mailto:rahulrwt.rawat96@gmail.com">rahulrwt.rawat96@gmail.com</a>	9634412533
4	Pauri	Ms. Smriti Shah	District Quality Consultant	<a href="mailto:dqconsultantpauri1@gmail.com">dqconsultantpauri1@gmail.com</a>	9760164085
5	US Nagar	Mrs Anupriya	CHO, Devaria	<a href="mailto:chckichha@gmail.com">chckichha@gmail.com</a>	7505833966
6	Nainital	Mr. Hari Nager	CHO -	<a href="mailto:nainitalcmo1@gmail.com">nainitalcmo1@gmail.com</a>	7830201903
7	Dehradun	Dr. Ashish Sawai	Physiotherapist (SDH Mussoorie)	<a href="mailto:sawaiashish3@gmail.com">sawaiashish3@gmail.com</a>	7579215778
8	Dehradun	Mrs. Shalu Chhetri	Nursing Officer (SDH Vikasnagar)	<a href="mailto:shalupun123@gmail.com">shalupun123@gmail.com</a>	8755532012
9	Haridwar	Mr.Saurav Katakwal	CHO(Bsc.Nursing)	<a href="mailto:sauravkatakwal0@gmail.com">sauravkatakwal0@gmail.com</a>	8394992944
10	Uttarkashi	Mr. Shubham Chamoli	CHO	<a href="mailto:shubhamchamoli639@gmail.com">shubhamchamoli639@gmail.com</a>	9258312961
11	Champawat	Mrs. Saraswati Chauhan	Nursing Officer	<a href="mailto:phckhetikhan@gmail.com">phckhetikhan@gmail.com</a>	8630808189
12	Champawat	Mrs.Tanuja Murari	Nursing Officer	<a href="mailto:hwcguoli12@gmail.com">hwcguoli12@gmail.com</a>	8006454591
13	Almora	Mr. Rajesh Sanga	BPM	<a href="mailto:nhmdeghat@gmail.com">nhmdeghat@gmail.com</a>	9458165525
14	US Nagar	Dr. Balbir Singh	MOIC	<a href="mailto:bsdhillon55@gmail.com">bsdhillon55@gmail.com</a>	9897632590
15	US Nagar	Mr. Ravinder	CHO	<a href="mailto:chcgadarpur1@gmail.com">chcgadarpur1@gmail.com</a>	9205027633
16	Haridwar	Dr. Purna Rautela	MO	<a href="mailto:prerna7555@gmail.com">prerna7555@gmail.com</a>	7579025788

17	Champawat	Ms. Diskha Singh	CHO	<a href="mailto:hwcucholigoth@gmail.com">hwcucholigoth@gmail.com</a>	9720750110
18	Haridwar	Dr Nishat Anjum	Microbiologist	<a href="mailto:govtmelahospital@gmail.com">govtmelahospital@gmail.com</a>	7579253038
19	Haridwar	Dr Nalind Aswal	Moic CHC Laksar	<a href="mailto:bpmulaksar@gmail.com">bpmulaksar@gmail.com</a>	6395544529
20	Uttarkashi	Dr. Mayank Juwantha	Medical Officer	<a href="mailto:mayank.juwantha@gmail.com">mayank.juwantha@gmail.com</a>	9557755539
21	Almora	Dr Anmol Gupta	MO	<a href="mailto:nhmdegghat@gmail.com">nhmdegghat@gmail.com</a>	7895766406
22	Pauri	Dr. Arihant Saini	Medical Officer	<a href="mailto:arihantsaini4@gmail.com">arihantsaini4@gmail.com</a>	7500417585
23	Nainital	Dr Anuradha Hayanki	LMO-KOTABAGH	<a href="mailto:nainitalcmo1@gmail.com">nainitalcmo1@gmail.com</a>	9760410112
24	Almora	Ms. Himani Chaudhary	CHO	<a href="mailto:nhmdegghat@gmail.com">nhmdegghat@gmail.com</a>	7500538056
25	NHSRC	Dr Tanya Garg	Fellow	<a href="mailto:tanyagarg134@gmail.com">tanyagarg134@gmail.com</a>	8860923234