



Internal Assessors cum Service Provider's Training Report

2nd-4th July 2025

Jammu



Quality & Patient Safety Division National Health System Resource Centre

Background

A three day training "Internal Assessors cum Service Provider Training" was conducted in the State of Srinagar, Jammu & Kashmir by the National Health System Resource Centre in collaboration with the State's National Health Mission from 2nd-4th July 2025.

The objective of the training was to train the nominated officials of the State for the implementation of the National Quality Assurance Program, by mentoring the facility quality teams as per the action plan defined by the State. This training aid participants with the tools, techniques and support to health professionals to enable them to implement NQAS at healthcare facilities and thereby, take ownership of improving, sustaining and creating a culture of quality of care.

The State had nominated 111 participants for the training including Medical Superintendents, BMO, Specialists, Medical Quality, Consultants, Hospital managers, Programme Officers, CMO etc. The training constituted fourteen (14) topics with five (07) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Dr Harjeet, Nodal Officer, J&K during which the importance of Quality in Healthcare service delivery and the current status of the NQAS certifications in the State was discussed.

A Post-training evaluation were also taken during the training. Post-training evaluation was an open book exam with 42 multiple-choice questions, related to the quality improvement and the NQAS framework. Out of total 111 participants, 50 participants cleared the post-evaluation exam and now will be an empanelled internal assessors under the existing pool of NQAS.

QA training programs have an inbuilt training evaluation system, where a feedback form is provided to each participant. Feedback from the participants is analysed on a 5-point likert-scale. The overall rating of the training as per the analysis of the feedback from the participants was 4.7 in a 5-point Likert scale.



IA cum SPT on National Quality Assurance Standard Date: 2nd July - 4th July 2025, Jammu, Jammu & Kashmir Tentative Agenda



	Day-1 2 nd July 2025	
Time	Topic	Resource Person
09:00AM - 09:30AM	Registra	tion
09:30AM - 10:30AM	Inaugural & Welcome Address	State Team
10:30AM - 10:45AM	Tea Bre	eak
10:45AM - 11:30AM	Key Concepts of Quality & Overview of NQAS	Dr Vineeta Dhankhar Consultant –QPS NHSRC New Delhi
11:30AM - 12:30PM	Measurement system and Assessment Protocols and Checklist	Dr Vineeta Dhankhar Consultant –QPS NHSRC New Delhi
12:30PM - 1:30PM	Quality standards under NQAS- AOC A (Service Provision) & B (Patient Rights)	Dr Parvesh Chalotra State Resource
01:30 PM - 02:15 PM	Luncl	h
02:15PM - 03:30PM	Quality standard under NQAS- AOC C (Inputs) & D (Support Services)	Dr Vijay Kumar State Resource
03:30 PM - 03:45 PM	Tea Break	
03:45 PM – 05:30 PM	Group work	NHSRC & State Team

	Day-2 3 rd July 2025	
09:00 AM - 09:15 AM	Recap	State Team
09:15 AM - 10:45 AM	Quality standard under NQAS- AOC E	Dr Sanjay Sharma State Resource
10:45 AM - 11:00 AM	Tea B	reak
11.00 AM - 11:30 PM	Quality standard under NQAS- AOC G PSS, RCA/Process Mapping, Prescription Audit and Medical Audit	Dr Vineeta Dhankhar Consultant –QPS NHSRC New Delhi
11:30 PM – 12:30 PM	7 Basic Quality Tools	Dr Vineeta Dhankhar Consultant –QPS NHSRC New Delhi
12:30 AM – 1:30 PM	Gap analysis/Action Plan/Prioritization, Quality Improvement Methodology (PDCA)	Dr Vineeta Dhankhar Consultant –QPS NHSRC New Delhi
01:30 PM - 02:15 PM	Lunch l	Break
2:15 PM - 03:00 PM	Quality standard under NQAS- AOC F (Infection Control)	Dr Shaid Hussain State Resource
03:00 PM - 04:15 PM	Documentation and certification Process	Dr Vineeta Dhankhar, NHSRC
04:15 PM - 04:30 PM	Tea B	reak
04:30 PM – 05:30 PM	Exercise	NHSRC & State Team

	Day-3 4th July 2025	
09:00 AM - 09:15 AM	Recap	State Team
09:15 AM - 10:00 AM	Risk Management & Clinical Governance	Dr Vineeta Dhankhar Consultant –QPS NHSRC New Delhi
10:00 AM - 10:15 AM	Tea Bi	reak
10:15 AM - 11:15 PM	Quality standard under NQAS-AOC H (Outcome)	Dr Meenakshi Verma State Resource
11:15 AM – 12:15 AM	Revised Kayakalp Tool	Dr Vineeta Dhankhar Consultant –QPS NHSRC New Delhi
12:30 PM - 01:30 PM	Post Training evaluation Test	NHSRC & State Team
01:30 PM - 2:00 PM	Valedictory and Feedback	NHSRC & State Team
02:00 PM - 03:00 PM	Lunch I	Break

SESSION'S BRIEF

Topic	Brief
Key concepts & Overview of National Quality Assurance Program Dr Vineeta Dhankhar	The topic covered key concepts of Quality, importance of Quality in healthcare, Evolution of the National Quality Assurance Standards & theirimplementation framework, Various initiatives/schemes under the National Quality Assurance Program, rationale and context etc.
Measurement System and Assessment Protocols and Checklist Dr Vineeta Dhankhar	It covered the concepts of Measurement system under the National Quality Assurance standards. Description of the 8 Areas of Concern, Standards, Measurable Elements, Checkpoints and Means of Verifications defined under the NQAS. It also included the scoring system with the discussion of the different assessment methods and departmental checklist at various level of the health facilities.
Area of Concern (A & B) Service Provision and Patient Rights Dr Parvesh Chalotra	The topic covered an elaborative discussion about the first two areas of concern i.e. Service Provision (A) and Patient Rights (B). It included a brief of the availability of services in a public health facility as per the scope of the hospital and the importance of patient rights while availing the services in a hospital. The session was followed by an exercise to give a hands-on experience to the participants.
Area of Concern (C & D) Inputs and Support Service Dr Vijay Kumar	It included the inputs required by a facility for the healthcare service delivery, which mainly covers the availability of adequate infrastructure, human resources, their training, competencies and the availability of essential drugs and consumables. Additionally, the speaker also explained the importance of each of the respective area of concern to the participants, with a brief of their inter-linkage with the other areas of concern under the NQAS. Under the support services, detailed discussion on its 12 standards was undertaken which included the maintenanceof equipment, calibration, inventory management, dietary services, laundry services, security services, community participation, financial management, contract management, legal & statutory requirement etc.
Area of Concern (E) General Clinical Services Dr Sanjay Sharma	The speaker briefs the participants regarding the general & specific clinical service standards from E1 to E24. The process from registration to discharge and end of life comes under these standards. It also includes the referral service. Session included the importance of quality of clinical services with a discussion on the standards of special Clinical services which covered the aspects of nursing care, drug administration, patient record maintenance and discharge process etc. The trainer also discussedabout the specific

	clinical services like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank and the end-of- life care.
Area of Concern G Quality Management	This session includes all the Quality tools and methods. The speaker had a very interactive session with the participants with hands on exercises on the Quality Tools. Brief was given
Dr Vineeta Dhankhar	on Audits, Gap analysis, process mapping, PICK chart, SOPs, etc.
Area of Concern F, Infection Control	Session covered a detailed discussion about infection control
Dr Shahid Hussain	practices and the standards precautions to be taken into consideration. It included the discussion on the latest biomedicalrules and the amendments with focus on the implementation and assessment of the infectioncontrol practices at public health care facilities. In addition, the key concepts of an Infection Control Audit were also briefed as requested bythe participants.
Documentation and Certification	Session included description on the documents required for
Dr Vineeta Dhankhar	the national quality assurance standards for different level of facilities, what should be the components of the documents like policy, manual, SOP etc. The session also included the description about the entire NQAS certification process from the facility till national level.
Risk Management and Clinical	In this session, various types of risks and their impact were
Governance Dr Vineeta Dhankhar	explained. Risk matrix was also explained and how to prevent the risk by pre examining its severity was told to the participants. Risk mitigation was also explained. It was followed by explanation of clinical governance
	framework at DH level. The members of clinical governance committee, frequency of meeting as well as audits were discussed with hands on exercise on prescription audit during this session.
Area Of Concern H Outcome Indicators	Session included the discussion on the KPIs and Outcome indicators under the NQAS along withtheir calculation, reporting and analysis at facility, district & state level.
Dr Meenakshi Verma	- F 2- 2 2 2 3 3 3 3 3
Kayakalp Revised Scheme and Tool Dr Vineeta Dhankhar	As the Kayakalp Tool and Scheme is revied and launched on 28th June 2024. Dissemination if the same has been done during this training in state. She has covered the important changes made oin the scheme first which included addition of NUHM and CPHC nodal state level etc. It was followed by the
	changes in the Kayakalp tool. Changes in the tool and scheme were discussed in detail.

Attendance record of the IA cum SPT training from 19-21 September 2023, Jammu

			ng (IA cum SPT) w.e.f. 2nd of J Jammu	uly to 4th of July in Con	vention Cent	re near Cir	cuit house	
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1	Dr. Sadaf Ashrap	MLHP	AAMBATHUNI	7889387519	seg.	Soy	last.	Salajashrofjk
2	Dr. Mahvish Khan	MLHP	AAM Gurdhanbala	9622135848	Halingh	Habrish	Halier .	mahikhan 803 @gmail.com
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11	Dr. Roopal: Dorged	Dental Surgeon	Cto Office Kathua	7298478086	Description of the	Should Com
12	Dr. Ryricel	Bmo	SDH Besoll	9858676121	my fore for	bmobasho @gni
13	gr Der Raj	RM 0.	SOH Bow	8082207078	0	/
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Result of IA cum SPT 2-4th July 2025, Jammu, J&K

Internal Assessors cum Service Providers Under NQAS from 2nd July to 4th July 2025 in Jammu Division

S.N o.	Distric t	Name of Block	Name	Designati on	Contact No.	e-mail Ids	Certificate no.
1	Jammu	R S Pura	Dr Gagandeep Kour	МО	705114 4339	gagandrias@gmail.c om	IA/2025/J K 8/01
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3	Jammu	Marh	Dr Arti Rajput	MO Regular	889998 8461	drartirajputskims@g mail.com	IA/2025/J K 8/03
4	Kathua	CMO office, Kathua	Dr. Sanaa Bhadwal	Epidemiol ogist	914952 216	sana.sjb@gmail.com	IA/2025/J K 8/04
5	Udham pur	Basantga rh	Dr. Avtar Singh	MLHP	985872 3118	avtarsingh5115@gm ail.com	IA/2025/J K 8/05
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7	Jammu	Marh	Dr Anjali Saini	MO Regular	729832 7161	anjalipatho627@gm ail.com	IA/2025/J K 8/07
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