

## Report

# **38th NATIONAL EXTERNAL ASSESSORS' TRAINING On NATIONAL QUALITY ASSURANCE STANDARDS (NQAS)**

**23<sup>rd</sup> to 28<sup>th</sup> September 2024**



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

38<sup>th</sup> EAT (23<sup>rd</sup> – 28<sup>th</sup> September 2024)

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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 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 of creating a pool of Quality assessors for which six-days NQAS External Assessors' Training was organized from **23<sup>rd</sup> to 28<sup>th</sup> September 2024**. The Training Module was designed with a view to enable the trainees to assess the healthcare facilities against the pre-defined checklists contained in the Assessor's guidebooks.

This report, therefore, provides information about how the six-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 D).

A total of 61 participants were shortlisted and 59 attended the training (The list is attached as Annexure E). 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 was divided into two parts, sessions followed by exercises. Sessions describe all areas of concern, standards, measurable elements, and checkpoints, as mentioned in the Assessor's Guidebooks of NQAS. Exercises in the training led to healthy brainstorming among the participants and made the concepts clear and understandable. At the end of each day, feedback was collected from the participants on the sessions conducted (List attached as Annexure A) Also, each group was 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, 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 78 participants appeared in the post-training evaluation exam (19 re-appeared-Annexure F). The list of candidates who passed is attached as Annexure G.

Overall feedback of the training is 4.73 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 were 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 of 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 with a platform to conduct demo assessments. In addition to this, all the participants were given many exercises, thereby making the training more participatory.

### **List of facilities visited during field visit:**

Group	District	Name of Health Facility	Address
1 to 4	Shahdara Delhi	Dr Hedgewar Arogya Sansthan	Karkardooma, New Delhi - 110032
5 to 8	North-West Delhi	Bhagwan Mahavir Hospital	H-4/5, Guru Harkishan Marg, Pitampura, New Delhi – 110034
9 to 12	South-West Delhi	Rao Tula Ram Memorial Hospital	Jaffarpur Village, New Delhi - 110073

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 were used for the 38<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. 57 participants appeared in the examination.

## **INAUGURAL & WELCOME ADDRESS**

The External Assessors' Training started with a Welcome address followed by a Lamp lightening ceremony by the dignitaries.

Later, introduction by Dr J N Srivastava, Advisor, Quality & Patient Safety Division (QPS), NHSRC followed by address from Chief Guest Maj Gen (Prof) Dr Atul Kotwal, SM, VSM, Executive Director, NHSRC for the inaugural session took place. His address briefed the participants on the National Quality Assurance Programme and its importance for public health facilities. He 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 were from this training. After the introductions by the participants, a Vote of Thanks was given by Dr Deepika Sharma, Lead Consultant, QPS, NHSRC to the dignitaries which was followed by group photography and then technical sessions.

## PRESENTATION BRIEFINGS

**DAY 1- 23<sup>rd</sup> September 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 from 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 the 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 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 to the participants about the possible role as trained NQAS assessors and training norms and complaints and appeal process about the training as per the ISQua Protocols and touched upon Kayakalp Initiative.

## **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 areas of concern, intent of various standards and how the standards are arranged in various levels of Health Care Facilities. She also explained the Donabedian model approach in the formation of Area of Concern. She briefed the participants about how to use the book as a guide for reference. She gave a comparative overview of the standards which are applicable at different levels of Health Care Facilities.



## **Session 3: Measurement Systems under National Quality Assurance Standards**

Ms Vinny Arora (Lead Consultant- Certification Unit) took the third session on Quality Measurement System & Assessment Protocols. The learning objectives of her session were 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 compliance as well as scoring rules. She gave an overview of the departmental checklists that are available for different levels of healthcare facilities.



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

Dr Deepika Sharma gave a brief introduction about the exercises and guided the participants about the intent and conduct of the exercises for 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 a Consultant from the QPS division of NHSRC



## **DAY 2- 24<sup>th</sup> September 2024**

The 2<sup>nd</sup> day of training started with a recap of the sessions from Day 1. Dr. Vineeta Dhankhar, 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 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 Patients' Rights and their fundamental Responsibilities. He briefed about the 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. Deepika Gaur, Consultant, CU. 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, she 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 a brief description of all the 12 standards under support services and gave a glance of comparison of standards as per the level of facility.

### **Session 5: Area of Concern F – Infection Control**

Dr. Siddhi Dhond (Consultant- QPS) explained about the infection control practices. She made 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 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



### **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 based on discussion with respective moderators 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- 25<sup>th</sup> September 2024

The 3<sup>rd</sup> day of training started with a recap of the last day sessions by Dr. Amrita Rastogi, Consultant, CU, 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 the Quality teams can 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 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 newborn & 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 E – General Clinical Services (E1-E9)**

Mr Rohit Checker, External faculty 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 he 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.



- Direct hearing on patient outcome
- Staff Interview and Record review provide major inputs for compliance
- Assessment of Professional practices
- Preparatory Phase – Programme Guidelines, Govt. orders, Treatment Protocols, etc.

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

The session was delivered by Mr 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 levels 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.





The 4<sup>th</sup> day training started with a recap of the last day sessions by Dr. Chinmayee Swain, Sr Consultant, QPS, NHSRC.

### **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 Ayushman Arogya Mandir- Sub Health Centre**

To give a clear picture on key interventions at Ayushman Arogya Mandirs – Sub Health Centres, 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 the operationalization criteria of AAM-SHCs and on Expanded range of Service Delivery.



She detailed the CPHC, and the services being delivered for NCD, CD, RMNCH+A & Family Planning. In this presentation, she detailed the 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 about monitoring progress at AAM-SHCs.

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

Dr. Utsuk Dutta, External Faculty – Consultant, NIHF, 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/IHIP.



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





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

Dr Ranjit Kumar 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 of 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 Aman Sharma, Consultant QPS briefed the participants about the field visit and gave instructions for the field visit. He briefed the participants about the DH selected for the field visit and divided the participants into twelve groups. Each group had 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 Aman Sharma also emphasized on the rules to be followed during the field visit.

### **DAY 5 – 27<sup>th</sup> September 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: -

Name of the Hospital	Group No.	Participant Name	Department Allocated	Name of the facilitator
<b>Dr Hedgewar Arogya Sansthan</b>	Group 1	Dr Jyotsna Ranga	Accident & Emergency	Dr Naveen Kumar
		Dr Praveen Kumar Jharwal		
		Dr Dhavalkumar S Dave		
		Dr M Kamaleswaran		
		Dr Sumit Yadav		
	Group 2	Dr Naveed Akhtar	Blood Bank	Mr Anand Yadav
		Dr V Arumugam		
		Dr Akilan R D		
		Dr Avinash T		
		Dr Ajay Maurya		
	Group 3	Mrs P Ranjani	SNCU	Dr Amrita Rastogi
		Mr Dinesh Kumar J		
		Dr Sonal Kumar		
		Dr Abhishek Kumar Singh		
		Dr Vivek Kumar Athwani		
	Group 4	Dr G Krishna Leela	M-OT	Dr Shikha Sharma
		Dr Deepika Cecil Khakha		
		Dr Manjeet Kumar		
		Dr Summaiya Mullan		
		Dr Rakesh Gupta		
<b>Bhagwan Mahavir Hospital</b>	Group 5	Dr Rajeev Ranjan	Labour Room	Dr Vineeta Dhankhar
		Dr Vandana Mourya		
		Dr Doulasab		
		Dr Shanthi D		
		Smt Triveni H M		
	Group 6	Dr Poonam Prasad	Pharmacy	Dr Richa Verma
		Dr Hamsa T Swamy		
		Dr Sourabh Mandwariya		
		Dr Laxman Kumar Raulo		
	Group 7	Mr Thiru T P Ilango	ICU	Ms Kajal Jumrani
		Dr C Bharanidharan		
		Dr Madhav Prasad Hasani		
		Dr Pushpalatha K S		
		Dr Sourabh Vijay		

Rao Tula Ram Memorial Hospital	Group 8	Dr Kalidhasan R	IPD	 Ms Rachana Kumari	
		Dr Daljeet Kaur			
		Dr Prashant Asthana			
		Dr Swati Gupta			
		Dr Harsh Srivastava			
	Group 9	Dr Dhara Ambalal Patel	Pharmacy	Ms Sherin OP	
		Dr Manoj Kumar Singh			
		Dr Samteshwar L Chaudhary			
		Mr Amol Roy			
		Dr T Pravin Kumar			
	Group 10	Mr Prashant Srivastava	Laboratory	Dr Ratan Shekhawat	
		Dr Yashavanth			
		Dr Dipal Pravinbhai Dave			
		Dr Ravikanti S Kyatwal			
		Dr Prabha Kumari			
	Group11	Dr Kapil M Gandha	Radiology	Dr Siddhi Dhond	
		Col (Dr) Ashwani Upadhyay			
		Dr Neeraj Nigam			
		Dr Rakesh M Patel			
		Dr C G Mohammed Wakid			
	Group 12	Dr Manish Singh	OPD	Dr Pavitra Sangwan	
		Dr Nirmala H			
		Dr Mohammad Hasnain Ahmad Siddiqui			
		Dr Ramniwas Sewar			
		Dr Aparna Bhadrashetty			

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



## Recap & Revision of National Quality Assurance Standards

Ms Vinny Arora took this session as a Quiz about the AOC, Standards, Departments under NQAS, which made many things easy and clear to the participants. The participants understood the key concepts 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 previous five days of training. They were given a Question paper with multiple-choice questions, case study & descriptive questions. There were a 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 distribution of appreciation gifts for top 3 presentations made after the field visit was done.





## FEEDBACK BY PARTICIPANTS

The average score of feedback analysis is given below:-

Day 1	4.67
Day 2	4.40
Day 3	4.43
Day 4	4.38
Day 5	4.72
Day 6	4.76

Faculty wise feedback Analysis:-

Dr J N Srivastava	4.67
Dr Deepika Sharma	4.71
Ms Vinny Arora	4.69
Dr Chinmayee Swain	4.55
Dr Neeraj Gautam	4.63
Dr Ranjit Kumar Mandal	4.13
Mr Ranjith Menon	4.37
Dr Abhay Dahiya	4.50
Dr Vineeta Dhankhar	4.05
Dr Siddhi Dhond	4.23
Dr Deepika Gaur	4.34
<b>External Faculty feedback</b>	
Dr Rohini Kumar	4.39
Mr Rohit Checker	4.31
Ms Neelam Siddiqui	4.30
Dr Utsuk Dutta	4.33

S.No.	Most Liked Sessions	Trainer
1.	AoC G - Quality Management system - I	Dr Deepika Sharma
2.	AoC G - Quality Management system - II	Dr Deepika Sharma
3.	Area of Concern E – Specific Clinical Services under NQAS (E17 – E19)	Dr Rohini Kumar

Although most of the participants were from various domains of the Healthcare System ranging from Administration, Clinician, Healthcare Academics, and so forth; they all participated in Valedictory & shared feedback and came forward to deliver thanking notes to Quality and Patient Safety Division of NHSRC. They expressed their satisfaction with the training that they have learned many new subjects, acquired several new technical skills, and improved the existing set of 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.

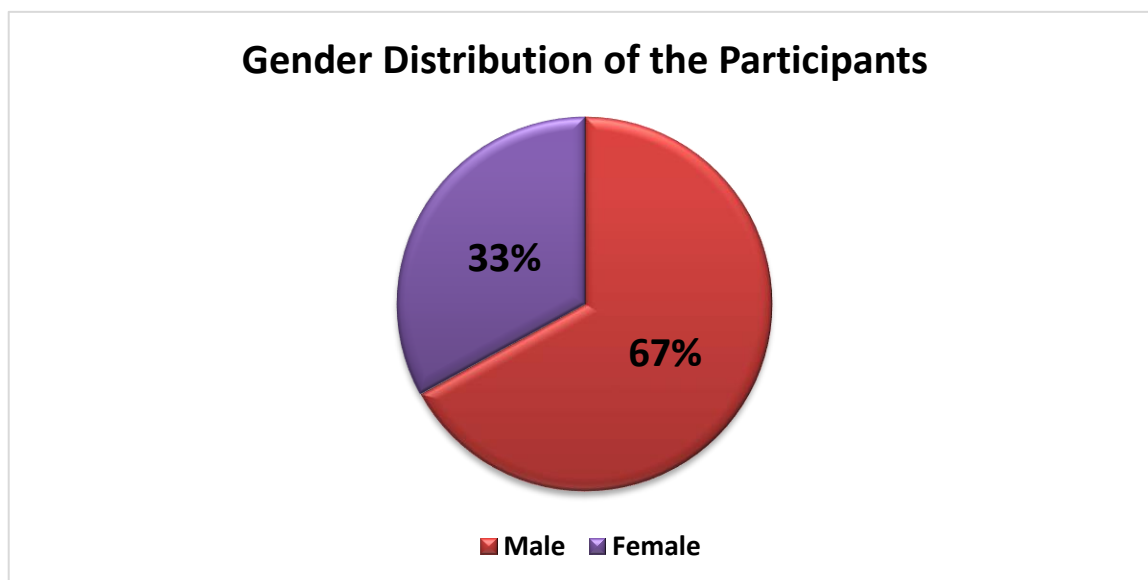
## SUGGESTIONS BY PARTICIPANTS

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

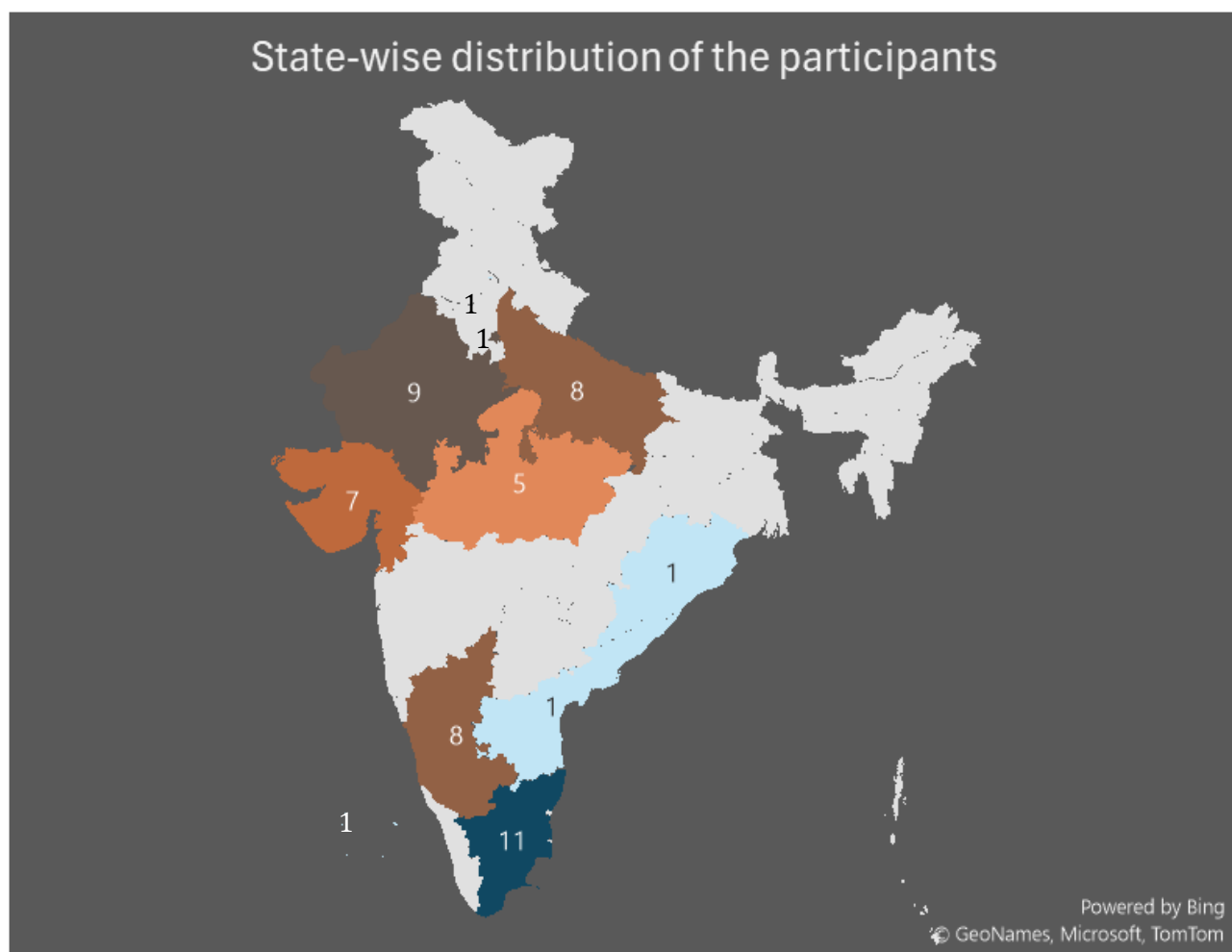
## Day-wise group exercise evaluation analysis (Day 1 to Day 4)

ID No	Name of Candidate	Exercise-1 "Area of Concern" Score out of 10	Exercise - 2 "Measurement System" Score out of 10	Exercise- 3 "Area of Concern A" Score out of 5	Exercise-4 "Area of Concern B" Score out of 5	Exercise-4 "Area of Concern C" Score out of 5	Exercise-4 "Area of Concern D" Score out of 5	Exercise-4 "Area of Concern E" Score out of 10	Exercise-4 "Area of Concern G" Score out of 10	Total of Exercises (Out of 60)
A1	Thiru T P Ilango	9.5	9	3.5	3.5	4	3.5	9.5	9	51.50
A2	Dr Daljeet Kaur	9	9.5	3.5	3.5	4	3.5	9	9.5	51.50
A3	Dr Samteshwar L Chaudhary	9	9	3	3.5	4	3.5	8.5	9	49.50
A4	Dr Ravikanti S Kyatnal	9.5	9	3.5	3.5	4	3.5	8.5	9.5	51.00
A5	Dr C G Mohammed Wakid	9	9.5	3	3.5	4	3.5	8	9	49.50
A6	Dr Jyotsna Ranga	8.5	9	3	3.5	4	3.5	9.5	9	50.00
A7	Dr V Arumugam	9	9.5	3.5	3.5	4	3.5	9	9.5	51.50
A8	Dr Mohammad Shahzad Ahmad	8.5	9.5	3	3	4	3.5			31.50
B9	Dr Sonal Kumar	9	9	4	4.5	4.5	4	9	9	53.00
B10	Dr Summaiya Mullan	9	9	4.5	4.5	4.5	4.5	9	9	54.00
B11	Smt Triveni H M	9	9	4.5	4.5	4.5	4	9	9	53.50
B12	Dr Manish Singh	9	9	4.5	4.5	4.5	4.5	9	9	54.00
B13	Dr Poonam Prasad	9	9	4	4	4	4.5	9	9	52.50
B14	Dr C Bharanidharan	9	9	4.5	4.5	4.5	4.5	9	9	54.00
B15	Dr Prashant Asthana	9	9	4	4	4.5	4.5	9	9	53.00
C16	Mr Amol Roy	8	8.5	4.5	4.5	4.5	4.5	10	9	53.50
C17	Dr Prabha Kumari	8	8.5	4.5	4.5	4.5	4.5	9	9	52.50
C18	Dr Kapil M Gandha	8.5	8	4.5	4.5	5	4.5	9	9	53.00
C19	Dr Nirmala H	8.5	8.5	4.5	4.5	5	4.5	10	9	54.50
C20	Dr Praveen Kumar Jharwal	8	8.5	4.5	5	4.5	4.5	9	9	53.00
C21	Dr Akilan R D	8.5	8.5	4.5	5	4.5	4.5	10	9	54.50
C22	Dr Abhishek Kumar Singh	8	8.5	4.5	4.5	4.5	4.5	10	9	53.50
D23	Dr Rakesh Gupta	9.5	9.5	4	4.5	5	4	9	8	53.50
D24	Dr Rajeev Ranjan	9	9	4	4.5	5	4	9	8	52.50
D25	Dr Hamsa T Swamy	8.5	9	4	4.5	5	4	9	9	53.00
D26	Dr Madhav Prasad Hasani	9	9	4	4.5	5	4	9	8	52.50
D27	Dr Swati Gupta	9.5	9	4	4.5	5	4	9	8	53.00
D28	Dr T Pravin Kumar	8	8	4	4.5	5	4	9	8	50.50
D29	Mr Prashant Srivastava	9.5	9.5	4	4.5	5	4	9	8	53.50
E30	Col (Dr) Ashwani Upadhyay	8.5	9	4.5	4	4.5	4	8.5	9	52.00
E31	Dr Mohammad Hasnain Ahmad Siddiqui	8.5	9	4.5	4	4	4	9	9	52.00
E32	Dr Dhavalkumar S Dave	9.5	9.5	4.5	4.5	4.5	4	9.5	10	56.00
E33	Dr Avinash T	9.5	9.5	4.5	4.5	4	4	9	9	54.00
E34	Dr Vivek Kumar Athwani	9.5	9.5	4.5	4.5	4	4	9.5	9.5	55.00
E35	Dr G Krishna Leela	9.5	9.5	4.5	4	4	4	8.5	9	53.00
E36	Dr Vandana Mourya	9	9.5	4.5	4	4.5	4	9	8.5	53.00
F37	Dr Pushpalatha K S	9	9	4	4.5	4	4.5	9.5	9.5	54.00
F38	Dr Harsh Srivastava	8.5	8.5	4.5	4	4.5	4	9.5	9.5	53.00
F39	Dr Dhara Ambalal Patel	8.5	8.5	4	4.5	4	4.5	9.5	9.5	53.00
F40	Dr Yashavanth	8.5	8.5	4.5	4	4.5	4	9.5	9.5	53.00
F41	Dr Neeraj Nigam	9.5	9.5	4	4.5	4	4.5	9.5	9.5	55.00
F42	Dr Ramniwas Sewar	8.5	8.5	4.5	4	4.5	4	9.5	9.5	53.00
F43	Dr M Kamaleswaran	8.5	8.5	4	4.5	4	4.5	9.5	9.5	53.00
F44	Dr Ajay Maurya	8	8	4.5	4	4.5	4	9.5	9.5	52.00
G45	Mrs P Ranjani	9	9	5	5	5	4	9.5	9	55.50
G46	Dr Deepika Cecil Khakha	9	9	3.5	3.5	3.5	3.5	9	8.5	49.50
G47	Dr Doulasab	9	9	3.5	3.5	3.5	3.5	9	9	50.00
G48	Dr Sourabh Mandwariya	9	9	3.5	3.5	3.5	3.5	9	9	50.00
G49	Dr Sourabh Vijay	9	9	4	4	3.5	4	9	8.5	51.00
G50	Dr Kalidhasan R	9	9	5	5	5	4	9.5	8.5	55.00
G51	Dr Manoj Kumar Singh	9	9	4	4	4	4	9	9	52.00
G52	Dr Dipal Pravinbhai Dave	9	9	3.5	3.5	3.5	3.5	9	9	50.00
H53	Dr Shalu Garg									0.00
H54	Dr Rakesh M Patel	9	9	4.5	5	4.5	4.5	8.5	8.5	53.50
H55	Dr Aparna Bhadrashetty	9	9	4.5	4	4.5	4	8.5	8.5	52.00
H56	Dr Sumit Yadav	9	9	4.5	5	4.5	4	8.5	8.5	53.00
H57	Dr Naveed Akhtar	9	9	4.5	5	4.5	4	8.5	8.5	53.00
H58	Mr Dinesh Kumar J	9	9	4.5	4.5	4.5	4	8.5	8.5	52.50
H59	Dr Manjeet Kumar	9	9	4	4	4.5	4	8.5	8.5	51.50
H60	Dr Shanthi D	9	9	4.5	4	4.5	4	8.5	8.5	52.00
H61	Dr Laxman Kumar Raulo	9	9	3.5	4.5	4.5	4	8.5	8.5	51.50

**A. Gender Wise Participation**



**B. Geography wise Distribution**







## **Annexure D**

### **TRAINING AGENDA**



## **Agenda**

### **38<sup>th</sup> Batch of NQAS External Assessors' Training for National Quality Assurance Standards**

**23<sup>rd</sup> to 28<sup>th</sup> September 2024**

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



### Day 1 - 23<sup>rd</sup> September 2024

Time	Topic	Resource Person
08:30 AM - 09:00 AM	Registration	QPS Team
09:00 AM - 09:30 AM	Pre-Training Evaluation (Online)	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	Maj Gen (Prof) Atul Kotwal, SM, VSM Executive Director - NHSRC
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 – 24<sup>th</sup> September 2024

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr Vineeta Dhankhar Consultant – QPS
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	<b>Tea Break</b>	
11:15 AM - 12:15 PM	Area of Concern C – Inputs	Dr Deepika Gaur Consultant – CU, 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	<b>Lunch</b>	
02:00 PM - 02:45 PM	Area of Concern F: Infection Control	Dr Siddhi Dhond Consultant – QPS
03:00 PM - 04:00 PM	Exercise on Area of Concern A & B	QPS Team
04:00 PM - 04:15 PM	<b>Tea Break</b>	
04:15 PM - 05:30 PM	Exercise on Area of Concern C & D	QPS Team





**Day 3 – 25<sup>th</sup> September 2024**

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr Amrita Rastogi Consultant – CU, QPS
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>	
02:00PM - 03:00 PM	Area of Concern E: General Clinical Services (E1-E9) ***	Mr Rohit Checker External Faculty
03:00 PM - 04:00 PM	Area of Concern E: Specific Clinical Services under NQAS (E10 – E16 & E24)****	Mr Rohit Checker External Faculty
<b>04:00 PM - 04:15 PM</b>	<b>Tea Break</b>	
04:15 PM - 05:30 PM	Exercise on Area of Concern E – Primary & Secondary Care	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

**\*\*\*\*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  
**\*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



## Day 4 – 26<sup>th</sup> September 2024

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr Tanvi Bansal Consultant – QPS
09:15 AM - 10:30 AM	Area of Concern G: Quality Management System – II	Dr Deepika Sharma Lead Consultant - QPS
<b>10:30 AM - 10:45 AM</b>	<b>Tea Break</b>	
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
<b>01:30 PM - 02:15 PM</b>	<b>Lunch</b>	
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
<b>04:45 PM - 05:00 PM</b>	<b>Tea Break</b>	
05:00 PM - 05:15 PM	Briefing about the field visit and group work	Dr Aman Sharma Jr Consultant - QPS
05:15 PM - 05:30 PM	Role Play	QPS Team



Day 5 - 27 <sup>th</sup> September 2024		
Time	Topic	Resource Person
09:00 AM – 01:00 PM	Field Visit	QPS Team
<b>01:00 PM – 02:00 PM</b>	<b>Lunch</b>	
02:00 PM – 04:00 PM	Scoring, Analysis, and Report Writing of the Field Visit	QPS Team
<b>04:00 PM – 04:15 PM</b>	<b>Tea Break</b>	
04:15 PM – 05:45 PM	Presentation & Discussion on Field Visit	Participants and QPS Team

Day 6 - 28 <sup>th</sup> September 2024		
Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Ms Vinny Arora Lead Consultant – CU, QPS
<b>10:00 AM – 10:30 AM</b>	<b>Tea Break</b>	
10:30 AM – 01:00 PM	Post Training Evaluation	Participants
01:00 PM – 01:30 PM	Valedictory/Feedback	QPS Team
<b>01:30 PM onwards</b>	<b>Lunch</b>	



## Annexure E

### LIST OF PARTICIPANTS

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60	Dr Shanthi D	Tamil Nadu	shanthirohan@gmail.com
61	Dr Laxman Kumar Raulo	Odisha	rahullaxman@gmail.com

## Annexure F

### LIST OF PARTICIPANTS FOR RE-EXAMINATION

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## Annexure G

### LIST OF QUALIFIED PARTICIPANTS

Sl. No	Name of Participants	State/UT
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2	Dr Samteshwar L Chaudhary	Gujarat
3	Dr C G Mohammed Wakid	Lakshadweep
4	Dr Jyotsna Ranga	Rajasthan
5	Dr V Arumugam	Tamil Nadu
6	Dr Summaiya Mullan	Gujarat
7	Dr C Bharanidharan	Tamil Nadu
8	Dr Prashant Asthana	Uttar Pradesh
9	Dr Sonal Kumar	Delhi
10	Dr Prabha Kumari	Delhi
11	Dr Kapil M Gandha	Gujarat
12	Dr Nirmala H	Karnataka
13	Dr Akilan R D	Tamil Nadu
14	Dr Abhishek Kumar Singh	Uttar Pradesh
15	Dr Rakesh Gupta	Chandigarh
16	Dr Rajeev Ranjan	Delhi
17	Dr Hamsa T Swamy	Karnataka
18	Dr Madhav Prasad Hasani	Madhya Pradesh
19	Dr Swati Gupta	Rajasthan
20	Dr T Pravin Kumar	Tamil Nadu
21	Mr Prashant Srivastava	Uttar Pradesh
22	Col (Dr) Ashwani Upadhyay	Delhi
23	Dr Mohammad Hasnain Ahmad Siddiqui	Uttar Pradesh
24	Dr Dhavalkumar S Dave	Gujarat
25	Dr Avinash T	Karnataka
26	Dr Vivek Kumar Athwani	Rajasthan
27	Dr G Krishna Leela	Tamil Nadu
28	Dr Vandana Mourya	Delhi
29	Dr Pushpalatha K S	Tamil Nadu
30	Dr Harsh Srivastava	Delhi
31	Dr Neeraj Nigam	Madhya Pradesh
32	Dr M Kamaleswaran	Tamil Nadu
33	Dr Ajay Maurya	Uttar Pradesh
34	Mrs P Ranjani	Andhra Pradesh
35	Dr Deepika Cecil Khakha	Delhi
36	Dr Sourabh Mandwariya	Madhya Pradesh
37	Dr Sourabh Vijay	Rajasthan
38	Dr Kalidhasan R	Tamil Nadu

39	Dr Manoj Kumar Singh	Uttar Pradesh
40	Dr Dipal Pravinbhai Dave	Gujarat
41	Dr Rakesh M Patel	Gujarat
42	Dr Aparna Bhadrashetty	Karnataka
43	Dr Sumit Yadav	Madhya Pradesh
44	Dr Naveed Akhtar	Rajasthan
45	Mr Dinesh Kumar J	Tamil Nadu
46	Dr Manjeet Kumar	Uttar Pradesh
47	Dr Shanthi D	Tamil Nadu
48	Dr Indra Rathore	Rajasthan
49	Mrs Poonam Goel	Delhi
50	Ms Khushboo Pandya	Rajasthan
51	Dr Sharanappa P Ganiger	Karnataka
52	Dr Sandeep Malhari Sonawane	Maharashtra
53	Dr Ginni Lamba	Haryana
54	Dr Nidhi Tiwari	Delhi
55	Dr Ashwani Kumar	Delhi
56	Dr Bishwajeet Ramanand	Bihar
57	Dr Satish Kanwar	Himachal Pradesh

End of the Report