

# Training Report

## 6<sup>th</sup> AYUSHMAN ASSESSORS' TRAINING on NATIONAL QUALITY ASSURANCE STANDARDS (NQAS) 6<sup>th</sup> to 8<sup>th</sup> May 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 6th batch of 3-Days NQAS Ayushman Assessors' Training was organized from **6<sup>th</sup> to 8<sup>th</sup> May 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 53 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 3<sup>rd</sup> 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 53 participants appeared in post-training evaluation exam. (The list of passed candidates is attached as *Annexure -E*)

Overall feedback of the training is 4.5 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 questions. 53 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), NHSRC. The inaugural ceremony began with the traditional lighting of the lamp, graced by the Chief Guest, Maj Gen (Prof) Atul Kotwal, SM, VSM- Executive Director, NHSRC, and the Guest of Honour, Brig. Sanjay Baweja, Principal Administrative Officer, NHSRC.

Dr. Atul Kotwal delivered the inaugural address, emphasizing the Government of India's goal of achieving 100% certification of public health facilities by 2026 under the National Quality Assurance Programme (NQAP). He also highlighted the Ministry of Health & Family Welfare's approval for virtual assessments of AAM-SHC and the expansion of the National Assessors pool.

Following the inaugural address, all participants introduced themselves, and a Vote of Thanks was extended to the dignitaries. The event then transitioned into the technical session.



## PRESENTATION BRIEFING

**Day – 01 (6<sup>th</sup> May 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 Deepika Sharma provided a brief introduction to the participants about the exercises and guided the participants on the intent and conduct of the activities related to the sessions conducted on Day 1 of the training.

Participants were provided with workbook exercises on the topics covered and shown videos evaluating the specific areas of concern. This aimed to help them identify gaps and understand the scoring system.

The participants were divided into 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 (07<sup>th</sup> May 025)**

The day 02 started with the recap session. Dr Neha Ninawe 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- (E13-E18) RMNCHA**

Ms Neelam Siddiqui, National 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 2: Overview on Emergency, Ophthalmic, ENT, Oral & Mental Health and Elderly and Palliative Care**



Dr Balu Nath Mote, Senior Consultant- CP-CPHC, 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, he discussed the extended package of services such as ophthalmic, oral, ENT, mental health, disease control programs, and elderly and palliative care.



### **Session 3: Overview on Communicable & Non-Communicable Disease**

Dr Anantha Kumar Srinivasaiyer, Lead Consultant- CP-CPHC, led the session. He focused on 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 7: Overview of Standards from E7 – E12**

Mr. Anand Yadav, Consultant – QPS, conducted a session on the overview of standards E7 to E12. He explained how the programs discussed in the previous two sessions are reflected within the National Quality Assurance Standards. He provided detailed insights on how these standards should be evaluated during assessments, highlighting key focus areas for assessors such as service availability, completeness of documentation, functionality of equipment, and adherence to screening and referral protocols..





### **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. She effectively clarified the standards, covering key areas such as hand hygiene practices, personal protective equipment, equipment processing, environment control, and biomedical waste management. She 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, She 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 (08<sup>th</sup> May 2025)**

### **Session 1: Conduct of National Level Assessments and Conflict Resolution**

Dr Amrita Rastogi , Consultant- CU, led the first session of Day 03, beginning with an explanation of the virtual certification process. She outlined the assessment process and provided a list of documents required for NQAS certification. She detailed the NQAS virtual assessment's step-by-step approach and the scoring methodology.

She covered the national level assessment criteria and certification outcomes, emphasizing the Do's and Don'ts of the assessment phase. She also mentioned about the process for



physical verification of AAM-SC. Additionally, She 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 Arpita Agarwal, Senior Consultant QPS, conducted the session. She 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. She also highlighted the PDCA approach and the importance of sustaining NQAS standards. Additionally, participants were given a hands-on exercise to reinforce these concepts.





## **Session 5: Orientation on SaQsham- IT support to conduct the NQAS assessment**

Ms Vinny Arora , Lead Consultant- CU, took the session on orientation of SaQsham. In her session she briefed about SaQsham portal, Processes in Assessor's module, pre and post assessment application action.

In pre assessment application module, she explained about Registration process, profile update, creating availability and acceptance of Assessment schedule, about providing declaration of impartiality and selecting team leader and providing travel itinerary.

In post assessment application action, she explained about opening and closing meeting, filling executive summary along with co-assessor feedback and also showed how to raise ticket at helpdesk.



## **Session 6: Revision of National Quality Assurance Standards**

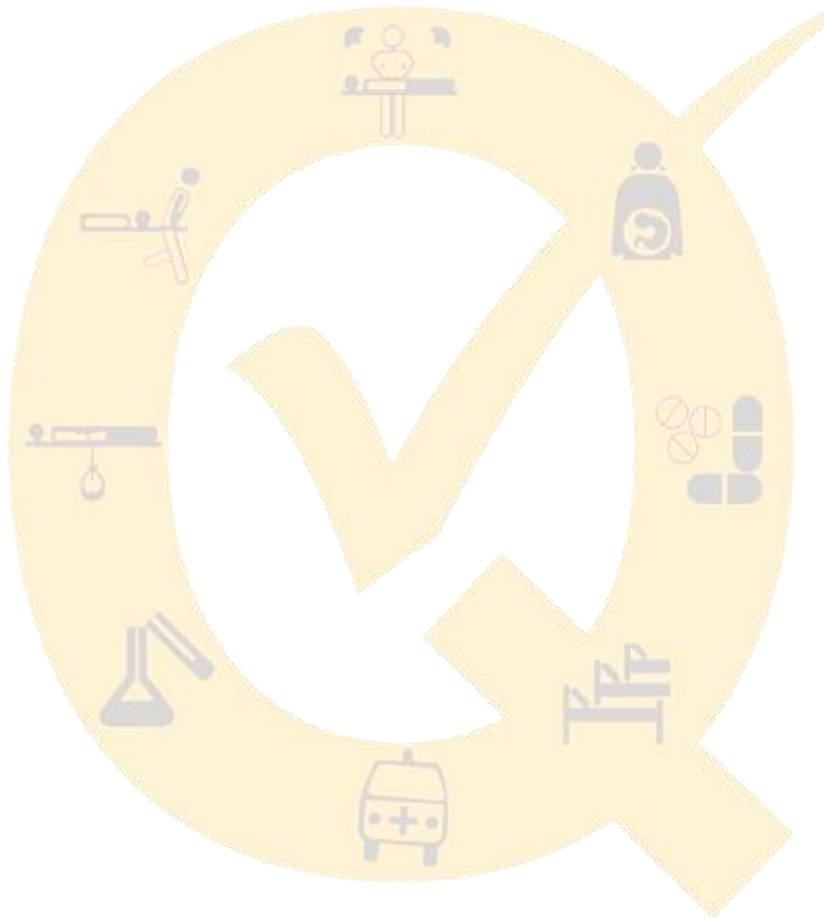
Dr Chinmayee Swain, Senior Consultant, QPS took this session. She made revision of all Area of Concern and also briefed about the Measurement System under. The participants understood the key concept of NQAS through this session which helped to prepare for the exam. Participants felt motivated as well as confident after this session to appear in the exam.

### **Post Training Evaluation**

Participants underwent an evaluation on day 3<sup>rd</sup> 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. Deepika Sharma and Ms. Vinny Arora delivered the valedictory address, extending heartfelt thanks to all participants for their active involvement and commitment during the training program. They encouraged attendees to share their feedback and suggestions for enhancing future sessions. Many participants expressed their appreciation, highlighting the training's usefulness and stating their intent to apply the insights and best practices gained in their own institutions..



### Annexure A: List of Participants

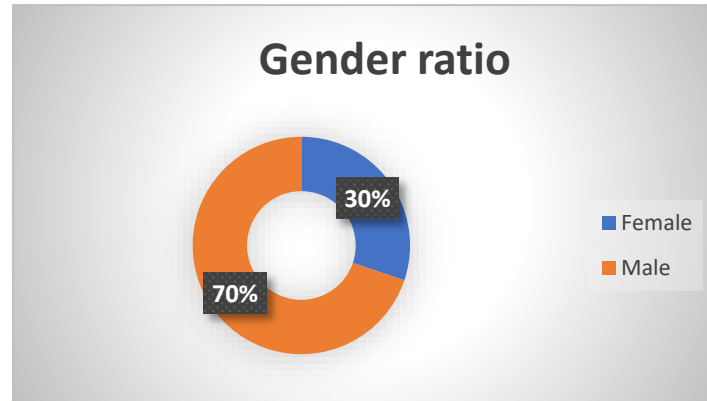
S. No.	Name	State	Email ID
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4	Smt. Surabhi Goswami	West Bengal	mailme.surabhi90@gmail.com
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35	Dr Arshnoor Kaur	Punjab	patiala.quality@gmail.com



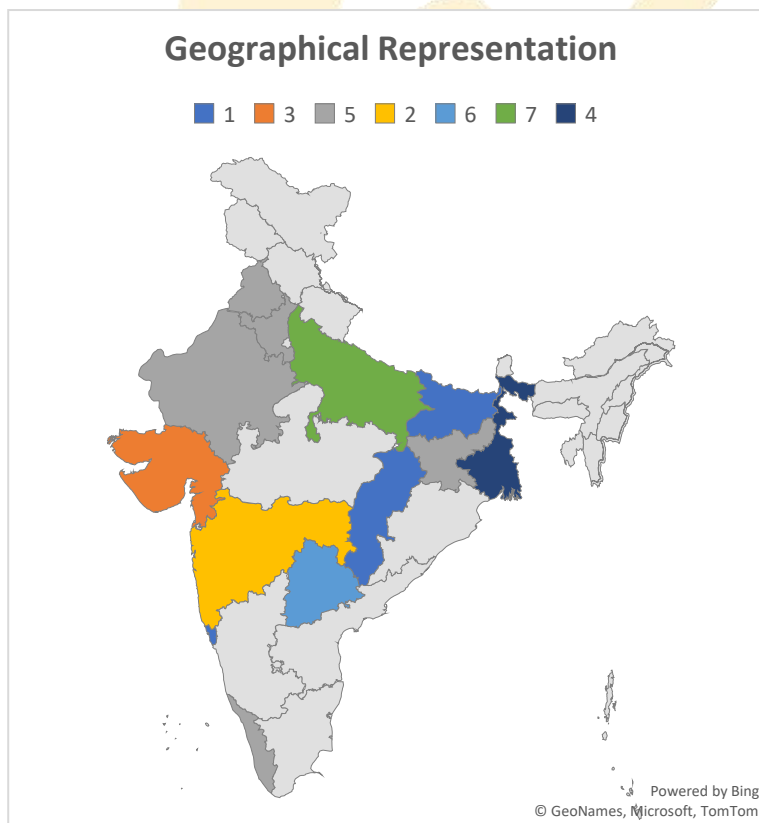
36	Dr Harpunit Kaur	Punjab	drharpunitkaur@gmail.com
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## Annexure B: Gender/ Geographical representation

### a. Gender Wise Participation



### b. Geography wise Distribution



State	No. of Participants
Bihar	1
Chhattisgarh	1
DNH & DD	3
Goa	1
Gujarat	3
Haryana	5
Jharkhand	5
Kerala	5
Maharashtra	2
Punjab	5
Rajasthan	5
Telangana	6
Uttar Pradesh	7
West Bengal	4
<b>Total</b>	<b>53</b>

## Annexure C: Score-Sheet

S.NO.	Full Name	Measurement System	Area of Concern A	Video AoC B	AoC-C (Exercise & Video)	AoC-D (Exercise & Video)	AoC-E (Exercise & Video)	AoC-F (Exercise & Video)	AoC- G & H	Total out of 40
1	Dr. Sounya Kar	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
2	Dr. Nandita Singh	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
3	Gautambhai Jivarambhai Pandya	4	4	4	3.5	3.5	3.5	3.5	3.5	29.5
4	Manju kumari	4	4	4	3.5	3.5	3.5	3.5	3.5	29.5
5	Dr. J. SIVARAM	4	4	4	3.5	3.5	3.5	3.5	3.5	29.5
6	Dr Shima Salim	4.5	4.5	4.5	4	4	4	4	4	33.5
7	Dr Tabish Heyat	4.5	4.5	4.5	4	4	4	4	4	33.5
8	Dr Navneet Singh	4.5	4.5	4.5	4	4	4	4	4	33.5
9	Dr. Anand Jaiswal	4	4.5	4.5	4.5	4.5	4.5	4	4	34.5
10	Dr Shipra Dhiman	4	4.5	4	4.5	4.5	4.5	4.5	4.5	35
11	Dr Sanjay M Chauhan	4.5	4.5	4.5	4	4	4.5	4.5	4.5	35
12	Dr.Sandip Akoji Gedam	4.5	4	4	4.5	4.5	4	4	4	33.5
13	Dr uma devi	4	4.5	4	4	4	4	4	4.5	33
14	Dr Ananth	4	4	4.5	4.5	4	4.5	4	5	34.5
15	Dr Gaurav Punia	4.5	4	4.5	4.5	4	4.5	4	4.5	34.5
16	Dr. Arif Mohd Khan	4.5	4.5	4.5	5	5	4.5	4	4.5	36.5
17	Dr RamAvatar Sharma	4.5	4.5	4	4	4.5	4.8	4.5	4	34.8
18	Dr Nimesh Patel	4	4	4	4	4.5	4.8	4.5	4	33.8
19	Kiran Baghwar	4.5	4	4	3.8	4	4.5	4.2	4	33
20	Dr. Aboubakar	4	4	4	3.8	4	4.5	4.2	4	32.5
21	Dr Vijaykumar R Agola	4.5	4.5	4.5	4.5	4.5	4.8	4.5	4	35.8
22	Dr.Vazinder Kaur	4.5	4.5	4.5	4.5	4.5	4.8	4.5	4	35.8
23	DR K DHANALA XMI	4	4	4	4.5	4.5	4.7	4.2	4	33.9
24	Dr Arshnoor Kaur	4	4.5	4	4.5	4.5	4.5	4.2	4	34.2
25	Dr. Supriya Dey	5	4.5	4.5	5	4.5	4.5	4.5	5	37.5
26	Shazia Parween	4.5	5	5	4.5	4.5	4.5	4.5	5	37.5
27	Dr. Mithlesh Kumar	4.5	4.5	4.5	4	4.5	4	4.5	4.5	35
28	Dr Praveen Kumar	4	4.5	4.5	4	4.5	4.5	4	4.5	34.5
29	Shobhit Gahlot	4.5	4.5	5	4	4	4	4	4	34
30	Dr.Shubin	4	4.5	4.5	4	4	4	4	4	33
31	Dr Ashish Rathee	4.5	4.5	5	5	4.5	5	4.5	5	38
32	Dr Vikram Suri	4.5	4.5	4.5	5	5	4.5	4.5	4.5	37
33	Dr. Deepali Mathew	4.5	4.5	4.5	4.5	4	4.5	5	4.5	36
34	Bankim Chandra pradh	4.5	4.5	4.5	4.5	4.5	4.5	5	4.5	36.5
35	Ms Sunita	4.5	4.5	4.5	4.5	5	4.5	4	5	36.5
36	Dr Arvind kumar Nagar	4.5	4.5	4.5	4	5	4.5	5	5	37
37	Dr Abhishek Singh	4.5	4.5	4.5	4.5	4.5	4	4.5	4.5	35.5
38	Dr Sandeep Pandurang	4.5	4.5	4.5	5	4	5	4.5	4.5	36.5
39	Dr. CH. CHANDRAKRI	4.5	4.5	4.5	4.5	4.5	4.5	4	5	36
40	Dr Ramvilas Thakur	4.5	4.5	4.5	4	4	4	4	4	33.5
41	Mr Suresh Patel	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
42	Mrs Harpreet Kaur	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
43	Mrs.Salini Raj	4.5	4.5	4.5	4	4	4	4	4	33.5
44	Mr Dharampal	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
45	Mr Dashrath Bharti	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
46	Dr Anshul Singla	4.5	4.5	4.5	5	5	5	5	5	38.5
47	Dr Harpunit Kaur	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	36
48	Smt. Surabhi Goswami	4.5	5	4	4	4.5	4.5	4.5	4.5	35.5
49	Sh Sourabh Kumar Joshi	5	4.5	4	5	4	4.5	4.5	4.5	36
50	Dr Shaikh Mohammad Faizan	4.5	4.5	4.5	4	4	4	4	4	33.5
51	Dr Hafis T K	4.5	5	4	4.5	4.5	4.5	4.5	4.5	36
52	Dr T Rajasekhar Goud	5	5	4	4.5	4.5	4.5	4.5	4.5	36.5
53	Dr Manish Rajgar	4.5	4.5	4	4.5	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	4.57
Day 2	4.34
Day 3	4.60

Faculty wise feedback Analysis:

Name of the trainer	Total score
Dr J N Srivastava	4.63
Dr Deepika Sharma	4.62
Ms Vinny Arora	4.59
Dr Arpita Agarwal	4.55
Dr Chinmayee Swain	4.68
Dr Naveen Kumar	4.40
Dr Amrita	4.58
Ms Rachna Kumari	4.59
Dr Vineeta	4.50
Dr Siddhi Dhond	4.21
Mr Anand Yadav	4.18
<b>External Faculty Feedback</b>	
Ms Neelam Siddiqui	4.59
Dr Anantha Kumar Srinivasaiyer	4.19
Dr Balu Nath Mote	3.93

S. No.	Most Liked Session	Trainer
1	Area of Concern E (E1- E6): General Clinical Services	4.68
2	Accelerating the NQAS Certification in Primary Healthcare facilities	4.63
3	Introduction to National Quality Assurance Standards & Scoring Rules	4.62

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	Onsite visit at the facility.
2	More practical training can be included in the session.
3	Include more exercises.
4	More sessions on Area of Concerns along with model visit.
5	More detailed guidance on RMNCHA, immunization, & vaccine storage protocols. Additionally, it would be helpful to have a

## Annexure E: List of Qualified Participants

S.NO.	Name	State
1	Dr. Soumya Kar	West Bengal
2	Dr. Supriya Dey	West Bengal
3	Smt. Surabhi Goswami	West Bengal
4	Dr. Deepali Mathew	Goa
5	Dr. Nandita Singh	Uttar Pradesh
6	Dr. Aboubakar	Uttar Pradesh
7	Dr Shaikh Mohammad Faizan	Uttar Pradesh
8	Dr Abhishek Singh	Uttar Pradesh
9	Dr. Arif Mohd Khan	Uttar Pradesh
10	Dr.Vazinder Kaur	Chhattisgarh
11	Dr.Sandip Akoji Gedam	Maharashtra
12	Dr Sandeep Pandurang Patil	Maharashtra
13	Dr. J. SIVARAM	Telangana
14	Dr Praveen Kumar	Telangana
15	Dr uma devi	Telangana
16	Dr. CH. CHANDRAKRISHNA	Telangana
17	DR K DHANALAXMI	Telangana
18	Dr T Rajasekhar Goud	Telangana
19	Dr Shima Salim	Kerela
20	Dr Ananth	Kerela
21	Dr.Shubin	Kerela
22	Dr Hafis T K	Kerela
23	Mrs.Salini Raj	Kerela
24	Dr Tabish Heyat	Bihar
25	Dr Navneet Singh	Haryana
26	Dr Gaurav Punia	Haryana
27	Dr Anshul Singla	Haryana
28	Dr Ashish Rathee	Haryana
29	Ms Sunita	Haryana
30	Dr Shipra Dhiman	Punjab
31	Dr Vikram Suri	Punjab
32	Dr Arshnoor Kaur	Punjab
33	Dr Harpunit Kaur	Punjab
34	Mrs Harpreet Kaur	Punjab
35	Dr Arvind kumar Nagar	Rajasthan
36	Mr Dharampal	Rajasthan
37	Sh Sourabh Kumar Joshi	Rajasthan
38	Dr Nimesh Patel	DNH & DD
39	Dr Manish Rajgar	DNH & DD







Day 1- 6 <sup>th</sup> May 2025 (Tuesday)		
Time	Topic	Resource Person
08:45 AM-09:10 AM	Registration	QPS Team
09:10 AM - 09:30AM	Pre-training Evaluation	QPS Team
<b>INAUGURAL SESSION</b>		
09:30 AM - 09:35 AM	Welcome Address and Aims & Objectives	Dr J N Srivastava Advisor- QPS
<b>LAMPLIGHTING</b>		
09:35 AM-09:40 AM	Address by Guest of Honour	Brig. Sanjay Baweja PAO-NHSRC
09: 40 AM -09:50AM	Address by Chief Guest	Maj Gen (Prof) Atul Kotwal Executive Director-NHSRC
09:50 AM-10:00 AM	Introduction of Participants	
10:00 AM-10:05 AM	Vote of Thanks	Ms Vinny Arora Lead Consultant-CU
<b>10:05 AM-10:20 AM</b>	<b>Group photograph followed by Tea</b>	
10:20 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
<b>01:00 PM- 01:45 PM</b>	<b>Lunch</b>	
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
<b>03:45 PM-04:00 PM</b>	<b>Tea Break</b>	
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 -  
7<sup>th</sup> May 2025 (Wednesday)**

Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr Neha Ninawe
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 (E13-E18)- RMNCHA	Ms Neelam Siddiqui CHO Mentor
<b>10:45 AM- 11:00 AM</b>	<b>Tea Break</b>	
11:00AM – 11:50 AM	Overview on- Emergency, Ophthalmic, ENT, oral and Mental Health and Elderly and Palliative Care	Dr Balu Natha Mote Sr. Consultant CP-CPHC
11:50 AM- 12:40 PM	Overview on-Communicable and Non-Communicable Diseases	Dr Anantha Kumar Srinivasaiyer Lead Consultant- CP-CPHC
12:40 PM- 01:00 PM	Overview of Standards from E7- E12	Mr Anand Yadav Consultant-QPS
01:00 PM- 02:00 PM	Area of Concern C & D (Inputs and Support Services)	Dr Naveen Kumar Consultant- QPS
<b>02:00 PM- 02:45 PM</b>	<b>Lunch</b>	
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)	Dr Vineeta Dhankhar Consultant-QPS
04:00 PM- 04:15 PM	<b>Tea Break</b>	
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 - 8 <sup>th</sup> May 2025 (Thursday)		
Time	Topic	Resource Person
09:00 AM-09:45AM	Conduct of National Level Assessments and Conflict Resolution	Dr Amrita Rastogi Consultant-CU
09:45 AM- 10:15 AM	Video- On conducting Virtual Assessment	Dr Amrita Rastogi Consultant-CU
10:15 AM – 10:30 AM	<b>Tea Break</b>	
10:30 AM-11: 15 AM	Certification Criteria & Report Writing	Ms Rachna Kumari Consultant-CU
11:15 AM-12:15 PM	Continual Quality Improvement in NQAS-assessed facilities and Action planning.	Dr Arpita Agarwal Senior Consultant-QPS
12:15 PM- 12:45 PM	Orientation on SaQsham – IT support to conduct the NQAS assessment.	Ms Vinny Arora Lead Consultant-CU
12:45 PM- 01:30 PM	Revision	Dr Chinmayee Swain Senior Consultant-CU
01:30 PM- 02:30 PM	<b>Lunch</b>	
02:30 PM- 04:30 PM	<b>Post- Training Evaluation</b>	
04:30 PM onwards	Feedback & Valedictory followed by Tea	Participants