

**Report  
of  
40<sup>th</sup> NATIONAL EXTERNAL ASSESSORS' TRAINING  
On  
NATIONAL QUALITY ASSURANCE STANDARDS  
(NQAS)  
13<sup>th</sup> to 18<sup>th</sup> January 2025**



**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	8-20
VIII	Post Training Evaluation	21
IX	Valedictory	21
X	Feedback	218

List of Annexures	
Annexure A	List of participants
Annexure B	Gender & Geographical Distribution of Participants
Annexure C	Day wise scoring
Annexure D	List of Participants- Reappear
Annexure E	List of Participants- Qualified
Annexure F	Field Visit
Annexure G	Feedback by Participants
Annexure H	Training Agenda

## **INTRODUCTION**

To provide quality of care in public healthcare facilities is a key priority of the Ministry of Health & Family Welfare. The National Quality Assurance Standards (NQAS) provide a structured framework to assess and improve healthcare services across the country.

To implement this effectively, the National Health Systems Resource Centre (NHSRC) conducts the NQAS External Assessors' Training to build a pool of qualified professionals, who can evaluate public health facilities and provide support to the States in meeting the targets set by MoHFW.

The 40th National External Assessors' Training, held from 13th to 18th January 2025, was designed to equip participants with the necessary knowledge and skills to execute objective and standardized assessments. The training is accredited by the International Society for Quality in Healthcare (ISQua) and ensures that assessors are well-versed in assessment methodologies, scoring systems, and reporting protocols.

To determine the appropriate skill mix and cadre of participants for this training, a matrix was developed mapping the govt and non-govt empaneled assessors in all States/UTs against the number of applications received in the last six months and targeted facilities for the coming FY. Analysis of this matrix revealed a significant shortage of assessors from the nursing cadre in the existing pool. To address this gap, nursing professionals with a qualification of BSc Nursing or Post Basic BSc Nursing and a minimum of 10 years of work experience were selected from both govt and non-govt sectors. This approach aimed to strengthen the representation of the nursing cadre within the NQAS assessor pool.

A total of 65 participants were shortlisted and 58 attended the training (The list is attached as Annexure A). The training followed a participatory approach, and attendees were divided into eight groups, ensuring a balanced mix based on gender, geographical representation, and organizational background. (Group distribution is attached as Annexure B).

At the end of each day, feedback was collected from participants to determine the effectiveness of the sessions and the level of participant engagement. Group performance was also assessed based on their participation in daily exercises. (Day wise scoring is attached as Annexure C).

On 5<sup>th</sup> day of the training a field visit to 12 Ayushman Arogya Mandirs-Sub Health Centres (AAM-SHC) in Uttar Pradesh and Haryana was organized. It allowed participants to apply their learnings in real time scenarios.

On the sixth and final day, a written post-training evaluation was conducted as per the schedule. Participants, who scored 70% and above were empaneled as External Assessors for a period of 3 years. A total no. of 58 participants appeared for the exam. 13 reappearing participants who did not qualify previously, reappeared for the exam (Annexure D). 42 participants qualified for the post-training evaluation (The list is attached as Annexure E).

This report provides an overview of this training, key takeaways, feedback and recommendations given by the participants for further improvement in subsequent training.

## **AIMS AND OBJECTIVES OF TRAINING**

The aim of the training is to strengthen the knowledge, skills and assessment capacities of the participants to assess the public health facilities. The specific objectives are as follows:

- ❖ To create a pool of Qualified assessors for undertaking Quality assessments at State and National level.
- ❖ To make prospective assessors aware of the Quality Assurance Standards for public health facilities.
- ❖ To equip participants with knowledge to conduct objective assessments of healthcare facilities against predefined standards.
- ❖ Understanding of Area of Concern wise standards and measurable elements for different levels of healthcare facilities.
- ❖ To provide hands-on training and proficiency in using departmental assessment tools, assessment methods and scoring.
- ❖ To ascertain the desired proficiency and competence of prospective assessors through objective evaluation and feedback.
- ❖ To instigate and strengthen the behavioral and attitudinal values of an assessor.

## PREPARATION

The six-day training program follows a mixed pedagogy approach, including lectures, interactive sessions, group exercises, and field visits.

Day-wise exercise workbooks were prepared and distributed to participants, to enhance participant interaction and hands-on learning.

To prepare for the training, the following resource materials were distributed to the participants:

- ❖ A bag with required stationary items like a writing pad, pen, pencil, sharpener, eraser, sticky paper flags, and highlighter.
- ❖ National Quality Assurance Standards for Public Health Facilities (2020)
- ❖ Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities (2021)
- ❖ Assessors' Guidebook for Quality Assurance in District Hospital Vol-I
- ❖ Assessors' Guidebook for Quality Assurance in District Hospital Vol-II
- ❖ Assessors' Guidebook for Quality Assurance in District Hospital Vol-III
- ❖ Assessors' Guidebook for Quality Assurance in CHC
- ❖ Assessors' Guidebook for Quality Assurance in PHC
- ❖ Quality Standards for Urban Primary Health Centre
- ❖ Assessors' Guidebook for Health & Wellness Centre (Sub-Centre)
- ❖ LaQshya Guidelines
- ❖ MusQan Guidelines
- ❖ Concept Note

## **METHODOLOGY**

A mix of methods were used for the 40<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. 58 participants appeared in the examination.

## **INAUGURAL & WELCOME ADDRESS**

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

Later, an introduction was given by Dr J N Srivastava, Advisor, Quality & Patient Safety Division (QPS), NHSRC followed by an inaugural address from the Chief Guest Maj Gen (Prof) Dr Atul Kotwal, SM, VSM, Executive Director, NHSRC. 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.



All participants introduced themselves and shared their expectations from the training. After the introduction by the participants, a Vote of Thanks was delivered by Ms Vinny Arora, Lead Consultant, QPS (CU), NHSRC to the dignitaries which was followed by a group photograph and then technical sessions.

## **PRESENTATION BRIEFINGS**

### **DAY 1- 13<sup>th</sup> January 2025**

#### **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 provided an overview of the Public Health System in India, tracing its evolution from the Bhole Committee recommendations. He then discussed Primary Care in the 1990s, highlighting India's dual burden of disease and the government's current management strategies. Additionally, he elaborated on the National Health Mission, detailing its structure, five key pillars, and their implications.



Dr. Srivastava emphasized the high mortality rate linked to the low quality of the health system and the need for improvement through the implementation of NQAS standards. While providing an overview of NQAS, he outlined the journey of Quality Assurance, explaining the historical context of the accreditation process. He also highlighted that NQAS is based on the Donabedian Model of Quality of Care and applies to DH, CHC, PHC, UPHC, and AAM-SC to enhance healthcare services.

Dr. J.N. Srivastava further briefed the participants on the ISQua Accreditation of NQAS. He elaborated on their potential role as trained NQAS assessors, detailing training norms process as per ISQua protocols.



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

The second session was taken by Dr Arpita Agrawal (Senior Consultant- QPS) on Introduction to National Quality Assurance Standards as per '*National Quality Assurance Standards for Public Health Facilities 2024.*' 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 this guidebook for reference. She gave a comparative overview of the standards applicable at all levels of HCFs.



## **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 areas of concern, standards, measurable elements and checkpoints, identify & understand different methods of assessment, compliance and assessment protocol.



She made the participants understand the anatomy of the checklist & explained about the area of concern, standard and measurable element, checkpoints and scorecard. She gave an overview of the departmental checklists that are available for different levels of healthcare facilities as well as several case scenarios that provided clarity to the participants on the scoring norms.



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

Ms Vinny Arora gave a brief introduction to the exercises and guided the participants about the intent and conduct of the exercises for the morning sessions conducted on Day 1 of the training. The exercises comprised both objective (MCQs) and subjective formats i.e., including true/false statements, fill-in-the-blanks, match the following, identifying standards and ME and assessing compliance based on case studies.

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 mentored and supported by a Consultant from the QPS division.



## **DAY 2- 14<sup>th</sup> January 2025**

The 2<sup>nd</sup> day of training started with a recap of the sessions from Day 1. Dr. Ranjit Mandal, Senior Consultant, QPS (CU) Division, NHSRC briefed the participants on the learnings/takeaway lesson from sessions conducted on Day 1 for ease of understanding of the participants.

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

Dr. Naveen Kumar, Consultant QPS, took the first session of Day 2, i.e., Service Provision- AoC-A under NQAS. He explained about checking the availability of services as per the scope of services provided by the facilities.



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

The second session of Day 2 was taken by Dr Chinmayee Swain, Senior Consultant, QPS. She talked about the Patients' Rights and their fundamental responsibilities. She briefed about the standards in terms of:

- 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 Mr. Ranjith Menon, (Health Services Quality Assurance Specialist-ADB). Area of concern C covers the structure component as per Donabedian model- structure, process and outcome. Note, this is the only Area of Concern that details about the structure component of Health facilities under NQAS. In this session, he gave a brief overview of Physical safety (C2), Fire safety (C3), competence assessment of staff (C4), availability of drugs and consumables (C5), availability of equipment and instruments (C6) etc.



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

Dr Chinmayee Swain took this session and started the presentation by explaining why support services are important under NQAS framework. She explained that support services are the backbone of hospital operations which are usually the most neglected area in public hospitals. She laid emphasis on how support services directly and indirectly lead to poor quality, 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. She gave a brief description of all the 12 standards under AoC - D and gave a 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.



## **Session 6: 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/IHIIP.

**Under communicable disease he covered the following programs:**

- National Tuberculosis eradication Program (NTEP)
- National AIDS Control Program
- National Vector Borne Disease Control Programme
- National Leprosy Eradication Programme



**Under non-communicable disease he covered the following programs:**

- National Programme 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 Healthcare Elderly
- National Oral Health Care Programme

### **Session 7: - Exercises & discussion with moderator: Area of Concern (A, B, C & D)**

After a brief discussion on the intent of AoC A to AoC D, exercises were supported and guided by the moderators. The exercises included assign scores based on different case scenarios, identifying ME and Standard etc., for AoC A, B, C & D. Spotting slides were also shown to the participants one by one for Area of Concern D. Participants were asked to give answers based on discussion with respective moderators in the groups. All the groups were given scores for their responses by the moderators.



### **DAY 3- 15<sup>th</sup> January 2025**

The 3<sup>rd</sup> day of training started with a recap of the sessions conducted on Day-2, by Dr. Ranjit Mandal, Senior Consultant, CU (QPS), NHSRC.

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

Dr. Parminder Gautam, External Assessor, took this session. Through this session, he explained about the Quality management in a facility and how a facility can improve its process and achieve quality improvement. He briefed about how to identify the problems by using Quality tools and how the Quality teams can achieve the target of providing quality services to the population near the health care facility.

His session 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 – General Clinical Services (E1-E9)**

Mr Rohit Checker, External Assessor, took this session explained the standards 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 etc.





### **Session 3: Area of Concern H - Outcome Indicators**

Mr Anand Yadav, Consultant QPS, took a session on Outcome Indicators. He highlighted the difference between the KPIs and outcome indicators and emphasized the departmental indicators to be monitored under NQAS and data sources.



### **Session 4: 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 healthcare facilities. He also explained the measurable elements of dialysis standard.



## **Session 5: NQAS Assessment at Ayushmann Arogya Mandir- Sub Health Centre**

To give a clear picture on key interventions at Ayushman Arogya Mandirs – Sub Health Centres, Dr Arpita Agrawal 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 explained about 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 6: Exercises on Area of Concern E – Primary & Secondary Care**

The group exercises were mentored by moderators where all the participants were given the exercise workbook. The exercises were based on case scenarios, MCQs, identification of ME and Standard under AoC-E. Exercises pertaining to AoC-G were supported by Dr Parminder during his morning session.



The 4<sup>th</sup> day of training started with a recap of the sessions on Day-3 by Dr. Chinmayee Swain, Senior Consultant, QPS, NHSRC.

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

Dr. Parminder Gautam took this session. Through this session he 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 E - Specific Clinical Services under NQAS (E17-E19)**

The session was delivered by Roopa Rawat External Faculty. 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 Roopa Rawat. 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 spoke about family planning services and the counselling services at healthcare facilities.



### **Session 4: Conduct of National Level Assessments and Conflict Resolution**

This session on ethical issues was taken by Ms Vinny Arora, Lead Consultant, QPS (CU). She started with the principles of assessment: Integrity, Fair presentation, Due Professional care, Confidentiality, Independence, Evidence based approach and Risk-based thinking. She also discussed some ethical issues that have been raised by States during the external assessment. She also explained about the process of de-panelment of assessors.



### **Session 5: Continual Quality Improvement in NQAS assessed facilities and Action Plan**

This session was taken up by Dr Ranjit Kr Mandal, Senior Consultant, QPS (CU). He oriented the participants about assessment process, gap finding, action plan and mitigation process. He also discusses the difference between, Continual and Continuous quality Improvement and their components. He highlighted the PDCA approach and the importance of sustainability of NQAS standards.



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

Ms Rachana Kumari, Consultant QPS (CU) took this session and discussed issues related to the report writing, the ideal way of making assessment report, common mistakes during report writing and basic principles of report writing.



## **Session 7: Briefing about the field visit & Group work**

Dr. Pavitra Sangwan, Junior Consultant, Certification Unit, QPS, briefed the participants on the field visit. She provided an overview of the selected AAM Sub-Health Centres designated for the visit and organized the participants into twelve groups. Each group was assigned a team coordinator from the NHSRC team to facilitate coordination and provide guidance throughout the visit. Dedicated vehicles were arranged for transportation, and the logistical details were shared with all participants. She also highlighted the rules and protocols to be adhered to during the field visit.

### **DAY 5 – 17<sup>th</sup> January 2025**

#### **Field Visit**

On 5th Day, the participants assembled at their respective hotels and were divided into twelve groups and assigned to twelve (12) Ayushman Arogya Mandir–Sub Health Centres (AAM-SHCs) located in Haryana and Uttar Pradesh (Annexure F). These visits provided participants with a platform to conduct demo assessments. Each group was accompanied by a moderator from NHSRC, who evaluated the participants based on specific attributes, as outlined in the table below:

<b>40<sup>th</sup> External Assessors' Training Field Visit Post Evaluation (Group No.)</b>								
<b>Moderator Name</b>	<b>Group ID.</b>	<b>Name of Participant</b>	<b>Mobile no.</b>	<b>Conduct of Assessment (7)</b>	<b>Behaviour towards Staff (6)</b>	<b>Coordination among teams (6)</b>	<b>Communication Skills (6)</b>	<b>Score out of 25</b>

Following the field visit, all twelve teams came back to the training venue and presented their learnings. The presentations were delivered in the format shared on Day 4. The presentation briefly described their findings which comprised of the following:

- Identifying the most observable gaps in the facility under eight Areas of Concern (including classification and severity).
- Highlighting the best practices observed at the facility.
- Outlining an action plan addressing the identified gaps.



Each group's presentation was evaluated by moderators based on the criteria mentioned below:

40th External Assessors' Training Field Visit Post Evaluation							
Moderator Name	Group No.	Understanding of NQAS (5)	Technical Knowledge (5)	Assessment Methodology (5)	Team Coordination & Management (5)	Completion of Presentation (5)	Score out of 25

### **Presentations on the field visit**





## POST TRAINING EVALUTION

On the sixth day, participants underwent an evaluation based on the training conducted over the previous five days. Each participant received a question paper comprising multiple-choice questions, a case study, and descriptive questions—distributed across five different sets. Prior to attempting the question paper, participants completed a spotting exercise, where they were required to identify gaps based on slides shown to them. These gaps had to be documented as a gap statement, their relevant Standard and ME.

## VALEDICTORY

Dr. J N Srivastava delivered the valedictory address. He thanked all the participants for their active participation and sincerity in the training. Few participants shared their feedback on the training. They said that this training was fruitful for them, and they had learned good practices. They expressed that after going through this program their knowledge and skills have been upgraded with respect to Quality, which they will implement at their respective organizations. Lastly, there was a prize distribution for groups that presented the top 3 presentations after their field visit on Day 5. Some participants made the following suggestions:

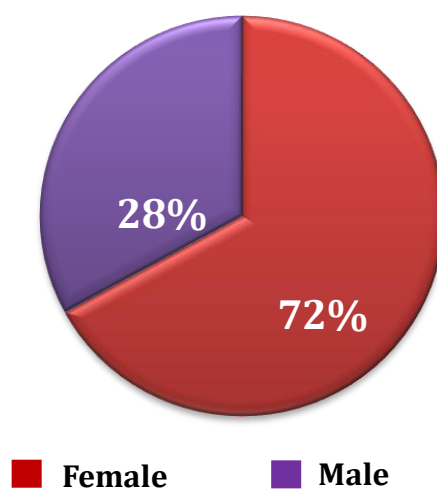
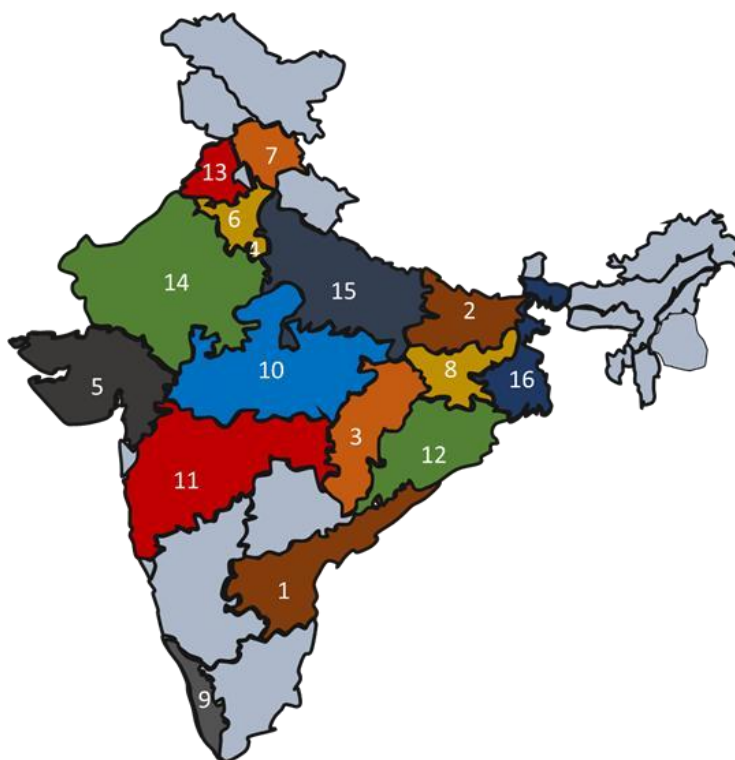
- More days required for training to understand the depth of the subject.
- Sessions to be conducted in English and Hindi.
- More interactive teaching sessions such as quizzes, games etc.





LIST OF PARTICIPANTS			
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**GENDER & GEOGRAPHICAL DISTRIBUTION OF PARTICIPANTS****Gender Distribution****Statewise Distribution**

## Annexure C

## DAYWISE EXERCISE SCORING

ID No	Name of Candidate	Email ID	Exercise-1 "Area of Concern" Score out of 10	Exercise - 2 "Measurement System" Score out of 10	Exercise- 1 "Area of Concern A" Score out of 10	Exercise-2 "Area of Concern B" Score out of 10	Exercise-3 "Area of Concern C" Score out of 10	Exercise-4 "Area of Concern D" Score out of 10	Exercise- "Area of Concern E- Primary & Secondary Care" Score out of 10	Exercise- "Area of Concern E- (RMCHA+A)" Score out of 10	Total of Exercises (Out of 80)
A1	Asha Verma	ashaverma2370@gmail.com	8.5	8.5	9	9	9	9	9	9	71.00
A2	Kakali Sinha	ksinha214@gmail.com	9	9	9	9	9	9	9	9	72.00
A3	Madhu Mita Sharma	manoommanav@gmail.com	9	9	9	9	9	9	9	9	72.00
A4	Maniraj Singh Kanawat	krmaniraj1989@gmail.com	9	9	9	9	9	9	9	9	72.00
A5	Kanchan Bala	kanchanchandla9@gmail.com	8.5	8.5	9	9	9	9	9	9	71.00
A6	Dr Subhash Chand Gupta	subhash.chand.agrawal@gmail.com	9	9	9	9	9	9	9	9.5	72.50
A7	Dr Deepika Gaur	deepika.gaur@nhsrcindia.org	9	9	9	9	9	9	9	9.5	72.50
B8	Priyanka Kureel	kpriyanka2373@gmail.com	9	9.5	9.5	9.5	9.5	9.5	9.5	9	75.00
B9	G Sheeba Sumphonia	sheebakaranam28@gmail.com	8.5	9	9	9	9	9	9.5	9	72.00
B10	Ragini Kumari	raginikri851@gmail.com	8	9	9	9	9	9	9.5	8	70.50
B11	Govind Vaishnav	vai.govind.72.k@gmail.com	8.5	9	9.5	9.5	9.5	9.5	9.5	7	72.00
B12	Pradeep Kumar	sharmap22@gmail.com	8	9.5	9	9	9	9	9.5	9	72.00
B13	Rupali Batish	rupalibatish34@gmail.com	8	9	8.5	8.5	8.5	8.5	9.5	9	69.50
B14	Anju Kumari	anjukumari3881@gmail.com	8.5	9	8.5	8.5	8.5	8.5	9.5	9	70.00
B15	Rajesh Saini	sainirknsn@gmail.com		8.5	9	9	9	9	9.5	9	72.00
C16	Sahil Masih	sahilmasih212@gmail.com	9	9	9	9	9	9	8	9.5	71.50
C17	Shaik Gowasia	gowsiavali@gmail.com	8.5	8.5	9	9	9	9	8	9	70.00
C18	Om Kant Sharma	omsharma2002@gmail.com	8.5	8.5	9	9	9	9	8	9.5	70.50
C19	Rajvinder Kaur	kaurrajvinder1974@gmail.com	8.5	8.5	9	9	9	9	8	9	70.00
C20	Shweta Sharma	shwlath1989@gmail.com	8.5	8.5	9	9	9	9	8	9.5	70.50
C21	Teresa Hembrom	hembromt483@gmail.com	9	9	9	9	9	9	8	9.5	71.50
C22	Sheeba Chacko	sheebaputhumayil@gmail.com	8.5	8.5	9	9	9	9	8	9.5	70.50
C23	Vinod Kumar	dhakavinod77@gmail.com	9	9	9	9	9	9	8	9.5	71.50
D24	B Ramesh Naik	ramesh.b991@gmail.com	9.5	9.5	9	8.5	9	9	9	9	72.50
D25	Nayanben Deepakbhai Mahant	nayana.mahant158@gmail.com	9.5	9.5	9	9	9	8	8.5	9	71.50
D26	Manorma Murmu	manoramamurmu1984@gmail.com	9.5	9.5	9	8.5	9	8.5	9	9	72.00
D27	Shamla K	shamlasham77@gmail.com	9.5	9.5	9	9	9	9	9	9	73.00
D28	Rachana Ode	rachanaode@gmail.com	9.5	9.5	9.5	9.5	9.5	9	9.5	9	75.00
D29	Anita Rani	anitanain675@gmail.com	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9	75.50
D31	Dr Deepika Sharma	deepika.sharma@nhsrcindia.org	10	10	10	10	10	10	9.5	9	78.50
E32	Rupinder Kaur	chahalrupinder040@gmail.com	9	9	9	8.5	9	8.5	9	9.5	71.50
E33	Sarita Kumari	tanusaru@gmail.com	9	9	9	8.5	9.5	8	9	9	71.00
E34	Vandana Patle	vandanapatle99@gmail.com	9	9	8.5	8.5	9	8.5	9	9	70.50
E35	Amit Pandey	amit_pandey_ap@yahoo.com	9	9	9	9.5	8.5	9	9.5	9.5	73.00
E36	Rupali Mhaskar	ketakirupali11@gmail.com	8.5	9	8.5	9	9	8.5	9.5	9.5	71.50
E37	Sonia Rani	monudagar2395@gmail.com	8.5	9	9	8.5	8	9	9.5	9	70.50
E38	Rasmita Das	rasmitadas743@gmail.com	9	9	9	9	8.5	8.5	9	9	71.00
F39	Lalita	lalitachauhan20@gmail.com	8	8	7	6	6	6	9	9	59.00
F40	Sagarika Sarkar	sagarika.sarkar19@gmail.com	9	9	8	8	8	8	9	9	68.00
F41	Vijay Kumari	hwckolian@gmail.com	9	9	9	8	9	9	9	9	71.00
F42	Brahamdev Gautam	brahamdevgautam@gmail.com	8	9	8	8	9	9	9	9	69.00
F43	Asim Shah	asimshah7572@gmail.com	9	9	5	5	5	4	9	9	55.00
F44	Pushpendra Singh	psingh2308@gmail.com	9	8	7	8	9	9	9	9	68.00
F45	Athuri Devapriya	atnuridevapriya@gmail.com	8	8	7	7	8	8	9	9	64.00
F46	Soumya Sonalika	ssonalika@outlook.com	9	9	8	7	8	8	9	9	67.00
G47	Harsha Rajput	harshachouhan90.hc@gmail.com	9	9	8	8	8	9	10	9.5	70.50
G48	Patisha Claudious	patishaclaudious4@gmail.com	9	9	8.5	9	9	9.5	10	9.5	73.50
G49	Ankita Nath	ankita.nath5@gmail.com	9	9	8.5	8	8.5	9	9.5	9.5	71.00
G50	Raj Kiran Kaki	rajkirankaki@gmail.com	9	9	9.5	9	9.5	9.5	10	9.5	75.00
G51	Summit Gill	sumeetjordan16@gmail.com	9	9	8	8.5	8.5	9	9.5	9.5	71.00
G52	Preeti Gola	Preeti.gola9@gmail.com	9	9	9.5	9.5	9.5	9.5	10	9.5	75.50
G53	Giri Rama Govindrao	ramagiri1911@gmail.com	9	9	8.5	8	7.5	9	10	9.5	70.50
H54	Jyotirmayee Sahoo	jyotirmayee.sahoo2009@gmail.com	8	8	8	8	8	8	9	9	66.00
H55	Poonam Kumari	bhu1302@gmail.com	9	9	9	9	9	9	9	9.5	72.50
H56	Anusree Mukherjee	anushree9474@gmail.com	8	8.5	9.5	9.5	9.5	9.5	9.5	9.5	73.50
H57	Tatapudi Asha Rekha	ashasiri03@gmail.com	8.5	8	8.5	8.5	8.5	8.5	9	9	68.50
H58	Gangadhar Parishwad	gangaram1625@gmail.com	9.5	9	9	9	9	9	9	9	72.50
H59	Ajay Singh	ajaysingh10290@outlook.com	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9	75.50



**Annexure D****LIST OF PARTICIPANTS - REAPPEAR**

<b>Roll No.</b>	<b>Name</b>	<b>State</b>	<b>E-mail</b>
R1	Dr Shailesh Khandare	Maharashtra	drshaileshkhandare@gmail.com
R2	Dr Sanjay Kumar Jain	Delhi	drsanjay_19@yahoo.com
R4	Ms Sangita Singh	Bihar	taran.konnur@gmail.com
R5	Ms Renuka Shinde	Delhi	shinde.madhav@yahoo.co.in
R6	Dr Y Venkata Laksmamma	Telangana	lakshmiakkineni04@gmail.com
R7	Mr Kranthi Tappetla	Assam	kranthi1417@gmail.com
R8	Ms Parvesh Sharma	Delhi	parveshsharma967@gmail.com
R9	Dr Ravikanti S K	Karnataka	principaldtcfwglb@gmail.com
R10	Ms Triveni HM	Karnataka	ravikantisk6@gmail.com
R11	Dr Dhara Patel	Gujarat	drdhara1984@gmail.com
R12	Dr Yashvanth	Karnataka	dryashavanthrathod@gmail.com
R13	Dr Ramnivas Sewar	Rajasthan	ramsewar@rediffmail.com
R14	Dr Doulasab	Karnataka	drdouls@gmail.com

**Annexure E****LIST OF PARTICIPANTS- QUALIFIED**

<b>S.No</b>	<b>Name of Participants</b>	<b>State/UT</b>
1	Dr Deepika Sharma	Delhi
2	Dr Deepika Gaur	Delhi
3	Dr Dhara Patel	Gujarat
4	Shamla K	Kerala
5	Anita Rani	Haryana
6	Preeti Gola	Delhi
7	Sarita Kumari	Rajasthan
8	Pushpendra Singh	Delhi
9	Vijay Kumari	Punjab
10	Summit Gill	Punjab
11	Rajesh Saini	Delhi
12	Ms Renuka Shinde	Delhi
13	Ms Parvesh Sharma	Delhi
14	Dr Sanjay Kumar Jain	Delhi
15	Sagarika Sarkar	West Bengal
16	Ankita Nath	West Bengal
17	Priyanka Kureel	Chhattisgarh
18	Dr Doulasab	Karnataka
19	Dr Ravikanti S K	Karnataka
20	Amit Pandey	Delhi
21	Sahil Masih	Chhattisgarh
22	Ajay Singh	Delhi
23	B Ramesh Naik	Andhra Pradesh
24	Soumya Sonalika	Odisha
25	Dr Subhash Chand Gupta	Delhi
26	Rachana Ode	Madhya Pradesh
27	Harsha Rajput	Chhattisgarh
28	Atluri Devapriya	Andhra Pradesh

29	Rupali Mhaskar	Maharashtra
30	Sheeba Chacko	Kerala
31	Dr Yashvanth	Karnataka
32	Ms Sangita Singh	Bihar
33	Pradeep Kumar	Haryana
34	Ms Triveni HM	Karnataka
35	Rupinder Kaur	Punjab
36	Patisha Claudious	Uttar Pradesh
37	Brahamdev Gautam	Rajasthan
38	Om Kant Sharma	Bihar
39	Vinod Kumar	Delhi
40	Gangadhar Parishwad	Bihar
41	Kakali Sinha	West Bengal
42	Anusree Mukherjee	West Bengal

FIELD VISIT					
ID No	Name of the participant	Field Visit Group	Facilitators	Fellows	Facility
A1	Asha Verma	Group 1	Dr Neha	-	AAM SHC Manoli
B13	Rupali Batish				
D25	Nayanben Deepakbhai Mahant				
E38	Rasmita Das				
G50	Raj Kiran Kaki				
A2	Kakali Sinha	Group 2	Ms Rachana	-	AAM SHC Pathreri
B14	Anju Kumari				
D26	Manorma Murmu				
F39	Lalita Chauhan				
G51	Summit Gill				
A3	Madhu Mita Sharma	Group 3	Dr Tanvi	-	AAM SHC Sampka

B15	Rajesh Saini				
D27	Shamla K				
F40	Sagarika Sarkar				
G52	Preeti				
A4	Maniraj Singh Kanawat	Group 4	Ms Kajal	-	AAM SHC Babra Bakipur
C16	Sahil Masih				
D28	Rachana Aud				
F41	Vijay Kumari				
G53	Giri Rama Govindrao				
A5	Kanchan Bala	Group 5	Dr Aman	-	AAM SHC Lakhuwas
C17	Shaik Gowsia				
D29	Anita Rani				
F42	Brahamdev Gautam				
H54	Jyotirmayee Sahoo				

A6	Dr Subhash Chand Gupta	Group 6	Dr Ranjit Mandal	Dr Aditi	AAM SHC Bajghera
C18	Om Kant Sharma				
F43	Asim Shah				
H55	Poonam Kumari				
A7	Dr Deepika Gaur	Group 7	Mr Anand	-	AAM SHC Rawlikalan
C19	Rajvinder Kaur				
E32	Rupinder Kaur				
F44	Pushpendra Singh				
H56	Anusree Mukherjee				
B8	Priyanka Kureel	Group 8	Ms Sherin	-	AAM SHC Abupur
C20	Shweta Sharma				
E33	Sarita Kumari				
F45	Atluri Devapriya				
H57	Tatapudi Asha Rekha				



B9	G Sheeba Sumphonia	Group 9	Dr Richa	-	AAM SHC Indergarhi
C21	Teresa Hembrom				
E34	Vandana Patel				
F46	Soumya Sonalika				
H58	Gangadhar Parishwad				
B10	Ragini Kumari	Group 10	Dr Ratan	-	AAM SHC Tajnagar
C22	Sheeba Chacko				
E35	Amit Pandey				
G47	Harsha Rajput				
H59	Ajay Singh				
B11	Govind Vaishnav	Group 11	Dr Naveen	Dr Surbhi	AAM SHC Morti
C23	Vinod Kumar				
E36	Rupali Mhaskar				
G48	Patisha Claudious				

B12	Pradeep Kumar	Group 12	Dr Amrita	Ms Shraiya	AAM SHC Raghunathpur
D24	B Ramesh Naik				
E37	Sonia Rani				
G49	Ankita Nath				

<b>FEEDBACK BY PARTICIPANTS</b>
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At the end of each day, participant feedback was collected to assess the effectiveness of the sessions.

**The average score of daywise feedback analysis is given below: -**

Day 1	4.44
Day 2	4.28
Day 3	4.31
Day 4	4.22
Day 5	4.48
Day 6	4.66

**Faculty wise feedback Analysis: -**

Dr J N Srivastava	4.51
Ms Vinny Arora	4.55
Dr Arpita Agarwal	4.40
Dr Chinmayee Swain	4.66
Dr Ranjit Kumar Mandal	4.21
Mr Ranjith Menon	3.97
Mr Anand Yadav	4.28
Ms Rachana Kumari	4.18
Dr Siddhi Dhond	3.76
Dr Naveen Kumar	4.08
<b>External Faculty feedback</b>	
Ms Roopa Rawat	4.29
Mr Rohit Checker	4.20
Dr Parminder Gautam	4.15
Dr Utsuk Dutta	4.55

<b>S.No.</b>	<b>Most Liked Sessions</b>	<b>Trainer</b>
1.	Area Of Concern B: Patient Rights under NQAS	Dr Chinmayee Swain
2.	Overview of national health programs under NQAS (E23)	Dr Utsuk Dutta
3.	Measurement System Under NQAS	Ms Vinny Arora









## **Agenda**

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

**13<sup>th</sup> to 18<sup>th</sup> January 2025**

**Venue: Ibis, Aerocity, Delhi**



### Day 1 – 13<sup>th</sup> January 2025

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	Ms. Vinny Arora Lead Consultant – CU (QPS)
10:30 AM - 11:00 AM	Group Photograph followed by Tea	
11:00 AM -12:15 PM	Overview of Quality in the Public Health System	Dr. J N. Srivastava Advisor – QPS
12:15 PM - 01:30 PM	Introduction to National Quality Assurance Standards	Dr. Arpita Agrawal Sr. 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(QPS)
03:15 PM - 03:20 PM	Brief about Exercises	Ms. Vinny Arora Lead Consultant – CU(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 – 14<sup>th</sup> January 2025

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr. Ranjit Kumar Senior Consultant – CU
09:15 AM - 10:00 AM	Area of Concern A -Service Provision	Dr. Naveen Kumar Consultant – QPS
10:00 AM – 10:45 AM	Area of Concern B – Patient Rights	Dr. Chinmayee Swain Sr. Consultant – QPS
10:45 AM – 11:00 AM	<b>Tea Break</b>	
11:00 AM – 11:45 AM	Area of Concern C – Inputs	Dr. Ranjit Menon Health Specialist ADB
11:45 AM – 12:30 PM	Area of Concern D – Support Services	Dr. Chinmayee Swain Sr. Consultant – QPS
12:30 PM – 01:15 PM	Area of Concern F – Infection Prevention and Control	Dr. Siddhi Dhond Consultant – QPS
01:15 PM - 02:00 PM	<b>Lunch</b>	
02:00 PM – 03:00 PM	Overview of National Health Programs under NQAS (E23)	Dr. Utsuk Dutta Consultant - NIHFW
03:00 PM - 04:15 PM	Exercise on Area of Concern A & B	QPS Team
04:15 PM - 04:3 PM	<b>Tea Break</b>	
04:30 PM - 05:30 PM	Exercise on Area of Concern C & D	QPS Team



### Day 3 – 15<sup>th</sup> January 2025

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr. Neeraj Gautam Sr. Consultant – CU
09:15 AM – 10:45 AM	Area of Concern G – Quality Management System- I	Dr. Parminder Gautam External Resource
<b>10:45 AM - 11:00 AM</b>	<b>Tea Break</b>	
11:00 AM - 12:15 PM	Area of Concern E – General Clinical Services under NQAS (E1-E9) ***	Mr. Rohit Chekker External Resource
12:15 PM - 01:00 PM	Area of Concern H: Outcome Indicators under NQAS	Dr. Vineeta Dhankar Consultant – QPS
<b>01:00 PM – 01:45 PM</b>	<b>Lunch</b>	
01:45 PM - 02:30 PM	Area of Concern E: Specific Clinical Services under NQAS (E10 – E16 & E24)****	Mr. Rohit Chekker External Resource
02:30 PM - 03:15 PM	NQAS assessment at Ayushman Arogya Mandir-Sub Health Centres	Dr. Neeraj Gautam Sr. Consultant – CU
<b>03:15 PM – 03:30 PM</b>	<b>Tea Break</b>	
03:30 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





### Day 4 – 16<sup>th</sup> January 2025

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr. Ranjit Mandal Sr. Consultant - CU
09:15 AM - 10:45 AM	Area of Concern G: Quality Management System – II	Dr. Parminder Gautam External Consultant
<b>10:45 AM - 11:00 AM</b>	<b>Tea Break</b>	
11:00 AM – 11:45 AM	Area of Concern E: Specific Clinical Services under NQAS Services (E17-E19)	Ms. Roopa Rawat External Resource
11:45 AM – 12:30 PM	Conduct of National Level Assessments and Conflict Resolution	Dr. Neeraj Gautam Sr. Consultant – CU
12:30 PM – 01:30 PM	Area of Concern E: Specific Clinical Services under NQAS Services (E20-E22)	Ms. Roopa Rawat External Resource
<b>01:30 PM - 02:15 PM</b>	<b>Lunch</b>	
02:15 PM – 03:00 PM	Continual Quality Improvement in NQAS assessed facilities and Action Plan	Dr. Ranjit Mandal Sr. Consultant – CU
03:00 PM – 03:45 PM	Key Components of Report Writing with exercise	Ms. Rachana Kumari Consultant – CU
<b>03:45 PM – 04:00 PM</b>	<b>Tea Break</b>	
04:00 PM - 04:30 PM	Exercises on Area of Concern E – Primary & Secondary Care & Quality Management	QPS Team
04:30 PM – 05:00 PM	Briefing about the field visit and group work	Dr. Pavitra Sangwan Jr. Consultant – CU
05:00 PM - 05:30 PM	Role Play	QPS Team

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

E17 - Antenatal Care

E18 – Intranatal Care

E19 – Postnatal Care

E20 – Newborn, Infant & Child Health Care

E21 – Abortion & Family Planning

E22 – Adolescent, Reproductive & Sexual Health



Day 5 - 17 <sup>th</sup> January 2025		
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 – 05:30 PM	Presentation & Discussion on Field Visit	Participants and QPS Team

Day 6 - 18 <sup>th</sup> January 2025		
Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Ms. Vinny Arora Lead Consultant - CU
<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>	