

Training Report

4th AYUSHMAN ASSESSORS' TRAINING

on

NATIONAL QUALITY ASSURANCE STANDARDS (NQAS)

19th to 21st February 2025



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 4th batch of 3-DaysNQAS Ayushman Assessors' Training was organized from **19th to 21st February 2025** at **IBIS Hotel, New Delhi**. 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 56 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 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 56 participants appeared in post-training evaluation exam. (The list of passed candidates is attached as *Annexure -III*)

Overall feedback of the training is 4.7 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 has been conducted for all the participants, consisting 15 multiple- choice question. 56 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

PRESENTATION BRIEFING

Day – 01 (19th February 2025)

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 importance of universal health coverage, the evolution of the Ayushman Arogya Mandir (AAM), and the impact of quality healthcare on reducing out-of-pocket expenditures.

He also mentioned about 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. Additionally, he discussed virtual assessments, the role of assessors, and strategies to achieve 100% NQAS certification, ensuring better service delivery and improved healthcare outcomes.



Session 2: 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 3: 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 4: Organization of Virtual Assessment & Measurement System

Dr Abhay Dahiya, Consultant-QPS, conducted a session on the Organization of the Virtual Assessment & Measurement System. In his presentation he explained the organization and execution of virtual assessments for Ayushman Arogya Mandir - Sub Health Centres (AAM-SHC). He explained the need for virtual assessments due to resource limitations, the assessment process (pre-assessment, during assessment, and post-assessment), and the scoring methodology. He taught different assessment methods, including observation, record review, staff interviews, and patient interactions. He also provided the insights into quality measurement systems, scoring rules, and challenges faced during virtual assessments. In his presentation he focused on ensuring quality healthcare services through standardized evaluation and certification processes.



Session 5: Areas of Concern A, B (Service Provision & Patient's Right)

Dr Arpita Agarwal, Senior Consultant- QPS conducted a session covering two key areas. She provided an overview of the National Quality Assurance Standards (NQAS) for Ayushman Arogya Mandir - Sub Health Centres (AAM-SHC), focusing on Areas of Concern A & B. She began by introducing participants to the 12 service packages. She then details the range of healthcare services offered, including preventive, promotive, curative, rehabilitative, and palliative care. Key standards cover service provision, drug and diagnostic availability, patient rights, accessibility, privacy, and free healthcare services. She also compared physical and virtual assessment checklists, highlighting key differences in evaluation criteria.



Session 6: 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 7: Brief and Objectives of the Exercise

Dr Abhay Dahiya 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 (20th February 2025)

The day 02 started with the recap session. Dr Chinmayee Swain took the session.

Session 1: Comprehensive Primary Health Care- Key Features and terminologies

To provide a clear overview of Comprehensive Primary Health Care, Ms B Sathyavathi, 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 her 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 2: Area of Concern E (E1-E6): General Clinical Services

Dr Chinmayee Swain, Senior Consultant, QPS took 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.



In her presentation she also mentioned about the changes which are made for Virtual checklist

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

Ms Sathyavathi, 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

Ms Edwina Pereira, 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.

She Started her session by interacting with the participants giving the case scenario and asking questions. Further in her session she discussed communicable diseases, and programs under it 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 G & H

Dr Ratan Shekhawat, Consultant QPS, delivered the lecture. She 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. She also presented feedback formats and discussed various quality tools.

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



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

Ms Edwina Pereira 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. Ms Pereira 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 F – Infection Control

Dr Abhay Dahiya, 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 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 (21st February 2025)

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 detailed the NQAS virtual assessment's step-by-step approach and the scoring methodology.



He covered the national level assessment criteria and certification outcomes, emphasizing the Do's and Don'ts of the assessment phase. He also mentioned about the process for physical verification of AAM-SC. 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 Amrita Rastogi, Consultant -CU, conducted the session. Her 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.



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

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

Dr Ranjit Mandal, Senior 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: Revision of National Quality Assurance Standards

Dr Chinmayee Swain, Senior Consultant, QPS took this session. She made revision of all Area of Concern and also briefed about the Measurement System under NQAS. She also explained about the Services being offered. 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 B: Feedbacks

FEEDBACK BY PARTICIPANTS

The average score of feedback analysis is given below:

Day 1	4.6
Day 2	4.3
Day 3	4.5

Faculty wise feedback Analysis:

Name of the trainer	Total score
Dr J N Srivastava	4.8
Dr Deepika Sharma	4.7
Dr Arpita Agarwal	4.6
Dr Chinmayee Swain	4.5
Dr Neeraj Gautam	4.6
Dr Ranjit Mandal	4.5
Dr Abhay Dahiya	4.6
Mr Ranjith Menon	4.2
Dr Ratan Shekhawat	4.3
Dr Amrita Rastogi	4.5
External Faculty Feedback	
Ms Edwina Pereira	4.4
Ms B Sathyavathi	4.1

S. No.	Most Liked Session	Trainer
1	Accelerating the NQAS Certification in Primary Healthcare Facilities	4.8
2	Introduction to National Quality Assurance Standards	4.7
3	Area of Concern A & B (Inputs and Support Services)	4.6

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	Need more knowledge for portal used in subcentres and Saqsham.
2	Distance between venue and accommodation was long.
3	Videos regarding how to conduct a virtual assessment and use of Saqsham portal during assessment of AAM should be also incorporated in the training sessions
4	Training should include hands on portal entry.
5	Approach to conduct virtual assessment should be more emphasised.

Annexure C: Score-Sheet

Full Name	Measurement System	Area of Concern A	Video AoC B	Video Aoc C	AoC-D (Exercise & Video)	AoC-E (Exercise & Video)	AoC-F (Exercise & Video)	AoC- G & H	Total (out of 40)
Dr Mamta Rani	4.5	4.5	4	4.5	4.5	4.5	4.5	4.5	35.5
Mr Manish Dewedi	4.5	4.5	4	4.5	4.5	4.5	4.5	4.5	35.5
K Suganya	4.5	4.5	4	4.5	4.5	4.5	4.5	4.5	35.5
Dr Vaishnav Krishna	4.5	4.5	4	4.5	4.5	4.5	4.5	4.5	35.5
Dr trilok Bhatt	4.5	4.5	4	4.5	4.5	4.5	4.5	4.5	35.5
Dr Moinuddien Ansari	4	4	4	4.5	4.5	4.5	4.5	4.5	34.5
Dr Rai Bahadur	4.5	4.5	4	4.5	4.5	4.5	4.5	4.5	35.5
Dr Binova	4.5	4.5	4	4	4	4	5	4	34
Dr Rahesuddin	4.5	4.5	4.5	4.5	4	5	4	4	35
Mr.M.Gangatharan	4	4	4	4	5	4	5	4	34
Dr Rajeev Gairola	4.5	4	4	4	4	5	5	4	34.5
Mr Junaaid Zaroo	4.5	4.5	4.5	4.5	5	4	4	5	36
Dr Garima Chaudhari	5	5	5	5	4	5	5	4	38
Dr Apurva trivedi	5	5	5	5	5	4	4	5	38
Dr Vivek Rajdhar	4.5	4.5	4.5	4.5	5	4	4	5	36
Dr Aadil Bashir	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4	35.5
Dr A Raja	4.5	5	4.5	4.5	4.5	4.5	4.5	4	36
Dr Nurboo Angchuk	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
Dr Shahin A Mansuri	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4	35.5
DR Sushil Kumar	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4	35.5
Dr Saba Farhan	4.5	5	4.5	4.5	4.5	4.5	4.5	4.5	36.5
Dr Dileep Kumar Verma	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
Dr Vikas Sanghani	4	4	4	4	4.5	4.5	5	5	35
Dr Sajjad Hussain	4.5	4	4.5	4	4.5	4.5	4.5	4.5	35
Dr Chintan Vora	4.5	4.5	4.5	4.5	4.5	4.5	4.5	5	36.5
Dr Rohit kumar	5	5	4.5	5	5	5	5	4.5	39
Dr Sunita Varma	3.5	4	4	3.5	5	4.5	5	5	34.5
Dr Anirban	4.5	4.5	5	4.5	5	5	4.5	5	38
Dr Dileep kumar Jaiswal	4.5	5	4.5	4.5	5	4.5	4.5	5	37.5
Dr. Bhagwat Devidas Raut	5	5	5	4.5	4.5	5	4.5	5	38.5
Dr Zahida khatoon	4.5	4.5	5	0.5	4	4	4.5	4	31
Dr Mrinal Keny	5	4.5	5	4.5	4	4	4	4	35
Dr Firoz Ahmad	5	4.5	5	5	4	4	4.5	4.5	36.5

Dr Koshy C Panikar	4.5	4	5	5	5	4.5	4.5	4.5	37
Mr Dhanjay Pratap Singh	<u>5</u>	5	4.5	5	<u>4.5</u>	<u>4</u>	<u>4</u>	<u>4</u>	36
Dr Koushik Roy	4.5	4.5	5	4.5	4	4.5	5	4.5	36.5
Dr.Mangesh Nareshrao Raut	5	4.5	4.5	5	4.5	5	4.5	4.5	37.5
Dr Khushbu Patel	4	4	5	4.5	5	4.5	5	4.5	36.5
Dr Imtiyaz Shakeel Baba	5	4.5	5	5	4.5	4	4.5	4	36.5
Dr Anitta K Jossi	4.5	4.5	5	5	5	5	5	5	39
Dr Diwakar Pratap Singh	4.5	4.5	5	5	4.5	5	4.5	5	38
Dr Vipin Khatik	4.5	4.5	5	5	4.5	5	4.5	5	38
Dr Tanveer Siddiqui	4.5	4.5	5	5	4.5	5	4.5	5	38
Dr Dhirajlal S Panchotiya	4.5	4.5	5	5	4.5	4.5	4.5	4.5	37
Dr Smitha K B	4.5	4.5	5	5	5	5	5	5	39
Mrs Arti Pandya	4.5	4.5	5	5	5	5	5	5	39
Mr Sudarshan	4.5	4.5	5	5	5	5	5	5	39
Dr Arshad Alam	3.5	4	3.5	3.5	4.5	4.5	4.5	4.5	32.5
Dr.Parag Krishnaji Jiwatode	3.5	4	4	4	4.5	4	4.5	4	32.5
Dr Shrishti Pandey	5	4	4	4	4.5	4.5	4.5	4.5	35
Dr Dhanashree Bakhle	5	4	4	4	4.5	4	4.5	4.5	34.5
Dr Anil Kumar Sharma	5	4	4	4	4	4	4	4	33
Dr Annop Kumar Yadav	5	4	4	4	4.5	4.5	4.5	4.5	35
Dr Keyur Desai	5	4	4	4	4.5	4.5	4.5	4.5	35
Alsiha Sharma	5	4	4	4	4.5	4.5	4.5	4.5	35
Dr Dhavalkumar J Shah	5	4	4	4	4.5	4.5	4.5	4.5	35

**Day 1-
19th February 2025 (Wednesday)**

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 Guest of Honour	Brig. Sanjay Baweja PAO- NHSRC
09:40 AM-09:45	Address by Chief Guest	Maj Gen (Prof) Atul Kotwal, SM, VSM Executive Director-NHSRC
09: 45 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 - 11:10 PM	Virtual Walk of AAM-SC	Dr Richa Verma
11:10 PM-12:10 PM	Introduction to National Quality Assurance Standards & Scoring Rules	Dr Deepika Sharma Lead Consultant- QPS
12:10 PM -01:10 PM	Organisation of Virtual Assessment & Measurement System	Dr Abhay Dahiya Consultant QPS
01:10 PM- 02:00 PM	Lunch	
02:00 PM-03:00 PM	Areas of Concern A & B (Service Provision and Patient Rights)	Dr Arpita Agarwal Sr. Consultant
03:00 PM-03:45 PM	Area of Concern C & D (Inputs and Support Services)	Mr Ranjith Menon Quality Assurance Specialist - ADB
03:45 PM-04:00 PM	Tea Break	
04:00 PM- 05:30 PM	Exercise on i. Measurement System & Exercise on AoC A & C ii. Areas of Concern B video iii Area of Concern C video	QPS Team

**Day 2 -
20th February 2025 (Thursday)**

Time	Topic	Resource Person
09:00AM-09:15AM	Recap	QPS Team
09:15 AM-10:15 AM	Comprehensive Primary Health Care – Key features and terminologies	Ms Sathyavathi CHO Mentor
10:15 AM- 10:45 AM	Area of Concern E (E1- E6): General Clinical Services	Dr Chinmayee Swain Sr. Consultant
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]	Ms B. Sathyavathi CHO Mentor
12:00 PM- 01:00 PM	Area of Concern E (E10 & E11)- [Communicable and Non-Communicable Diseases]	Ms Edwina Pereira CHO Mentor
01:00 PM- 01:45 PM	Area of Concern G & H (Quality Management Systems and Outcomes)	Dr Ratan Shekhawat Consultant QPS
01:45 PM- 02:30 PM	Lunch	
02:30 PM- 03:30 PM	Area of Concern – E (E13-E18)- RMNCHA	Ms Edwina Pereira CHO Mentor
03:30 PM- 04:00 PM	Area of Concern F- Infection Control	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 - D, E, F, G, H ii.Videos –Area of Concern – D, E, F	QPS Team

**Day 3 -
21st February 2025 (Friday)**

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 Amrita Rastogi Consultant-CU
11:30 AM-12:30 PM	Continual Quality Improvement in NQAS-assessed facilities and Action planning.	Dr Ranjit Mandal Sr. Consultant-CU
12:30 PM- 01:00 PM	Revision	Dr Chinmayee Swain Sr Consultant QPS
01:00 PM- 02:00 PM	Lunch	
02:00 PM- 04:30 PM	Post- Training Evaluation	
04:30 PM onwards	Feedback & Valedictory followed by Tea	Participants

Annexure II: Name of Participants

S. No.	State	Name	Email ID
1	West bengal	Dr Mamata Rani	mamatapbhms@gmail.com
2	West bengal	Dr Binova	drbinovaojha@gmail.com
3	West bengal	Mr Sudarshan Karki	Skarkee058@gmail.com
4	West bengal	Dr Saba Farhan	dcqapsm@gmail.com
5	West bengal	Dr Anirban Jana	dr.anirban2014@gmail.com
6	West bengal	Dr Koushik Roy	drkroybams@gmail.com
7	Uttar Pradesh	Mr Manish Dwivedi	hqmdhaligarhnhm@gmail.com
8	Uttar Pradesh	Dr Moinuddin Ansari	moinuddina711@gmail.com
9	Uttar Pradesh	Dr Rahesuddin	raisuddeen@gmail.com
10	Uttar Pradesh	Dr Susheel Kumar	dqaugondanhm@gmail.com
11	Uttar Pradesh	Dr Vivek Rajdhar	vivek20rajdhar@gmail.com
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21	Uttar Pradesh	Dr Tanveer Siddiki	qualityassurancevaranasi@gmail.com
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23	Tamil Nadu	Mr.M.Gangatharan	Ganga8704@gmail.com
24	Tamil Nadu	K Suganya	vasu.sugi10@gmail.com
25	Maharashtra	Dr.Parag Krishnaji Jiwatode	parag_kkj@rediffmail.com
26	Maharashtra	Dr. Bhagwat Devidas Raut	bhagwatraut123@gmail.com

27	Maharashtra	Dr.Mangesh Nareshrao Raut	amravati.dqa@gmail.com
28	Uttarakhand	Dr Vaishnav Krishna	dr.v.krishna0404@gmail.com
29	Uttarakhand	Dr Rajeev Gairola	drrajeev.gairola76@gmail.com
30	Goa	Minal Keny	minal.keny@gmail.com
31	Goa	Dr Dhanashree Saurabh Bakhle	dhanashriudit@gmail.com
32	J&K	Dr Aadil Bashir	dr.adil81@gmail.com
33	J&K	Dr Imtiyaz Shakeel Baba	apmndcp-nhmjk@jk.gov.in
34	J&K	Mr Junaid Zaroo	junaidezaro365@gmail.com
35	Ladakh	Dr Norboo Angchuk	ladakhindusriverfront@gmail.com
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37	Ladakh	Dr Zahida khatoon	khatoonzahida333@gmail.com
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39	Kerala	Dr Anitta K Jossi	anittakjossi@gmail.com
40	Kerala	Dr Smitha K B	drsmitha.kb@gmail.com
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42	Gujarat	Dr Trilok Bhatt	drtrilokbhatt@gmail.com
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50	Bihar	Dr Anil Kumar Sharma	dcqapurnea@gmail.com
51	Madhya Pradesh	Dr Sunita Verma	drsunita1962@gmail.com
52	Madhya Pradesh	Dr Vipin Khateek	dr.vipin1001@gmail.com
53	Madhya Pradesh	Dr Shrishti Pandey	drshrishti08@gmail.com
54	DNH & DD	Dr Keyur Desai	drkeyur24@gmail.com
55	DNH & DD	Mrs Arti Pandya	aartipandya20@gmail.com
56	DNH & DD	Dr Vikas Sanghani	dr.sanghanivikas@gmail.com

Annexure III: List of Qualified Participants

S.No	State	Name of Participants
1	Uttar Pradesh	Dr Rohit kumar

2	Kerala	Dr Koshy C Panikar
3	DNH & DD	Mrs Arti Pandya
4	West Bengal	Dr Anirban jana
5	Gujarat	Dr Trilok Bhatt
6	Goa	Dr Minal Keny
7	Gujarat	Dr Khushbu Patel
8	Gujarat	Dr Shrishti Pandey
9	Gujarat	Dr Dhavalkumar J Shah
10	Kerala	Dr Smitha K B
11	West Bengal	Dr Saba Farhan
12	Gujarat	Dr Apurva trivedi
13	Kerala	Dr Anitta K Jossi
14	West Bengal	Dr Koushik Roy
15	Uttar Pradesh	Dr Garima Chaudhari
16	West Bengal	Dr Binova Ojha
17	Uttar Pradesh	Dr Vivek Rajdhar
18	Ladakh	Dr Sajjad Hussain
19	Gujarat	Dr Shahin A Mansuri
20	Madhya Pradesh	Dr Vipin Khatik
21	Goa	Dr Dhanashree Bakhle
22	Jammu & Kashmir	Dr Aadil Bashir
23	Maharashtra	Dr. Bhagwat Devidas Raut
24	Punjab	Alisha Sharma
25	DNH & DD	Dr Vikas Sanghani
26	Uttar Pradesh	Dr Tanveer Siddiki
27	Tamil nadu	Dr A Raja
28	West Bengal	Dr Mamata Rani
29	Jammu & Kashmir	Mr Junaid Zaroo
30	Uttar Pradesh	Dr Dileep kumar Jaiswal
31	Uttar Pradesh	Dr Firoz Ahmad
32	Uttar Pradesh	Mr Manish Dewedi
33	Tamil Nadu	K Suganya
34	Gujarat	Dr Chintan Vora
35	Uttar Pradesh	Dr Arshad Alam
36	Uttar Pradesh	Dr Diwakar Pratap Singh
37	Uttarakhand	Dr Vaishnav Krishna
38	Maharashtra	Dr.Mangesh Nareshrao Raut
39	Ladakh	Dr Norboo Angchuk
40	Madhya Pradesh	Dr Sunita Verma
41	Uttar Pradesh	Dr Rahesuddin
42	Jammu & Kashmir	Dr Imtiyaz Shakeel Baba
43	Gujarat	Dr Dhirajlal S Panchotiya

