

Training Report

5th AYUSHMAN ASSESSORS' TRAINING

on

NATIONAL QUALITY ASSURANCE STANDARDS (NQAS)

3rd to 5th April 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 5th batch of 3-Days NQAS Ayushman Assessors' Training was organized from **3rd to 5th April 2025** at **First Floor Hall, National Health Systems Resource Centre 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.

Total of 52 participants attended the training (The list is attached as *Annexure A*). 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-B*)

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. Also, each group is scored based on their performance in the exercises on each day (Day wise scoring list attached as *Annexure- C*). At the end of each day, feedback is collected from the participants on the sessions conducted (List attached as *Annexure-D*). 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 52 participants appeared in post-training evaluation exam. (The list of passed candidates is attached as *Annexure -E*)

Overall feedback of the training is 4.6 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 behavioural 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. 52 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

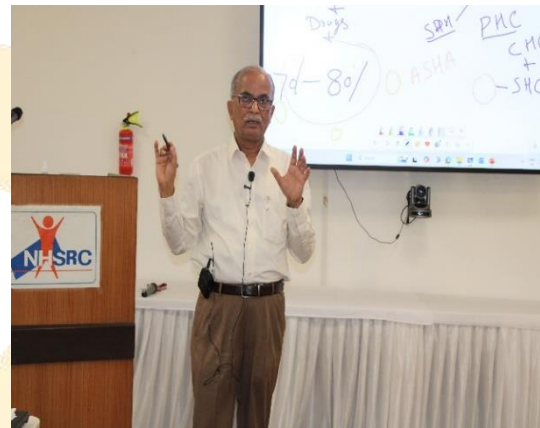
Day – 01 (3rd April 2025)

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: Comprehensive Primary Health Care- Key Features and terminologies

To provide a clear overview of Comprehensive Primary Health Care, Ms Neelam Siddiqui, National CHO 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.

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

Ms Vinny Arora, Lead Consultant-CU, 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 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 (04th April 2025)

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

Session 1: 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 2: Area of Concern E (E7-E9 & E12)

Dr Prakash D Vaishnav, 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, she discussed the extended package of services such as ophthalmic, oral, ENT, mental health, disease control programs, and elderly and palliative care.

Session 3: Area of Concern E (E10-E11) Communicable & Non-Communicable Disease

Dr Prakash D Vaishnav, 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.

He Started his session by interacting with the participants giving the case scenario and asking questions. Further in his session he discussed communicable diseases, and programs under it 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 4: Area of Concern E- (E13-E18) RMNCHA

Ms Neelam Siddiqui, CHO 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. Ms Siddiqui 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 6: Area of Concern C & D- Inputs & Support Services

Dr Naveen Kumar, Consultant- QPS, 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 Naveen 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: Area of Concern F – Infection Control

Dr Siddhi Dhond, 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: Area of Concern G & H

Dr Vineeta Dhankar, 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 9: 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 (05th April 2025)

Session 1: Conduct of National Level Assessments and Conflict Resolution

Dr Ranjit Mandal, 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

Ms Rachna Kumari, 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 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 6: 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. 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.



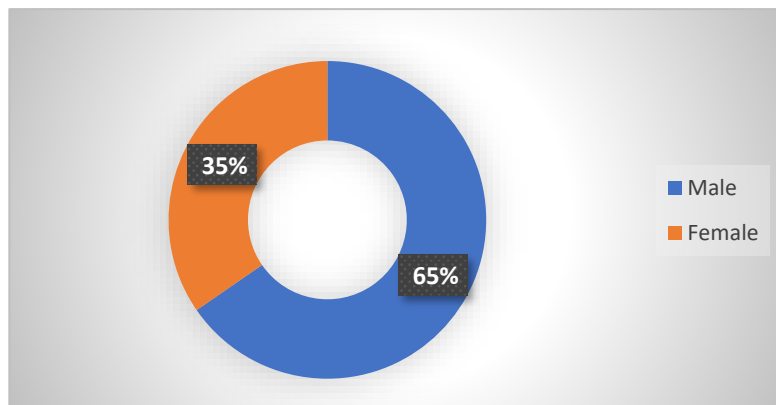
Annexure A: List of Participants

S.NO.	State	Name	Mail ID
1	Andhra Pradesh	T Anitha	Anitha.wgqm@gmail.com
2	Andhra Pradesh	Dr Anusha	paruchurianusha72@gmail.com
3	Andhra Pradesh	Dr D.Rakesh	rakeshbnys@gmail.com
4	Andhra Pradesh	N Ramesh	biomedical.nhmap@gmail.com
5	Andhra Pradesh	Dr. D. Silky Teja	drdevarapalliteja@gmail.com
6	Andhra Pradesh	Vvs. Manikanta Swamy	manikantha2794@gmail.com
7	Chhattisgrah	Pritika pawar	pritikapawar41@gmail.com
8	DNH & DD	Dr Darshana Parmar	darshanaparmar9@gmail.com
9	DNH & DD	Dr Netaji Goli	drgolinetaji@gmail.com
10	DNH & DD	Bhavyesh Vaja	bhaveshpritti257@gmail.com
11	Goa	Dr Kalpita Potdar	Desaikalpita@gmail.com
12	MP	Dr Richa Mishra	sairicha0@gmail.com
13	MP	Dr Dheeraj yadav	dr.dheerajyadav@gmail.com
14	Mizoram	Merilyne Ms Mawii Beiho	Merilyne.msm@gmail.com
15	Rajasthan	Pankaj Sharma	psmonu@gmail.com
16	Rajasthan	Dr Rajesh Singh	drrajeshsinghsikar@gmail.com
17	Jharkhand	Rakesh Kumar	rakeshkargwal89@gmail.com
18	Jharkhand	Halima Riyaz	hreyaz25@gmail.com
19	Jharkhand	Sanjeet Kumar	sanjeetroy71@gmail.com
20	Maharashtra	Dr Gajanan Ramchandra Raut	grrchandrapur@gmail.com
21	Maharashtra	Samar Ramchandra	samarpawar007@gmail.com
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25	Kerala	Dr Sachin K C	drsachinkc@gmail.com
26	Kerala	Dr Jayanthi Sajeev	jayanthisajeev1@gmail.com
27	Kerala	Ms Twinkle P J	twinklepj84@gmail.com
28	Gujarat	Dr Ravindrakumar R Chudasama	chudasama.ravindra@gmail.com
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30	Gujarat	Dr Hetal Lakshmanbhai Bhoot	bhoothet21@gmail.com
31	Gujarat	Mrugaben Mahendrabhai Badheka	drmeuga443@gmail.com
32	Gujarat	Dr Sunil Gamanbhai Raut	rautdrsunil@gmail.com
33	Telangana	Dr K Sathish Kumar	sathishkasturi@gmail.com
34	Telangana	Dr.BALAKRISHNA N	balu.nandyala@gmail.com
35	Telangana	Dr.C.SHIVAKANTH	csk0000@gmail.com
36	Telangana	Dr. CH. SAKARAM	drsakaramchapidi@gmail.com

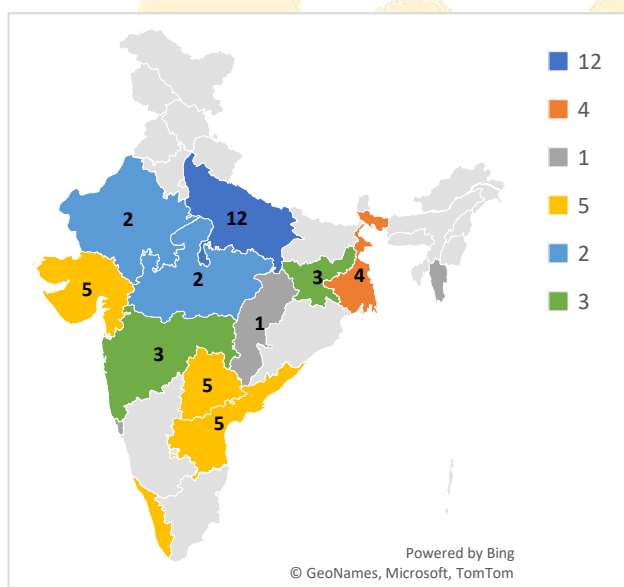
37	Telangana	Dr.K.SRIDEVI	sridevi.kathi@gmail.com
38	West Bengal	Mr. Madhusudan Dasgupta	madhu.sudan2007@gmail.com
39	West Bengal	Smt. Sayantani Ghosh	sayantoni0489@gmail.com
40	West Bengal	Dr. Mayura Biswas Roy	drmayura.roy@gmail.com
41	West Bengal	Dr. Arin Nandy	arin1450@gmail.com
41	Uttar Pradesh	Mr. Sumit Soni	Sumitsoni.healthcare@gmail.com
42	Uttar Pradesh	Mr. Mohit Bharti	mohitbharti37@gmail.com
43	Uttar Pradesh	Dr. Suhaib Ahmad Khan	suhaibak25@gmail.com
44	Uttar Pradesh	Dr. Pramod Singh	drpramod.singh2011@gmail.com
45	Uttar Pradesh	Dr. Nisha Singh Rana	hqmdwhbareillynhm@gmail.com
46	Uttar Pradesh	Mr. Dhannajay	hqmdhbastinhm@gmail.com
47	Uttar Pradesh	Dr. Sartaj Ahmad	hqmdwhetawahnham@gmail.com
48	Uttar Pradesh	Dr Shane Alam	hqmdchfirozabad@gmail.com
49	Uttar Pradesh	Dr. Yogesh Kumar Lahari	dqauhamirpurnhm@gmail.com
50	Uttar Pradesh	Akriti Kumari	hqmchchapurnhm@gmail.com
51	Uttar Pradesh	Dr. Tarique Parvez Anshari	dqaulalitpurnhm@gmail.com
52	Uttar Pradesh	Dr. Deepak Kumar Azad	deepak.azad64@gmail.com

Annexure B: Gender/ Geographical representation

a. Gender Wise Participation



b. Geography wise Distribution



S. No.	State	No. Of participants
1	UP	12
2	West Bengal	4
3	Mizoram	1
4	Telangana	5
5	Kerala	5
6	Rajasthan	2
7	Gujarat	5
8	Jharkhand	3
9	Maharashtra	3
10	Andhra Pradesh	5
11	Goa	1
12	DNH & DD	3
13	Madhya Pradesh	2
14	Chhattisgarh	1
	Total	52

Annexure C: Score-Sheet

S. No.	State	Name of Participants	Measure ment 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	UP	Dr. Nisha Singh Rana	4.5	5	4.5	5	5	4.5	5	5	38.5
2	DNH & DD	Dr Netaji Goli	4.5	5	4.5	5	5	4.5	5	4.5	38
3	Mizoram	Merilyne Ms Mawii Beiho	5	5	4.5	5	5	5	5	5	39.5
4	MP	Dr Richa Mishra	5	5	5	5	5	5	5	5	40
5	UP	Dr. Yogesh Kumar Lahari	4.5	5	4.5	5	5	4.5	5	5	38.5
6	UP	Mr Sumit Soni	4.5	4.5	4.5	4.5	4	4.5	5	4.5	36
7	Telangana	Dr.C.SHIVAKANTH	5	4.5	4.5	4.5	5	5	5	5	38.5
8	WB	Dr. Arin Nandy	5	5	4.5	4.5	5	4.5	4.5	5	38
9	Gujarat	Dr Ravindrakumar R Chudasama	4	5	4	4	4.5	4.5	4.5	5	35.5
10	Goa	Dr Kalpita Potdar	4	5	4	4.5	4.5	4.5	4.5	5	36
11	Telangana	Dr K Sathish Kumar	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
12	Kerala	Ms Twinkle P J	4.5	4.5	4.5	4.5	4	4.5	4	4.5	35
13	Gujarat	Dr Nimesh R Chaudhary	4.5	5	5	4.5	5	5	4.5	4.5	38
14	Kerala	Dr Sachin K C	5	4.5	4.5	4	4	4.5	4	4.5	35
15	Rajasthan	Pankaj Sharma	5	4.5	4.5	4.5	4.5	5	4.5	5	37.5
16	DNH & DD	Dr Darshana Parmar	4	5	4	5	4.5	4.5	4.5	4.5	36
17	Kerala	Ms Lakshmi S G	4.5	4.5	4.5	4.5	4	4.5	4.5	4.5	35.5
18	Telangana	Dr. CH. SAKARAM	4.5	4	4	4.5	5	4.5	4.5	5	36
19	UP	Dr. Deepak Kumar Azad	4.5	4.5	4.5	4.5	4	4	5	4.5	35.5
20	Telangana	Dr.BALAKRISHNA N	4.5	4	4.5	4	4	4	4.5	4.5	34
21	Chhattisgarh	Pritika pawar	5	5	5	5	5	4.5	5	5	39.5
22	MP	Dr Dheeraj yadav	4	5	4	5	4.5	4.5	4.5	4.5	36
23	Andhra Pradesh	Dr Anusha	4	4.5	4.5	5	5	5	5	5	38
24	WB	Dr. Mayura Biswas Roy	5	5	4.5	5	5	5	4.5	4.5	38.5
25	Andhra Pradesh	Vvs. Manikanta Swamy	4.5	4.5	4.5	4.5	4.5	4	4.5	4.5	35.5
26	Andhra Pradesh	Dr. D. Silky Teja	4.5	4.5	5	4	4	4.5	4.5	4	35
27	WB	Smt. Sayantani Ghosh	4.5	4	4.5	4.5	4	4.5	5	4.5	35.5
28	UP	Dr. Akriti	5	5	5	5	5	5	4.5	4.5	39
29	Andhra Pradesh	N Ramesh	5	4.5	4.5	5	4.5	4.5	5	5	38
30	UP	Dr Shane Alam	5	5	4.5	5	4.5	4.5	5	5	38.5
31	Jharkhand	Rakesh Kumar	4	4.5	4	4.5	4.5	4.5	4.5	5	35.5
32	UP	Dr. Suhaib Ahmad Khan	5	5	4	4.5	5	4.5	5	5	38
33	Jharkhand	Halima Riyaz	5	5	4.5	4.5	5	4.5	5	4.5	38
34	Maharashtra	Dr Gajanan Ramchandra Raut	4.5	4.5	4.5	4.5	4.5	4	4.5	4.5	35.5
35	UP	Mr. Mohit Bharti	4	5	4	5	4.5	4.5	4.5	4.5	36
36	Gujarat	Dr Hetal Lakshmanbhai Bhoot	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
37	UP	Dr. Pramod Singh	4	4.5	4.5	4.5	5	4.5	4.5	5	36.5
38	Telangana	Dr.K.SRIDEVI	4.5	5	4.5	4	4	4	4.5	4	34.5
39	WB	Mr. Madhusudan Dasgupta	4	4.5	4	5	4	4.5	4.5	4.5	35
40	UP	Mr. Dhananjay	4.5	5	4.5	4.5	5	4.5	4.5	4	36.5
41	Gujarat	Dr Sunil Gamanbhai Raut	5	4.5	4.5	4.5	4.5	5	4.5	5	37.5
42	Maharashtra	Samar Ramchandra	4	4	4.5	4.5	4.5	5	5	5	36.5
43	Rajasthan	Dr Rajesh Singh	4.5	4.5	4.5	4	4	4.5	4	4.5	34.5
44	Kerala	Dr Anoop Krishna R S	5	4	4	5	4.5	4.5	5	5	37
45	Andhra Pradesh	T Anitha	4	5	4	5	4.5	4.5	4.5	4.5	36
46	UP	Dr. Sartaj Ahmad	4.5	4.5	4.5	4	4	4	4	4	33.5
47	Andhra Pradesh	Dr D.Rakesh	4.5	4.5	4.5	4	4	4.5	4	4.5	34.5
48	Kerala	Dr Jayanthi Sajeev	4.5	4	4	5	5	4.5	5	5	37
49	Gujarat	Mrugaben Mahendrabhai Badhekar	4.5	4.5	4.5	4.5	4.5	5	5	5	37.5
50	UP	Dr. Tarique Parvez Anshari	4.5	5	4.5	4.5	5	4.5	4.5	5	37.5
51	DNH & DD	Bhavyesh Vaja	5	4.5	4.5	4.5	4.5	5	5	4.5	37.5
52	Jharkhand	Sanjeet Kumar	4.5	4.5	4.5	4	4.5	4.5	4.5	4.5	35.5

Annexure D: Feedbacks by participants

The average score of feedback analysis is given below:

Day 1	4.41
Day 2	4.38
Day 3	4.23

Faculty wise feedback Analysis:

Name of the trainer	Total score
Dr J N Srivastava	4.53
Dr Deepika Sharma	4.59
Ms Vinny Arora	4.30
Dr Arpita Agarwal	4.30
Dr Abhay Dahiya	4.21
Dr Chinmayee Swain	4.58
Dr Neeraj Gautam	4.26
Dr Ranjit Mandal	4.31
Dr Naveen Kumar	4.18
Dr Vineeta Dhankhar	4.54
Dr Siddhi Dhond	4.17
Ms Rachna Kumari	4.38
External Faculty Feedback	
Ms Neelam Siddiqui	4.59
Dr Prakash D Vaishnav	3.78

S. No.	Most Liked Session	Trainer
1	Introduction to National Quality Assurance Standards & Scoring Rules	4.59
2	Comprehensive Primary Health Care – Key features and terminologies	4.59
3	Area of Concern E (E1- E6): General Clinical Services	4.58

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.

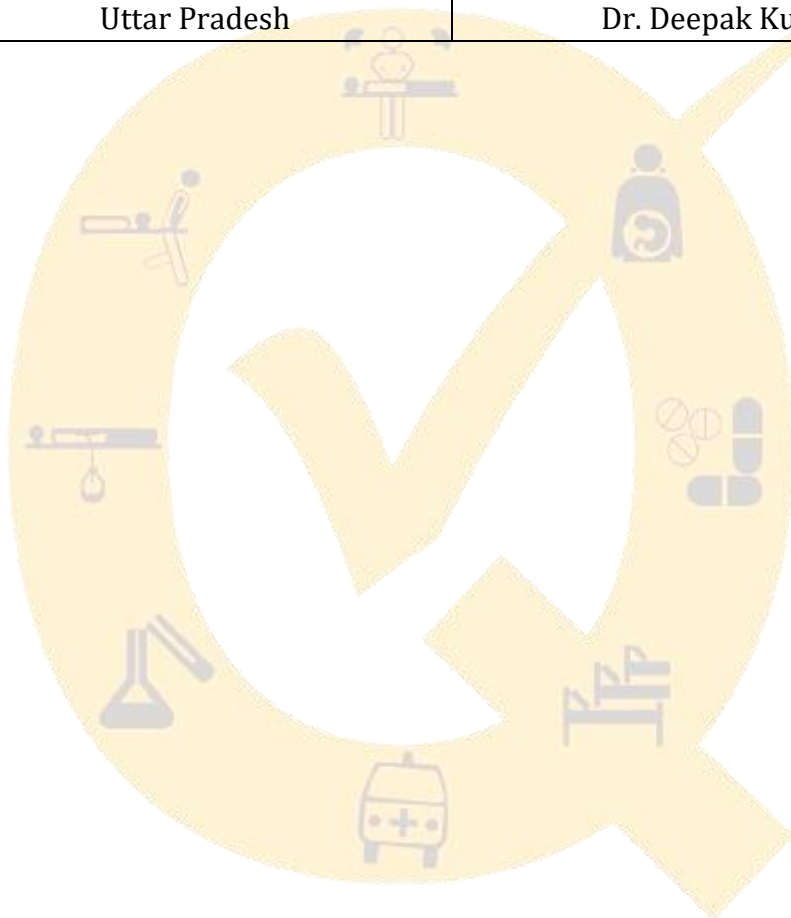
SUGGESTIONS BY PARTICIPANTS

S. NO.	Suggestions to Improve Training
1	Try to make online formats and try to make practical for it.
2	More emphasis to be given on hands on session
3	During the training can be make some funny / cultural activities.
4	Live example of virtual assessment should be done if possible.
5	Few more Gap finding exercises

Annexure E: List of Qualified Participants

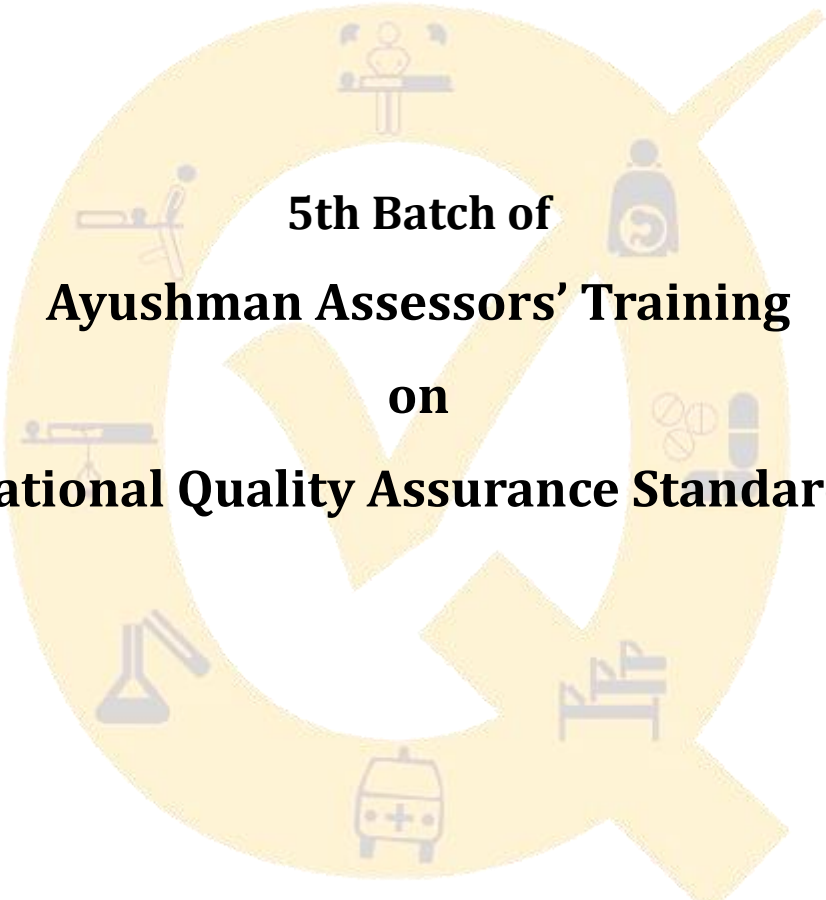
S.NO.	State	Name
1	Andhra Pradesh	T Anitha
2	Andhra Pradesh	Dr Anusha
3	Andhra Pradesh	Dr D.Rakesh
4	Andhra Pradesh	N Ramesh
5	Andhra Pradesh	Dr. D. Silky Teja
6	Andhra Pradesh	Vvs. Manikanta Swamy
7	Chhattisgrah	Pritika pawar
8	DNH & DD	Dr Darshana Parmar
9	DNH & DD	Dr Netaji Goli
10	Goa	Dr Kalpita Potdar
11	MP	Dr Richa Mishra
12	MP	Dr Dheeraj yadav
13	Mizoram	Merilyne Ms Mawii Beiho
14	Rajasthan	Pankaj Sharma
15	Rajasthan	Dr Rajesh Singh
16	Jharkhand	Rakesh Kumar
17	Jharkhand	Halima Riyaz
18	Maharashtra	Dr Gajanan Ramchandra Raut
19	Maharashtra	Samar Ramchandra
20	Kerala	Ms Lakshmi S G
21	Kerala	Dr Anoop Krishna R S
22	Kerala	Dr Sachin K C
23	Kerala	Dr Jayanthi Sajeev
24	Kerala	Ms Twinkle P J
25	Gujarat	Dr Ravindrakumar R Chudasama
26	Gujarat	Dr Nimesh R Chaudhary
27	Gujarat	Dr Hetal Lakshmanbhai Bhoot
28	Gujarat	Mrugaben Mahendrabhai Badheka
29	Gujarat	Dr Sunil Gamanbhai Raut
30	Telangana	Dr K Sathish Kumar
31	Telangana	Dr.BALAKRISHNA N
32	Telangana	Dr.C.SHIVAKANTH
33	Telangana	Dr. CH. SAKARAM
34	Telangana	Dr.K.SRIDEVI
35	West Bengal	Mr. Madhusudan Dasgupta
36	West Bengal	Smt. Sayantani Ghosh
37	West Bengal	Dr. Mayura Biswas Roy
38	West Bengal	Dr. Arin Nandy

39	Uttar Pradesh	Mr. Sumit Soni
40	Uttar Pradesh	Mr. Mohit Bharti
41	Uttar Pradesh	Dr. Suhaib Ahmad Khan
42	Uttar Pradesh	Dr. Pramod Singh
43	Uttar Pradesh	Dr. Nisha Singh Rana
44	Uttar Pradesh	Mr. Dhannajay
45	Uttar Pradesh	Dr. Sartaj Ahmad
46	Uttar Pradesh	Dr Shane Alam
47	Uttar Pradesh	Dr. Yogesh Kumar Lahari
48	Uttar Pradesh	Akriti Kumari
49	Uttar Pradesh	Dr. Tarique Parvez Anshari
50	Uttar Pradesh	Dr. Deepak Kumar Azad



Annexure F: Agenda

Agenda



5th Batch of Ayushman Assessors' Training on National Quality Assurance Standards

3rd – 5th April 2025

VENUE: First Floor Hall, NHSRC

**Day 1-
3rd April 2025 (Thursday)**

Time	Topic	Resource Person
08:30 AM-09:00 AM	Registration	QPS Team
09:00 AM - 09:15 AM	Pre-training Evaluation	QPS Team
INAUGURAL SESSION		
09:15 AM - 09:25 AM	Welcome Address and Aims & Objectives	Dr J N Srivastava Advisor- QPS
LAMP LIGHTING		
09:25 AM-09:30 AM	Address by Guest of Honour	Brig. Sanjay Baweja PAO-NHSRC
09: 30 AM -09:40 AM	Address by Chief Guest	Maj Gen (Prof) Atul Kotwal Executive Director-NHSRC
09:40 AM-09:50 AM	Introduction of Participants	
09:50 AM-10:00 AM	Vote of Thanks	QPS Team
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	Ms Neelam Siddiqui CHO Mentor
12:00 PM-12:10 PM	Virtual Walk of AAM-SC	Ms 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 Arpita Agrawal Sr. Consultant-CU
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 -
4th April 2025 (Friday)**

Time	Topic	Resource Person
09:00AM-09:15AM	Recap	QPS
09:15 AM-09:45 AM	Area of Concern E (E1- E6): General Clinical Services	Dr Chinmayee Swain Sr. Consultant-QPS
09:45 AM- 10:45 AM	Area of Concern E (E7-E9 & E12)- [Emergency, Ophthalmic, ENT, oral and Mental Health and Elderly and Palliative Care]	Dr Prakash D Vaishnav CHO Mentor
10:45 AM- 11:00 AM	Tea Break	
11:00AM – 12:00 PM	Area of Concern E (E10 & E11)- [Communicable and Non-Communicable Diseases]	Dr Prakash D Vaishnav CHO Mentor
12:00 PM- 01:00 PM	Area of Concern – E (E13-E18)- RMNCHA	Ms Neelam Siddiqui CHO Mentor
01:00 PM- 02:00 PM	Area of Concern C & D (Inputs and Support Services)	Dr Naveen Kumar Consultant- QPS
02:00 PM- 02:45 PM	Lunch	
02:45 PM- 03:15 PM	Area of Concern F- Infection Control	Dr Siddhi Dhond Consultant- QPS
03:15 PM- 04:00 PM	Area of Concern G & H (Quality Management Systems and Outcomes)	Mr Anand Yadav/ Dr Vineeta 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 - 5 th April 2025 (Saturday)		
Time	Topic	Resource Person
09:00 AM-09:45AM	Conduct of National Level Assessments and Conflict Resolution	Dr Ranjit Mandal Sr. Consultant-CU
09:45 AM- 10:30 AM	Video- On conducting Virtual Assessment	Dr Ranjit Mandal Sr. Consultant-CU
10:30 AM – 10:45 AM	Tea Break	
10:45 AM-11: 30 AM	Certification Criteria & Report Writing	Ms Rachna Kumari 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

