

Training Report

3rd AYUSHMAN ASSESSORS' TRAINING

on

NATIONAL QUALITY ASSURANCE STANDARDS (NQAS)

22nd to 24th August 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 3rd batch of 3-DaysNQAS Ayushman Assessors' Training was organized from **22nd to 24th August 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 63 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 8 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 63 participants appeared in post-training evaluation exam. (The list of passed candidates is attached as *Annexure -III*)

Overall feedback of the training is 4.8 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
- g) Virtual Assessment checklist

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. 63 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 , Brig. Sanjay Baweja, Principal Administrative Officer, NHSRC. In his address, he 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 Neelam Siddiqui, National Mentor, led the session. She 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 Siddiqui included comprehensive primary care, services for all, and continuum of care. Additionally, she discussed the operationalization criteria of AB-HWCs and the expanded range of service delivery.

She detailed about CPHC and the services being delivered for NCD, CD, RMNCH+A & family Planning. In her presentation, she detailed about availability of human resources and Tele-Consultation Services. She 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, she



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.

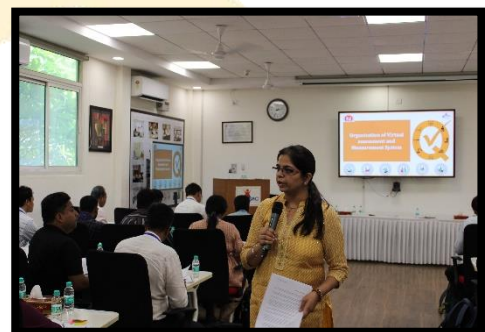
She also introduced participants to the Measurement System, providing an overview of the scoring rules and the score calculation method. She presented scorecards to facilitate a better understanding of these concepts.



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 Naveen Kumar conducted a session covering two key areas. He began by introducing participants to the 12 service packages. He 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 Naveen discussed patients' rights and their fundamental responsibilities. He 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.

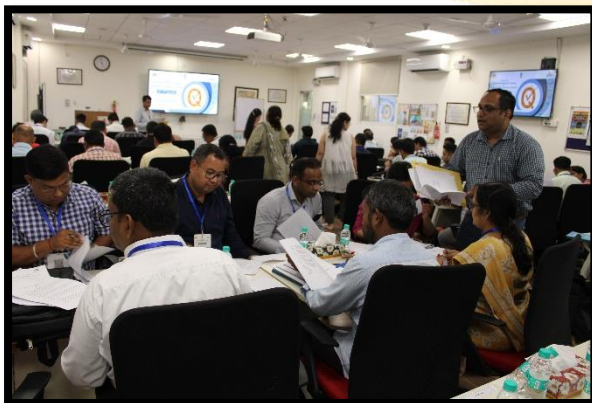


Session 7: Brief and Objectives of the Exercise

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 08 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 Siddhi Dhond 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 Neelam Siddiqui, External Faculty and National CHO Mentor, delivered the session. She began by providing an overview of the division of clinical services. She covered emergency services, including disaster management and triage protocols. Additionally,



she 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 E (E10-E11) Communicable & Non-Communicable Disease

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

Session 5: 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 6: Area of Concern E- (E13-E18) RMNCHA

Dr Reeta Dar, Mentor delivered the session, beginning with a discussion on the service delivery framework for maternal health and additional services. She covered clinical processes related to antenatal care, intranatal care, postnatal care, newborn care, child health, adolescent health, and family planning. Dr Reeta 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

Mr Anand Yadav, 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, Mr Anand 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

Dr Neeraj Gautam , Senior Consultant- CU, 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, he 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, he 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

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 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).

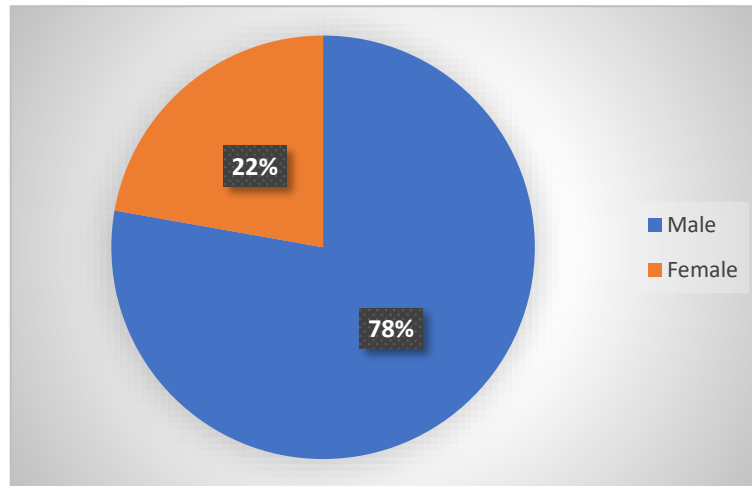
Valedictory

Dr J.N. Srivastava delivered the valedictory address, expressing gratitude to all participants for their enthusiastic engagement and dedication throughout the training. The program concluded with remarks from the Chief Guest, Maj Gen (Prof) Atul Kotwal, SM, VSM, Executive Director of NHSRC. Participants were also invited to provide feedback and suggestions for improving future training sessions. Several attendees shared their thoughts, emphasizing that the training had been highly beneficial and that they planned to implement the valuable practices they had learned in their respective facilities.

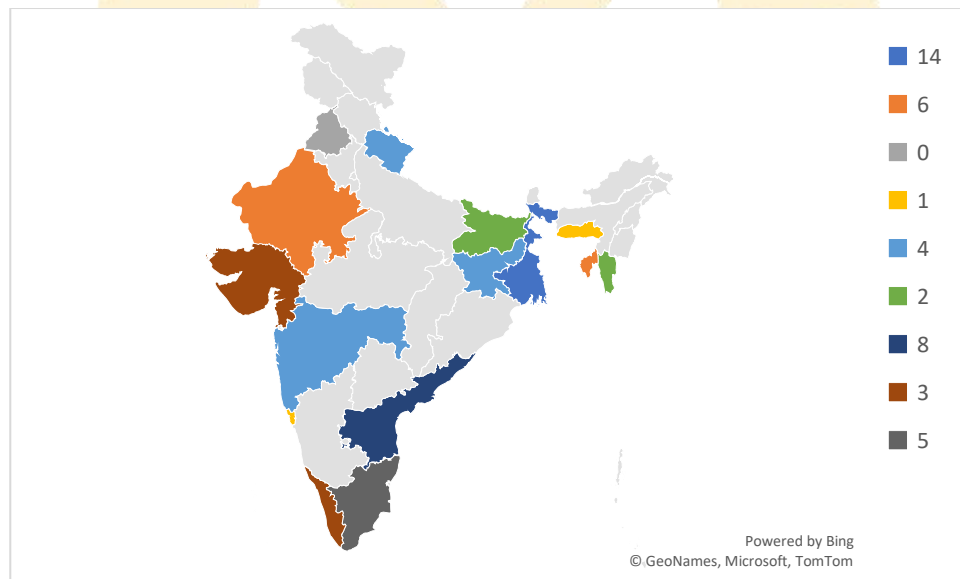


Annexure A: Groups

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	4.5
Day 2	4.4
Day 3	4.4

Faculty wise feedback Analysis:

Name of the trainer	Total score
Dr J N Srivastava	4.6
Dr Deepika Sharma	4.7
Ms Vinny Arora	4.5
Mr Ranjith Menon	4.4
Dr Annapoorna K N	4.6
Dr Naveen Kumar	4.3
Dr Abhay Dahiya	4.6
Dr Neeraj Gautam	4.4
Dr Ranjit Mandal	4.4
Mr Anand Yadav	4.3
External Faculty Feedback	
Dr Neelam	4.4
Dr Reeta Dar	4.2

S. No.	Most Liked Session	Trainer
1	Introduction to National Quality Assurance Standards & Scoring Rules	4.68
2	Area of Concern E (E1- E6): General Clinical Services	4.59
3	Accelerating the NQAS Certification in Primary Healthcare facilities	4.57

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	Field visit to one ideal AAM-SC if any if possible.
2	External Assessors Reporting format available in SaQsham also to be given print as part of exercise. It makes easy for newly trained assessors.
3	It will be helpful if trainers teach in English as participants came from all over India
4	If there is more exercise method mainly quality management and outcome area
5	Little more elaborative, exemplary videos on virtual assessment

Annexure C: Score-Sheet

S. No.	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
1	Dr Ranjoy Krishna Nath	4	4	4	5	4	4.5	5	5	35.5
2	Dr Nitu Chowdhury	4.5	4.5	4	4.5	4.5	4.5	4.5	4.5	35.5
3	Dr Soumyadip Mukherjee	4	4.5	4	3.5	3.5	3.5	3.5	4	30.5
4	Dr Manoranjan Paul Chowdhury	4	5	5	4.5	4.5	4	4.5	4.5	36
5	Mr. Sushanta Sarkar	4.25	4.25	4.25	4.5	4.5	4.5	4.5	4.5	35.25
6	Dr Sandip Sinha	4	4.5	3.5	4	4.5	4	4.5	4.5	33.5
7	Dr Dipanjan Chowdhury	5	5	5	4	4.5	4.5	4	4.5	36.5
8	Dr Arindam Saha	5	5	4	4	4	4	4	4	34
9	Mr. Prasun Dutta	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
10	Mr. Biman Mondal	4	4	4	5	5	4	5	5	36
11	Dr Biswajit Jana	5	4.5	4	4	4	4	4	4	33.5
12	Dr Amrit Kumar Sen	4	5	4	4.5	5	4.5	5	4.5	36.5
13	Dr Deb Protim Gupta	4.25	4.25	4.25	4.5	4.5	4.5	4.5	4.5	35.25
14	Dr Arnab Kumar Mishra	5	5	5	4	4	4.5	4.5	4	36
15	Anil Kumar Bajiya	4	4.5	4	4	4	4	4	4	32.5
16	Dr Amit Kaushik	5	5	5	4.5	4	4.5	4.5	4.5	37
17	Mr. Naresh Lamoria	4.25	4.25	4.25	4.5	4.5	4.5	4.5	4.5	35.25
18	Dr Vikram Singh	5	4.5	4	4	4.5	4	4.5	4.5	35
19	Mr Vijay Kumar Sharma	5	5	5	4	4	4.5	4.5	4	36
20	Dr Mahender Singh Gurjar	5	4.5	4	4	4	4	4	4	33.5
21	Dr Smita Parsekar	4	4.5	4.5	4.5	4.5	4.5	4.5	4.5	35.5
22	Dr BB Joshi	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
23	Dr B. P. Purohit	4	4	4	4	5	5	4	4	34
24	Dr Pawan Karki	4	4.5	4	4	4	4	4	4	32.5
25	Dr Mithilesh Bisht	5	4	4	4.5	4.5	4	4.5	4.5	35
26	Bandu Wamanrao Ramteke	4.5	4.5	4	4.25	4.25	4.5	4.25	4.25	34.5
27	Dr Rajeshwar	4	5	5	4	4.5	4	4.5	4.5	35.5
28	Dr Meena R watt	4	4	4	5	4	5	5	4.5	35.5
29	Dr Mangesh P Rewatkar	4.5	4.25	4.25	4	4	4	4	4	33
30	Dr Chiranjit Noatia	5	5	4	4	4	4	4	4	34
31	Dr Raj Kishore Debbarma	4.5	4	4	4.5	4.5	4.5	4.5	4.5	35

32	Dr Sandipan Bhattacharjee	4	4	4	5	4	5	5	4.5	35.5
33	Dr Bitan Sengupta	4	4.5	4	3.5	3.5	3.5	3.5	4	30.5
34	Dr Prasenjit Roy	5	4	5	5	4.5	5	4.5	4.5	37.5
35	Dr Arunjit Roy	4.5	4	4	4	4.5	4	4.5	4	33.5
36	Ms Elsa Lalremkimi	4.5	4.25	4.25	3.5	3.5	3.5	3.5	4	31
37	L S Lalnienga	4.5	4.5	4.5	4	4.5	4	4.5	4	34.5
38	Chitikela Tulasi	4	4	4	4.5	4	4	4.5	4	33
39	Rayapati Stephen Paul	5	5	5	4.5	4.5	4	4	4.5	36.5
40	Mr Pedala Srinivasa Rao	4	4.5	4	3.5	3.5	3.5	3.5	4	30.5
41	B. Ramesh Naik	4	4	4	4.25	4.25	4.25	4.25	4.25	33.25
42	Mr NSR. Hari Krsihna	4	4	4	5	5	4	5	4	35
43	Divya Deepthi Panditi	5	5	4	4	4	4	4	4	34
44	Saketi S Bhagya Rekha	5	5	5	4.5	4	4.5	4.5	4	36.5
45	Sankeerthana Thalari	5	5	5	4	4	4	4	4.5	35.5
46	Dr Sumita Kharmawphlang	5	5	5	4.5	4.5	4.5	4.5	4	37
47	Dr Manasvini D Malviya	4.5	4	4	3.5	4	4	4.5	4	32.5
48	Dr Janakkumar B Katariya	5	5	4	4	4	4	4	4	34
49	Dr Vaibhav S Ratnakar	4	4.5	4	4.25	4.25	4.25	4.25	4.25	33.75
50	Dr Gyanendra Raj	4	4.5	4	4	4	4	4	4	32.5
51	Dr Swati Prabha	4	4	4	5	5	4	5	5	36
52	Dr Sweta Lal	5	5	4	5	4.5	5	4.5	4.5	37.5
53	Mrs Antra Jha	4.25	4.25	4.25	4.5	4.5	4.5	4.5	4.5	35.25
54	Subhashish Sinha	4	4	4	4.5	4	4	4.5	4	33
55	Piyush Kumar Singh	5	5	5	4	4	4	4	4	35
56	Dr Pon Parthiban	5	5	4	4	4	4	4	4	34
57	Dr Saravanakumar,	4.5	4	4	4	4	4	4.5	4	33
58	DrGokulnath	4.25	4.25	4.25	4	2	2	2	0	22.75
59	DrP.SUDHARSEN	4	4	4	5	5	4	5	5	36
60	DrL.Sivakumar	4	4.5	4	3.5	3.5	3.5	3.5	4	30.5
61	Dr Sandhya R	4.5	4.5	4.5	4	4	4	4	4	33.5
62	Dr Elvin Jose	5	4	4	4	3.5	4	4.5	4	33
63	Dr Smitha P Nair	5	4.5	4	4	4	4	4	4	33.5

Day 1- 22 nd August 2024 (Thursday)		
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 J N Srivastava Advisor- QPS
LAMP LIGHTING		
09:35 AM-09:40 AM	Address by Chief Guest	Brig. Sanjay Baweja Principal Administrative Officer
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-10:15 AM	Group photograph followed by Tea	
10:15 AM-11:00 AM	Accelerating the NQAS Certification in Primary Healthcare facilities	Dr J N Srivastava Advisor- QPS
11:00 AM - 12:00 PM	Comprehensive Primary Health Care – Key features and terminologies	Dr Neelam Siddiqui CHO Mentor
12:00 PM-12:10 PM	Virtual Walk of AAM-SC	Dr Neelam Siddiqui CHO Mentor
12:10 PM -01:00 PM	Introduction to National Quality Assurance Standards & Scoring Rules	Dr Deepika Sharma Lead Consultant- QPS
01:00 PM- 01:45 PM	Lunch	
01:45 PM-02:45 PM	Organization of Virtual Assessment & Measurement System	Ms Vinny Arora Lead Consultant- CU
02:45 PM-03:45 PM	Areas of Concern A & B (Service Provision and Patient Rights)	Dr Chinmayee Swain Sr. Consultant- QPS
03:45 PM-04:00 PM	Tea Break	
04:00 PM- 05:30 PM	Exercise on i. Measurement System & Exercise on AoC A ii. Areas of Concern B video	QPS Team

**Day 2 -
23rd August 2024 (Friday)**

Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr Siddhi
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- 10:45 AM	Area of Concern E (E1- E6): General Clinical Services	Dr Annapoorna Consultant-QPS
10:45 AM- 11:00 AM	Tea Break	
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 Neelam Siddiqui CHO Mentor
12:00 PM- 01:00 PM	Area of Concern E (E10 & E11)- [Communicable and Non-Communicable Diseases]	Dr Neelam Siddiqui CHO Mentor
01:00 PM- 01:30 PM	Area of Concern F- Infection Control	Dr Naveen Kumar Consultant-QPS
01:30 PM- 02:15 PM	Lunch	
02:15 PM- 03:15 PM	Area of Concern – E (E13-E18)- RMNCHA	Dr Reeta Dar CHO Mentor
03:15 PM- 04:00 PM	Area of Concern G & H (Quality Management Systems and Outcomes)	Mr Anand Yadav 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 – C, D, E, F	QPS Team

**Day 3 -
24th August 2024 (Saturday)**

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.	Dr Neeraj Gautam Sr. Consultant- CU
01:00 PM- 01:30 PM	Revision	QPS Team
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	Email
1	Andhra Pradesh	Ms Chitikela Tulasi	tulasi945@gmail.com
2	Andhra Pradesh	Mr Rayapati Stephen Paul	stephen.pharma10@gmail.com
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5	Andhra Pradesh	Mr NSR Hari Krsihna	nsr.harikrishna5@gmail.com
6	Andhra Pradesh	Ms Divya Deepthi Panditi	Divya.phd.healthcare@gmail.com
7	Andhra Pradesh	Ms Saketi S Bhagya Rekha	bujji070@gmail.com
8	Andhra Pradesh	Ms Sankeerthana Thalari	thalarisankeerthana24@gmail.com
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10	Bihar	Dr Swati Prabha	dcqapatna@gmail.com
11	Goa	Dr Smita Parsekar	chcponda@gmail.com
12	Gujarat	Dr Manasvini D Malviya	drmdmalviya@gmail.com
13	Gujarat	Dr Janakkumar B Katariya	aha.health.vyara@gmail.com
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34	Rajasthan	Dr Mahender Singh Gurjar	drmahendrasinghgurjar@gmail.com
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55	West Bengal	Dr Sandip Sinha	qapurbwn@gmail.com
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63	West Bengal	Dr Arnab Kumar Mishra	Drarnavmishra@gmail.com

Annexure III: List of Qualified Participants

S. No.	State	Name
1	West Bengal	Dr Ranjoy Krishna Nath
2	West Bengal	Dr Nitu Chowdhury
3	West Bengal	Dr Soumyadip Mukherjee
4	West Bengal	Dr Manoranjan Paul Chowdhury
5	West Bengal	Mr. Sushanta Sarkar
6	West Bengal	Dr Sandip Sinha
7	West Bengal	Dr Dipanjan Chowdhury
8	West Bengal	Dr Arindam Saha
9	West Bengal	Mr. Prasun Dutta
10	West Bengal	Mr. Biman Mandal
11	West Bengal	Dr Biswajit Jana
12	West Bengal	Dr Amrit Kumar Sen
13	West Bengal	Dr Debprotim Gupta
14	West Bengal	Dr Arnab Kumar Mishra
15	Rajasthan	Mr Anil Kumar Bajiya
16	Rajasthan	Dr Amit Kaushik
17	Rajasthan	Mr Naresh Lamoria
18	Rajasthan	Dr Vikram Singh
19	Rajasthan	Mr Vijay Kumar Sharma
20	Rajasthan	Dr Mahender Singh Gurjar
21	Goa	Dr Smita Parsekar
22	Uttarakhand	Dr BB Joshi
23	Uttarakhand	Dr Bhagwati Prasad Purohit
24	Uttarakhand	Dr Pawan Karki
25	Uttarakhand	Dr Mithilesh Bisht
26	Maharashtra	Dr Bandu Wamanrao Ramteke
27	Maharashtra	Dr Rajeshwar
28	Maharashtra	Dr Meena R Watti
29	Maharashtra	Dr Mangesh P Rewatkar
30	Tripura	Dr Chiranjit Noatia
31	Tripura	Dr Raj Kishore Debbarma
32	Tripura	Dr Sandipan Bhattacharjee
33	Tripura	Dr Bitan Sengupta
34	Tripura	Dr Prasenjit Roy
35	Tripura	Dr Arunjit Roy
36	Mizoram	Ms Elsa Lalremkimi
37	Mizoram	Mr L S Lalnienga
38	Andhra Pradesh	Ms Chitikela Tulasi
39	Andhra Pradesh	Mr Rayapati Stephen Paul
40	Andhra Pradesh	Mr B. Ramesh Naik
41	Andhra Pradesh	NSR. Hari Krsihna
42	Andhra Pradesh	Ms Divya Deepthi Panditi

43	Andhra Pradesh	Ms Saketi S Bhagya Rekha
44	Andhra Pradesh	Ms Sankeerthana Thalari
45	Meghalaya	Dr Sumita Kharmawphlang
46	Gujarat	Dr Manasvini D Malaviya
47	Gujarat	Dr Janakkumar B Katariya
48	Gujarat	Dr Vaibhav S Ratnakar
49	Bihar	Dr Gyanendra Kumar
50	Bihar	Dr Swati Prabha
51	Jharkhand	Dr Sweta Lal
52	Jharkhand	Mrs Antra Jha
53	Jharkhand	Mr Subhashish Sinha
54	Jharkhand	Mr Piyush Singh
55	Tamil Nadu	Dr Pon Parthiban
56	Tamil Nadu	Dr Saravana kumar S.
57	Tamil Nadu	Dr S. Gokulnath
58	Tamil Nadu	Dr P. Sudharsen
59	Tamil Nadu	Dr L. Sivakumar
60	Kerala	Dr R. Sandhya
61	Kerala	Dr Elvin Jose
62	Kerala	Dr Smitha P Nair