

## Report

# **37th NATIONAL EXTERNAL ASSESSORS' TRAINING** **On** **NATIONAL QUALITY ASSURANCE STANDARDS (NQAS)**

**22<sup>nd</sup> to 27<sup>th</sup> July 2024**



**National Health Systems Resource Centre**  
**Ministry of Health & Family Welfare, New Delhi**

## Table of Content

Section	Content	Page No
I	Introduction	3
II	Aims and Objectives	4
III	Preparation	5
IV	Methodology	6
V	Pre-Training Evaluation	6
VI	Inaugural & Welcome Address	6
VII	Presentation briefings	7-18
VIII	Evaluation	19
IX	Valedictory	20
X	Feedback by Participants	21-22
XI	Suggestions	23
XII	Analysis	24-26
Annexure I	Training Agenda	27-32
Annexure II	List of Participants	33-34
Annexure III	List of participants for re-examination	35
Annexure IV	List of qualified assessors	36

## INTRODUCTION

The Ministry of Health and Family Welfare has rolled out 'Operational Guidelines for improving Quality Assurance in Public Healthcare Facilities', which suggests an institutional framework for Quality Assurance in states, districts, and facilities. This system requires the 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 Five-and-a-half-day NQAS external assessor training was organized from **22<sup>nd</sup> to 27<sup>th</sup> July 2024**. The Training Module was designed in a view to enable the trainees to assess the healthcare facilities against the pre-defined checklists contained in the Assessor guidebooks.

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

A total of 58 participants attended the training (The list is attached as Annexure II). The participants were from non-government and Government organisations. The training was participatory in nature. All the participants were divided into eight groups based on gender ratio, geographical areas, and organisation capacities to maintain the equilibrium in the groups. (List is attached as Annexure -C).

The sessions during the training were divided into five days followed by post-training evaluation on the last day. Each day is divided into two parts, sessions followed by exercises. Sessions describe all areas of concern, standards, measurable elements, and checkpoints, 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 -A) Also, each group is scored based on their performance in the exercises on each day (List attached as Annexure -B). On the fifth day, all the participants were divided into twelve groups and visited three district hospitals 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 scored 70% and above were empanelled as external assessors. A total of 66 participants appeared in the post-training evaluation exam (8 re-appeared-Annexure-III). The list of candidates who passed is attached as Annexure IV.

Overall feedback of the training is 4.46 out of 5 (scoring on a Likert scale of 5).

## **AIMS AND OBJECTIVES OF TRAINING**

The aim of the training was to strengthen the knowledge, skills and assessment capacities of the participants to assess 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 make prospective assessors aware of the National Quality Assurance Program for public health facilities
3. To equip participants with knowledge of key concepts of Quality, Quality tools, and methodologies for Quality improvement.
4. To enhance the skills of participants to conduct objective assessments of healthcare facilities against predefined standards.
5. To provide an understating quality measurement system for NQAS.
6. To impart knowledge regarding fundamental principles for assessment and global best practices.
7. Understanding of Area of Concern wise standards and measurable elements for different levels of healthcare facilities.
8. To provide hands-on training and proficiency in using departmental assessment tools, assessment methods, gathering evidence and scoring.
9. To ascertain the desired proficiency and competence of prospective assessors through objective evaluation and feedback
10. To instigate and strengthen the behavioral and attitudinal values of an independent assessor
11. To impart necessary skills for professional report writing
12. To provide working knowledge for using IT-enabled tools for assessment

## **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 provided 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>Group</b>	<b>District</b>	<b>Name of Health Facility</b>	<b>Address</b>
1 to 4	Northwest Delhi	Maharshi Valmiki Hospital	Poothkhurd, New Delhi
5 to 8	South Delhi	Pt. Madan Mohan Malviya Hospital	Malviya Nagar, New Delhi
9 to 12	North Delhi	Babu Jagjivan Ram Memorial Hospital	Jahangir Puri, New Delhi

The following materials were distributed:

- a) A bag with required stationary items like a writing pad, pen, pencil, sharpener, eraser, sticky paper flags, and highlighter.
- 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 Vol-I
- e) Assessors Guidebook for Quality Assurance in District Hospital Vol-II
- f) Assessors Guidebook for Quality Assurance in District Hospital Vol-III
- g) Assessors Guidebook for Quality Assurance in CHC
- h) Assessors Guidebook for Quality Assurance in PHC
- i) Quality Standards for Urban Primary Health Centre
- j) Assessor's Guidebook for Health & Wellness Centre (Sub-Centre)
- k) Concept Note

## **METHODOLOGY**

A mix of methods was used for the 37<sup>th</sup> NQAS External Assessors' Training Workshop. They are as follows-

- a) PowerPoint 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 was conducted for all the participants, consisting of 20 multiple-choice questions. 55 participants have appeared in the examination.

## **INAUGURAL & WELCOME ADDRESS**

The External Assessor Training started with a Welcome address followed by Lamp lighting ceremony by the dignitaries. and

Later introduction by Dr J N Srivastava, Advisor, Quality & Patient Safety Division (QPS), NHSRC followed by virtual address from Chief Guest Dr Raj Prabha Moktan, Director-RRCNE for the inaugural session. Her address briefed the participants on the National Quality Assurance Programme and its importance for public health facilities. She conveyed that these 6 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 their expectations from this training. After the introductions by the participants, a Vote of Thanks was given to the dignitaries which were followed by technical sessions.



## PRESENTATION BRIEFINGS

DAY 1- 22<sup>nd</sup> July 2024

### Session 1: - Overview of Quality in Public Health System

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



The session was delivered by Dr. JN Srivastava (Advisor QPS). He started with the requirement expected of 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 the Alma Ata Declaration and the National Health Policy. Then he told the participants about Primary Care in the Nineties. He briefed that India is facing a dual burden and how the government is managing it currently. He further explained National Health Mission, its structure, 5 key pillars and their implications.

Dr. Srivastava laid emphasis on the high mortality due to the 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 which he explained the historic perspective of the 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, AAM-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.

He also briefed the participants about the role of External assessors' and training norms and complaints and appeal process in regard to the training as per the ISQua Protocols.

## **Session 2: - Introduction to National Quality Assurance Standards**

The second session was taken by Dr Deepika Sharma (Lead Consultant- QPS) on Introduction to National Quality Assurance Standards. She gave an overview of the National Quality Assurance Standards, scope of different area of concern, intent of various standards and how the standards are arranged in various level of Health Care Facilities. Also explained the Donabedian model approach in the formation of Area of Concern. She briefed the participants about the books to use as a guide for reference. She gave a 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 (Lead Consultant- CU) took the third session on Quality Measurement System & Assessment Protocols. The learning objectives of her 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 she talked about the relationship between these various components. She talked about the compliance as well as scoring rules. She gave an overview of the departmental checklists that are available for different level of healthcare facilities.

#### **Session 4 : - Brief and Objectives of the exercise**

Dr Deepika Sharma gave a brief introduction about the exercises, and guide the participants about the intent and conduct of the exercises about the sessions conducted in the morning of DAY 1 of the training.

Participants were divided into eight groups for the exercises. Each group was asked to undertake the exercises individually in a time-bound manner which was followed by group discussions. Participants attempted the exercises in the DAY 1 workbook

Each group was monitored and supported by 8 Consultants from the QPS division of NHSRC



## **DAY 2- 23<sup>rd</sup> July 2024**

The 2<sup>nd</sup> day of training started with a recap of the sessions from Day 1. Dr. Aman Sharma, Jr. Consultant, QPS Division, NHSRC briefed the participants on the learnings/takeaway lessons from Day 1, brief of the sessions was also prepared in the form of a PowerPoint presentation to enable the participants to recollect and reconnect to the day 1 easily

### **Session 1 : - Area of Concern A - Service Provision**

Dr. Chinmayee Swain took the first session of Day 2, for Service Provision under NQAS Framework. 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 healthcare facilities. She explained about checking the availability of services as per the scope of facilities.



### **Session 2 : - Area of Concern B - Patients' Rights**

The second session of Day 2 was taken by Dr Abhay Dahiya, Consultant QPS. He talked about the patient's Rights and their fundamental responsibilities. He briefed about the six standards that 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.
- Affordability in terms of the services entitled as per the government schemes
- Briefing about the identification, reporting and resolution of ethical issues.



### **Session 3 : Area of Concern C - Inputs**



The third session of Day 2 was taken up by Dr. Naveen Kumar, Consultant QPS. Area of concern C covers the structure part as per Donabedian model- structure, process and outcome. And this is the only Area of concern that details about the structure component in Health facilities under National Quality Assurance Standards. In this session, he gave a brief overview of Physical safety, Fire safety, and competence assessments of staff etc.



#### **Session 4: Area of Concern D - Support Services**

Mr. Ranjith Menon (Health Services Quality Assurance Specialist-ADB) 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 the 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 effort 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 the level of facility.

#### **Session 5: Area of Concern E – General Clinical Services (E1-E9)**

Dr. Annapoorna K N, Consultant QPS took this session and explained the standards division based on General clinical services and specific clinical services. All the standards of general clinical services were explained and she discussed the processes of assessing the hospital which commenced with the registration of the patient followed by consultation & admission, Clinical assessment & reassessment, Continuity of care, and referral till the Discharge of the patient.



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

After the brief discussion on the intent of Aoc A to Aoc D; exercises were 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- 24<sup>th</sup> July 2024**

The 3<sup>rd</sup> day of training started with a recap of the last day sessions by Dr. Ratan Shekhawat, Consultant, QPS, NHSRC.

### **Session 1: Area of Concern G - Quality Management System-I**

Dr. Deepika Sharma Lead Consultant, QPS took this session. Through this session, she explained about the Quality management in a facility and how a facility can improve its process and achieve Quality improvement. She briefed to identify the problems and using Quality tools how can the Quality teams achieve the target of providing 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, and work instructions can give a 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:- Area of Concern E - Specific clinical services under NQAS (E17-E19)**

The session was delivered by Dr Rohini Kumar External faculty (Public Health Consultant). She talked about Standard E17 to E19 focusing on Maternal Health Services including Antenatal, Intranatal, and Postnatal Care. She also explained about the LaQshya programme, its importance and implementation.



### **Session 3:- Area of Concern E - Specific clinical services under NQAS (E20-E22)**

This session was delivered by Dr. Rohini Kumar. She talked about Standard E20 focusing on Child Health Services including immunization, LBW, neonatal asphyxia, sepsis, jaundice, Severe acute malnutrition, diarrhoea and breastfeeding practices for new born & infants. She also explained about MusQan programme, its importance and implementation. She talked about Abortion and family planning services at healthcare facilities. She explained the counselling services, spacing and limiting method service es availability.



### **Session 4: Area of Concern F – Infection Control**

Dr. Siddhi Dhond (Consultant- QPS) explained about the infection control practices. She made the understanding of the standards very convenient by explaining the hand hygiene practices, personal protective equipment, equipment processing, environment control, and biomedical waste management. She also explained about how these standards are distributed in different checklists and things to be kept in mind while assessing the standards. She also gave an overview of the standards at various levels of the facility.



### **Session 5: - Area of Concern E - Specific Clinical Services under NQAS (E10-E16 & E24)**

The session was delivered by Dr Rohit Checker, External faculty. He talked about the general clinical services in which he discussed standards E10 to E16. 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. He also explained the measurable elements of dialysis standard.

### **Session 6: Exercises on Area of Concern E – Primary & Secondary Care**

The group exercises were monitored by moderators where all the participants were given the exercise sheet and scoring was done by the moderators.



## **DAY 4- 25th July 2024**

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

### **Session 1 : Area of Concern G - Quality Management System II**

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



### **Session 2: Area of Concern H - Outcome Indicators**

Dr Vineeta Dhankhar (Consultant QPS) took a session on the outcome indicators. She highlighted the difference between the KPIs and outcome indicators



and also emphasized the departmental indicators to be monitored under NQAS and also the data sources.

### **Session 3: NQAS Assessment at Ayushmann Arogya Mandir- Sub Health Centre**

To give a clear picture on key interventions at Health & Wellness Centers-SCs, Ms Neelam Siddiqui, National Mentor-CPCPHC took the session. She delivered the information about how the "AYUSHMAN BHARAT YOJANA" is working in fulling of "Universal Health Coverage" with holistic approach. In key elements, she mentioned Comprehensive primary care, Service for All & Continuum of Care. She also discussed about operationalization criteria of AB-HWCS and on Expanded range of Service Delivery.



She detailed about CPHC and the services being delivered for NCD, CD, RMNCH+A & Family Planning. In this presentation, She detailed about availability of human resources and Tele-Consultation Services. She gave emphasis on standards D3 and D5 of the Health and Wellness Centre i.e. Progressive use of digital technology and patient support groups. In the end, She delivered the information regarding community platforms in rural & urban areas and also about monitoring progress at HWCs.

### **Session 4: Overview of National Health Programs under NQAS (E23)**

Dr. Utsuk Dutta, External Faculty – Consultant NIHFW, 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 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 Non-communicable diseases
- 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 Integrated Health Information Platform (IHIP) programs. He explained about the difference between old and new IDSP portal.

### **Session 5: - Conduct of National Level Assessments and Conflict Resolution**

Session on ethical issues was taken by Dr Neeraj Gautam. He started with the principles of assessment: Integrity, Fair presentation, Due professional care, Confidentiality, Independence, Evidence based approach and Risk based thinking.

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



### **Session 6: Key components of Report writing**

Dr Ranjeet Mandal, Sr. Consultant Certification Unit 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: Continual Quality Improvement in NQAS assessed facilities and Action Plan**





This session was taken up by Ms Vinny Arora, Lead Consultant CU. She oriented the participants about assessment process, gap finding, action plan and mitigation process. She also discusses the difference between, Continual and Continuous quality Improvement and their components

She also highlighted the PDCA approach and the importance of sustainability of NQAS standards

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

Dr Annapoorna K N Consultant QPS briefed the participants about the field visit and gave the instructions for the field visit. She briefed the participants about the DH selected for the field visit and divided the participants into twelve groups. Each group had a team coordinator from the NHSRC team who was responsible for coordinating and guiding the teams. Separate vehicles were arranged for the field visit and the details were shared with the participants. Dr Annapoorna also emphasized on the rules to be followed during the field visit.



### **DAY 5 – 26th July 2024 Field Visit**

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

Hospital	Group Number	Participants	NHSRC Facilitators/ Department
Maharshi Valmiki Hospital	Group-1	Dr Mithun Ghanshyam Kherde	<b>Mr Anand Yadav</b> <b>OT</b>
		Ms Kurugundla Hema	
		Dr Aileen J	
		Dr (GP Capt.) Sunil Sabharwal	
		Dr Mithun Ghanshyam Kherde	
	Group-2	Dr Gurpreet Singh	<b>Dr Ratan Shekhawat</b> <b>LR</b>
		Mr Kranthi Tappetla	
		Dr Richa Bhatia	
		Dr Nilamkumari Shivram Karbhari	
		Kirti Maan	
	Group-3	Dr Anil Kumar	<b>Dr Tanvi</b> <b>Maternity Ward</b>
		Dr Salma Sattar Sayyad	
		Dr Divya Sawhney	
		Mrs Parvesh Sharma	
		Dr Prem Prakash	
	Group-4	Ms. Rajeswari	<b>Dr Abhay Dahiya</b> <b>Pediatric ward</b>
		Lt Col Keka Chatterjee	
		Ms Khusboo Pandya	
		Dr Ginni Lamba	

Madan Mohan Mal-viya Hospital	Group-5	Dr Gaurav Saxena	<b>Dr Vineeta Dhankhar MOT</b>
		Dr Satish Kanwar	
		Ms Vineeta Dubey	
		Dr Sharanappa P Ganiger	
		Dr. Simerjyot Sodhi	
		Mr Amrit Singh Hanspal	
	Group-6	Dr Gurbir Singh Dhillon	<b>Dr Amrita SNCU</b>
		Dr Pranjali Save	
		Lt Col Shanti Jakhwal	
		Dr Jitender Sharma	
	Group-7	Dr Rana Praveen Solanki	<b>Dr Priyam Pediatric OPD</b>
		Y Venkatalakshamma	
		Dr Ashwini Pralhadrao Nikam	
		Mr Padma Raj G	
		Dr Malini R Capoor	
	Group-8	Ms R Prabhavathy Reddy	<b>Mr Ranjith Menon IPD</b>
		Ms Nupur Singh	
		Dr Satish Shivling Doiphode	
		Ms Vineetha R	
		Dr Manoj Kumar	
Babu Jagjivan Ram Memorial Hospital	Group-9	Radhika Govil	<b>Ms Sowjanya Accident &amp; Emergency</b>
		Ms B S Hemlatha	
		Dr Atul Puthia	
		Dr Sandeep Malhari Sonawane	
		Dr Raja Chawla	
	Group-10	Mr Narsingh Chaudhary	<b>Dr Pavitra Pharmacy</b>
		Dr Sanjay Kumar Jain	
		Ms Deepika Sharma	
		Anupam Das	
		Col Agnes O Joseph	
	Group-11	Dr Bishwajeet Ramanand	<b>Dr Aman Sharma GA</b>
		Dr Nishanth K	
		Renuka Shinde	
		Ms Poonam Goel	
		Dr Ashutosh Kumar	
	Group-12	Dr.Kiran Tila Patil	<b>Dr Naveen Kumar Laboratory</b>
		Ms Sangita Singh	
		Ms Ritika Sharma	
		Maj P Mounika	
		Dr Vishal Chhabra	

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- 27<sup>th</sup> July 2024

### 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 Five-and-half-days of training. They were given a Question paper with multiple-choice questions, case study & descriptive questions. There was total of 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 the form of gap statement.

## VALEDICTORY

Dr. JN Srivastava delivered the Valedictory address. He 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 learned here they will implement in their facilities.

Later Maj Gen (Prof) Atul Kotwal, Executive Director NHSRC addressed the participants and wished for the results. And distribution of appreciation gifts for top 3 presentations was done.



## FEEDBACK BY PARTICIPANTS

The average score of feedback analysis is given below:-

Day 1	4.55
Day 2	4.21
Day 3	4.09
Day 4	4.47
Day 5	4.27
Day 6	4.56

Faculty wise feedback Analysis:-

Dr. J.N Srivastava	4.62
Dr. Deepika Sharma	4.51
Ms. Vinny Arora	4.51
Dr. Chinmayee Swain	4.28
Dr. Annapoorna K N	4.29
Dr Ranjith Mandal	4.27
Dr. Abhay Dahiya	4.00
Mr. Ranjith Menon	4.22
Dr Neeraj Gautam	4.59
Dr Naveen Kumar	4.27
Dr. Vineeta Dhankhar	4.37
Dr Siddhi Dhond	3.79
<b>External Faculty feedback</b>	
Dr. Utsuk Dutta	4.72

Dr. Rohini Kumar	4.09
Ms Neelam Sidiqqu	4.30
Dr Rohit Checker	4.04

S.No.	Most Liked Sessions	Trainer
1.	Overview of NHP and its assessment under NQAS	Dr Utsuk Dutta
2.	Overview of Quality in Public Health System	Dr J N Srivastava
3.	Conduct of National Level Assessments and Conflict Resolution	Dr Neeraj Gautam

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

## SUGGESTIONS BY PARTICIPANTS

Sl. No.	SUGGESTIONS TO IMPROVE TRAINING
1	Need more days for training to understand depth of subject
2	Practice papers need to be provided for their homework
3.	Teaching material can be reduced
4.	More time for sessions



## Annexure B

### Day Wise Evaluation Analysis (Day 1 to Day 4)

#### Group Exercise Scoring Sheet of the participants: -

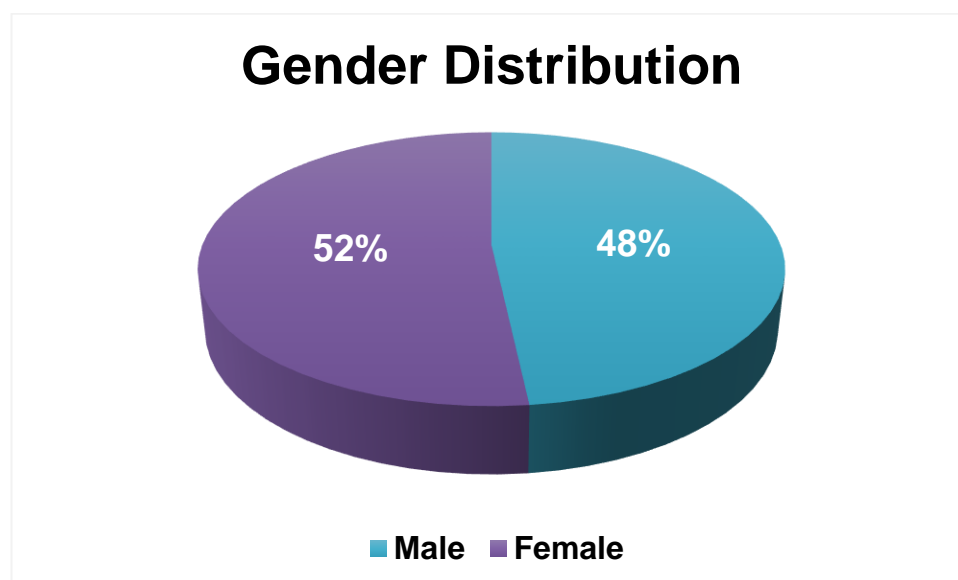
Name of Candidate	Exercise-1 "Area of Concern" Score out of 10	Exercise - 2 "Measure-ment System" Score out of 10	Exercise-3 "Area of Concern A" Score out of 10	Exercise-4 "Area of Concern B" Score out of 10	Exercise-4 "Area of Concern C" Score out of 10	Exercise-4 "Area of Concern D" Score out of 10	Exercise-4 "Area of Concern E" Score out of 10	Total of Exercises (Out of 70)
Ms Prabhavathy Reddy	9	9	8.75	8.75	8.75	8.75	8.5	61.5
Mr Narsingh Chaudhary	8.5	8.6	9	9	9	9	8.5	61.6
Dr Mithun Ghanshyam Kherde	8.5	8.6	9	9	9	9	9	62.1
Dr Anil Kumar	8	8.5	8.75	8.75	8.75	8.75	9	60.5
Dr Biswajeet Ramana-	8.5	8.6	9	9	9	9	9.5	62.6
nand								
Radhika Govil	8	9	9	9	9	9	9	62
Dr.Kiran Tila Patil	8	8.6	9	9	9	9	9	61.6
Dr Gurpreet Singh	8	8.5	9	9	9	8.6	8.75	60.85
Dr Nishant K	8.5	8	8.5	9	9	8.5	8.75	60.25
Ms Kurugundla Hema	8.5	7.5	8.6	9	8.6	8.6	8.75	59.55
Ms. Rajeshwari	7.5	8.5	8.6	9	9	8.6	8.75	59.95
Dr Sanjay Kumar Jain	9	9.5	9	9	9	8.6	9	63.1
Dr Salma Sayyad	9.5	9.5	9	9	9	8.6	9	63.6
Dr Rana Praveen Solanki	9	9.5	9	9	9	8.5	9	63
MS Sangita Singh	9.5	9.5	9	9	9	8.5	9	63.5
Renuka Shinde	8.5	8.5	8	8.5	8.5	8.5	9	59.5
Dr Divya Sawhney	9	9	9.5	9.5	9.5	9.5	9	65
Dr Gurbir Singh Dhillon	9.5	9	9.5	9.5	9.5	9.5	9	65.5
Y Venkata Lakshamma	8.5	8.5	8	8	8	8	8.5	57.5
Ms Burla Sybramanyam Hemlatha	8.5	8.5	8	8.5	8	8.5	9.5	59.5
Aileen	9.5	9	9.5	9.5	9.5	9.5	9	65.5
Lt Col Keka Chatterji	9.5	9	9.5	9.5	9.5	9.5	9.6	66.1
Dr Satish Kanwar	9.5	9.5	9.5	9.5	9.5	9.5	9	66
Maj Vineeta Dubey	9	9	8.5	9	9.5	8.5	9.5	63
Mr Kranthi Tappetla	8	8	8.5	9	9.5	8.5	8.5	60
Ms Nupur Singh	9.5	9.5	8.5	9	9.5	8.5	9.5	64
Ms Deepika Sharma	9.5	9.5	8.5	9	9.5	8.5	9.5	64
Mrs Poonam Goel	8	8	8.5	9	9.5	8.5	9	60.5
Dr (GP Capt.) Sunil Sabharwal	9	9	8.5	9	9.5	8.5	9	62.5
Dr Pranjali Patil	9.5	9.5	8.5	9	9.5	8.5	9.5	64
Ms Khusboo Pandya	9	8.5	8.5	8.5	8.5	8.5	8.9	60.4
Dr Sharanappa P Ganniger	9	8.5	8	8	8	8.5	8.9	58.9

Dr Ashwini Pralahad Rao Nikam	9	8.5	8.5	8.5	8.5	8.5	8.9	60.4
Ms Ritika Sharma	9	8.5	9.5	9.5	9.5	9.5	8.9	64.4
Dr Atul Puthia	9	8.5	9.5	9.5	9.5	9.5	8.9	64.4
Dr Richa Bhatia	9	8.5	9	9	9	9	8.9	62.4
Mr Parvesh Sharma	9	8.5	8.5	8.5	8.5	9	8.9	60.9
Dr Satish	9	8.5	9.5	9.5	9.5	9.5	8.9	64.4
Dr Nilamkumari Shivrama	8.5	8.5	9.5	9.5	9.5	9.5	9.5	64.5
Dr. Simerjyot Sodhi	9	9	9	9.5	9.5	9.5	9	64.5
Dr Sandeep Malhari Sonawane	9	8.5	8	8	8	8	9	58.5
Ashutosh Kumar	9.5	9.5	8.5	8.5	8.5	8.5	9.5	62.5
Shanti Jakhwal	8.5	8.5	8	8	8	8	9	58
Maj P Mounika	8	8	8.5	9	9	9	9.5	61
Dr Ginni Lamba	8.5	8.5	8.5	8.5	8.5	8.5	9	60
Dr Jitender Sharma	9.5	9.5	9	9	9	8.5	9	63.5
Mr Padma Raju G	9.5	9.5	8.5	9	9	9	8.5	63
Dr Prem Prakash	9.5	9.5	9	9	9	9	8	63
Kirti Maan	9.5	9.5	9.5	9	9.5	9	9	65
Dr Raja Chawla	9.5	9.5	9	9	9.5	9	8	63.5
Ms Vineetha R	9.5	9.5	8.5	8.5	9	8.5	8	61.5
Anupam Das	9.5	9.5	8.5	9	8.5	9	8.5	62.5
Agnes Asvini	8.5	8	9	9	9	9	8	60.5
Dr Malini Capoor	8.5	8.5	9	9	9	9	9.5	62.5
Dr Gaurav Saxena	9	9	9	9	9	9	9.5	63.5
Dr Manoj Yadav	9	9	9	9	9	9	9.5	63.5
Dr Vishal Chabra	9.5	9	9	9	9	9	9.5	64
Amrit Singh Hanspal	9.5	9	9	9	9	9	9.5	64

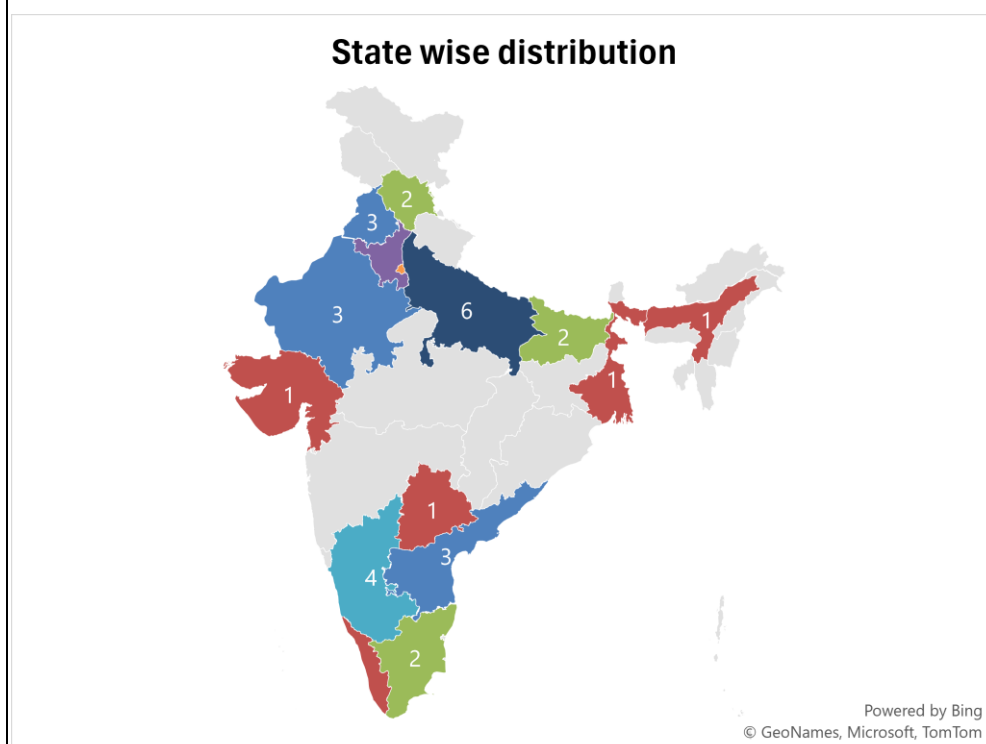
### Field Visit Evaluation: - 37<sup>th</sup> Batch of EAT Date: 26<sup>th</sup> July 2024

Group number	Understanding of NQAS	Technical knowledge	Assessment Methodology	Team Coordination and Management	Completion of presentation	Score out of 25
Group 1	4.00	4.00	4.00	4.17	4.50	20.7
Group 2	4.2	3.8	4.0	4.2	4.3	20.5
Group 3	3.67	3.50	3.50	3.83	4.33	18.8
Group 4	3.7	3.5	3.3	4.0	4.0	18.5
Group 5	3.33	3.17	3.50	4.00	4.00	18.0
Group 6	3.7	3.8	3.3	4.2	4.2	19.2
Group 7	3.83	3.67	3.83	4.00	3.33	18.7
Group 8	4.8	4.5	4.7	4.2	4.5	22.7
Group 9	3.00	3.00	3.17	3.83	4.00	17.0
Group 10	3.8	3.8	3.0	4.0	4.0	18.7
Group 11	3.53	3.53	3.87	3.83	4.00	18.8
Group 12	3.17	3.33	3.50	4.00	4.00	18.0

**A. Gender Wise Participation**



**B. Geography wise Distribution**



- Andhra Pradesh – 03
- Assam – 01
- Bihar – 02
- Gujarat – 01
- Haryana – 10
- Himachal Pradesh – 02
- Karnataka – 04
- Kerala – 01
- Maharashtra – 10
- New Delhi – 08
- Punjab – 03
- Rajasthan – 03
- Tamil Nadu – 02
- Telangana – 01
- Uttar Pradesh – 06
- West Bengal – 01

## TRAINING AGENDA



### Training Agenda

## 37<sup>th</sup> Batch of NQAS External Assessor's Training for National Quality Assurance Standards

**22<sup>nd</sup> - 27<sup>th</sup> July 2024**

**Venue: Chintan Hall, First Floor Theatre, NHSRC**

## Day 1-22<sup>nd</sup> July 2024

Time	Topic	Resource Person
08:30 AM - 09:00 AM	Registration	QPS Team
09:00 AM - 09:30 AM	Pre-Training Evaluation	QPS Team
<b>Inaugural session</b>		
09:30 AM - 09:40 AM	Welcome Address and Aims & Objectives	Dr J.N. Srivastava Advisor- QPS
09:40 AM - 09:45 AM	<b>Lamp Lighting</b>	
09:45 AM - 09:50 AM	Address by Chief Guest	Dr Raj Prabha Moktan Director – RRCNE
09:50 AM - 10:25 AM	Introduction of Participants	
10:25 AM - 10:30 AM	Vote of Thanks	Dr Deepika Sharma Lead Consultant – QPS
10:30 AM - 11:00 AM	<b>Group Photograph followed by Tea</b>	
11:00 AM - 12:15 PM	Overview of Quality in Public Health System	Dr J.N. Srivastava Advisor – QPS
12:15 PM - 01:30 PM	Introduction to National Quality Assurance Standards	Dr Deepika Sharma Lead Consultant – QPS
01:30 PM - 02:15 PM	<b>Lunch</b>	
02:15 PM - 03:15 PM	Measurement Systems under National Quality Assurance Standards	Ms. Vinny Arora Lead Consultant – CU
03:15 PM - 03:20 PM	Brief about Exercises	Dr Deepika Sharma Lead Consultant – QPS
03:20 PM - 04:00 PM	Exercise on Intent of Area of Concern	QPS Team
04:00 PM - 04:15 PM	<b>Tea Break</b>	
04:15 PM - 05:30 PM	Exercise on Measurement Systems	QPS Team



Day 2-23 <sup>rd</sup> July 2024		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	QPS Team
09:15 AM - 10:15 AM	Area of Concern A -Service Provision	Dr Chinmayee Swain Senior Consultant - QPS
10:15 AM - 11:00 AM	Area of Concern B – Patient Rights	Dr Abhay Dahiya Consultant - QPS
11:00 AM - 11:15 AM	Tea Break	
11:15 AM - 12:15 PM	Area of Concern C – Inputs	Dr Naveen Kumar Consultant - QPS
12:15 PM - 01:15 PM	Area of Concern D – Support Services	Mr Ranjith Menon Health Specialist - ADB
01:15 PM - 02:00 PM	Lunch	
02:00 PM - 03:00 PM	Area of Concern E: General Clinical Services (E1-E9) *	Dr Annapoorna K NCon- sultant - QPS
03:00 PM - 04:00 PM	Exercise on Area of Concern A & B	QPS Team
04:00 PM - 04:15 PM	Tea Break	
04:15 PM - 05:30 PM	Exercise on Area of Concern C & D	QPS Team

#### \*General Clinical Services

E1 – Registration, Consultation & Admission

E2 -Clinical Assessment, Reassessment & Treatment Plan Preparation E3 – Continuity of care of patient & referral

E4 – Nursing Care

E5 – High Risk & Vulnerable Patients

E6 – Rational prescribing & use of medicines E7 – Safe drugs administration

E8 – Maintenance, updating & storage of patient's clinical records.

E9 – Discharge of patients

### Day 3- 24<sup>th</sup> July 2024

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	
09:15 AM - 11:15 AM	Area of Concern G – Quality Management System- I	Dr Deepika Sharma Lead Consultant - QPS
<b>11:15 AM - 11:30 AM</b>	<b>Tea Break</b>	
11:30 AM - 12:30 PM	Area of Concern E – Specific Clinical Services under NQAS(E17-E19) *	Dr Rohini Kumar External Faculty
12:30 PM - 01:15 PM	Area of Concern E: Specific Clinical Services under NQAS(E20 -E22) **	Dr Rohini Kumar External Faculty
<b>01:15 PM - 02:00 PM</b>	<b>Lunch</b>	
02:00 PM - 02:45 PM	Area of Concern F – InfectionControl	Dr Siddhi Dhond Consultant - QPS
02:45 PM - 03:45 PM	Area of Concern E: Specific Clinical Services under NQAS (E10 – E16 &E24)***	Dr Rohit Checker External Faculty
<b>03:45 PM - 04:00 PM</b>	<b>Tea Break</b>	
04:00 PM - 05:30 PM	Exercise on Area of Concern E – Primary & Secondary Care	QPS Team

#### \*Specific Clinical Services

E17- Antenatal Care

E18 – Intranatal Care E19 – Postnatal Care

#### \*\*Specific Clinical Services

E20 – Newborn, Infant & Child Health Care E21 – Abortion & Family Planning

E22 – Adolescent, Reproductive & Sexual Health

#### \*\*\*Specific Clinical Services

E10 – Intensive Care

E11 – Emergency Services & Disaster Management

E12 – Diagnostic Services

E13 – Blood Bank storage, management & transfusion

E14 – Anesthetic Services

E15 – Operation Theatre Services

E16 – Management of death & bodies of deceased patients

E24 – Hemodialysis Services

### Day 4-25<sup>th</sup> July 2024

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	QPS Team
09:15 AM - 10:30 AM	Area of Concern G: Quality Management System – II	Dr Deepika Sharma Lead Consultant - QPS
10:30 AM - 10:45 AM	Tea Break	
10:45 AM - 11:30 AM	Area of Concern H: Outcome Indicators under NQAS	Dr Vineeta Dhankhar Consultant - QPS
11:30 AM - 12:15 PM	NQAS assessment at Ayushman Arogya Mandir- Sub Health Centres	Dr Neelam Siddiqui External Faculty
12:15 PM - 01:30 PM	Overview of National Health Programs under NQAS (E23)	Dr Utsuk Dutta External faculty
01:30 PM - 02:15 PM	Lunch	
02:15 PM - 03:15 PM	Conduct of National Level Assessments and Conflict Resolution	Dr Neeraj Gautam Senior Consultant - CU
03:15 PM - 04:00 PM	Key Components of Report Writing with exercise	Dr Ranjeet Mandal Senior Consultant - CU
04:00 PM - 04:45 PM	Continual Quality Improvement in NQAS assessed facilities and Action Plan	Ms Vinny Arora Lead Consultant - CU
04:45 PM - 05:00 PM	Tea Break	
05:00 PM - 05:15 PM	Briefing about the field visit and group work	Dr Annapoorna K N Consultant - QPS
05:15 PM - 05:30 PM	Role Play	QPS Team

Day 5-26 <sup>th</sup> July 2024		
Time	Topic	Resource Person
09:00 AM – 01:00 PM	Field Visit	QPS Team
01:00 PM – 02:00 PM	Lunch	
02:00 PM – 04:00 PM	Scoring, Analysis, and Report Writing of the Field Visit	QPS Team
04:00 PM – 04:15 PM	Tea Break	
04:15 PM – 05:45 PM	Presentation & Discussion on Field Visit	Participants and QPS Team

Day 6-27 <sup>th</sup> July 2024		
Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Dr Deepika Sharma Lead Consultant - QPS
10:00 AM – 10:30 AM	Tea Break	
10:30 AM – 01:00 PM	Post Training Evaluation	Participants
01:00 PM – 01:30 PM	Valedictory/Feedback	QPS Team
01:30 PM onwards	Lunch	



## Annexure II

### LIST OF PARTICIPANTS

Sl. No.	Name	State	Email
1	Ms R Prabavathy Reddy	Andhra Pradesh	preddy385@gmail.com
2	Mr Narsingh Chaudhary	Haryana	narsinghchaudhary1980@gmail.com
3	Dr Mithun Ghanshyam Kherde	Maharashtra	mithun.kherde2018@gmail.com
4	Dr Anil Kumar	Himachal Pradesh	dranilkumar95@gmail.com
5	Dr Bishwajeet Ramanand	Bihar	ramanandbishwajeet83@gmail.com
6	Radhika Govil	Uttar Pradesh	radhikagovil10@gmail.com
7	Dr.Kiran Tila Patil	Maharashtra	patilkt11@gmail.com
8	Dr Gurpreet Singh	Haryana	drgpsinghlnjp@gmail.com
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10	Ms Kurugundla Hema	Andhra Pradesh	khema.msc@gmail.com
11	Ms. A Rajeswari	Karnataka	rajeraj677@gmail.com
12	Dr Sanjay Kumar Jain	New Delhi	drsanjay_19@yahoo.com
13	Dr Salma Sattar Sayyad	Maharashtra	drsattarsayyad11@gmail.com
14	Dr Rana Pravin Kumar Solanki	Uttar Pradesh	solanki.gaya@gmail.com
15	Ms Sangita Singh	Bihar	taran.konnur@gmail.com
16	Renuka Shinde	Delhi	shinde.madhav@yahoo.co.in
17	Dr Divya Sawhney	Haryana	divsj83@gmail.com
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19	Y Venkatalakshamma	Telangana	lakshmiakkineni04@gmail.com
20	Dr B S Hemalatha	Andhra Pradesh	withsudha@gmail.com
21	Dr Aileen J	Karnataka	aileen2020j@gmail.com
22	Lt Col Keka Chatterjee	Maharashtra	chatterjeeez@gmail.com
23	Dr Satish Kanwar	Himachal Pradesh	dr.satishkanwar@gmail.com
24	Ms Vineeta Dubey	Maharashtra	cool.vineeta23@gmail.com
25	Mr Kranthi Tappetla	Assam	kranthi1417@gmail.com
26	Ms Nupur Singh	Uttar Pradesh	nupz0407@gmail.com
27	Ms Deepika Sharma	Punjab	dips.sharma0786@gmail.com
28	Mrs Poonam Goel	New Delhi	poornima_8dec@yahoo.co.in

29	Dr (Gp Capt) Sunil Sa- bharwal	Haryana	sunsabby@gmail.com
30	Dr Pranjali Save	Maharashtra	drpranjali.19@gmail.com
31	Ms Khushboo Pandya	Rajasthan	khushboo.pandya4@gmail.com
32	Dr Sharanappa P Ganiger	Karnataka	drspg561@gmail.com
33	Dr Ashwini Pralhadrao Nikam	Maharashtra	ashwini7112010@gmail.com
34	Ms Ritika Sharma	Haryana	7.ritika@gmail.com
35	Dr Atul Puthia	Uttar Pradesh	puthiaatul@gmail.com
36	Dr Richa Bhatia	Punjab	rippa16169@gmail.com
37	Mr Parvesh Sharma	Delhi	parveshsharma967@gmail.com
38	Dr Satish Shivling Doiphode	Maharashtra	drsatishtoiphode1@gmail.com
39	Dr Nilamkumari Shivram Karbhari	Gujarat	neelamkarbhari31@gmail.com
40	Dr. Simerjyot Sodhi	Haryana	docsimer.sodhi@gmail.com
41	Dr Sandeep Malhari Sona- wane	Maharashtra	smsonawane74@gmail.com
42	Ashutosh Kumar	Uttar Pradesh	ashuarnav@gmail.com
43	Lt Col Shanti Jakhwai	New Delhi	shantijakhwai@gmail.com
44	Maj P Mounika	Rajasthan	pathipatimouni@gmail.com
45	Dr Ginni Lamba	Haryana	drginnilamba@gmail.com
46	Dr Jitender Sharma	Haryana	Dr.jiten9@gmail.com
47	Mr Padma Raj G	Karnataka	patmaraja@gmail.com
48	Dr Prem Prakash	Uttar Pradesh	drpremprakash12@gmail.com
49	Kirti Maan	New Delhi	Ltkirtimaan@gmail.com
50	Dr Raja Chawla	Rajasthan	dr.raja.chawla@gmail.com
51	Ms Vineetha R	Kerala	vineetharajeev@gmail.com
52	Anupam Das	New Delhi	anupamdas2103@gmail.com
53	Col Agnes O Joseph	Maharashtra	joseph.agnes3@gmail.com
54	Dr Malini R Capoor	Delhi	malinircapoor@gmail.com
55	Dr Gaurav Saxena	Tamil Nadu	dr.gaurav.saxena85@gmail.com
56	Dr Manoj Kumar	Haryana	dr.manojyadav25@gmail.com
57	Dr Vishal Chhabra	Haryana	drchhabra05@gmail.com
58	Amrit Singh Hanspal	West Bengal	hanspal.amrit@gmail.com

## Annexure III

### LIST OF PARTICIPANTS FOR RE-EXAMINATION

Sl. No.	Full Name	Gender	State	E-mail
1	Ms Sheela Arun	F	Tamil Nadu	sheela.arun@cmcdistedu.org
2	Ms Neelam Bansode	F	Maharashtra	neelamnabansode@gmail.com
3	Dr Tarik Iqbal	M	Uttar Pradesh	dr.tarik12345@gmail.com
4	Dr Arif Beg	M	Uttar Pradesh	arifbeg1982@gmail.com
5	Dr Sandesh Kumar Sharma	M	Rajasthan	sandesh@iihmr.edu.in
6	Mr Narendra Pal Singh	M	Rajasthan	npchpoudhary81@gmail.com
7	Mr Naveen Singh	M	Uttar Pradesh	drnaveensingh43@gmail.com
8	Dr Shiji P L	F	Karnataka	shiji77@fathermuller.in

## Annexure IV

### LIST OF QUALIFIED PARTICIPANTS

Sl. No	Name of Participants	State/UT
1	Ms R Prabavathy Reddy	Andhra Pradesh
2	Mr Narsingh Chaudhary	Haryana
3	Dr Mithun Ghanshyam Kherde	Maharashtra
4	Dr Anil Kumar	Himachal Pradesh
5	Radhika Govil	Uttar Pradesh
6	Dr Kiran Tila Patil	Maharashtra
7	Dr Gurpreet Singh	Haryana
8	Dr Salma Sattar Sayyad	Maharashtra
9	Dr Divya Sawhney	Haryana
10	Dr Gurbir Singh Dhillon	Punjab
11	Dr Aileen J	Karnataka
12	Lt Col Keka Chatterjee	Maharashtra
13	Ms Vineeta Dubey	Maharashtra
14	Ms Nupur Singh	Uttar Pradesh
15	Ms Deepika Sharma	Punjab
16	Dr (Gp Capt) Sunil Sabharwal	Haryana
17	Dr Pranjali Save	Maharashtra
18	Ms Ritika Sharma	Haryana
19	Dr Atul Puthia	Uttar Pradesh
20	Dr Satish Shivling Doiphode	Maharashtra
21	Dr Nilamkumari Shivram Karbhari	Gujarat
22	Dr Simerjyot Sodhi	Haryana
23	Ashutosh Kumar	Uttar Pradesh
24	Dr Jitender Sharma	Haryana
25	Mr Padma Raj G	Karnataka
26	Kirti Maan	New Delhi
27	Ms Vineetha R	Kerala
28	Anupam Das	New Delhi
29	Dr Gaurav Saxena	Tamil Nadu
30	Dr Manoj Kumar	Haryana
31	Dr Vishal Chhabra	Haryana
32	Amrit Singh Hanspal	West Bengal
33	Ms Sheela Arun	Tamil Nadu
34	Dr Arif Beg	Uttar Pradesh
35	Dr Shiji P L	Karnataka