

2025

43rd External Assessor Training Report



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Table of Content		
Section	Content	Page No
I	Introduction	02
II	Aims and Objectives	03
III	Preparation for the training	04
IV	Methodology	05
V	Pre-Training Evaluation	05
VI	Inaugural & Welcome Address	05-06
VII	Presentation briefings	07-17
VIII	Post Training Evaluation	18
IX	Valedictory	18
X	Feedback & Suggestion	18
XI	List of Annexure Annexure A List of participants of the EAT Annexure B Equity Report Annexure C Day wise scoring of Group Exercise Annexure D List of Re-appear candidate Annexure E List of Participants- Qualified Annexure F Field Visit Group Annexure G Feedback Analysis of 43rd EAT Annexure H Agenda of Pre-Training Orientation Annexure I Agenda of 6 days EAT	19-37

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), New Delhi conducts the NQAS External Assessors' Training to build a pool of qualified & skilled professionals, who can evaluate public health facilities and provide support to the States/UTs in meeting the targets of quality certification by MoHFW, Govt. of India.

The External Assessor Training (EAT) 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.

The 43rd National External Assessors' Training, held from 21st April to 26th April, 2025, was designed to equip participants with the necessary knowledge and skills to execute objective and standardized assessments under NQAS.

The assessor's pool is managed by Certification Unit of QPS division, NHSRC. The number of annual trainings are decided based on the estimation of assessor requirement for conduct of National assessments of Quality certification of public health facilities. As the program is for public health system, professional clinician, health administration, nursing professional from public health system are encouraged to undertake this training. Interested candidates working the field of Quality healthcare in Private organizations are also allowed to participate in the training.

The 43rd batch of EAT has been planned for participants from public health system who were nominated by the State. Based on the availability of assessors in different states, seats were allotted to 15 states for nomination of eligible participants meeting the requirement as per Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities. The capacity of each batch is 60 to 65.

The training methodology has been revised and focussed of each session has been shifted from Secondary level of care at District Hospital to Primary level of Care through Ayushman Aroya Mandir-SHC.

A pre-training orientation session was also designed for the nominated candidates on online mode. Session was planned two days before the scheduled training and resources materials were shared to all nominated participants so that they are acquainted with the terminology of the NQAS and different requirements to become empanelled assessor of NHSRC.

A total of 56 participants were nominated by 15 State/UTs but 55 attended the training (***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, online feedback was collected from participants to determine the effectiveness of the sessions and the level of participant engagement. Group performance was also assessed by moderator based on their participation in daily group 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 Centers (AAM- SHC) in Uttar Pradesh (06) and Haryana (06) was organized. It allowed participants to apply their learnings of assessment methods and scoring system in real time scenarios.

On the sixth, final day, a written post-training evaluation was conducted as per the schedule. Participants, who scored 70% and above were empanelled as External Assessors for a period of 3 years. A total no. of 57 participants appeared for the examination including 02 participants who did not qualify previously, reappeared for the exam. ***(Annexure D)***

Only 44 participants qualified 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 AND OBJECTIVES OF THE TRAINING

The aim of the training is to strengthen the knowledge, skills and assessment capacities of the participants to assess the public health facilities implementing the NQAS.

The specific objectives of the training 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 from AAM-SHC to District Hospital.
- ❖ 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 behavioural and attitudinal values of an assessor.
- ❖ To orient the participants about the code of conduct of the empanelled external assessor

PREPARATION

An online pre training orientation session was organized for all the shortlisted participants on 19th April, 2025. Soft copy of the reading materials was share along with the ***concept note of NQAS, instructions for participants and the Webex link***. Session on Overview of National Quality Assurance Program was taken Dr Abhay Dahiya, Consultant-QPS followed by session on Introduction to National Quality Assurance Standards was taken Dr Naveen, Consultant-QPS. The 3rd session on Overview of Measurement System & Assessment Protocol under NQAS was delivered by Dr Ranjit Kr Mandal, Senior Consultant-QPS(CU).

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

The following resource materials were distributed to the participants at the time of registration on day1:

- 1) National Quality Assurance Standards for Public Health Facilities (2020)
- 2) Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities (2021)
- 3) Assessors' Guidebook for Quality Assurance in District Hospital Vol-I
- 4) Assessors' Guidebook for Quality Assurance in District Hospital Vol-II
- 5) Assessors' Guidebook for Quality Assurance in District Hospital Vol-III
- 6) Assessors' Guidebook for Quality Assurance in CHC
- 7) Assessors' Guidebook for Quality Assurance in PHC
- 8) Quality Standards for Urban Primary Health Centre
- 9) Assessors' Guidebook for Health & Wellness Centre (Sub-Centre)
- 10)LaQshya Guidelines
- 11)MusQan Guidelines
- 12)Concept Note- NQAS
- 13)All the reading materials were put into a bag with required stationary items like a writing pad, pen, pencil, sharpener, eraser, sticky paper flags, and highlighter and handed over to participants at registration.

METHODOLOGY

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

A mix of methods were used for the 43rd 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) Role play
- g) Practical Experiences from Field Visit

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.

INAUGURAL & WELCOME ADDRESS

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

An introduction was given by Dr J N Srivastava, *Advisor, Quality & Patient Safety Division (QPS), NHSRC*. He outlined the training's goals and objectives. He talked on the growing emphasis on raising the standard of healthcare at the federal and state levels of government. The importance of the NQAS accreditation in raising the calibre of healthcare facilities nationwide was emphasized. Welcome address followed by an inaugural address from the Chief Guest **Maj Gen (Prof) Dr Atul Kotwal, SM, VSM, Executive Director, NHSRC**. He outlined on the advancements in healthcare quality while highlighting the necessity of a robust pool of external assessors with critical professional attributes. He also underlined the importance of participation in the healthcare system as mentors, resources persons, and assessors. He commended QPS division for hosting the 43rd EAT and creating over 1600+ External assessor & Ayushman Assessor for the country. He further added that assessments should be viewed as "fact-finding" process rather than "fault-finding," with the goal of assisting facilities in maintaining service quality and filling in gaps. As an empanelled assessor of NHSRC, what would be the duties and code of conduct is to be followed was also briefed during his speech.

After that all participants introduced themselves and shared their expectations from the training. The members of the QPS team also introduce themselves. Following the introduction session, a Vote of Thanks to the dignitaries was delivered by Ms Vinny Arora,

Lead Consultant, QPS (CU), for their words of inspiration and encouragement. She expressed gratitude towards the QPS Division-NHSRC, Resource persons, and Admin team, the moderator, and the nominated participants for their time and efforts. The inaugural session was concluded by a **group photograph** and followed by technical sessions after short tea break.



TECHNICAL SESSIONS

DAY 1- 21st April, 2025

Session 1.1: - Overview of the Public Health System and NQAS

The first session of the Day 1 was on the “Overview of the Public Health System and NQAS”.

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.

In this session, participants were also briefed about the observer ship norms for candidates having limited exposure of public health system, empanelment protocols and de-empanelment criteria.

Session 1.2: - Overview of Ayushman Aarogya Mandir- Sub Health Centre

The second session was taken by Ms Neelam Siddiqui (External faculty -NQAS assessor) on Overview of Ayushman Arogya Mandir -Sub Health center and its scope of services. She briefed how AAM-SHC is meeting the requirement for Sustainable Development Goal 3.8. What are the requirements for Universal Health coverage and How AAM-SHC is fulfilling the Comprehensive Primary Health care needs of the society. She also briefed about how AAM-SHC provide services for illness to wellness strategy. Community ownership through different structure and activities are being promoted in AAM-SHC were also discussed during this session. Also briefed about the 7 services package and 5 expanded packages of AAM-SHC. During this session requirement of NQAS as per the applicable standards were also discussed and how the compliances of the standards need to be assessed during national level assessments.



Session 1.3: Introduction to NQAS and Area of Concerns

Dr Deepika Sharma (Lead Consultant- QPS) took the third session on Introduction to NQAS and Area of Concerns. The learning objectives of her session were to give Overview of National Quality Assurance Standards (NQAS); to make the participants understand the NQAS architecture; to understand the intent of the Areas of concern and to dive into the nuances of National Quality Assurance Standards requirement. She made the participants understand the anatomy of the NQAS checklist & explained about the area of concern, standard and measurable element, checkpoints and scorecard. She also discussed how Donabedian model of Quality of care has been incorporated in NQAS. She briefed about Structure, Process & Outcome in NQAS. She also discussed all the Eight Area of concern through different case scenarios to make the participants understand the concept of Area of Concern, Standards, Measurable Elements and Checkpoints for assessing the facilities.

Session 1.4: - Measurement Systems under National Quality Assurance Standards

The fourth session of the Day 1 was taken by Ms Vinny Arora, Lead Consultant-QPS(CU). The learning objectives of her session were to understand the architecture, the layout & design of NQAS; identify & understand different methods of assessment, and Scoring system of NQAS. 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. She also briefed about the different method of assessments which need to used separately or in combined to assess the compliances and come to conclusion during the assessment under NQAS.

Session 1.5: - Exercise on the session covered during the Day 1:

All participants were divided into eight groups for group work and exercise, with 7 people in each group. Each group was mentored and supported by a Consultant as Moderator from the QPS division. Role of a moderator is to oversee and guide the group activities. The purpose and methodology of the exercises were explained by Dr Ranjit Kr Mandal, Senior Consultant-QPS(CU) and also the Training coordinator of the EAT batch. The exercises comprised both objective (MCQs) and subjective formats i.e., including true/false statements, fill-in-the-blanks, match the following, identifying standards and ME and assessing compliance based on case studies. Each group was asked to undertake the exercises individually in a time-bound manner which was followed by group

discussions. The overall purpose of the exercise was to enhance comprehension and application of the topics; ideas covered earlier in the day. The participants, after completion, discussed their assignments with their respective moderators and clear their doubts. Participants attempted the exercises in the Day 1 workbook and moderator submit the group scoring to the training coordinator. Weightage of the group exercise score is also given during the final scoring with Post training evaluation.



Group Exercise of Day 1

DAY 2- 22nd April, 2025 (Technical Session)

The 2nd day of training started with a recap of the sessions from Day 1; Dr. Amrita Rastogi, Consultant, QPS (CU) briefed the participants on the learnings/takeaway lesson from previous day sessions for ease of understanding of the participants. The objective was to revise the learning as well as to see the understanding by the participants of the sessions of the previous day.

Session 2.1: Introduction of National Quality Assurance Standards for Primary Care Facilities

Dr. Arpita Agarwal, Senior Consultant QPS, took the first session of Day 2, i.e Introduction to NQAS for Primary Healthcare Facilities. The objective of the session is to give the overview of National Quality Assurance Standards (NQAS); to aware how NQAS standards are arranged for Primary health Care facilities; to understand the intent of the standards; to know the rationality and applicability of standards at AAM-SC, AAM-PHC & UPHC.

During the session, she discussed what are the applicable standards of different level of primary health care facilities and how the compliances of those standards can be assessed.

Session 2.2: Assessment of National Health Programme in Primary Healthcare Facilities-I

The second session of Day 2 was taken by Dr Utsuk Dutta, External Faculty from NIHF, New Delhi. The objective of the session is to make the participants aware about the reason of having National Health Program for delivering the comprehensive primary care and how Quality is to be assessed in those programs. The Health System Strengthening Programs, Communicable and Non-Communicable Diseases, Vector disease control program, National Nutritional Program and Surveillance disease program were the part of this session. He gave a briefing on the elements of nutrition, immunization, illness prevention, mental health, and maternal and child health.

Session 2.3 Assessment of RMNCHA+N services at Primary Healthcare Facilities – I

The third session of Day 2 was taken up by Dr J N Srivastava, Advisor-QPS. The objective of the session is to capacitate the participants to assess the services compliances pertaining to RMNCAH+N. During the session, he discussed the applicable standards of NQAS to assess RMNCHA+N services in AMM-SHC, PHC and UPHC. He also discussed about the services availability under each component and also highlighted the key requirement of Family planning program, Adolescent Health, Nutritional program etc.

Session 2.4: Assessment of the extended Service Package in Primary Care

Ms Neelam Siddhiqui, External Faculty and CHO Mentor took the session on Expanded Service Packages at Ayushman Arogya Mandir. In this session, she discussed the applicable standards of AAM-SHC to assess the 5 expanded services of AAM. Standards E8 to E12 cover the extended packages viz. ophthalmic, oral, ENT, mental health, disease control programme, elderly and palliative care etc

Session 2.5: Overview of Quality Management Systems at Primary Care

Dr. Deepika Sharma Lead Consultant- QPS) took this session especially to make the potential assessor how to assess the QMS in Primary Health Care facilities like AAM-SHC, PHC and UPHC. In her session, she explained the requirement of different applicable standards pertaining Quality management. She briefed about Importance of documentation and document requirements like SOP, records; constitution of different committees, establishment of different procedures like PSS, audits, Internal & external assurance mechanism, use of Quality tool for identification and preparation of action plan for gap closing etc. Exercise on use of Quality tool was also done to make the participants understand.

Session 2.6: Assessment of Digital Records in Primary Healthcare Facilities

Ms Vinny Arora, Lead Consultant-QPS(CU) took the 6th Session of the day. She briefed what are the available portals where information is captured in public health facilities. She also discussed how to assess those data and verify the information during the assessment. It is not mandatory that all information is reviewed in physical mode, records available in digital mode is also acceptable. She demonstrates the use of RCH portal, AAM portal to make the participants understand how the data can be verified during the assessment.

Session 2.7: Exercise & Discussion with moderator

In this session, participants were given two exercises on the session undertaken on day 2. Participants were asked to give answers based on discussion with respective moderators in the groups. All the groups were given scores for their responses by the moderators.



DAY 3-23rd April, 2025

The 3rd day of training started with a recap of the sessions conducted on Day-2, by Dr. Priyam Deb, Consultant, CU (QPS), NHSRC. He re-capitulates the key learnings of the previous day session.

Session 3.1 Introduction of National Quality Assurance Standards for Secondary Care Facilities

Dr Abhay Dhayia, Consultant-QPS(CU) took this session. The learning objective of the session is to have an overview of NQAS for secondary care facilities; to have a comparative analysis between the NQAS for primary care and secondary facilities; to have understanding of applicable standards to DH/SDH and FRU level of public health facilities. During the session, he discussed about the different standards and Measurable elements pertaining to 8 AoC in different level of Facilities like District Hospital, Community health and First Referral Unit.

Session 3.2 RMNCHA+N services at Secondary Healthcare Facilities – II

Dr Mrinalini Mani, External faculty & HOD-Gynae & Obs, GGS Govt Hospital, took this session and 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. She explained the applicable standards only from E10 to E24 during her session.

Session 3.3: Overview of Special clinical services at Secondary Care

Dr Mrinalini Mani continue the next session and discussed the specific clinical services at District Hospital or equivalent level of facilities. 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.

Session 3.4: Assessment of National Health Programme at Secondary Healthcare Facilities - II

Dr Utsuk Datta, External faculty from NIHFWS took this session and briefed how Secondary healthcare institutions are the second tier in a healthcare system, providing specialized medical care and services that are beyond the scope of primary care, but not as advanced as tertiary care. He also discussed referral services of the National health programs are

being integrated between primary level of care and Secondary level of service provider; what are the things to be assessed for NHP at Secondary level hospital as per the NQAS checklist. The key messages in this session are

- Secondary healthcare institutions are not exclusively for referral service only, Services of NHP are also provided also.
- Responsible for the activities under Primary Health Care institutions.
- Quality assessment of NHPs stick to the NQAS assessment check list.
- Instead of detailed evaluation of programs, few key areas are sufficient for quality assurance:
 - ✓ Availability of appropriate health man power
 - ✓ Knowledge of health care providers.
 - ✓ Availability of appropriate diagnostic facilities.
 - ✓ Availability of Treatment facilities
 - ✓ Effective referral system

Session 3.5: Overview of KPIs and Outcome Indicators

Dr Vineeta Dhankhar, Consultant-QPS took the session of KPI – Outcome The learning objective of the session is make the participants aware about the Key terminologies: Data, Information, Knowledge, Outcome, Output and KPIs; Importance of Indicators and applicable Standards and ME to be assessed. She explained the four areas of measurement of quality –Productivity, Efficiency, Clinical Care & Service Quality. All the key indicators- Productivity indicator, Efficiency indicator, Clinical care and safety indicators, and Service quality indicators were explained in detail. She also explained how KPI and outcome indicator can be used for decision making for improving the services delivery. Hands-on training for calculating different key indicators was also practiced during the session.

Session 3.6: Exercises on Area of Concern E – Primary & Secondary Care

The group exercises were mentored by moderators where all the participants were given the exercise workbook. The exercises were based on case scenarios and calculation of different KPI. Each group was facilitated by 1 moderator who guided them to complete the exercise. At the end, moderator gave the group exercise score to each member based on their participation during the group exercise.



DAY 4- 24th April,2025

The 4th day of the training started with a recap of the sessions conducted on Day-3 by Ms Kajal Jumnani, Consultant-QPS(CU).

Session 4.1 Overview of Quality Management Systems at Secondary Care

Dr Deepika Sharma, Lead Consultant-QPS took this session. In this session, by using various examples, she described how to apply high-quality tools such as Pareto Analysis, Fish Bone Diagram, Control Chart, and Run Chart in a hospital setting. Additionally, participants finished the workbook's tasks that required them to use previously discussed Quality tools to tackle the problem. She then went on to discuss the risk management framework, its significance for the facility, how to report risks, criteria for identifying hospital risks, such as adverse events, sentinel events, and near-miss events, and how to categorize risks based on their potentiality. She also covered the necessity of creating a risk mitigation plan, as well as risk identification tools like SWOT analysis and analogy and documentation in the risk register. Lastly, the course ended with a prescription audit exercise.

Session 4.2 Overview of Infection Control in Primary and Secondary Care

Dr Naveen Kumar, Consultant-QPS took this session. He highlighted on the recommended infection control policies and procedures that public health facilities should adhere to, as well as the importance of these practices in improving the quality of services delivery. He covered how putting infection control strategies into action, monitoring for nosocomial infections, hand washing practices, following standard protocols for personal protection, handling equipment, handling biomedical waste, and ensuring environmental controls, were assessed in the NQAS checklist.

Session 4.3: Assessment under Patient Rights

Mr Ranjith Menon, Health Expert-ADB, took this session. He explained the standards and measurable elements associated with Patient Rights, aligning them with the responsibilities of providers. He emphasized the vital role of public healthcare workers in educating patients about their rights/responsibilities and ensuring an understanding of the services provided in healthcare settings.

Session 4.4: Assessment under Support Services

The session on AoC D was introduced by Dr. Chinmayee Swain, Sr. Consultant-QPS NHSRC, who compared it to an iceberg to highlight how support services, which are the foundation of hospital operations, are frequently disregarded in public healthcare settings. She clarified the direct and indirect effects that neglecting support services might have on the standard of patient care. For instance, how inadequate facility upkeep and equipment failure can seriously lower the standard of patient care. Dr. Swain gave a thorough rundown of the 12

standards under support services, including things like statutory requirements, contract services, laundry services, dietary services, finance management, inventory management, facility upkeep, power backup, and equipment maintenance and calibration. She also emphasized the value and applicability of support services at various healthcare facility levels.

Session 4.5: Conduct of National Level Assessments:

The session was led by Dr. Neeraj Gautam, Sr. Consultant-CU-NHSRC, and covered the definition of assessment as well as the fundamentals of performing assessment. He described the steps involved in the assessment process, the function of the external assessor, the numerous audit man-days, and the various stages of National Assessments. Along with conducting an assessment and he discussed on the paperwork, records, and procedures that the state must submit for certification. He also provided an overview of some "Do's and Don'ts" during this session. He mentioned about the various problems that the assessor had encountered during the NQAS. During this session, the process of assessment of AAM-SHC in virtual mode was also described.

Session 4.6: Key Components of Report Writing for NQAS Certification

This session was taken by Dr Ranjit Kr Mandal, Senior Consultant-QPS(CU), he explained the basic framework that needs to be followed while preparing the report after the facility assessment along with the timeline of the report submission. He also highlighted the basic principles of report writing and specifying the details of the gaps with proper explanation along with pictures, if possible. He also briefed about the rules of submission of report, feedback on SaQsham portal. Also explained how to write gap statements for identified gaps for the executive summary so that Action plan can be prepared by the facility. He also described what are mandatory documents and activities like feedback to be submitted on SaQsham portal for successful submission of complete assessment report.

Session 4.7: Continual Quality Improvement and Action Plan for NQAS

Dr Abhay Dhaiya, Consultant-QPS took the session on Continual Quality Improvement. The Continual Quality Improvement (CQI) session aimed to familiarize participants with concepts related to continuous improvement in quality management. It covered key aspects such as the difference between continual and continuous improvement, the significance of change, tools for quality enhancement, and practical examples of CQI implementation, particularly in healthcare settings. The session elucidated the disparity between continual and continuous improvement. Continuous improvement was likened to an uninterrupted process, whereas continual improvement involved incremental advancements followed by

pauses for evaluation and adjustment. He gave example how to prepare a model action plan for identified gaps.

Session: 4.8 Role Play:

In this session, Role plays on importance of evidence generation & recording was demonstrated by QPS Team.



Role play on importance of evidence Dr Tanya, Dr Aditi, Ms Shariya and Mr Yashwardhan

Session: 4.9 Briefing about the Field Visit:

Dr Ranjit Mandal, Senior Consultant-CU(QPS), NHSRC outlined the objectives and guidelines for the upcoming field visit. He briefed the participants on the selected health facilities and the transportation details. The details of 12 groups were shared and each group chose their team captain within themselves. Further, the team was assigned a group coordinator from NHSRC. The following points for the field visit were elaborated on that,

The exercise was only a demonstration, and not an official assessment.

- Focus should be on fact-finding rather than on fault-finding.
- The participants should aim to support and enhance the facility, not enforce.
- Prioritize patient care at all times.
- Use the OB, SI, PI, and RR assessment methods.
- Respect patient privacy, maintain dignity, and obtain consent before taking photographs or conducting activities within the facility.
- Gather evidence judiciously to support accurate conclusions, if needed.
- Collaborate effectively within teams for both the assessment and report compilation.
- Adhere to punctuality and effective time management.



DAY 5-25th April, 2025

Field Visit at AAM-SHC for mock assessment

On 5th Day, all the 12 groups visited 12 AAM-SHC with their facilitator from QPS division in their assigned facilities. In the state of Haryana, 6 AAM-SHC were identified in Gurgaon district and in the state of Uttar Pradesh, 6 AAM-SHC were identified in Gurgaon district. AAM-SHC checklist of 12 services packages were given to each group to assess the facility within 3 hours' time. The group started from hotel by 8:00 AM and reach the facilities by 9:00 AM. After completion of the assessment, each group reach by 2:00 PM. The list of the Groups and Facility visited is **Annexed as F**.

Group presentation on Field visit:

All the 12 groups were given 2 hours' time to do the score entry in the checklist by using their laptop. Based on their assessment finding, power point presentation for each group was prepared in specific format. Each group were given 10 minutes for presentation and 5 minutes for discussion. Each group presentation was evaluated by 3-member panel and scored on 5 parameters.

Some of the picture of Group presentation:



DAY 6-26th April, 2025

Revision Session of last 5 days session

Ms Vinny Arora Lead Consultant-QPS conducted this session in an interactive format covering the AoCs, standards, and departments under NQAS, which greatly clarified key concepts for the participants. This interactive approach helped participants understand essential aspects of NQAS, providing valuable preparation for their upcoming exam.

POST TRAINING EVALUATION

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

Dr. J N Srivastava 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 group presentations after their field visit on Day 5.



FEEDBACK

The daily feedback received for each session have been analyzed and analyzed report is attached as Annexure-G.

Some participants made the following suggestions:

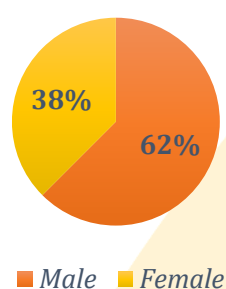
- Course duration may be increased as More days required to understand the depth of the subject.
- Sessions to be conducted in English and Hindi.
- Resources materials are heavy, so instead of back bags, trolley bags may be given to carry all the training materials.

Annexure- A**List of groups of Participants of 43rd EAT**

S.no.	Group	Seat	State	Name	Gender
1	A	A1	Puducherry	Dr. C. Kishore Kumar	Male
2		A2	Telangana	Mr. Sagar	Male
3		A3	Maharashtra	Dr. Prachi Nehulkar	Female
4		A4	Punjab	Dr Manavpreet Kaur Dhillon	Female
5		A5	Uttar Pradesh	Dr Ajay singh	Male
6		A6	Uttarakhand	Dr. (Lt Col) Ajay Kumar	Male
7		A7	Delhi	Dr. Jyoti Bishoi	Male
8	B	B8	Telangana	Mr. Upendra	Male
9		B9	Maharashtra	Dr. Supriya Vetkoli	Female
10		B10	Uttar Pradesh	Dr Dinesh Singh	Male
11		B11	Delhi	Dr. Manoj Kumar Gupta	Male
12		B12	Haryana	Dr Kapil Kumar	Male
13		B13	Tamil Nadu	Dr. Y. Yogananth	Male
14		B14	Andhra Pradesh	Dr. Sonia Mohan	Female
15	C	C15	Telangana	Mrs. Golla Vijayalaxmi	Female
16		C16	Delhi	Dr Amita Raoot	Female
17		C17	Chandigarh	Dr. Svetambri Cheema	Male
18		C18	Uttar Pradesh	Dr Ram Gopal verma	Male
19		C19	Andhra Pradesh	Dr. Sarala Devi	Female
20		C20	Tamil Nadu	Dr. M. Raja Ganapathy	Male
21		C21	Haryana	Dr Mahender Singh	Male
22	D	D22	Telangana	Mr. Vinayendra Pal Singh	Male
23		D23	Uttar Pradesh	Dr Jaya Kaushal	Female
24		D24	Delhi	Dr. Souharda Nath	Male
25		D25	Tamil Nadu	Dr. S. Vijayan	Male
26		D26	Andhra Pradesh	Dr. Seva Indira Devi	Female
27		D27	Ladakh	Dr Rinchen Chosdol	Female
28		D28	Haryana	Dr Sanjay Gupta	Male
29	E	E29	Telangana	Dr P VV Satyanarayana Murthy	Male
30		E30	Delhi	Dr Divpreet Kaur Sahani	Female
31		E31	Tamil Nadu	Ms. Lavanya	Female
32		E32	Andhra Pradesh	Dr. Naveen Pamarthi	Male
33		E33	Ladakh	Dr Shabir Hussain	Male
34		E34	Jammu & Kashmir	Dr. Sheefa Haq	Female
35		E35	Haryana	Dr Anil Ahuja	Male
36	F	F36	Telangana	Dr P Spandana	Female
37		F37	Delhi	Dr. Vikas Kumar Meena	Male
38		F38	Uttar Pradesh	Dr Iftikhar Ali Anasari	Male
39		F39	Haryana	Dr Anita Katyal	Female
40		F40	Jammu & Kashmir	Dr. Zeenat Farooq	Female
41		F41	Tamil Nadu	Dr Abishek	Male
42		F42	Telangana	Mr Jerapula Ramu	Male
43	G	G43	Telangana	Mr Raja Chandara Vemula	Male
44		G45	Haryana	Dr Vandana Malik	Female
45		G46	Rajasthan	Mr Ranveer Singh	Male
46		G47	Andhra Pradesh	Dr. Sampath Sapna	Male
47		G48	Himachal Pradesh	Dr Gagandeep Raj Hans	Male
48		G49	Delhi	Dr Anjali Gupta	Female
49		G49	Delhi	Dr Anjali Gupta	Female
50	H	H50	Telangana	Mr C Anil Kumar	Male
51		H51	Delhi	Dr Sharmila Mishra	Female
52		H52	Rajasthan	Mr Savinder Singh	Male
53		H53	Himachal Pradesh	Dr Sumeet Kumar Atri	Male
54		H54	Haryana	Prof Manu Rathee	Female
55		H55	Telangana	Mr Sudi Amar	Male
56		H56	West Bengal	Dr Bhaskar Shahbabu	Male

Annexure: BEquity Report on Gender & Geographical distribution of participants

For the 43rd batch of National External Assessor Training at NHSRC New Delhi, nomination from 15 State/UTs were taken through Mission Director, NHM. Based on the eligibility criteria, participants were shortlisted for the training. Total 56 Participants were shortlisted but only 55 nominated participants attended as 1 participant from Delhi has withdrawn. Latter on 1 Participant from Armed Forces Medical Services belong to West Bengal State was allowed. The details distribution is as follows:

Gender EquityGeographical Distribution:

Sl.No	Name of State/UTs	No. of Participants
1	Andhra Pradesh	5
2	Chandigarh	1
3	Delhi	9
4	Haryana	7
5	Himachal Pradesh	2
6	Jammu Kashmir	2
7	Ladakh	2
8	Maharashtra	2
9	Puducherry	1
10	Punjab	1
11	Rajasthan	2
12	Tamil Nadu	5
13	Telangana	10
14	Uttar Pradesh	5
15	Uttarakhand	1
16	West Bengal (AFMS)	1
	Total	56

Annexure: CDay wise Group exercise scoring

Sl.No	Name of the Participants	D1 Sec-I	D1 Sec-II	D2 Sec-I	D2 Sec-II	D2 Sec-III	D3 Sec-I	D3 Sec-II	D3 Sec-III	D4 Sec-I	D4 Sec-II	D4 Sec-III
1	Dr. C. Kishore Kumar	9	9	9	9	9	9	9.5	9.5	9.5	9.5	9.5
2	Mr. Sagar	9	9	9.5	9.5	9.5	9	9.5	9.5	9.25	9.25	9.25
3	Mr. Upendra	9	9	9.5	9.5	9.5	8.5	8.5	7	9	9	9
4	Mrs. Golla Vijayalaxmi	9.5	9.5	9.2	9.2	9.2	8.5	8.5	8.5	9.5	9.5	9.5
5	Mr. Vinayendra Pal Singh	9	9	8.5	8.5	8.5	9	9	9	9	9	9
6	Dr P VV Satyanarayana Murthy	8	9	9	9	9	9	9	9	9.5	9.5	9
7	Dr P Spandana	9.5	9.5	9.5	9	8	8	9	9	9	9.5	9.5
8	Mr Raja Chandara Vemula	9	9	9	9	9	9.5	9	9.5	9	9	9
9	Mr C Anil Kumar	9	9	9.5	9.5	9.5	10	10	10	9.5	9.5	9.5
10	Mr Jerapula Ramu	9	9	9	8	8	9	9	9	9	9	8.5
11	Mr Sudi Amar	9	9	9.5	9.5	9.5	10	10	10	9.5	9.5	9.5
12	Dr. Prachi Nehulkar	8	8	9.5	9.5	9.5	9	9	9	9.5	9.5	9.5
13	Dr. Supriya Vetkoli	8.5	8.5	9.5	9.5	9.5	7	7.5	8	9	9	9
14	Dr. Svetambri Cheema	9.5	9.5	9.2	9.2	9.2	9	9	9	9.5	9.5	9.5
15	Dr Manavpreet Kaur Dhillon	8.5	8.5	9	9	9	8	8	9	9.25	9.25	9.25
16	Dr Ajay singh	9	9	9	9	9	9	9.5	9.5	9.5	9.5	9.5
17	Dr Dinesh Singh	9	9	9.5	9.5	9.5	7	7.5	7	9	9	9
18	Dr Jaya Kaushal	9.5	9.5	8.5	8.5	8.5	9	9	9	10	10	10
19	Dr Ram Gopal verma	8	8	8	9	9	9	8.5	8.5	8.5	8.5	9
20	Dr Iftikhar Ali Anasari	9.5	9	9	9	9	9	9.5	9	8.5	8.5	8.5
21	Dr. (Lt Col) Ajay Kumar	8	7.5	9	9	9	9	9.5	9.5	9.25	9.25	9.25
22	Dr. Jyoti Bishoi	8	8	9.5	9.5	9.5	8	8	9.5	9.5	9.5	9.5
23	Dr. Manoj Kumar Gupta	9	9	9.5	9.5	9.5	7	7.5	7.5	9	9	9
24	Dr. Souharda Nath	9.5	9.5	8.5	8.5	8.5	9	9	9	10	10	10
25	Dr. Vikas Kumar Meena	9	9	9	9	9	9	9	9	8.5	8.5	8.5
26	Dr. Zeenat Farooq	9	9.5	7	8	6	8	8	8	8.5	8.5	8
27	Dr. Sheefa Haq	9	9	9	9	9	9	9	9.5	9.5	9	9.5
28	Dr. Y. Yogananth	8.5	8.5	9.5	9.5	9.5	8	7.5	8	9	9	9

Sl.No	Name of the Participants	D1 Sec-I	D1 Sec-II	D2 Sec-I	D2 Sec-II	D2 Sec-III	D3 Sec-I	D3 Sec-II	D3 Sec-III	D4 Sec-I	D4 Sec-II	D4 Sec-III
29	Dr. M. Raja Ganapathy	9.5	9.5	9.8	9.8	9.8	8.5	8.5	8.5	10	10	10
30	Dr. S. Vijayan	9.5	9.5	8.5	8.5	8.5	9	9	9	9	9	9
31	Ms. Lavanya	9	9	9	9	9	9.5	9	9	9	9.5	9.5
32	Dr. Naveen Pamarthi	9	8	9	9	9	9	9.5	9	9.5	9	9.5
33	Dr. Sonia Mohan	9	9	9.5	9.5	9.5	8	8	8	9	9	9
34	Dr. Sarala Devi	9.5	9.5	9.5	9.5	9.5	8.5	8.5	8.5	9.5	9.5	9.5
35	Dr. Sampath Sapna	9	9	9	9	9	10	9.5	9.5	9	9	9
36	Dr. Seva Indira Devi	9	9	8.5	8.5	8.5	8	8	8	8.5	8.5	8.5
37	Dr Bhaskar Shahbabu	9	9	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5
38	Mr Ranveer Singh	9	9	9	9	9	9.5	9.5	9.5	9.5	9.5	9.5
39	Mr Savinder Singh	9	9	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5
40	Dr Rinchen Chosdol	8.5	8.5	8.5	8.5	8.5	9	9	9	8.5	8.5	8.5
41	Dr Shabir Hussain	8	8	8.5	8	8.5	9.5	9	9	9	9.5	9.5
42	Dr Gagandeep Raj Hans	9	9	9	9	9	9	9	9	9.5	9.5	9.5
43	Dr Sumeet Kumar Atri	8.5	8.5	9.5	9.5	9.5	8.5	8.5	8.5	9.5	9.5	9.5
44	Dr Sanjay Gupta	9	9	8.5	8.5	8.5	9	9	9	8.5	8.5	8.5
45	Dr Anil Ahuja	9	9	9	8.5	9	9.5	9	9	9	9.5	9
46	Dr Kapil Kumar	9	9	9.5	9.5	9.5	8	7.5	8	9	9	9
47	Dr Vandana Malik	9	9	9	9	9	9	9.5	9	9.5	9.5	9.5
48	Dr Mahender Singh	9.5	9.5	9.5	9.5	9.5	9	9	9	9	9.5	9.5
49	Dr Abishek	9	9	8	9	9	9.5	9.5	9.5	9.5	9.5	9.5
50	Dr Anita Katyal	9.5	9.5	7	8	9	8.5	9	9	9.5	9.5	9
51	Prof Manu Rathee	9	9	9	9	9	9	9	9	9.5	9.5	9.5
52	Dr Amita Raoot	10	10	9.5	9.5	9.5	9	9	9	9	9.5	9.5
53	Dr Divpreet Kaur Sahani	9	9	9	9	9	9	9.5	9	9	9.5	9.5
54	Dr Sharmila Mishra	9	9	9	9	9	9.5	9.5	9.5	9.5	9.5	9.5
55	Dr Anjali Gupta	9	9	9	9	9	9	9	9	9.5	9.5	9.5

Annexure: D

List of Re-Appeal Candidate

Sl.No	Name of the Participant	EAT Batch No
1	Dr Daljeet Kaur	38 th
2	Dr Pravin Solanki	37 th

Annexure: EList of Qualified Participants of 43rd EAT

List of Qualified Participants of 43rd EAT Sheet-1	
Sl.No	Name of Participants
1	Dr Amita Raoot
2	Mr. Sagar
3	Dr Sharmila Mishra
4	Dr. Supriya Vetkoli
5	Dr. Svetambri Cheema
6	Dr Abishek
7	Dr Bhaskar Shahbabu
8	Dr. M. Raja Ganapathy
9	Dr Anita Katyal
10	Dr Kapil Kumar
11	Dr Mahender Singh
12	Dr. Y. Yogananth
13	Dr. Sampath Sapna
14	Mr Savinder Singh
15	Mr Sudi Amar
16	Dr. Prachi Nehulkar
17	Dr Divpreet Kaur Sahani
18	Ms. Lavanya
19	Dr Gagandeep Raj Hans
20	Prof Manu Rathee
21	Dr. Sonia Mohan
22	Dr. Naveen Pamarthi

Annexure: E

List of Qualified Participants of 43rd EAT Sheet-2	
Sl.No	Name of Participants
23	Dr. Jyoti Bishoi
24	Dr. S. Vijayan
25	Mr. Upendra
26	Dr Anil Ahuja
27	Mr Raja Chandara Vemula
28	Dr Jaya Kaushal
29	Mr C Anil Kumar
30	Dr Vandana Malik
31	Mr Jerapula Ramu
32	Dr. Sarala Devi
33	Mr. Vinayendra Pal Singh
34	Dr. Manoj Kumar Gupta
35	Dr Rinchen Chosdol
36	Dr. Sheefa Haq
37	Dr Daljeet Kaur (38th Batch)
38	Dr P Spandana
39	Dr Manavpreet Kaur Dhillon
40	Dr. (Lt Col) Ajay Kumar
41	Mrs. Golla Vijayalaxmi
42	Dr. Souharda Nath
43	Dr Sumeet Kumar Atri
44	Dr Anjali Gupta

Annexure: FField Visit Group

Field Visit Group	Name of the Participant	Facilitator	Facility Name
Group 1	Dr. C. Kishore Kumar	Ms Shraiya	AAM-(SC)INCHAPURI
	Dr. Y. Yogananth		
	Dr. S. Vijayan		
	Dr. Vikas Kumar Meena		
	Mr C Anil Kumar		
Group 2	Mr. Sagar	Ms Rachana	AAM-(SC) NAGLAMOHANPUR; RAJAPUR
	Dr. Sonia Mohan		
	Dr. Seva Indira Devi		
	Dr Anita Katyal		
Group 3	Dr. Prachi Nehulkar	Dr Tanya	AAM-(SC) LOKRA
	Mrs. Golla Vijayalaxmi		
	Dr Rinchen Chosdol		
	Dr Iftikhar Ali Anasari		
	Mr Savinder Singh		
Group 4	Dr Manavpreet Kaur Dhillon	Dr Ruchita	AAM-NAGLAMUSHA, BOJPUR
	Dr Amita Rao		
	Dr Sanjay Gupta		
	Dr. Zeenat Farooq		
	Prof Manu Rathee		
Group 5	Dr Ajay singh	Dr Pavitra	AAM-(SC) MUSHEDPUR
	Dr. Svetambri Cheema		
	Dr P VV Satyanarayana Murthy		
	Dr Abishek		
	Dr Sumeet Kumar Atri		
Group 6	Dr. (Lt Col) Ajay Kumar	Dr Amrita	AAM-AMRALA
	Dr. Sarala Devi		
	Dr Divpreet Kaur Sahani		
	Mr Jerapula Ramu		
Group 7	Dr. Jyoti Bishoi	Dr Prikansha	AAM-(SC) SARHOL
	Dr Ram Gopal verma		
	Ms. Lavanya		
	Mr Raja Chandara Vemula		
	Dr Bhaskar Shahbabu		

Annexure: F

Field Visit Group	Name of the Participant	Facilitator	Facility Name
Group 8	Mr. Upendra	Ms Saloni	AAM-BOUDHIGARI, RAJAPUR
	Dr. M. Raja Ganapathy		
	Dr. Naveen Pamarthi		
	Dr Vandana Malik		
	Mr Sudi Amar		
Group 9	Dr. Supriya Vetkoli	Dr Shikha	AAM-(SC) LOHSINGHANI
	Dr Dinesh Singh		
	Dr Shabir Hussain		
	Mr Ranveer Singh		
Group 10	Dr Mahender Singh	Dr Richa	AAM-TILASCHABAJPUR, LONI
	Mr. Vinayendra Pal Singh		
	Dr. Sheefa Haq		
	Dr. Sampath Sapna		
Group 11	Dr. Manoj Kumar Gupta	Dr Abhishek	AAM-(SC) WAZIRPUR
	Dr Jaya Kaushal		
	Dr P Spandana		
	Dr Gagandeep Raj Hans		
Group 12	Dr Kapil Kumar	Dr Aditi	AAM-MIRPUR HINDU, LONI
	Dr. Souharda Nath		
	Dr Anil Ahuja		
	Dr Anjali Gupta		
	Dr Sharmila Mishra		

Annexure: GParticipant Feedback AnalysisA. Session wise Feedback Score:

S.No	Topic	Resource Person	Score
Day 1			
1.1	Overview of the Public Health System and NQAS	Dr J N Srivastava	4.65
1.2	Overview of Ayushman Arogya Mandir- Sub Health Centres	Ms Neelam Siddiqui	4.48
1.3	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma	4.63
1.4	Measurement Systems under NQAS	Ms Vinny Arora	4.59
Day 2			
2.1	Introduction to NQAS for Primary Care Facilities	Dr Arpita Agarwal	4.25
2.2	Assessment of National Health Programme in Primary Healthcare Facilities – I	Dr Uttuk Dutta	4.63
2.3	Assessment of RMNCHA+N services at Primary Healthcare Facilities – I	Dr J N Srivastava	4.48
2.4	Assessment of the extended Service Package in Primary Care	Ms Neelam Siddiqui	4.38
2.5	Overview of Quality Management Systems at Primary Care	Dr Deepika Sharma	4.49
2.6	Assessment of Digital Records in Primary Healthcare Facilities	Ms Vinny Arora	4.43
Day 3			
3.1	Introduction of NQAS for Secondary Care Facilities	Dr Abhay Dhaiya	4.33
3.2	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr Mrinalini Mani	4.26
3.3	Overview of special clinical services at Secondary Care	Dr Mrinalini Mani	4.22
3.4	Assessment of National Health Programme at Secondary Healthcare Facilities -II	Dr Uttuk Dutta	4.61
3.5	Overview of KPIs and Outcome Indicators	Dr Vineeta Dhankar	4.22
Day 4			
4.1	Overview of Quality Management Systems at Secondary Care	Dr Deepika Sharma	4.52
4.2	Overview of Infection Control in Primary & Secondary Care	Dr Naveen	4.17
4.3	Assessment under Patient Rights	Mr Ranjith Menon	4.28
4.4	Assessment under Support Services	Dr Chinmayee Swain	4.80
4.5	Conduct of National Level Assessments - Pre- Assessment and during assessment Activities	Dr Neeraj Gautam	4.46
4.6	Key Components of Report Writing for NQAS Certification	Dr Ranjit Mandal	4.50
4.7	Continual Quality Improvement and Action Plan for NQAS-assessed facilities	Dr Abhay Dhaiya	4.45
Day 6			
6.1	Revision of NQAS	Ms Vinny Arora	4.76

B. Average Day wise Feedback score:

Sl.No	43rd EAT Day wise Feedback analysis	
1	Day 1	4.59
2	Day 2	4.44
3	Day 3	4.33
4	Day 4	4.45
5	Day 5	4.57
6	Day 6	4.76

C. Overall Training Feedback Score:

43rd EAT Overall Training Feedback		
Sl. No	Attribute	Score
1	The usefulness of the information received in the training	4.66
2	The structure of training sessions	4.59
3	The Pace of the training sessions	4.34
4	Inclusion of relevant exercises and activities	4.63
5	Easy-to-follow content, language and instructions	4.51
6	Well balanced theory and practical elements	4.49
7	The usefulness of the training material	4.61
8	Overall rating of the training	4.76

D. Most Liked Session:

Sl.No	Session	Name of Resource Person	Score
1	Assessment under Support Services	Dr Chinmayee Swain	4.80
2	Revision	Ms Vinny Arora	4.76
3	Overview of the Public Health System and NQAS	Dr J N Srivastava	4.65

E. Most Liked Trainer:

Sl.No	Name of Trainer	Average Score
1	Dr. Chinmayee Swain	4.80
2	Dr. Utsuk Dutta	4.62
3	Ms. Vinny Arora	4.59



Agenda of Pre Training Orientation

Agenda Pre-training Orientation of 43rd EAT (Virtual Mode)

Date: 19th April 2025, (Saturday)

Agenda Venue: CR-1, NDC building, NHSRC		
Time	Topic	Resource Person
10:00 AM - 10:15 AM	Registration (Virtual mode)	QPS Team
10:15 AM - 10:30 AM	Welcome Address Overview of 43rd EAT	Dr Ranjit K Mandal Sr-Consultant (QPS-CU) (43 rd EAT Coordinator)
10:30 AM - 11:15 AM	Overview of NQAS: <ul style="list-style-type: none"> Operational Guidelines Buzz words (AoC; Standards) Assessment Guidebooks NHSRC, QPS microsite 	Dr Abhay Dahiya Consultant- QPS
11:15 AM - 12:00 Noon	Brief Introduction to National Quality Assurance Standards	Dr Naveen Kumar Consultant-QPS
12:00 Noon - 12:30 PM	Overview of Measurement System & Assessment Protocol under NQAS	Dr Ranjit K Mandal Sr-Consultant (QPS-CU)
12:30 PM - 01:00 PM	Discussion and Q & A session	

AGENDA OF 43rd EAT



Agenda

**43rd Batch of NQAS External Assessors' Training for
National Quality Assurance Standards**

21st April to 26th April, 2025

**Venue: Hotel IBIS New Delhi, Aerocity
Delhi**

Day 1 – 21 st April, 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	Lamp Lighting	
09:45 AM - 09:50 AM	Address by Guest of Honor	Brig. Sanjay Baweja, Principal Administrative Officer, NHSRC
09:50 AM - 09:55 AM	Address by Chief Guest	Maj Gen (Prof) Atul Kotwal, SM, VSM Executive Director – NHSRC
09:55 AM - 10:15 AM	Introduction of Participants	
10:15 AM -10:20 AM	Vote of Thanks	Ms. Vinny Arora Lead Consultant – QPS
10:20 AM - 10:50 AM	Group Photograph followed by Tea	
10:50 AM -11:50 PM	Overview of the Public Health System and NQAS	Dr J N Srivastava Advisor-QPS
11:50 PM -12:40 PM	Overview of Ayushman Aarogya Mandir- Sub Health Centre	Ms Neelam Siddhiqi External consultant & CHO mentor
12:40 PM - 01:40 PM	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma Lead Consultant-QPS
01:40 PM - 02:30 PM	Lunch	
02:30 PM - 03:30 PM	Measurement Systems under National Quality Assurance Standards	Ms Vinny Arora Lead Consultant-QPS(CU)
03:30 PM -4:30 PM	Exercises-I-	QPS team
04:30 PM - 04:45 PM	Tea Break	
04:45PM – 5:30PM	Exercise-II	QPS team



Day 2 – 22nd April, 2025

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr Amrita Consultant-QPS(CU)
09:15 AM - 10:15 AM	Introduction of National Quality Assurance Standards for Primary Care Facilities	Dr Arpita Agarwal Senior Consultant-QPS
10:15 AM – 11:15 AM	Assessment of National Health Programme in Primary Healthcare Facilities – I *	Dr Uttuk Dutta Senior Faculty at NIHFWS
11:15 AM – 11:30 AM	Tea Break	
11:30 AM – 12:30 PM	Assessment of RMNCHA+N services at Primary Healthcare Facilities – I	Dr J N Srivastava Advisor-QPS
12:30 PM – 01:30 PM	Assessment of the extended Service Package in Primary Care #	Ms Neelam Siddhiqi External Consultant & CHO mentor
01:30 PM - 02:15 PM	Lunch	
02:15 PM – 03:30 PM	Overview of Quality Management Systems at Primary Care	Dr Deepika Sharma Lead Consultant-QPS
03:30 PM- 04:00 PM	Assessment of Digital Records in Primary Healthcare Facilities	Ms Vinny Arora Lead Consultant-QPS(CU)
04:00 PM- 4:45 PM	Exercise -I	QPS Team
04:45 PM - 05:00 PM	Tea Break	
05:00 PM - 05:45 PM	Exercise -II	QPS Team

* Communicable and Non-Communicable Disease Program (including EAT Right, Yoga, De-addiction, etc.)

#Emergency, Elderly and Palliative, Eye, ENT, Oral, Mental Health, etc.



Day 3 – 23 rd April, 2025		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 2	Dr Priyam Consultant-QPS(CU)
09:15 AM – 10:15 AM	Introduction of National Quality Assurance Standards for Secondary Care Facilities	Dr Abhay Dhaiya Consultant-QPS(CU)
10:15 AM – 11:15 AM	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr Mrinalini Mani External Consultant
11:15 AM - 11:30 AM	Tea Break	
11:30 AM - 12:45 PM	Overview of special clinical services at Secondary Care ##	Dr Mrinalini Mani External Consultant
12:45 PM - 01:45 PM	Assessment of National Health Programme at Secondary Healthcare Facilities - II	Dr Uttuk Dutta Senior Faculty at NIHF
01:45 PM – 02:15 PM	Lunch Break	
02:15 PM – 03:00 PM	Overview of KPIs and Outcome Indicators	Dr Vineeta Consultant-QPS
3:00 PM- 4:00 PM	Exercises-I	QPS Team
04:00 PM - 04: 15 PM	Tea Break	
04:15- 5:30 PM	Exercises-II	QPS Team

##Haemodialysis, Blood Bank, ICU, Accident & Emergency, OT, Mortuary, Lab. Radiology.

Day 4 – 24th April, 2025

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Ms Kajal Jumnani Consultant-QPS(CU)
09:15 AM - 10:30 AM	Overview of Quality Management Systems at Secondary Care	Dr Deepika Sharma Lead Consultant-QPS
10:30 AM - 11:15 AM	Overview of Infection Control in Primary and Secondary Care	Dr Naveen Consultant-QPS
11:15 AM - 11:30 AM	Tea Break	
11:30 AM – 12:15PM	Assessment under Patient Rights	Mr Ranjeeth Menon Health Expert-ADB
12:15 PM – 01:15 PM	Assessment under Support Services	Dr Chinmayee Swain Senior Consultant-QPS
01:15 PM – 02:00 PM	Lunch	
02:00 PM – 02:45 PM	Conduct of National Level Assessments – Pre-Assessment and during assessment Activities	Dr Neeraj Senior Consultant-QPS
02:45- 3:00 PM	Role Play	QPS team
03:00 PM – 03:45 PM	Key Components of Report Writing for NQAS Certification	Dr Ranjit K Mandal Senior Consultant-QPS(CU)
03: 45PM – 04:00 PM	Tea Break	
04:00 PM – 04:45 PM	Continual Quality Improvement and Action Plan for NQAS-assessed facilities	Dr Abhay Dhaiya Consultant-QPS
04:45 PM – 05: 15 PM	Exercises	QPS Team
05:15 PM - 05:30 PM	Briefing about the field visit and group work	Dr Ranjit Mandal Senior Consultant-QPS(CU)

Day 5 – 25 th April,2025		
Time	Topic	Resource Person
09:00 AM – 01:00 PM	Field Visit at AAM-SHC	Dr Ranjit & Team
01:00 PM – 02:00 PM	Lunch	
02:00 PM – 03:00 PM	Scoring, Analysis, and Report Writing of the Field Visit	QPS Team
03:00 PM – 04:00 PM	Presentation & Discussion on Field Visit	QPS Team
04:00 PM – 04:15 PM	Tea Break	
04:15 PM – 05:15 PM	Presentation & Discussion on Field Visit	Participants

Day 6 – 26 th April, 2025		
Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Ms Vinny Lead Consultant-QPS(CU)
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	

Training coordinator- Dr Ranjit Kr Mandal; Sr. Consultant-CU(QPS)