

Training Report

2st AYUSHMAN ASSESSORS' TRAINING

on

NATIONAL QUALITY ASSURANCE STANDARDS(NQAS)

08th to 10th July 2024



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

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INTRODUCTION

Quality of care is of paramount importance in public health as it directly impacts the well-being of communities. The National Quality Assurance Standards (NQAS) serve as a framework to ensure that services at public health facilities meet predetermined criteria for quality and safety.

In recent years, public health facilities have been undergoing quality certification. Realizing value in the quality process and enhancing the quality in the provided services, the Ministry of Health and Family Welfare has established an objective to achieve 100% NQAS certification for all public healthcare facilities by December 2026, with an interim milestone of reaching 50% certification by December 2025.

To achieve this target Ministry of Health & Family Welfare, Government of India has accorded approval for Virtual certification of Ayushman Arogya Mandir- Sub Health Centre and also expand the existing pool of NQAS National level Assessor.

National Health Systems Resource Centre (NHSRC) has taken the task to create a pool of Quality Assessors for which 2nd batch of 3-DaysNQAS Ayushman Assessors' Training was organized from **08th to 10th July 2024**. The training module was designed with a view to enable the trainers for assessment of the AAM-SHC against the pre- defined checklists available for assessment of AAM-SHC.

The report, therefore, provides information about how 3 days workshop was conducted, lessons learnt and way forward for improving the Quality in public health facilities in India. (Agenda attached as *Annexure I*)

Total of 51 participants attended the training (The list is attached as *Annexure II*). All the participants were Government participants. The training was participatory in nature. All the participants were divided into 7 groups based on gender ratio, geographical areas and organization capacities to maintain the equilibrium in the group. (List is attached as *Annexure-A*)

The training program commenced with a preliminary evaluation test in Microsoft form (Online mode) before proceeding with the main sessions. The sessions during the training were divided into three days followed by post-training evaluation on the last day. Each day is divided into two parts, session followed by exercises. Sessions describe about all Areas of Concern, Standards, Measurable elements, Checkpoints and as mentioned in the Assessors Guidebooks of NQAS. Exercises in the training led to healthy brainstorming of the participants and made the concepts clear and understandable. At the end of each day, feedback is collected from the participants on the sessions conducted (List attached as *Annexure-B*). Also, each group is scored based on their performance in the exercises on each day (List attached as *Annexure- C*). On the 3rd day of training, a written post- evaluation exam was undertaken at the end of the training as per the schedule, the participants who scored 70% and above marks are empanelled

as Ayushman Assessor. A total of 51 participants appeared in post-training evaluation exam. (The list of passed candidates is attached as *Annexure -III*)

Overall feedback of the training is 4.5 out of 5. (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 Assessment of AAM-SHC at National level under NQAS.
2. To make prospective assessors aware of National Quality Assurance Program for Ayushman Arogya Mandir- Sub Health Centre.
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 assessment of healthcare facilities against predefined standards.
5. To provide understanding of the quality measurement system for NQAS and Virtual assessment protocols and methodology.
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 assessment tools, assessment method, gathering and feedback.
9. To instigate and strengthen the behavioral and attitudinal values of an independent assessor.
10. To impart necessary skills for professional report writing.
11. To provide working knowledge for using IT enabled tools for assessment.

PREPARATION

The QPS division of NHSRC developed a course curriculum and created educational videos to demonstrate the functionality of Ayushman Arogya Mandir-Sub Health Centre. Additionally, several videos were produced for exercise purposes to help participants become familiar with virtual assessments. In addition to this, all the participants were given many exercises, thereby making the training more participatory.

The following material were distributed:

- a) A bag with required stationary items like notebook, pen, pencil, sharpener, eraser and sticky paper flags.
- b) Operational guidelines for improving Quality Assurance in Public Healthcare Facilities. (2021)
- c) National Quality Assurance Standards for Public Health Facilities-2020
- d) National Quality Assurance Standards- Assessor's Guidebook for Ayushman Arogya Mandir-Sub Health Centre.
- e) Concept note NQAS.
- f) Instruction Manual

METHODOLOGY

Methodology of assessor training is based on anagogical principles of Adult learning. It judiciously uses mix of Motivation, reinforcement, retention and transference strategies to ensure optimal learning. The formal sessions are supported by array of learning activities to facilitate adult learning. This includes:

- Lecture method using Power point presentation
- Brainstorming Session
- Case Studies
- Small group and Exercises
- Educational Videos
- Gap Identification through Video

PRE-TRAINING EVALUATION

At the onset of NQAS Ayushman Assessors' Training, the pre-evaluation examination via Microsoft form has been conducted for all the participants, consisting 15 multiple- choice question. 51 participants have appeared in the examination.



INAUGURAL SESSION

The Ayushman Assessor Training commenced with a welcome address and introduction by Dr. J.N. Srivastava, Advisor , Quality & Patient Safety Division (QPS) at NHSRC.

The ceremony proceeded with the lighting of the lamp and an address by the Chief Guest, Air Commodore (Dr.) Ranjan Kumar Choudhury ,VSM, Advisor- Healthcare Technology .In his address, Dr Ranjan highlighted the significance of the National Quality Assurance Programme and outlined the goal of achieving 100% certification of public health facilities by 2026. He also noted the Ministry of Health & Family Welfare's approval for virtual assessments of AAM-SHC and the expansion of the National Assessors pool

Subsequently, all participants introduced themselves, followed by a Vote of Thanks extended to the dignitaries. The event then transitioned into the technical session.



PRESENTATION BRIEFING

Day – 01 (10th June 2024)

Session 1: Accelerating the NQAS Certification in Primary Healthcare Facilities

The technical session was delivered by Dr. J.N. Srivastava, Advisor of the Quality & Patient Safety Division (QPS). Dr. Srivastava began by outlining the requirements and expectations for the participants, as well as the appeal process within the system to ensure the training's success.

He highlighted the target set by the Ministry of Health & Family Welfare to achieve 100% certification of public health facilities by 2026, with an interim goal of 50% certification by December 2025. Dr. Srivastava also shared the strategic plan developed to meet these targets.

Additionally, he discussed the new training program, detailing the roles and expectations of the Ayushman Assessors.



Session 2: Comprehensive Primary Health Care- Key Features and terminologies

To provide a clear overview of Comprehensive Primary Health Care, Dr. B. N. Vyas, National Mentor, led the session. He began by addressing the challenges in primary healthcare and explained how the "Ayushman Bharat Yojana" is advancing the goal of "Universal Health Coverage" through a holistic approach. Key elements highlighted by Dr. Vyas included comprehensive primary care, services for all, and continuum of care. Additionally, he discussed the operationalization criteria of AB-HWCs and the expanded range of service delivery.

He detailed about CPHC and the services being delivered for NCD, CD, RMNCH+A & family Planning. In his presentation, he detailed about availability of human resources and Tele-Consultation Services. He gave emphasis on standards D3 and D5 of the Ayushman Arogya Mandir-Sub Health Centre i.e. Progressive use of digital technology and patient support groups. In the end, he delivered the information regarding



community platforms in rural & urban areas and also about monitoring progress at AAM.

Session 3: Virtual walk of AAM-SHC

A video about Ayushman Arogya Mandir was presented to the participants to educate them about the functioning of AAM-SC. The participants also asked questions to clarify their doubts about how AAM-SC operates.

Session 4: Introduction to National Quality Assurance Standards & Scoring Rules

Dr. Deepika Sharma, Lead Consultant-QPS, conducted a session on the Introduction to National Quality Assurance Standards. She provided an overview of these standards, detailing the scope of various areas of concern and the intent behind different standards. Dr. Deepika explained how these standards are organized across various levels of healthcare facilities. She also briefed participants on how to use the guidebooks as reference materials.

She also introduced participants to the Measurement System, providing an overview of the scoring rules and the score calculation method. She presented scorecards to facilitate a better understanding of these concepts.



Session 5: Organization of Virtual Assessment & Measurement System

Ms. Vinny Arora, Lead Consultant-CU, conducted a session on the Organization of the Virtual Assessment & Measurement System. The session's learning objectives were to understand the architecture, layout, and design of various components of NQAS, comprehend areas of concern, standards, measurable elements, and checkpoints, identify and understand different assessment methods, gain complete clarity and understanding of scoring rules, and get acquainted with the assessment protocol.

She also showed the checklists for different categories of healthcare facilities and discussed about the Virtual Assessment toolkit and challenges during virtual assessment.



Session 6: Areas of Concern A, B (Service Provision & Patient's Right)

Dr. Chinmayee Swain conducted a session covering two key areas. She began by introducing participants to the 12 service packages. She then explained how to assess facilities according to the 2 standards and 16 measurable elements under Area of Concern A, including service availability at both facility and community levels.

In Area of Concern B, Dr. Chinmayee discussed patients' rights and their fundamental responsibilities. She outlined the five accompanying standards, covering accessibility, information sharing, non-discrimination policies, the importance of maintaining patient privacy and confidentiality, and the provision of free services to end-users.



Session 7: Brief and Objectives of the Exercise

Dr Deepika Sharma provided a brief introduction to the participants about the exercises and guided the participants on the intent and conduct of the activities related to the sessions conducted on Day 1 of the training.

Participants were provided with workbook exercises on the topics covered and shown videos evaluating the specific areas of concern. This aimed to help them identify gaps and understand the scoring system.

The participants were divided into 07 groups to undertake the exercises individually within a set timeframe, followed by group discussions. Each group was monitored and supported by consultant from the QPS division.



Day -02 (11th June 2024)

The day 02 started with the recap session. Dr Ratan Shekhawat took the session.

Session 1: Area of Concern C &D- Inputs & Support Services

Mr Ranjith R Menon, Quality Assurance Specialist- ADB, conducted a session on Area of Concern C & D. He started by explaining the structural aspects, providing an overview of physical safety, fire safety and competence assessments.

Then he explained the importance of support services, highlighting that they are the backbone of hospital operations. Dr Ranjith emphasized how inadequacies in support services can lead to poor quality of care, such as poor facility upkeep, long equipment downtimes, and minimal process improvement efforts, which can significantly impact clinical care outcomes.

He provided a brief overview of the standards related and compared the physical and virtual checklists.



Session 2: Area of Concern E (E1-E6): General Clinical Services

Dr. Annapoorna KN led the session, focusing on general clinical services. She discussed standards E1 to E6, which encompass the hospital processes starting from patient registration to consultation and admission. Her presentation included detailed explanations of clinical assessment and reassessment, continuity of care, diagnostic services, safe drug administration, standard treatment guidelines with rational drug use, and nursing care procedures.



Session 3: Area of Concern E (E7-E9 & E12)

Dr Vineet Pathak, External Faculty and National CHO Mentor, delivered the session. He began by providing an overview of the division of clinical services. He covered emergency services, including disaster management and triage protocols. Additionally, he discussed the extended package of services such as ophthalmic, oral, ENT, mental



health, disease control programs, and elderly and palliative care.

Session 4: Area of Concern F – Infection Control

Dr Naveen Kumar, Consultant-QPS, provided an in-depth explanation of infection control practices. He effectively clarified the standards, covering key areas such as hand hygiene practices, personal protective equipment, equipment processing, environment control, and biomedical waste management. He placed particular emphasis on biomedical waste management, thoroughly discussing all relevant standards within the broader scope of infection control.



Session 5: Area of Concern E (E10-E11) Communicable & Non-Communicable Disease

Dr Vineet Pathak, External Faculty (National CHO Mentor), led the session. He focused on standards E10 and E11, emphasizing the management of communicable and non-communicable diseases according to guidelines. For communicable diseases, he discussed programs such as NVBDCP, NTEP, NLEP, NACO, IDSP, and NVHCP. In addressing non-communicable diseases, he covered the management of hypertension, diabetes, and cancer screening, as well as locally prevalent health conditions. He also highlighted promotive health and wellness services, including yoga and AYUSH clinics.



Session 6: Area of Concern E- (E13-E18) RMNCHA

Dr. B N Vyas, National Mentor delivered the session, beginning with a discussion on the service delivery framework for maternal health and additional services. He covered clinical processes related to antenatal care, intranatal care, postnatal care, newborn care, child health, adolescent health, and family planning. Dr. Vyas also provided an overview of services offered at Type A and Type B subcentres, mentioned the lab diagnostic tests available at AAM-SC, and discussed the scheduled visits of ASHA for postnatal care.



Session 7: Area of Concern G & H

Dr Abhay Dahiya, Consultant QPS, delivered the lecture. He detailed the five standards within Area of Concern G, which include forming a quality improvement team, ensuring patient and employee satisfaction, maintaining updated Standard Operating Procedures, conducting periodic reviews of clinical, support, and quality management processes, and establishing a facility mission, vision, and quality policy with objectives. He also presented feedback formats and discussed various quality tools.

For Area of Concern H, Dr Abhay began by explaining the expectations of patients, service providers, and health systems. He then covered aspects of measuring quality of care, including productivity, efficiency, clinical care and safety, and service quality. Additionally, he highlighted the key points for assessments and demonstrated the formula for calculating outcome indicators.



Session 8: Exercise and Discussion with Moderators

Moderators supervised the group exercises, providing all participants with exercise sheets and videos that demonstrated specific gaps. This was intended to help participants understand the scoring system. Participants were evaluated by the moderators on their level of active participation during the exercises.



Day – 03 (12th June 2024)

Session 1: Conduct of National Level Assessments and Conflict Resolution

Dr Neeraj Gautam , Senior Consultant- CU, led the first session of Day 03, beginning with an explanation of the virtual certification process. He outlined the assessment process and provided a list of documents required for NQAS certification. He covered the national level criteria and certification outcomes, emphasizing the Do's and Don'ts of the assessment phase.

Dr Neeraj further detailed the NQAS virtual assessment's step-by-step approach and the scoring methodology. Additionally, he explained the appeal process for conflict resolution.



Session 2: Video- On conducting Virtual Assessment

A video was shown to participants about how to conduct the virtual assessment, what are the points which needs to be taken care of during virtual assessment were reflected in the same.

Session 3: Certification Criteria & Report Writing

Dr. Ranjit Mandal, Senior Consultant -CU, conducted the session. His presentation covered key learning objectives, including certification criteria, issues related to report writing, NHSRC's expectations, the report writing format, and common mistakes encountered during report writing.

He started his session by discussing the weightage criteria for certification and the basic principles and 6 C's of report writing. He taught participants how to write gap statements and showed them the format for conducting opening and closing meetings. Towards the end of the session, he engaged participants in identifying gaps from photographs.



Session 4: Continual Quality Improvement in NQAS-assessed facilities and Action planning

Dr Abhay Dahiya, Consultant QPS, conducted the session. He began by explaining the concept of continual improvement. During his session, he oriented participants on the assessment

process, gap finding, action planning, and the mitigation process. He also highlighted the PDCA approach and the importance of sustaining NQAS standards. Additionally, participants were given a hands-on exercise to reinforce these concepts.

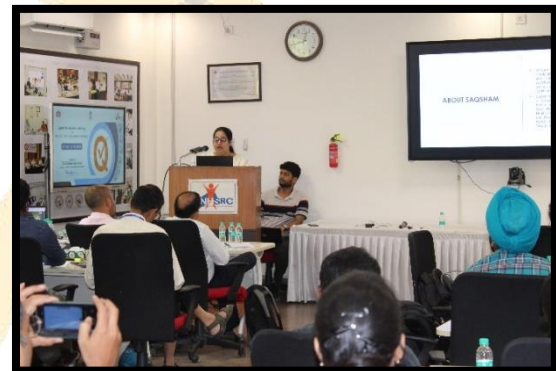


Session 5: Orientation on SaQsham- IT support to conduct the NQAS assessment

Ms Alisha Sharma & Mr Bittu, CDAC team took the session on orientation of SaQsham. In their session they briefed about SaQsham portal, Processes in Assessor's module, pre and post assessment application action.

In pre assessment application module, they explained about Registration process, profile update, creating availability and acceptance of Assessment schedule, about providing declaration of impartiality and selecting team leader and providing travel itinerary.

In post assessment application action, they explained about opening and closing meeting, filling executive summary along with co-assessor feedback and also showed how to raise ticket at helpdesk.



Session 6: 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 to prepare for the exam. Participants felt motivated as well as confident after this session to appear in the exam.



Post Training Evaluation

Participants underwent an evaluation on day 3rd of the training. They were given a Question paper with multiple-choice question, true false and case study based descriptive questions. There was total five sets (Each participants having a different set).

Valedictory

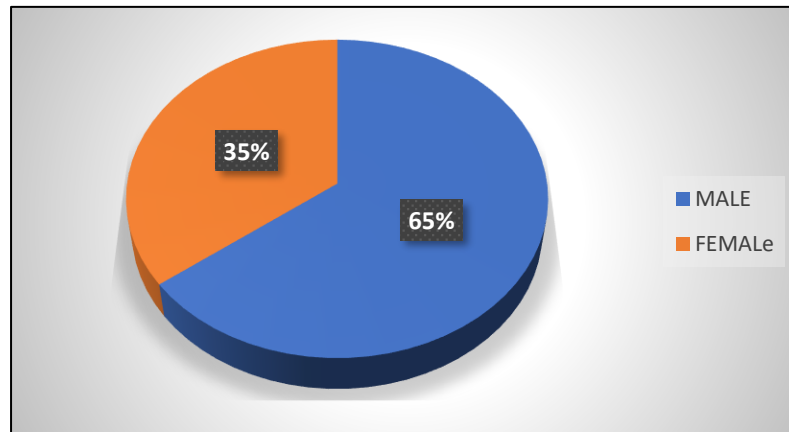
Dr J N Srivastava delivered the valedictory address. He thanked all the participants for their overwhelming active participation and sincerity towards the training.

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.

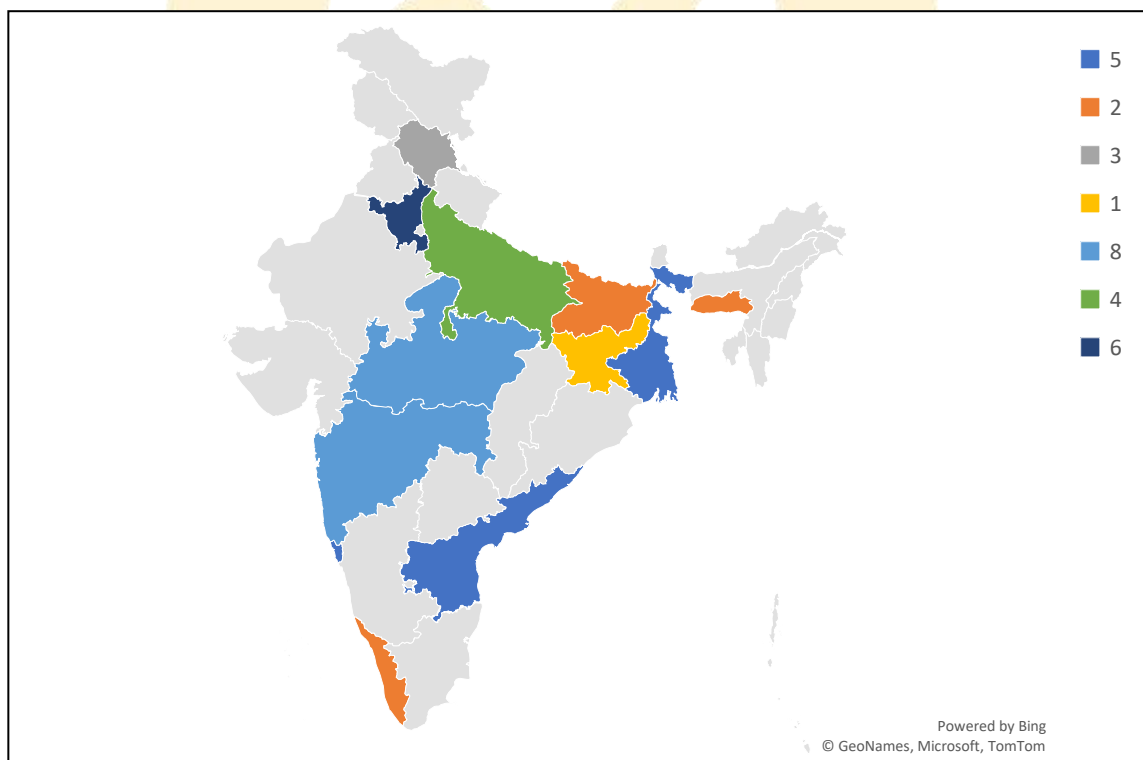


Annexure A: Groups

a. Gender Wise Participation



b. Geography wise Distribution



Annexure B: Feedbacks

FEEDBACK BY PARTICIPANTS

The average score of feedback analysis is given below:

Day 1	4.7
Day 2	4.5
Day 3	4.5

Faculty wise feedback Analysis:

Name of the trainer	Total score
Dr J N Srivastava	4.7
Dr Deepika Sharma	4.7
Ms Vinny Arora	4.6
Dr Chinmayee Swain	4.7
Mr Ranjith Menon	4.2
Dr Annapoorna K N	4.3
Dr Naveen Kumar	4.3
Dr Abhay Dahiya	4.6
Dr Neeraj Gautam	4.5
Dr Ranjit Mandal	4.4
CDAC Team	4.1
External Faculty Feedback	
Dr B N Vyas	4.7
Dr Vineet Pathak	4.6

S. No.	Most Liked Session	Trainer
1	Area of Concern – E (E13-E18)- RMNCHA (Dr B N Vyas)	4.90
2	Area of Concern E (E10 & E11)- [Communicable and Non-Communicable Diseases] (Dr Vineet Pathak)	4.85
3	Accelerating the NQAS Certification in Primary Healthcare facilities (Dr J N Srivastava)	4.72

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

SUGGESTIONS BY PARTICIPANTS

S. NO.	Suggestions to improve training
1	Should know the basic background of participants, and teach accordingly.
2	Session on National Health Programme
3	Specify major issues during virtual assessment and how to overcome those issues.
4	Participants could have been asked to create log in during session as hands-on practice.
5	Integration of handholding support on Portal orientation.

Annexure C: Score-Sheet

	Name of Participants	Measurement System	AoC- A	AoC -B (video)	Exercise & Video AoC C	Exercise & Video AoC D	Exercise & Video AoC E	Exercise & Video AoC F	AoC G & H	Total of exercises (out of 40)
1	Dr Ramprasad Nallamsetty	4	4	4	3.5	3.5	3.5	3.5	3.5	29.5
2	Dr Dharendra Kumar	3.5	4	4	3.5	4	3.5	4	3.5	30
3	Dr Monika	4	4	4	4.5	4.5	4.5	4.5	4.5	34.5
4	Dr Santosh vishnudas Aher	3.5	4	4	4	3.5	4	3.5	4	30.5
5	Dr. Shilpi Saraf	4.5	4	4	4.5	4.5	4.5	4.5	4.5	35
6	Dr. Harish Chand	3.5	4	4	4.5	4.5	4.5	4.5	4.5	34
7	Dr. Johnny Steven Langstang	4	4	4	3.5	3.5	3.5	3.5	3.5	29.5
8	Ms Nabamita Bhattacharjee	5	4	4	4	4.5	4	4.5	4	34
9	Modampuri Vasu Dev Araj	4	4.5	4	4.5	4	4.5	4	4	33.5
10	Dr. Roshan Nazareth	4.5	4	4.5	4.5	4.5	4	4.5	4.5	35
11	Dr Vidhi Tomar	4	4	4	4.5	4	4.5	4.5	4.5	34
12	Dr. Inder Kumar Satnam	4.5	4	4	4	4.5	4	4	4.5	33.5
13	Dr. Emaia Savio Lakiang	4	4	4.5	4.5	4	4.5	4.5	4.54	34.54
14	Dr Deepak	4	4	4	4	4	4.5	4.5	4.5	33.5
15	Dr Aritra Kayal	4	4	4	4.5	4.5	4	4	4.5	33.5
16	Umesh Gajanan Kawalkar	4	4.5	4	4.5	4.5	4.5	4.5	4	34.5
17	Dr. Anuja Vishal Naik	4.75	4.75	4.75	4.5	4	3.8	4.5	4.5	35.55
18	Dr Vikram Katoch	4.5	4.5	4.5	4.5	4	3.8	4.5	4.5	34.8
19	Dr Nalin Kumar	4.5	4.5	4.5	4.5	4	3.8	4.5	4.5	34.8
20	Dr.Vinay Kumar Ravi	4.5	4.5	4.5	4.5	4	3.8	4.5	4.5	34.8
21	Dr Sunidhi Verma	4.5	4.5	4.5	4.5	4	3.8	4.5	4.5	34.8
22	Dr Asraf Siddiqui	4.5	4.5	4.5	4.5	4	3.8	4.5	4.5	34.8
23	Dr Savita Sharma	4.75	4.75	4.75	4.5	4	3.8	4.5	4.5	35.55
24	Dr Hari Subhash Pawar	4.5	4.5	4.5	4.5	4	3.8	4.5	4.5	34.8
25	Dr Rashmi	4.5	4.5	4.25	4	4.5	4.5	4	4	34.25
26	Dr Aman Makhaik	4.5	4.25	4.25	4	4.5	4.5	4	4	34
27	Dr. Firoz Khan	4	4.25	4.25	4	4.5	4.5	4	4	33.5
28	Dr. Pankaj Kumar Patle	3.5	4	4	4	4.5	4.5	4	4	32.5
29	Dr Bhuwan Sawroop Pankaj-	3	3.75	4	4	4.5	4.5	4	4	31.75

30	Dr Nitinkumar Mohanlal Nimodia	4	4	4	4	4.5	4.5	4	4	33
31	Dr. Shubhangini Patel	4.5	4.25	4	4	4.5	4.5	4	4	33.75
32	Dr Uma Sadekar	5	5	4.5	4.6	4.6	4.6	4.6	4.6	37.5
33	Dr.Dinesh P	4	4	4.5	4.7	4.7	4.7	4.7	4.7	36
34	Mr Kuppili Srinivas	4.5	4.5	4	4.6	4.6	4.6	4.6	4.6	36
35	Dr Rajesh Dhiman	4	4	4	4.2	4.2	4.2	4.2	4.2	33
36	Dr. Shikha Garg	5	5	4.5	4.7	4.7	4.7	4.7	4.7	38
37	Dr Arati L Kulwal	4	4	4	4.7	4.7	4.7	4.7	4.7	35.5
38	Dr Mohd Arish	4	4	4	4.6	4.6	4.6	4.6	4.6	35
39	Dr Amandeep Singh	3	3	3	4	4	4	4	4	29
40	Dr Shazia Shams	4	4	4	3.5	4	4	3.5	4	31
41	Dr. Madhu Nema	4	4	4	4	4	4	4	4	32
42	Mr Bharath bushan	4	4	4	4	4	4	4	4	32
43	Smt Sohini Chatterjee	4	4	4	4.5	4.5	4.5	4.5	4.5	34.5
44	Dr. Santosh Kumar	4	4	4	4	4	3.5	4	4	31.5
45	Dr. Milan soni	4	4	4	4.25	4.2	4.1	4.15	4.2	32.9
46	Dr Nirvik Ghosh-	4	4.5	4	4.15	4.25	4.2	4.1	4.25	33.45
47	Dr Divya Khandelwal	5	5	5	4.5	4.25	4.5	4.5	4.25	37
48	Dr. Nikhil Saindane	5	5	4	4.1	4.2	4.3	4.25	4.15	35
49	Dr. Prashant Singh	4	4	4	4	4.2	4.15	4.3	4.25	32.9
50	Dr. Nadine Jean Mesquita	5	5	5	4.15	4.1	4.4	4.25	4.25	36.15
51	Mr Palla Suresh	4	4	4	4.2	4.1	4.25	4.4	4.1	33.05

Annexure I: Agenda



Agenda

**2nd Batch of
Ayushman Assessors' Training
on
National Quality Assurance Standards**

8th- 10th July 2024

VENUE: First Floor Hall, NHSRC

Day 1- 10 June 2024 (Monday)		
Time	Topic	Resource Person
08:30 AM-09:00 AM	Registration	QPS Team
09: 00 AM - 09:20 AM	Pre-training Evaluation	QPS Team
INAUGURAL SESSION		
09:20 AM - 09:30 AM	Welcome Address and Aims & Objectives	Dr JN Srivastava Advisor-QPS
09:30 AM- 09:35 AM	LAMP LIGHTING	
09:35 AM-09:40 AM	Address by Chief Guest	Air Cmde (Dr) Ranjan K. Choudhury, VSM Advisor, HCT
09: 40 AM -09:55 AM	Introduction of Participants	
09:55 AM-10:00 AM	Vote of Thanks	Dr Deepika Sharma Lead Consultant-QPS
10:00 AM-10:30 AM	Group Photograph followed by tea	
10:30 AM-11:15 AM	Accelerating the NQAS Certification in Primary Healthcare facilities	Dr JN Srivastava Advisor-QPS
11:15 AM - 12:15 PM	Comprehensive Primary Health Care – Key features and terminologies	Dr B N Vyas CHO Mentor
12:15 PM-12:25 PM	Virtual Walk of AAM-SC	Dr B N Vyas CHO Mentor
12:25 PM -01:15 PM	Introduction to National Quality Assurance Standards & Scoring Rules	Dr Deepika Sharma Lead Consultant- QPS
01:15 PM- 02:15 PM	Lunch	
02:15 PM-03:15 PM	Organization of Virtual Assessment & Measurement System	Ms Vinny Arora Lead Consultant- CU
03:15 PM-04:15 PM	Areas of Concern A, B (Service Provision & Patient Rights)	Dr Chinmayee Swain Senior Consultant- QPS
04:15 PM-04:30 PM	Tea Break	
04:30 PM-05:30 PM	Exercise on i. Measurement System ii. Areas of Concern B and C video	QPS Team

**Day 2 -
09 July 2024 (Tuesday)**

Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr Ratan Shekhawat
09:15 AM-10:15 AM	Area of Concern C & D (Inputs and Support Services)	Mr Ranjith R Menon Quality Assurance Specialist - ADB
10:15 AM- 10:30 AM	Tea Break	
10:30 AM- 11:00 AM	Area of Concern E (E1- E6): General Clinical Services	Dr Annapoorna Consultant-QPS
11:00AM – 12:00 PM	Area of Concern E (E7-E9 & E12)- [Emergency, Ophthalmic, ENT, oral and Mental Health and Elderly and Palliative Care]	Dr Vineet Pathak CHO Mentor
12:00 PM- 12:30 PM	Area of Concern F- Infection Control	Dr Naveen Kumar Consultant-QPS
12:30 PM- 01:30 PM	Area of Concern E (E10 & E11)- [Communicable and Non-Communicable Diseases]	Dr Vineet Pathak CHO Mentor
01:30 PM- 02:15 PM	Lunch	
02:15 PM- 03:15 PM	Area of Concern – E (E13-E18)- RMNCHA	Dr B N Vyas CHO Mentor
03:15 PM- 04:00 PM	Area of Concern G & H (Quality Management Systems and Outcomes)	Dr Abhay Dahiya Consultant-QPS
04:00 PM- 04:15 PM	Tea Break	
04:15 PM- 05:30 PM	Exercises on i.Exercise on AoC C, D, E, F, G, H ii.Videos –Area of Concern - D, E, F	QPS Team

Day 3 - 10 July 2024 (Wednesday)		
Time	Topic	Resource Person
09:00 AM-09:45AM	Conduct of National Level Assessments and Conflict Resolution	Dr Neeraj Gautam Sr. Consultant-CU
09:45 AM- 10:30 AM	Video- On conducting Virtual Assessment	Dr Neeraj Gautam Sr. Consultant-CU
10:30 AM – 10:45 AM	Tea Break	
10:45 AM-11: 30 AM	Certification Criteria & Report Writing	Dr Ranjit Mandal Sr. Consultant-CU
11:30 AM-12:30 PM	Continual Quality Improvement in NQAS-assessed facilities and Action planning.	Dr Abhay Dahiya Consultant-QPS
12:30 PM- 01:00 PM	Orientation on SaQsham – IT support to conduct the NQAS assessment.	CDAC Team
01:00 PM- 01:30 PM	Revision	Dr Deepika Sharma Lead Consultant- QPS
01:30 PM- 02:30 PM	Lunch	
02:30 PM- 05:00 PM	Post- Training Evaluation	
05:00 PM onwards	Feedback & Valedictory followed by Tea	Participants

Annexure II: Name of Participants

S. No.	State	Name Of Participants	Email ID
1	Andhra Pradesh	Dr Ramprasad Nallasetty	ramanallamsetty@gmail.com
2	Andhra Pradesh	Modampuri Vasu Dev Araj	nqasquality@gmail.com
3	Andhra Pradesh	Bharath bushan	barathbushan007@gmail.com
4	Andhra Pradesh	Palla Suresh	Sureshkrishnapalla@gmail.com
5	Andhra Pradesh	Kuppili Srinivas	srinukuppili1987.qc@gmail.com
6	Bihar	Dr Deepak	Dkdeo83@gmail.com
7	Bihar	Dr Dhirendra Kumar	dcqasitamari@gmail.com
8	Goa	Dr. Nadine Jean Mesquita	nadinemesquita17@gmail.com
9	Goa	Dr. Roshan Nazareth	celinanaz@yahoo.com
10	Goa	Dr. Anuja Vishal Naik	anujavnaik@gmail.com
11	Goa	Dr Rashmi	rashmi.g.borkar@gmail.com
12	Goa	Dr Uma Sadekar	chimulkaruma@gmail.com
13	Himachal Pradesh	Dr Vidhi Tomar	dpogasirmaur@gmail.com
14	Himachal Pradesh	Dr Vikram Katoch	drvikramkatoch@gmail.com
15	Himachal Pradesh	Dr Aman Makhaik	makhaik.aman.shatla@gmail.com
16	Jharkhand	Nalin Kumar	ph.nalin@gmail.com
17	Kerala	Dr. Firozkhan	Firoskhan43@gmail.com
18	Kerala	Dr.Dinesh P	dineeshpbabu@gmail.com
19	Maharashtra	Dr Nitinkumar Mohanlal Nim	nitinnimodia@gmail.com
20	Maharashtra	Dr Arati L Kulwal	aratikulwal@gmail.com
21	Maharashtra	Dr Shazia Shams	dr.shaziaa@yahoo.com
22	Maharashtra	Dr. Nikhil Saindane	snikhil70@gmail.com
23	Maharashtra	Umesh Gajanan Kawalkar	umeshkawalkar01@gmail.com
24	Maharashtra	Dr. Pankajkumar Patle	pppankajkumar7@gmail.com
25	Maharashtra	Dr Hari Subhash Pawar	hari140881@gmail.com
26	Maharashtra	Dr Santosh vishnudas Aher	drsantoshaher@gmail.com
27	Madhya Pradesh	Dr. Shilpi Saraf	drshilpisaraf@gmail.com
28	Madhya Pradesh	Dr. Inder Kumar Satnam	indrasanjid@gmail.com
29	Madhya Pradesh	Dr.Vinay Kumar Ravi	vinayravi28.vr@gmail.com
30	Madhya Pradesh	Dr. Shubhangini Patel	dr.shubhanginipatel@gmail.com
31	Madhya Pradesh	Dr. Shikha Garg	garg.gauri579@gmail.com
32	Madhya Pradesh	Dr. Madhu Nema	nemamadhu2@gmail.com
33	Madhya Pradesh	Dr. Milan soni	drmilansoni@gmail.com
34	Madhya Pradesh	Dr Savita Sharma	drsavitasharma@gmail.com
35	Uttar Pradesh	Dr.Harish Chand	Dr.harish.ss21@gmail.com
36	Uttar Pradesh	Dr. Prashant Singh	psnigam@gmail.com
37	Uttar Pradesh	Dr Mohd Arish	mohdarish76@gmail.com
38	Uttar Pradesh	Dr. Santosh Kumar	Divgaudevipatannhm2022@gmail.com
39	West Bengal	Dr Nirvik Ghosh	dr.nirvikghosh@gmail.com
40	West Bengal	Nabamita Bhattacharjee	nabamitabhattacharjee72@gmail.com
41	West Bengal	Dr Aritra Kayal	draritra1987@gmail.com
42	West Bengal	Dr Asraf Siddiqui	dr.asrafsiddique19@gmail.com
43	West Bengal	Smt Sohini Chatterjee	meetsohini227@gmail.com
44	Megalaya	Dr. Johnny Steven Langstang	johnnylangstang@gmail.com
45	Megalaya	Dr. Emaia Savio Lakiang	savio.emaia@gmail.com
46	Haryana	Dr Sunidhi Verma	sunidhiverma1988@gmail.com
47	Haryana	Dr Bhuwan Sawroop Pankaj	bhu.dr dental@gmail.com
48	Haryana	Dr Rajesh Dhiman	drd786@rediffmail.com
49	Haryana	Dr Amandeep Singh	amansinghdeep367@gmail.com
50	Haryana	Dr Divya Khandelwal	dr.divya2090@gmail.com
51	Haryana	Dr Monika	dr.monika25@gmail.com

Annexure III: List of Qualified Participants

S.No.	Guest Name	State/ UT
1	Dr Ramprasad Nallamsetty	Andhra Pradesh
2	Dr Dhirendra Kumar	Bihar
3	Dr Monika	Haryana
4	Dr Santosh vishnudas Aher	Maharashtra
5	Dr. Shilpi Saraf	MP
6	Dr. Harish Chand	UP
7	Ms Nabamita Bhattacharjee	West Bengal
8	Modampuri Vasu Deva Raju	AP
9	Dr. Roshan Nazareth	Goa
10	Dr Vidhi Tomar	HP
11	Dr. Inder Kumar Satnam	MP
12	Dr. Emaia Savio Lakiang	Meghalaya
13	Dr Deepak kumar	Bihar
14	Dr Aritra Kayal	West Bengal
15	Dr Umesh Gajanan Kawalkar	Maharashtra
16	Ms. Anuja Vishal Naik	Goa
17	Dr Vikram Katoch	HP
18	Dr Nalin Kumar	Jharkhand
19	Dr.Vinay Kumar Ravi	MP
20	Dr Sunidhi Verma	Haryana
21	Dr Asraf Siddiqui	West Bengal
22	Dr Savita Sharma	MP
23	Dr Rashmi	Goa
24	Dr Aman Makhaik	HP
25	Dr. Firoz Khan	Kerala
26	Dr. Pankajkumar Patle	Maharashtra
27	Dr Bhuvan Sawroop Pankaj-	Haryana
28	Dr Nitinkumar Mohanlal Nimodia	Maharashtra
29	Dr. Shubhangini Patel	MP
30	Dr Uma Sadekar	Goa
31	Dr.Dineesh P	Kerala
32	Mr Kuppili Srinivas	AP
33	Dr Rajesh Dhiman	Haryana
34	Dr. Shikha Garg	MP
35	Dr Arati L Kulwal	Maharashtra
36	Dr Mohd Arshi	UP
37	Dr Amandeep Singh	Haryana
38	Dr Shazia Shams	Maharashtra
39	Dr. Madhu Nema	MP
40	Mr Bharath bushan	AP
41	Smt Sohini Chatterjee	West Bengal
42	Dr. Santosh Kumar	UP
43	Dr. Milan soni	MP
44	Dr Nirvik Ghosh-	West Bengal
45	Dr Divya Khandelwal	Haryana
46	Dr. Nikhil Saindane	Maharashtra
47	Dr. Prashant Singh	UP
48	Dr. Nadine Jean Mesquita	Goa

