

Report of

42nd NATIONAL EXTERNAL ASSESSORS' TRAINING

On

NATIONAL QUALITY ASSURANCE STANDARDS (NQAS)

24th to 29th March 2025



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



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INTRODUCTION

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

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

The 42nd National External Assessors' Training, held from 24th March to 29th March 2025, was aimed to equip participants with the necessary knowledge and skills to execute objective and standardized assessments. The training is accredited by the International Society for Quality in Healthcare (ISQua) and ensures that assessors are well-versed in assessment methodologies, scoring systems, and reporting protocols.

To determine the appropriate skill mix and cadre of participants for this training, a matrix was developed mapping the govt and non-govt empaneled assessors in all States/UTs against the number of applications received in the last six months and targeted facilities for the coming FY.

Analysis of this matrix revealed a identified possible shortages of both public sector and private sector assessors among the pools. Hence it was decided that the batch would have representation from both these segments. Hence a distribution of seats for states with need was worked out based on a analysis based on factors of current assessor numbers, number of certifications undertaken and applications rates of the states.

A total of 64 participants attended the training out of which 36 were nominated by the states and rest were shortlisted from pending application from private / self-sponsored candidates (The list is attached as Annexure A). The training followed a participatory approach, and attendees were divided into eight groups, ensuring a balanced mix based on gender, geographical representation, and organizational background. (Group distribution is attached as Annexure B).

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

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

On the sixth and final day, a written post-training evaluation was conducted as per the schedule. Participants, who scored 70% and above were empaneled as External Assessors for a period of 3 years. A total no. of 71 participants appeared for the exam including 8 reappearing participants who did not qualify previously, reappeared for the exam (Annexure D). 66 participants successfully passed the post-training evaluation (The list is attached as Annexure E).

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



AIMS & OBJECTIVES OF TRAININGS

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

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



PREPERATION

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

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

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

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



METHODOLOGY

A mix of methods were used for the 42nd NQAS External Assessors' Training Workshop. They are as follows-

- a) PowerPoint presentations
- b) Brainstorming sessions
- c) Case studies
- d) Group work and Group Presentation
- e) Questions and Answers
- f) Practical Experiences from Field Visit



PRE- TRAINING EVENTS

PRE- TRAINING ORIENTTAION

An online workshop was conducted for selected participant to provide a basic orientation on the NQAS standards and certification system. These was especially targeted at the non-governmental participants who did not have firsthand exposure to public health quality systems. 58 participants attended this session conducted though WebEx platform.

PRE- TRAINING EVALUATION

At the onset of NQAS External Assessors' Training, the pre-evaluation examination was conducted for all the participants, consisting of 20 multiple-choice questions. 68 participants appeared in the examination.



PLENARY SESSIONS

INAUGURAL & WELCOME ADDRESS



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

Later, an introduction was given by Dr J N Srivastava, Advisor, Quality & Patient Safety Division (QPS), NHSRC followed by an inaugural address from the Chief Guest Maj Gen (Prof) Dr Atul Kotwal, SM, VSM, Executive Director, NHSRC. His address briefed the participants on the National Quality Assurance Programme and its importance for public health facilities. He conveyed that these 6 days of training would be an enriching experience for all.



All participants introduced themselves and shared their expectations from the training. After the introduction by the participants, a Vote of Thanks was delivered by Ms Deepika Sharma, Lead Consultant, QPS, NHSRC to the dignitaries which was followed by a group photograph

TECHNICAL SESSIONS

Day 1, 24th March 2025

Session 1: Overview of Quality in Public Health System

The session was delivered by Dr. JN Srivastava (Advisor QPS). He started with the requirement expected from the participants in the training as well as the appeal process in the system to make the training successful.

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



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

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

Session 2: Introduction to National Quality Assurance Standards

The session was taken by Ms. Vinny Agarwal (Lead Consultant – Certification Unit) on Introduction to National Quality Assurance Standards as per '*National Quality Assurance Standards for Public Health Facilities 2024*.' She gave an overview of the National Quality Assurance Standards, scope of different areas of concern, intent of various standards and how the standards are arranged in various levels of Health Care Facilities. She also explained the Donabedian model approach in the formation of Area of Concern. She briefed the participants about how to use this guidebook for reference. She gave a comparative overview of the standards applicable at all levels of HCFs.



Session 3: Measurement Systems Under National Quality Assurance Standards

Ms Vinny Arora (Lead Consultant- Certification Unit) took the third session on Quality Measurement System & Assessment Protocols. The learning objectives of her session were to understand the architecture, the layout & design of different components of NQAS, comprehend areas of concern, standards, measurable elements and checkpoints, identify & understand different methods of assessment, compliance and assessment protocol.

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



Exercises on Intent of Areas of Concern



Participants were divided into eight groups for the exercises. Each group was asked to undertake the exercises individually in a time-bound manner which was followed by group discussions. Participants attempted the exercises in the Day 1 workbook. Each group was mentored and supported by a Consultant from the QPS division.



Day 2, 25th March 2025

The 2nd day of training started with a recap of the sessions from Day 1. Ranjith Menon, QA Specialist, ADB, briefed the participants on the learnings/takeaway lesson from sessions conducted on Day 1 for ease of understanding of the participants.

Session 1: Area of Concern A – Service Provision

Dr. Ranjit Mandal, Senior Consultant, Certification unit took the session on Service Provision- Area of Concern-A under NQAS. He explained about checking the availability of services as per the scope of services provided by the facilities.



Session 2: Area of Concern B – Patient Rights

The session was taken by Dr Abhay Dahiya, Consultant, QPS. He covered key issues of patient rights like;

- Accessibility in terms of physical access, financial access, information, and non-discrimination
- Acceptability in terms of privacy, cleanliness, gender equity and courteous behavior
- Affordability in terms of the services entitled as per the government schemes
- Briefing about the identification, reporting and resolution of ethical issues



Session 3: Area of Concern C – Inputs

The session was taken by Mr. Ranjith Menon, (Health Services Quality Assurance Specialist-ADB). The lecture covered the structure component as per Donabedian model. In this session, he gave a brief overview of Physical safety (C2), Fire safety (C3), competence assessment of staff (C4), availability of drugs and consumables (C5), availability of equipment and instruments (C6) etc.



Session 4: NQAS Assessment at Ayushman Arogya Mandir – Sub Health Centers

Dr. Neeraj Gautam, Senior Consultant, certification Unit took this session. In key elements, he mentioned Comprehensive primary care, service for All & Continuum of Care. He also discussed the operationalization criteria of AAM-SHCs and on expanded range of Service Delivery. He explained about the CPHC, and the services being delivered for NCD, CD, RMNCH+A & Family Planning. In this presentation, she detailed the availability of human resources and Tele-Consultation Services. He gave emphasis on standards D3 and D5 of the Health and Wellness Centre i.e. Progressive use of digital technology and patient support groups. In the end, he covered information regarding community platforms in rural & urban areas and about monitoring progress at AAM-SHCs.



Session 5: Area of Concern E – Specific Clinical Services under NQAS (E10-E16 & E24)

The session was delivered by Dr. Rohini Kumar, External faculty. She talked about the specific clinical services in which she discussed standards E10 to E16. She elaborated on Intensive care, Emergency Services and Disaster Management, Diagnostic services, Blood Bank/Storage Management and Transfusion, Anesthetic Services, Operation theatre services and End-of-life care and death. She gave a comparative view of the standards applicable at different levels of healthcare facilities. She also explained the measurable elements of dialysis standard.



Session 6: Area of Concern E – Specific Clinical Services under NQAS (E17-E19, E20-E22)

The session was delivered by Dr. Rohini Kumar, External faculty. She covered Standard E17 to E19 focusing on Maternal Health Services including Antenatal, Intranatal, and Postnatal Care. She also explained about the LaQshya programme, its importance and implementation

She talked about Standard E20 focusing on Child Health Services including services for newborn & infants. She also explained about MusQan programme. She elaborated on family planning services and the counselling services at healthcare facilities.



Exercises on Intent of Areas of Concern A & B



Participants were divided into groups for the exercises. Each group was asked to undertake the exercises individually in a time-bound manner which was followed by group discussions. Participants attempted the exercises in the Day 2 workbook. Each group was mentored and supported by a Consultant from the QPS division.

Day 3 , 26th March 2025

The 3rd Day of training started with a recap of the sessions from Day 2. Dr. Ratan Shekhawat, Consultant, QPS briefed the participants on the learnings/takeaway lesson from sessions conducted on Day 2 for aid the learning of the participants

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

Dr. Deepika Sharma, Lead Consultant, QPS, took this session. Along with the basic concepts of Quality Management, the following areas were covered

- Quality Tools
- Employee Satisfaction
- Patient Satisfaction
- Laboratory Quality Control
- Documentation for Quality
- Audits, Action Planning, Corrective / Preventive Actions



Session 2: Area of Concern E – General Clinical Areas Under NQAS (E1-E9)

Dr. Arpita Agrawal, Senior Consultant QPS, took this session explained the standards based on General clinical services and specific clinical services. All the standards of general clinical services were explained, and she discussed the processes of assessing the hospital which commenced with the registration of the patient followed by consultation & admission, Clinical assessment & reassessment, Continuity of care etc.



Session 3: Overview of National Health Programs Under NQAS (E23)

Dr. Utsuk Dutta, External Faculty – Consultant, NIHFW, took this session. Through this session he explained about the Quality components of the NHP. He explained the programs by explaining them under communicable and non-communicable diseases, and IDSP/IHIIP. He elaborated on various national health programs for disease control for both communicable and non-communicable diseases.



Session 4: Area of Concern D – Support Services

Dr Ratan Shekhawat, Consultant, QPS took this session and started the presentation by explaining why support services are important under NQAS framework. She explained that support services are the backbone of hospital operations which are usually the most neglected area in public hospitals. She laid emphasis on how support services directly and indirectly lead to poor quality, for example poor upkeep of facility, long down time of equipment and little effort in process improvement may give high & visible results to clinical care. She gave a brief description of all the 12 standards under AoC - D and gave a comparison of standards as per the level of facility.



Exercises on Intent of Areas of Concern E – Primary & Secondary Care, Area of Concern - D



Participants were divided into groups for the exercises pertaining to AOC D & E. Each group was asked to undertake various exercises which were followed by group discussions. Participants attempted the exercises in the Day 3 workbook. Each group was mentored and supported by a Consultant from the QPS division.



Day 4 , 27th March 2025

The 3rd Day of training started with a recap of the sessions from Day 3. Dr. Siddhi Dhond, Consultant, QPS briefed the participants on the learnings/takeaway lesson from sessions conducted on Day 3 for aid the learning of the participants

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

Dr. Deepika Sharma, Lead Consultant, QPS took this session. Through this session she explained the risk management (Existing and potential risks) in the health care facilities, how to assess, report, evaluate and manage the risks as per risk management plan and talked about the clinical governance framework to improve the quality and safety of clinical care processes in the facilities.



Session 2: Area of Concern F – Infection Prevention & Control

by Dr Arpita Agarwal, Senior Consultant, QPS explained about the infection control practices. She made understanding of the standards very convenient by explaining the hand hygiene practices, personal protective equipment, equipment processing, environment control, and biomedical waste management. She also explained how these standards are distributed in different checklists and things to be kept in mind while assessing the standards.



Session 3: Area of Concern H – Outcome

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



Session 4: Continual Quality Improvement in NQAS Assessed Facilities and Action Plan

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



Session 5: Planning and Conduct of National Level NQAS Assessments

This session was taken by Dr. Ashish Kumar Gupta, External Faculty and NQAS National Assessor. He started with the principles of assessment: Integrity, Fair presentation, Due Professional Care, Confidentiality, Independence, Evidence based approach and Risk-based thinking. He also discussed aspects of ethics and integrity in conduct of assessments.



Session : Key Component of Report Writing with Exercises

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





Session 7: Briefing about the field visit & Group work

Ranjith Menon, Health Services QA Specialist, ADB, briefed the participants on the field visit. He provided an overview of the selected AAM Sub-Health Centres designated for the visit and organized the participants into twelve groups. Each group was assigned a team coordinator from the NHSRC team to facilitate coordination and provide guidance throughout the visit. Dedicated vehicles were arranged for transportation, and the logistical details were shared with all participants. He also highlighted the rules and protocols to be adhered to during the field visit.

Day 5 , 28th March 2025

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

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

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

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

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

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



Presentations of Field Visit





POST TRAINING EVALAUTION

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

VALEDICTORY

Maj Gen (Prof) Dr Atul Kotwal, SM, VSM, Executive Director, NHSRC delivered the valedictory address. He thanked all the participants for their active participation and sincerity in the training. Few participants shared their feedback on the training. They said that this training was fruitful for them, and they had learned good practices. They expressed that after going through this program their knowledge and skills have been upgraded with respect to Quality, which they will implement at their respective organizations. Lastly, there was a prize distribution for groups that presented the top 3 presentations after their field visit on Day 5.

Valedictory





Annexure A – Agenda EAT 42 Batch Training

Day 1 – 24th March 2025 Monday

Time	Topic	Resource Person
08:30 AM - 09:00 AM	Registration	QPS Team
09:00 AM - 09:30 AM	Pre-Training Evaluation	QPS Team
Inaugural session		
09:30 AM - 09:40 AM	Welcome Address and Aims & Objectives	Dr J.N. Srivastava Advisor- QPS
09:40 AM - 09:45 AM	Address by Guest of Honor	Brig. Sanjay Baweja Principal Administrative Officer, NHSRC
09:45 AM - 09:50 AM	Lamp Lighting	
09:50 AM - 10:00 AM	Address by Chief Guest	Maj Gen (Prof) Atul Kotwal, SM, VSM Executive Director – NHSRC
10:00 AM - 10:25 AM	Introduction of Participants	
10:25 AM - 10:30 AM	Vote of Thanks	Dr. Deepika Sharma Lead Consultant – QPS
10:30 AM - 11:00 AM	Group Photograph followed by Tea	
11:00 AM - 12:15 PM	Overview of Quality in the Public Health System	Dr. J N. Srivastava Advisor – QPS
12:15 PM - 01:30 PM	Introduction to National Quality Assurance Standards	Dr. Vinny Arora Lead Consultant – CU
01:30 PM - 02:15 PM	Lunch	
02:15 PM - 03:15 PM	Measurement Systems under National Quality Assurance Standards	Dr. Deepika Sharma Lead Consultant –QPS
03:15 PM - 03:20 PM	Brief about Exercises	Dr. Deepika Sharma Lead Consultant –QPS
03:20 PM - 04:00 PM	Exercise on Intent of Area of Concern	QPS Team
04:00 PM - 04:15 PM	Tea Break	
04:15 PM - 05:30 PM	Exercise on Measurement Systems	QPS Team



Day 2 – 25th March 2025

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Ranjith Menon QA Specialist – ADB
09:15 AM - 10:00 AM	Area of Concern A -Service Provision	Dr. Ranjith Mandal Sr. Consultant – CU
10:00 AM – 10:45 AM	Area of Concern B – Patient Rights	Abhay Dahiya Consultant - QPS
10:45 AM – 11:00 AM	Tea Break	
11:00 AM – 11:45 AM	Area of Concern C – Inputs	Ranjith R Menon QA Specialist - ADB
11:45 AM – 12:30 PM	NQAS assessment at Ayushman Arogya Mandir- Sub Health Centres	Dr. Neeraj Gautam Sr. Consultant – CU
12:30 PM – 01:30 PM	Area of Concern E: Specific Clinical Services under NQAS (E10 – E16 & E24)**	Dr Rohini Kumar External Faculty
01:30 PM - 02:15 PM	Lunch	
02:15 PM – 03:30 PM	Area of Concern E: Specific Clinical Services under NQAS (E17 – E19)*** & (E20-22)***	Dr Rohini Kumar External Faculty
03:30 PM - 04:15 PM	Exercise on Area of Concern A & B	QPS Team
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:30 PM	Exercise on Area of Concern C	QPS Team

****Specific Clinical Services**

E10 – Intensive Care
E11 – Emergency Services & Disaster Management
E12 – Diagnostic Services
E13 – Blood Bank storage, management & transfusion
E14 – Anesthetic Services
E15 – Operation Theatre Services
E16 – Management of death & bodies of deceased patients
E24 – Hemodialysis Services

*****Specific Clinical Services**

E17 - Antenatal Care
E18 – Intra-natal Care
E19 – Postnatal Care
E20 – Newborn, Infant & Child Health Care
E21 – Abortion & Family Planning
E22 – Adolescent, Reproductive & Sexual Health



Day 3 – 26th March 2025

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr. Ratan Shekhawat Consultant – QPS
09:15 AM – 10:45 AM	Area of Concern G – Quality Management System- I	Dr. Deepika Sharma Lead Consultant –QPS
10:45 AM - 11:00 AM	Tea Break	
11:00 AM - 12:15 PM	Area of Concern E – General Clinical Services under NQAS (E1-E9) **	Dr. Arpita Agrawal Sr. Consultant – QPS
12:15 PM - 01:15 PM	Overview of National Health Programs under NQAS (E23)	Dr. Utsuk Dutta Sr. Faculty, NIHFWS
01:15PM – 2 PM	Lunch Break	
2:00 PM – 03:00 PM	Area of Concern D – Support Services	Dr. Ratan Shekhawat Consultant – QPS
03:30 PM – 03:45 PM	Tea Break	
03:00 PM - 05:30 PM	Exercise on Area of Concern E – Primary & Secondary Care & Exercise Area of Concern - D	QPS Team

*General Clinical Services

E1 – Registration, Consultation & Admission

E2 -Clinical Assessment, Reassessment & Treatment Plan Preparation

E3 – Continuity of care of patient & referral

E4 – Nursing Care

E5 – High Risk & Vulnerable Patients E6 – Rational prescribing & use of medicines

E7 – Safe drugs administration

E8 – Maintenance, updating & storage of

patient's clinical records. E9 – Discharge of patients



Day 4 – 27th March 2025

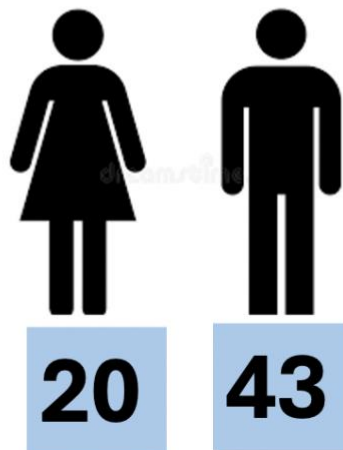
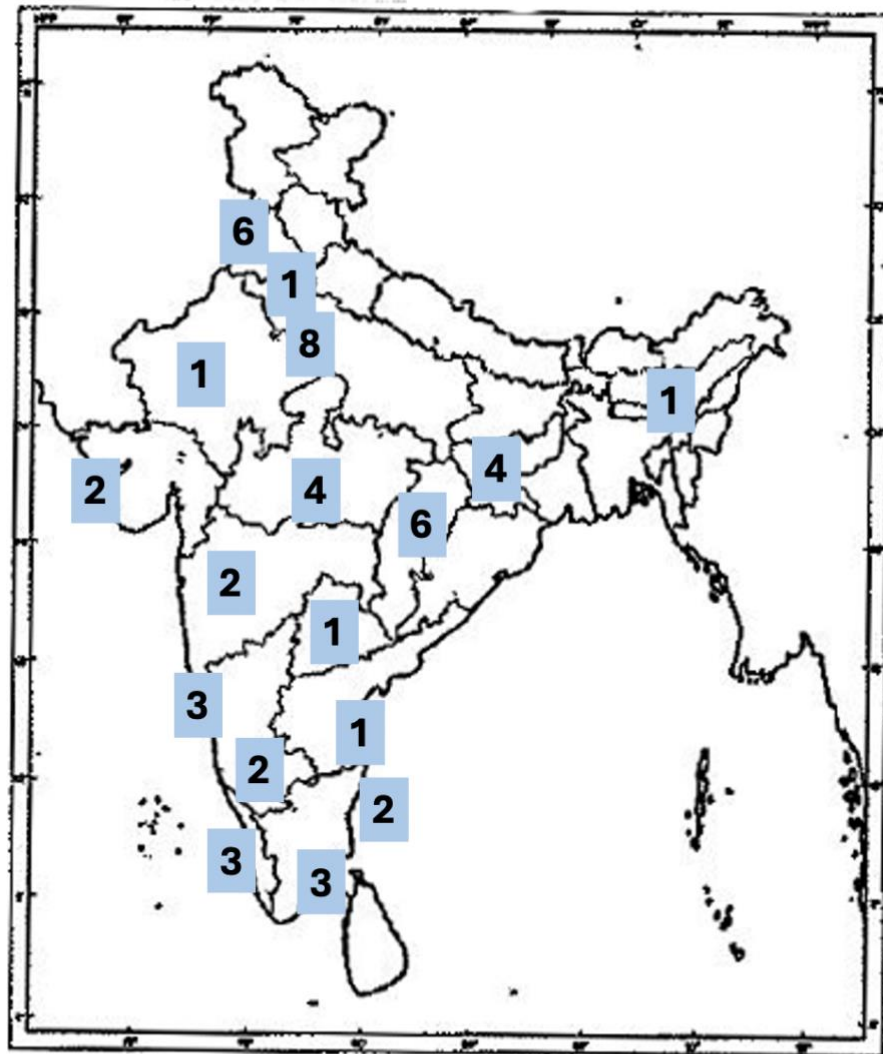
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr. Siddhi Dhond Consultant - QPS
09:15 AM - 10:45 AM	Area of Concern G: Quality Management System – II	Dr. Deepika Sharma Lead Consultant –QPS
10:45 AM - 11:00 AM	Tea Break	
11:00 AM – 11:45 AM	Area of Concern F – Infection Prevention and Control	Dr. Siddhi Dhond Consultant – QPS
11:45 AM – 12:30 PM	Area of Concern H: Outcome	Anand Yadav Consultant – QPS
12:30 PM – 01:15 PM	Continual Quality Improvement in NQAS assessed facilities and Action Plan	Arpita Agarwal Sr. Consultant – QPS
01:15 PM – 02:00 PM	Lunch	
02:00 PM – 02:45 PM	Planning and Conduct of National Level NQAS Assessments	Dr. Ashish Kumar Gupta NQAS National Assessor
02:45 PM – 03:30 PM	Key Components of Report Writing with exercise	Dr. Amrita Rastogi Consultant – CU
03:30 PM – 03:45 PM	Tea Break	
03:45 PM - 04:30 PM	Exercises on Area of Concern G –	QPS Team
04:30 PM – 05:00 PM	Briefing about the field visit and group work	Ranjith Menon QA Specialist – ADB
05:00 PM - 05:30 PM	Role Play	QPS Team



Day 5 – 28 th March 2025		
Time	Topic	Resource Person
09:00 AM – 01:00 PM	Field Visit	QPS Team
01:00 PM – 02:00 PM	Lunch	
02:00 PM – 04:00 PM	Scoring, Analysis, and Report Writing of the Field Visit	QPS Team
04:00 PM – 04:15 PM	Tea Break	
04:15 PM – 05:30 PM	Presentation & Discussion on Field Visit	Participants and QPS Team

Day 6 – 29 th March 2025		
Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Dr. Deepika Sharma Lead Consultant –QPS
10:00 AM – 10:30 AM	Tea Break	
10:30 AM – 01:00 PM	Post Training Evaluation	Participants
01:00 PM – 01:30 PM	Valedictory/Feedback	QPS Team
01:30 PM onwards	Lunch	

Annexure B – Geographical and gender Distribution of Participants





Annexure C – Participant List

No	State	Name	email id
1	New Delhi	Dr Arti Maria	artimaria@gmail.com
2	Assam	Pranjal Tamuli	drpranjaltamuli82@gmail.com
3	Tamil Nadu	Kavas Anand	dr.kavas@gmail.com
4	Puducherry	Rajarajan K	rajarajan3256@gmail.com
5	Uttar Pradesh	Col Tripti Agrawal	drtripti1778@gmail.com
6	Madhya Pradesh	Sanjeev Kumar	sanjeev.cfm@aiimsbhopal.edu.in
7	Delhi	Lalit Kumar	Lkumar270@gmail.com
8	Delhi	Avik Sharma	aviksharma777@gmail.com
9	Madhya Pradesh	Mr. Elby K Paul	elby407@gmail.com
10	Chhattisgarh	Dr Shirish Bhanudas Dhore	Shirish4humanity@gmail.com
11	Rajasthan	Dr. Vivek Gupta	drvivek_gupta@hotmail.com
12	Tamil Nadu	Dr Sony Mol K	soneaalikkal15@gmail.com
13	Delhi	Trusharkumar Dashrathbhai Parmar	trushar_dp@yahoo.com
14	Andhra Pradesh	Geetanjali Anke	geetanjali.anke@gmail.com
15	Maharashtra	Mrs Vaishali Zade	vaishuyanant.zade@gmail.com
16	Karnataka	Dr Sunil Baliga B	sunilbaligab@gmail.com
17	Madhya Pradesh	Deepa Parakh Surana	parakh.deepa30@gmail.com
18	Haryana	Dr Dinesh Kumar	DR.DINESH897@GMAIL.COM , DRDINESHTANWAR@GMAIL.COM
19	TN	Dr Surendra Kumar K	sksurendar6@gmail.com
20	Uttar Pradesh	Laxmi Bajaj	laxmibajaj03@gmail.com
21	New Delhi	Dr Mansi	drmansiofficial@gmail.com
22	Maharashtra	Pallavi Dongre	pallavi.dongre1@gmail.com
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53	Puducherry	Dr Sunil Jadhav	jd1137@jipmer.ac.in
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Re-appearing Candidates

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Annexure E – List of Qualifying Candidates

S.No	Name	Email Address
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66	Ms Vandana Patle	vandanapatle99@gmail.com



Annexure F – Participants Feedback Analysis

42nd EAT Overall Training Feedback	
The usefulness of the information received in the training	4.76
The structure of training sessions	4.69
The pace of the training sessions	4.70
Inclusion of relevant exercises and activities	4.74
Easy-to-follow content, language and instructions	4.69
Well balanced theory and practical elements	4.70
The usefulness of the training material	4.78
Overall rating of the training	4.74
Overall Compliance	4.72

Trainers / Faculty Feedback Scores

Trainer / Faculty	Average Score (Scale of 5)
Dr. J.N Srivastava	4.61
Dr. Deepika Sharma	4.70
Ms. Vinny Arora	4.41
Dr. Arpita Agarwal	4.42
Dr. Abhay Dahiya	4.47
Dr. Neeraj Gautam	4.34
Dr Rohini Kumar (External Faculty)	4.44
Mr. Ranjith Menon	4.48
Dr. Ratan Shekhawat	4.32
Dr. Ashish Kumar Gupta (External Faculty)	4.62
Dr. Utsuk Dutta (External Faculty)	4.58
Dr. Amrita Rastogi	4.08
Mr. Anand Yadav	4.40
Dr Ranjit Mandal	4.21