44th External Assessor Training Report



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Table of Contents

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, Group Photograph.	05-06
VII	Presentation briefings	07-16
VIII	Post Training Evaluation	16
IX	Valedictory	16
X	Feedback & Suggestion	16
XI	**List of Annexure** **Annexure A** List of participants of the 44th EAT **Annexure B** Gender Equity & State Wise Participation. **Annexure C** Day wise Scoresheet of Group Exercises. **Annexure D** List of Re-appear Candidates **Annexure E** List of Participants- Qualified in 44th EAT. **Annexure F** Field Visit Group Planning. **Annexure G** Feedback Analysis of 44th EAT. **Annexure H** Agenda of Pre-Training Orientation **Annexure I** Final Agenda of All Six (06) Days EAT	17-38

INTRODUCTION

Providing 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 **44th National External Assessors' Training, held from 19th May 2025 to 24th May 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 is 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 44th batch of EAT has been planned for participants from different Non-Government Institutions, Private health care institutions, Development Partners from different states. Upon receipt of eligible participants meeting the requirement as per Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities. The capacity of each batch of EAT is kept between 60 to 65 participants.

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

A pre-training orientation session was also designed for the nominated candidates in an 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 65 participants were shortlisted and out of which total 59 participants 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) Fifth Day of the training, a field visit to 12 Ayushman Arogya Mandirs-Sub Health Centre's (AAM-SHC) in the State of Uttar Pradesh (06) and State of Haryana (06) was organized. It allowed participants to apply their learnings of assessment methods and scoring system in real time scenarios.

On the (06th) 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 number of **62 participants appeared for the examination including 03 participants who did not qualify previously, reappeared for the exam.** ***(Annexure D)***

Only **51 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 the 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 behavioral and attitudinal values of an assessor.
- To orient the participants about the code of conduct of the empaneled external assessor
- To Strengthen the overall holistic aspect of the public healthcare delivery systems.

PREPARATION

An online pre-training orientation session was organized for all the shortlisted participants on 16th May 2025. Soft copy of the reading materials was shared along with the ***concept note of NQAS***, ***instructions for participants and the Webex link.*** Session on Overview of National Quality Assurance Program was taken by Dr Abhay Dahiya, Consultant-QPS followed by session on Brief Introduction to National Quality Assurance Standards was taken Dr Naveen Kumat, Consultant- QPS and 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) Brief Concept Note- NQAS Guidelines.
13) All the reading materials were put into a bag with required stationary items like a writing pad, pen, pencil, sharpener, eraser, sticky flags, and highlighter and handed over to participants during the time of registration on Day 1 of Training.

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 44th 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 Central as well as at different 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 Dr Gurinder Bir Singh, Advisor, CP-CPHC Division, 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 44th EAT and creating over 1800+ 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 Dr Deepika Sharma, Lead Consultant, QPS, 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.

Group Photograph
44th External Assessors Training
19th May 2025 to 24th May 2025



PRESENTATION BREIFING OF TECHNICAL SESSIONS

DAY 1- 19th May 2025 (Monday)

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 Bore 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 observership 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, National CHO Mentor & External NQAS Assessors) 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 provides services for illness to wellness strategy. Community ownership through different structures and activities being promoted in AAM-SHC were also discussed during this session. Also briefed about the (07) Seven Mandatory Services Package and (05) Five Expanded Services 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. She also explained some **Key Buzz words related to AAM-Sub Health Centre's & primary Health Cantre's.**

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 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 use 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 Day 1:

All participants were divided into eight groups for group work and exercise, with 6 to 8 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 Deepika Sharma, Lead Consultant-QPS(CU) and 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. After completion, the participants discussed their assignments with their respective moderators and cleared their doubts. Participants attempted the exercises in the Day 1 workbook and moderator submitted the group scoring to the training coordinator. Weightage of the group exercise score is also given during the final scoring with Post training evaluation.

DAY 2- 20th May ,2025 (Tuesday)

The 2nd day of training started with a recap of the sessions from Day 1; Ms. Kajal Jumnani, Consultant, QPS (CU) briefed the participants on the learnings/takeaway lessons 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, Sr. 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 an overview of National Quality Assurance Standards (NQAS); to be aware of 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-SHC, 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 National Institute of Health & Family Welfare (NIHFW), 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 (CD & NCDs), National Vector Borne Disease Control Program (NVBDCP), IDSP & IHIP etc. 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, NHSRC. 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 Moreover, he highlighted the key requirement of Family planning program, Adolescent Health, Nutritional Program component applicable to Primary Healthcare Delivery Systems.

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

Ms. Neelam Siddhiqui, External Faculty and National 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 explain 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 to 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, Usage of different Quality tools for identification and preparation of action plan for Gap closing etc. An 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 demonstrated the use of RCH, NCD 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 3-21st May,2025 (Wednesday)

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

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

Dr Chinmayee Swain, Senior Consultant-QPS(CU) took this session. The learning objective of the session is to have an Overview of NQAS for Secondary Healthcare 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 (08) Eight Areas of Concern (AoC) in different level of Facilities like District Hospital, Community Health Centres (CHC's) and First Referral Unit (FRU).

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

Dr Poonam Joon, External Faculty & Gynecologist, Sanjay Gandhi Memorial Hospital, New Delhi 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 Poonam Joon continued 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 Program at Secondary Healthcare Facilities - II

Dr Utsuk Dutta, External faculty from NIHFW 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 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.
- 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 human resources.
  - ✓ Knowledge of the Health care providers concerned.
  - ✓ Availability of appropriate diagnostic facilities.
  - ✓ Availability of Treatment facilities

Session 3.5: Overview of KPIs and Outcome Indicators

Mr. Anand Yadav, 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. He 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. He 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 3.7: 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- 22nd May,2025 (Thursday)

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

Session 4.1 Overview of Quality Management Systems at Secondary Care

Ms Vinny Arora, Lead Consultant, Certification Unit (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 Arpita Agarwal, Sr. Consultant-QPS took this session. She 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. She 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. Naveen Kumar, 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. He 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. He 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.

Session 4.5: Conduct of National Level Assessments:

The session was led by Dr. Ranjit K Mandal, Sr. Consultant-QPS (CU), 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.

Session 4.6: Key Components of Report Writing for NQAS Certification

This session was taken by Ms Rachana Kumari, Consultant-QPS(CU), She 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. She also highlighted the basic principles of report writing and specifying the details of the gaps with proper explanation along with pictures, if possible. She 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. She 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 Dahiya, Sr. 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. She gave example how to prepare a model action plan for identified gaps.

Session: 4.7: Briefing about the Field Visit:

Dr Priyam Deb, Consultant-CU(QPS), NHSRC outlined the objectives and guidelines for the upcoming field visit. She 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 as 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.
- Always prioritize Patient care must be of Utmost Importance.
- Use the OB, SI, PI, and RR assessment methods.
- Respect patient's privacy, maintain dignity, and obtain consent before taking any photographs or conducting any 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 5-23rd May,2025 (Friday)

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 Ghaziabad 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 NHSRC Campus by 8:00 AM and reached the facilities by 9:00 AM. After completion of the assessment, each group reach back to the NHSRC Campus by 2:00 to 2:30 PM for further preparation for their respective Group Presentation. 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 findings, power point presentation for each group was prepared in specific format. Each group was given 10 minutes for presentation and 5 minutes for discussion. Each group presentation was evaluated by 3-member panel and scored on 5 parameters.

DAY 6-24th May,2025 (Saturday)

Revision Session of last 5 days session

Dr Neeraj Gautam Senior 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 Measurable Element.

VALEDICTORY

Dr. J N Srivastava delivered the valedictory address in Presence of the Executive Director Major General (Prof)Dr Atul Kotwal Sir. 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 practice. 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 has been analyzed and analyzed report is attached as Annexure-G.

Some participants made the following suggestions:

- Course duration may be increased or can be divided into two intermittent sessions as more days are required to understand the depth of the subject.
- Sessions to be conducted in English and Hindi.
- Resources materials can be digitalized.
- If there is any possibility to create one day for Delhi Historical, Local Site Visit.
- Provisioning of Accommodation for Private Candidates etc.

Annexure- A

List of groups of Participants of 44th EAT

Sl. No.	Group	ID no.	State	Name of the Participant	Gender
1	A	A1	Uttar Pradesh	Paritosh Vashisht	Male
2		A2	Bihar	Dr. Md Tousif Qamar	Male
3		A3	Andhra Pradesh	Dr. OV Indira	Female
4		A4	Maharashtra	Dr. Deepak Laxuman Deore	Male
5		A5	New Delhi	Dr. Navin Kumar Sinha	Male
6		A6	Rajasthan	Dr. Jasmohan Singh	Male
7		A7	Tamil Nadu	Loga Palanimuthu	Female
8		A8	Uttar Pradesh	Pratiksha Srivastava	Female
9	B	B9	Madhya Pradesh	Dr. Pradeep Kumar Dehariya	Male
10		B10	Chandigarh	Dr. Swati Sharma	Female
11		B11	Tamilnadu	Dr. Gopi Nallaiyan	Male
12		B12	New Delhi	Dr. Shivani Sabharwal*	Female
13		B13	Uttar Pradesh	Dr. Ritu Gupta	Female
14		B14	Rajasthan	Dr. Mahender Kumar	Male
15		B15	Maharashtra	Dr. Amol Jamkhande	Male
16		B16	Uttar Pradesh	Dr. Lokesh Tripathi	Male
17	C	C17	Tamil Nadu	Rahul Anand K	Male
18		C18	Uttar Pradesh	Dr. Devendra Kumar Niranjan	Male
19		C19	New Delhi	Dr. Bharatendu Sharma	Male
20		C20	Maharashtra	Snehal Prasanna Kadam	Female
21		C21	Madhya Pradesh	Dr. Devendra Sharma	Male
22		C22	Rajasthan	Dr. Lt. (Col) Mukul Sharma	Male
23		C23	Uttar Pradesh	Dr. Amninder kaur	Female
24		C24	New Delhi	Dr. Shashi Mawar	Female
25	D	D25	New Delhi	Dr. Anita Babbar	Female
26		D26	Tamil Nadu	Dr. A Sri Kennath J Arul	Male
27		D27	Uttar Pradesh	Dr. Nitin Kumar Gupta	Male
28		D28	Karnataka	Dr. Pallavi Mishra	Female
29		D29	Madhya Pradesh	Dr. Himanshu Khatri	Male
30		D30	Maharashtra	Jayandra Yasvant Kashar	Male
31		D31	Rajasthan	Dr. Girish Mathur	Male
32		D32	Uttar Pradesh	Dr. Rahul Katiyar	Male

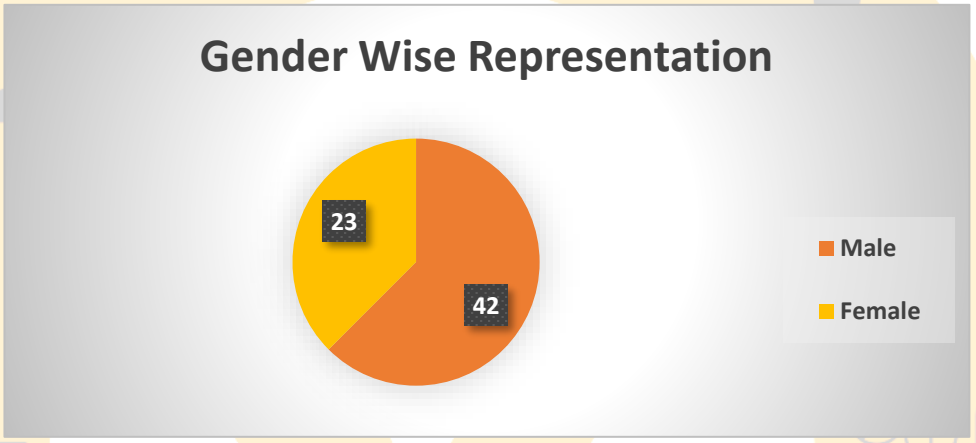
33	E	E33	New Delhi	Dr. Rahul Garde	Male
34		E34	Chandigarh	Dr. Neha Sharma	Female
35		E35	Andhra Pradesh	Ravi Srinivasulu*	Male
36		E36	Tamil Nadu	Dr. SJ Abdul Bari	Male
37		E37	Uttar Pradesh	Dr. Vijendra Pal Singh	Male
38		E38	Madhya Pradesh	Dr. Amol Shinde*	Male
39		E39	Maharashtra	Mrs. Shilpa Gandhi	Female
40		E40	Rajasthan	Vikash Sharma	Male
41		E41	New Delhi	Dr. Noor Fatima Waris	Female
42	F	F42	Karnataka	Dr. Archana Siddaiah	Female
43		F43	Uttar Pradesh	Dr. Madhu Bala Verma	Female
44		F44	Telangana	Dr. Vineet Dubey	Male
45		F45	Madhya Pradesh	Dr. Kunal Rawal	Male
46		F46	New Delhi	Dr. Faizan Ahmad	Male
47		F47	Rajasthan	Dr. Vikas Upadhyay	Male
48		F48	Haryana	Asmita Jyoti Singh	Female
49		F49	Uttar Pradesh	Dr. Bhushan Chaudhari	Male
50	G	G50	Tamil Nadu	Dr. N R Pannerselvam	Male
51		G51	Nagaland	Ojungsangla Longkumer	Female
52		G52	Uttar Pradesh	Dr. Chaitali Kapil	Male
53		G53	Kerala	Arun S	Female
54		G54	Karnataka	Dr. Shilpa Pattanamshetti	Female
55		G55	New Delhi	Dr. Gaurav Kapoor	Male
56		G56	Rajasthan	Dr. Mukesh Kumar Agarwal	Male
57		G57	Madhya Pradesh	Dr. Rajiv Kumar Soni	Male
58	H	H58	Haryana	Arkaprabha Bhattacharya	Male
59		H59	Rajasthan	Ms. Poonam Chaudhary	Female
60		H60	Gujarat	Dr. Mohsin Jujara	Male
61		H61	Telangana	Dr. Wjeehuddin Ahmed Waris Md.*	Male
62		H62	Uttar Pradesh	Dr. Moiz Uddin Ahmed	Male
63		H63	New Delhi	Dr Latika Bhalla	Female
64		H64	Chhattisgarh	Dr. Nitin Patil	Male
65		H65	Karnataka	Dr. Vidya Narayan	Female

***Candidates not reported for Training and One candidate debarred due to unauthorized absenteeism.**

Annexure: B

Equity Report on Gender & Geographical Distribution of Participants

For the **44th Batch of National External Assessor Training (EAT)** at NHSRC New Delhi, Applications Received from 16 State/UTs were taken from different candidates from different institutions. Based on the eligibility criteria, participants were shortlisted for the training. Total 65 Participants were shortlisted. The distribution of details is as follows:



Geographical Distribution:

Sl. No	Name of State/UTs	No. of Participants
1	Andhra Pradesh	2
2	Bihar	1
3	Chandigarh	2
4	Chhattisgarh	1
5	New Delhi	10
6	Gujarat	1
7	Haryana	2
8	Karnataka	4
9	Kerala	1
10	Madhya Pradesh	6
11	Maharashtra	5
12	Nagaland	1
13	Rajasthan	8
14	Tamil Nadu	6
15	Telangana	2
16	Uttar Pradesh	13
	Total	**65**

Annexure: C

Day wise Group exercise scoring

Sl. No	Name	Day-1 Sec-A	Day-1 Sec-B	Day-1 Sec-C	Day-2 Sec-A	Day-2 Sec-B	Day-2 Sec-C	Day-3 Sec-A	Day-3 Sec-B	Day-3 Sec-C	Day-4 Sec-A	Day-4 Sec-B
1	Dr. Amninder Kaur	9	9	9	9.5	9	9.5	9.5	9.5	9.5	9	8.5
2	Dr. Gopi Nallaiyan	9	9.5	9	8	8	8	9.25	9.25	9.25	9	9
3	Rahul Anand K	9	9	9	9.5	9	9.5	9.5	9.5	9.5	8.5	8.5
4	Paritosh Vashisht	9	9	9.5	9	8.5	9	9	9	9	9	9
5	Dr. Deepak Laxuman Deore	9	9	9.5	8	8.5	9	9	9	9	9	9
6	Dr. Bhushan Choudhari	8	8.5	8	9.5	9	10	9	9	9.5	9	9
7	Dr. Rahul Garde	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9	9
8	Ojungsangala Longkumer	10	9.5	9.5	10	10	10	9	9	9	9	9
9	Jayandra Yasvant Kashar	9.5	9.5	9.5	9.5	9.5	9.5	9	9	9	9	9.5
10	Dr. Pallavi Mishra	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5
11	Dr. Md Tousif Qamar	9.5	9	9.5	8	9	9.5	9	9	9	9	9
12	Dr. Devendra Kumar Niranjan	9	9	9	9.5	9	9.5	9.5	9.5	9.5	8.5	9
13	Dr. Rahul Katiyar	9	9.5	9.5	9	9	9	9	9	9	9.5	9.5
14	Arun S	10	9.5	9	9.5	9.5	9.5	9	9	9	9	9
15	Pratiksha Srivastava	8.5	9	9.5	9	8.5	9	9	9	9	9	9
16	Dr. Archana Siddaiah	9	9.5	9	10	10	10	9.5	9.5	9	9	9
17	Asmita Jyoti Singh	8	8	8.5	9	9	10	9.5	9.5	10	9	9
18	Dr. Bharatendu Sharma	9	9	9	9.5	9	9.5	9	9.5	9.5	8.5	8.5
19	Dr. Neha Sharma	9	9	9	9	9	8.5	9.5	9.5	9	8.5	9
20	Dr. Madhu Bala Verma	9.5	9	9	9	9	10	9	9.5	9	9	9
21	Dr. Vineet Dubey	9	9	9	9	9	10	9	9	9	9	9
22	Dr. Amol Jamkhande	10	10	9	8	8.5	7	9.25	9.25	9.25	9	9
23	Dr. SJ Abdul Bari	10	10	10	9	9	9	9.5	9.5	9.5	9	8.5
24	Dr. Lt. (Col) Mukul Sharma	9	9	9	9.5	9	9.5	9.5	9.5	9	9	8.5
25	Dr. Gaurav Kapoor	10	9.5	9.5	9.5	9.5	9.5	9	9	9	8.5	8.5
26	Dr. Moiz Uddin Ahmed	10	9.5	9.5	8.5	8.5	8.5	9	9.5	9	9	9.5
27	Dr. Faizan Ahmed	9.5	8.5	9	9	9	10	9	9	9	9	9
28	Dr. Chaitali Kapil	9.5	10	9	9.5	9.5	9.5	9	9	9	9	9
29	Dr. Noor Fatima Waris	9.5	9.5	9.5	9	9	9.5	9.5	9.5	9	9	9.5
30	Dr. Himanshu Khatri	9.5	9	9.5	9.5	9.5	9.5	9	9	9	9	9.5
31	Loga Palanimuthu	8.5	9	9.5	8.5	8.5	9	9	9	9	9	9
32	Dr. Kunal Rawal	9	9.5	9.5	9	9	10	9	9.5	9.5	9	9

33	Dr. Navin Kumar Sinha	8.5	9.5	9.5	9	8.5	9	9	9	9	9	9
34	Dr. A Sri Kennath J Arul	9	9.5	9	9.5	9.5	9.5	9	9	9	9.5	9.5
35	Arkaprabha Bhattacharya	9.5	10	9.5	8.5	8.5	9	9.5	9	9	9	9.5
36	Dr. N R Pannerselvam	9.5	9.5	9.5	10	10	10	9	9	9	8.5	9
37	Vikash Sharma	9.5	9.5	9.5	8.5	9	8.5	9.5	9.5	9	8.5	9
38	Dr. Vijendra Pal Singh	9	9	9	9	9.5	9	9.5	9.5	9	8.5	9
39	Snehal Prasanna Kadam	9	9	9	9.5	9	9.5	9	9.5	9.5	9	8.5
40	Dr. Nitin Patil	10	10	9.5	8.5	9	9	9	9.5	9	9	9.5
41	Dr. Anita Babbar	9	9	9	9.5	9.5	9.5	9	9	9	9	9.5
42	Dr. Mahender Kumar	9	9	9	8	8	8	9.25	9.25	9.25	9	9
43	Dr. Vikas Upadhyay	9.5	9	9	9	9	10	9	9	9	9	9
44	Dr. Girish Mathur	9	9.5	9	9.5	9.5	9.5	9	9	9	9.5	9.5
45	Dr. Devendra Sharma	9	9	9	9.5	9	9.5	9.5	9	9.5	8.5	8.5
46	Dr. Shashi Mawar	9	9	9	9.5	9	9.5	9.5	9.5	9.5	9	9
47	Ms. Poonam Chaudhary	9.5	10	9.5	8.5	9	9.5	9	9.5	9	9	9.5
48	Dr. Mukesh Kumar Agarwal	9.5	10	9	9.5	9.5	9.5	9	9	9	8.5	8.5
49	Dr. Rajiv Kumar Soni	10	10	9.5	9	9	9	9	9	9	8.5	8.5
50	Dr. Jasmohan Singh	8.5	9	9.5	9	9	9	9	9	9	9	9
51	Dr. Pradeep Kumar Dehariya	9	8	9	8	8	8	0	7	9	9	9
52	Dr. Mohsin Jujara	10	9.5	9.5	8.5	8.5	9	9	9	9	9	9.5
53	Dr. Ritu Gupta	9	9	9	8	8	8	9	9	9	9	9
54	Dr. Vidya Narayan	9.5	10	9.5	9	9	9	9.5	9	9	9	9.5
55	Dr. Lokesh Tripathi	10	10	9	8	7.5	8.5	9.25	9.25	9.25	9	9
56	Dr Latika Bhalla	9.5	9.5	10	8.5	9	9.5	9	9	9	9	9.5
57	Dr. OV Indira	8.5	9	9	9	9	9	8	8	8	9	9
68	Dr. Shilpa Pattanashetti	9.5	10	9	9	9	9	9	9	9	8.5	8.5
59	Dr. Swati Sharma	9	8	9	8	8	8	9	9	9	9	9

Annexure: D

List of Re-Appear Candidate

Sl. No	Name of the Participant
1	**Ms Ashly Anand CS**
2	**Dr Vivek Bharti**
3	**Dr Ashwini Nikam**

Annexure: E

List of Qualified Participants of 44th EAT

List of Qualified Participants of 44th EAT Sheet-1	
Sl. No	**Name of Participants**
1	Dr. Amninder Kaur
2	Dr. Gopi Nallaiyan
3	Ojungsangla Longkumer
4	Jayandra Yasvant Kashar
5	Dr. Deepak Laxuman Deore
6	Dr. Rahul Katiyar
7	Dr. Moiz Uddin Ahmed
8	Dr. Pallavi Mishra
9	Dr. Bhushan Choudhari
10	Pratiksha Srivastava
11	Arun S
12	Dr. Rahul Garde
13	Rahul Anand K
14	Dr. Md Tousif Qamar
15	Dr. Vineet Dubey
16	Dr. Devendra Kumar Niranjan
17	Paritosh Vashisht
18	Dr. Gaurav Kapoor
19	Asmita Jyoti Singh
20	Dr. Bharatendu Sharma
21	Dr. Archana Siddaiah
22	Dr. Neha Sharma
23	Dr. Madhu Bala Verma
24	Dr. SJ Abdul Bari
25	Dr. Amol Jamkhande
26	Dr. Lt. (Col) Mukul Sharma

Annexure: E

List of Qualified Participants of 44th EAT Sheet-2	
Sl. No	**Name of Participants**
27	Dr. Himanshu Khatri
28	Dr. Chaitali Kapil
29	Dr. Faizan Ahmed
30	Dr. Kunal Rawal
31	Dr. Navin Kumar Sinha
32	Arkaprabha Bhattacharya
33	Dr. A Sri Kennath J Arul
34	Loga Palanimuthu
35	Dr. Noor Fatima Waris
36	Dr. Nitin Patil
37	Dr. N R Pannerselvam
38	Vikash Sharma
39	Dr. Anita Babbar
40	Dr. Devendra Sharma
41	Dr. Shashi Mawar
42	Snehal Prasanna Kadam
43	Dr. Vikas Upadhyay
44	Dr. Vijendra Pal Singh
45	Dr. Mohsin Jujara
46	Dr. Mahender Kumar
47	Ms. Poonam Chaudhary
48	Dr. Mukesh Kumar Agarwal
49	Dr. Rajiv Kumar Soni
50	Dr. Jasmohan Singh
51	Dr. Girish Mathur

Annexure: F

Field Visit Group

Name of Facilitator for Field Visit

Gurugram, Haryana AAM Facilities (Group No - 1,3,5,7,9,11)

Sl. No.	Name of The Facilitator / Group Co-Ordinator	Gr. No	Facility Name	Name and Contact No of the CHO
01	Dr. Surbhi Jain	Gr.- 01	AAM-Bilaspur	Mr. Ghanshyam 9521872208
02	Dr. Abhishek Wahi	Gr.- 03	AAM-Alipur	Dr. Tushant 8920439745
03	Mr. Yashwardhan Kakkar	Gr.- 05	AAM-Rampur	Mr. Sanjay 8385056766
04	Ms. Kajal Jumnani	Gr.- 07	AAM-Daula	Dr. Ankit Gupta 9910744101
05	Dr. Aman Sharma	Gr.-09	AAM-Dundahera	Ms. Deepanjali 7988329779
06	Dr. Ruchita Singh	Gr.- 11	AAM-Inchapuri	Mrs. Bharti 7988563625

Name of Facilitator for Field Visit

Ghaziabad AAM Facilities (Group No - 2,4,6,8, 10,12)

Sl. No.	Name of the Facilitator / Group Co-Ordinator	Gr. No	Facility Name	Name and Contact No. of the CHO
01	Dr. Aditi Sharma	Gr.- 02	AAM-Bilaspur	Monika 9528076703
02	Dr. Vandana Bhatt	Gr.- 04	AAM-Kanarsi	Nikita 6398269035
03	Ms. Tanya Garg	Gr.- 06	AAM-Marhara	Gulafsha 8448169623
04	Ms. Shraiya Srivastava	Gr.- 08	AAM-Mehndipur	Shahrookh 8057444866
05	Ms. Kanvi Aery	Gr.-10	AAM-Khatana	Askita 9311514864
06	Dr. Naveen Kumar	Gr.- 12	AAM-Tilapta	Pooja Pal 9891446892

Group 1: AAM-(SHC)Bilaspur; Gurugram, Haryana.

CAB Details- SUV CAB No-8516
Driver Name- Anup (Mobile-8810233102)

Sl. No	Participant ID No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	A2	Dr Md Tousif Qamar	7277709001	Mr Ghanshyam 9521872208	Dr. Surbhi Jain 8727800331
02	F49	Dr Bhushan Choudari	9987279856		
03	D28	Dr Pallavi Mishra	7738477077		
04	E33	Dr Rahul Garde	9810207823		
05	C22	Dr Lt. (Col) Mukul Sharma	7567875101		

Group 3: AAM-(SHC)Alipur; Gurugram, Haryana.

CAB Details- SUV CAB No-1064
Driver Name- Guru Tez (Mobile-9289052536)

Sl. No	Participant ID. No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	E41	Dr Noor Fatima Waris	9999394064	Dr. Tushant 8920439742	Dr. Abhishek Wahi 9582130352
02	F42	Dr Archana Siddaiah	9873801269		
03	B9	Dr Pradeep Kumar Dehariya	9826062686		
04	D31	Dr Girish Mathur	9461291541		
05	C17	Rahul Anand K	9597553968		

Group 5: AAM-(SHC)Rampur; Gurugram, Haryana.

CAB Details- SUV CAB No-1093
Driver Name- Harnek (Mobile-9650793540)

Sl. No	Participant ID No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	H62	Dr Moiz Uddin Ahmad	9919074752	Mr. Sanjay 8385056766	Mr. Yashwardhan Kakkar 8800495120
02	A8	Pratiksha Srivastava	9560815345		
03	G55	Dr Gaurav Kapoor	9536589536		
04	D32	Dr Rahul Katiyar	9889532747		
05	F44	Dr Vineet Dubey	9701532694		

Group 7: AAM-(SHC)Daula; Gurugram, Haryana.

CAB Details- SUV CAB No-7495
Driver Name- Gurvinder Singh (Mobile-9911694690)

Sl. No	Participant ID No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	G52	Dr Chaitali Kapil	7895749659	Dr. Ankit Gupta 9910744101	Ms. Kajal Jumnani 9982545825
02	D26	Dr A Sri Kenneth J Arul	9842614720		
03	B12	Dr Shivani Sabharwal	9871108802		
04	F45	Dr Kunal Rawal	9713942150		
05	C23	Dr Amninder Kaur	8427167150		

Group 9: AAM-(SHC) Dundahera; Gurugram, Haryana.

CAB Details- SUV CAB No-8089
Driver Name- Jagdeep Singh (Mobile-9910058276)

Sl. No	Participant ID No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	B13	Dr Ritu Gupta	9415347519	Deepanjali 7988329779	Dr. Aman Sharma 9716668006
02	C19	Dr Bharatendu Sharma	9839507899		
03	G50	Dr N R Pannerselvam	9962550750		
04	F47	Dr Vikas Upadhyay	9460003300		
05	E37	Dr Vijendra Pal Singh	6306969493		

Group 11: AAM-(SHC)Inchapuri; Gurugram, Haryana.

CAB Details- SUV CAB No-1237
Driver Name- Avtar Singh (Mobile-9582904636)

Sl. No	Participant ID No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	B16	Dr Lokesh Tripathi	9236982894	Mrs. Bharti 7988563625	Dr. Ruchita Singh 9870238361
02	C24	Dr Shashi Mawar	8800228317		
03	G57	Dr Rajiv Kumar Soni	8290122655		
04	F43	Dr Madhu Bala Verma	9415463734		
05	D30	Dr Jayandra Yashvant Kashar	8983674204		

Group 2: AAM-(SHC)Bilaspur; Dankaur, Gaziabad, UP.

CAB Details- SUV CAB No-7146
Driver Name- Manjinber Singh (Mobile-9716864003)

Sl. No	Participant ID No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	A3	Dr OV Indira	9346235535	Monika 9528076703	Dr. Aditi Sharma 9521371349
02	B10	Dr Swati Sharma	6239413504		
03	G53	Arun S	9447290299		
04	H64	Dr Nitin Patil	9425504656		
05	F48	Asmita Jyoti Singh	9654765096		

Group 4: AAM-(SHC)Kanarsi; Dankaur, Gaziabad, UP.

CAB Details- SUV CAB No-9672
Driver Name- Shammi (Mobile-9971277513)

Sl. No	Participant ID No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	E34	Dr Neha Sharma	9888636006	Nikita 6398269035	Dr.Vandana Bhatt 9540072733
02	H65	Dr Vidya Narayan	9980760076		
03	D29	Dr Himanshu Khatri	9039307793		
04	B15	Dr Amol Jamkhande	9850286360		
05	A5	Dr Navin Kumar Sinha	9868611682		

Group 6: AAM-(SHC)Marhara; Jewar, Gaziabad, UP.

CAB Details- SUV CAB No-0599
Driver Name- Dinesh (Mobile-8448677304)

Sl. No	Participant ID No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	H60	Dr Mohsin Jujara	7990387171	Gulafsha 8448169623	Dr. Tanya Garg 8860923234
02	G51	Ojungsangala Longkumer	9089800210		
03	C21	Dr Devendra Sharma	7828750898		
04	D25	Dr Anita Babbar	9958716040		
05	A1	Paritosh Vashisht	7570006713		

Group 8: AAM-(SHC)Mehndipur; Jewar, Gaziabad, UP.

CAB Details- SUV CAB No-0144
Driver Name- Raju (Mobile-9958321291)

Sl. No	Participant ID No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	H58	Arkaprabha Bhattacharya	7042387341	Shahrookh 8057444866	Ms. Shraiya Srivastava 9871968289
02	B11	Dr Gopi Nallaiyan	9786834482		
03	C18	Dr Devendra Kr. Niranjan	8299526475		
04	A4	Dr Deepak Laxman Deore	9404241249		
05	E36	Dr SJ Abdul Bari	9600324200		

Group 10: AAM-(SHC)Khatana; Dadri, Gaziabad, UP.

CAB Details- SUV CAB No-3464
Driver Name- Rohit (Mobile-9582256124)

Sl. No	Participant ID No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	H59	Ms Poonam Chaudhary	9784868116	Askita 9311514864	Ms. Kanvi Arey 7973844210
02	G54	Dr Shilpa Pattanashetti	9611889244		
03	F46	Dr Faizan Ahmad	9891104331		
04	A6	Dr Jasmohan Singh	9414089029		
05	C20	Snehal P Kadam	9326806658		

Group 12: AAM-(SHC)Tilapta; Bisrakh, Gaziabad, UP.

CAB Details- SUV CAB No- 4464
Driver Name-Vikas (Mobile -8368660732)

Sl. No	Participant ID No	Name o f Participants	Contact No	Name & Contact No of CHO	Name of Facilitator
01	G56	Dr Mukesh Kr Agarwal	9414260773	Pooja Pal 9891446892	Dr. Naveen Kumar 9871812669
02	E40	Dr Vikas Sharma	9928517700		
03	A7	Loga Palanimuthu	9092611307		
04	B14	Dr Mahender Kumar	8527083383		
05	H63	Dr Latika Balla	9811211320		

Annexure: G

Participants Feedback Analysis

A. Session wise Feedback Score:

Sl. No	Topic	Resource Person	Score
	Day 1		
1.1	Overview of the Public Health System and NQAS	Dr J N Srivastava	**4.64**
1.2	Overview of Ayushman Arogya Mandir- Sub Health Centres	Ms Neelam Siddiqui	**4.52**
1.3	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma	**4.66**
1.4	Measurement Systems under NQAS	Ms Vinny Arora	**4.64**
	Day 2		
2.1	Introduction to NQAS for Primary Care Facilities	Dr Arpita Agarwal	**4.35**
2.2	Assessment of National Health Programme in Primary Healthcare Facilities – I	Dr Utsuk Dutta	**4.69**
2.3	Assessment of RMNCHA+N services at Primary Healthcare Facilities – I	Dr J N Srivastava	**4.45**
2.4	Assessment of the extended Service Package in Primary Care	Ms Neelam Siddiqui	**4.43**
2.5	Overview of Quality Management Systems at Primary Care	Dr Deepika Sharma	**4.65**
2.6	Assessment of Digital Records in Primary Healthcare Facilities	Ms Vinny Arora	**4.58**
	Day 3		
3.1	Introduction of NQAS for Secondary Care Facilities	Dr Chinmayee Swain	**4.75**
3.2	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr Poonam Joon	**4.69**
3.3	Overview of special clinical services at Secondary Care	Dr Poonam Joon	**4.69**
3.4	Assessment of National Health Programme at Secondary Healthcare Facilities -II	Dr Utsuk Dutta	**4.69**
3.5	Overview of KPIs and Outcome Indicators	Mr. Anand Yadav	**4.18**
	Day 4		
4.1	Overview of Quality Management Systems at Secondary Care	Ms Vinny Arora	**4.56**
4.2	Overview of Infection Control in Primary & Secondary Care	Dr Chinmayee Swain	**4.73**
4.3	Assessment under Patient Rights	Mr Ranjith Menon	**4.03**
4.4	Assessment under Support Services	Dr Abhay Dahiya	**4.53**
4.5	Conduct of National Level Assessments - Pre- Assessment and during assessment Activities	Dr Neeraj Gautam	**4.62**
4.6	Key Components of Report Writing for NQAS Certification	Ms Rachana Kumari	**4.14**
4.7	Continual Quality Improvement and Action Plan for NQAS-assessed facilities	Dr Abhay Dhaiya	**4.53**
	Day 6		
6.1	Revision of NQAS	Dr Neeraj Gautam	**4.84**

B. Average Day wise Feedback score:

Sl.No	44th EAT Day wise Feedback analysis	
1	**Day 1**	**4.61**
2	**Day 2**	**4.49**
3	**Day 3**	**4.60**
4	**Day 4**	**4.45**
5	**Day 5**	**4.75**
6	**Day 6**	**4.84**

C. Overall Training Feedback Score:

44th EAT Overall Training Feedback		
Sl. No	**Attribute**	**Score**
1	The usefulness of the information received in the training	**4.82**
2	The structure of training sessions	**4.80**
3	The Pace of the training sessions	**4.55**
4	Inclusion of relevant exercises and activities	**4.67**
5	Easy-to-follow content, language and instructions	**4.71**
6	Well balanced theory and practical elements	**4.67**
7	The usefulness of the training material	**4.82**
8	Overall rating of the training	**4.80**

D. Most Liked Session:

Sl.No	Session	Name of Resource Person	Score
1	Revision	Dr Neeraj Gautam	**4.84**
2	Introduction of NQAS for Secondary Care Facilities	Dr Chinmayee Swain	**4.76**
3	Overview of Infection Control in Primary & Secondary Care	Dr Chinmayee Swain	**4.73**

E. Most Liked Trainer:

Sl.No	Name of Trainer	Average Score
1	Dr. Chinmayee Swain	**4.74**
2	Dr Neeraj Gautam	**4.73**
3	Dr Poonam Joon & Dr. Utsuk Dutta	**4.69**

Ministry of Health & Family Welfare
Government of India

Agenda of Pre Training Orientation

Agenda

44th Batch of NQAS External Assessors' Training Pre-Training Orientation (Virtual Mode)

Friday, 16th May 2025

Agenda **Venue: CR-1, NDC Block,** **National Health Systems Resource Centre**		
Time	**Topic**	**Resource Person**
02:30 PM - 02:45 PM	Registration (Virtual mode)	QPS Team
02:45 PM - 03:00 PM	Welcome & Overview of 44th External Assessors Training.	Dr Priyam Deb Consultant (CU-QPS) (44th Batch External Assessors Training Coordinator)
03:00 PM - 03:30 PM	Overview of NQAS: -Operational Guidelines -Buzz words (**AoC**, **Standards**) -Assessment Guidebooks • -NHSRC, QPS microsite	Dr Abhay Dahiya Consultant- QPS
03:30 PM - 04:00 P.M	Brief Introduction to NQAS Standards	Dr Naveen Kumar Consultant-QPS
04:00 P.M -4:30 PM	Overview of Measurement System and Certification & Assessment Protocol Under NQAS.	Dr Ranjit K Mandal Sr Consultant – CU(QPS)
04:30 PM - 05:00 PM	Discussion and Q & A session	

Annexure: I

Ministry of Health & Family Welfare
Government of India

Agenda

44th Batch of NQAS External Assessors' Training

for

National Quality Assurance Standards

19th May to 24th May,2025

Venue: First Floor Training Hall, NHSRC

Day 1 – 19th May 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 JN Srivastava Advisor-QPS Division, NHSRC
09:40 AM - 09:45 AM	**Lamp Lighting**	
09:45 AM - 09:50 AM	Address by Guest of Honor	Brig. Sanjay Baweja, Principle Administrative Officer - NHSRC
09:50 AM - 09:55 AM	Address by Chief Guest	Dr Gurinder Bir Singh Advisor - CP-CPHC Division, NHSRC
09:55 AM - 10:15 AM	Introduction of Participants	
10:15 AM -10:20 AM	Vote of Thanks	Ms. Vinny Arora Lead Consultant- CU (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 JN Srivastava Advisor-QPS Division-NHSRC.
11:50 PM -12:40 PM	Overview of **Ayushman Aarogya Mandir**-Sub Health Centre	Ms. Neelam Siddiqui External Faculty
12:40 PM - 01:45 PM	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma Lead Consultant-(QPS)
01:45 PM - 02:30 PM	**Lunch**	
02:30 PM - 03:30 PM	**Measurement Systems** under National Quality Assurance Standards	Ms Vinny Arora Lead Consultant- CU (QPS)
03:30 PM -4:30 PM	Exercises	QPS Team
04:30 PM - 04:45 PM	**Tea Break**	
04:45PM – 5:30PM	Exercise	QPS Team

Day 2 – 20th May 2025 (Tuesday)		
Time	**Topic**	**Resource Person**
09:00 AM - 09:15 AM	Recap	Ms. Kajal Jumnani Consultant- CU(QPS)
09:15 AM - 10:15 AM	Introduction of National Quality Assurance Standards for Primary Care Facilities	Dr Arpita Agarwal Sr. Consultant-(QPS)
10:15 AM – 11:15 AM	Assessment of National Health Programme in Primary Healthcare Facilities – I *	Dr Utsuk Dutta External Faculty
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 JN Srivastava Advisor-QPS Division-NHSRC
12:30 PM – 01:30 PM	Assessment of the extended Service Package in Primary Care #	Ms Neelam Siddiqui External Faculty
01:30 PM - 02:15 PM	**Lunch**	
02:15 PM – 03:00 PM	Overview of Quality Management Systems at Primary Care	Dr Deepika Sharma Lead Consultant-(QPS)
03:00 PM- 03:30 PM	Assessment of Digital Records in Primary Healthcare Facilities	Ms Vinny Arora Lead Consultant- CU (QPS)
03:30 PM- 4:30 PM	Exercise	QPS Team
04:15 PM - 04:30 PM	**Tea Break**	
	Exercise	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 – 21st May 2025 (Wednesday)		
Time	**Topic**	**Resource Person**
09:00 AM - 09:15 AM	Recap of Day 2	Ms Rachana Kumari Consultant-CU(QPS)
09:15 AM – 10:15 AM	Introduction of National Quality Assurance Standards for Secondary Care Facilities	Dr Chinmayee Swain Sr. Consultant-(QPS)
10:15 AM – 11:15 AM	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr Poonam Joon (External Faculty)
11:15 AM - 11:30 AM	**Tea Break**	
11:30 AM - 12:45 PM	Overview of special clinical services at Secondary Care ##	Dr Poonam Joon (External Faculty)
12:45 PM - 01:45 PM	Assessment of National Health Programme at Secondary Healthcare Facilities - II	Dr Utsuk Dutta (External Faculty)
01:45 PM – 02:15 PM	**Lunch Break**	
02:15 PM – 03:00 PM	Overview of KPIs and Outcome Indicators	Mr Anand Yadav Consultant-(QPS)
3:00 PM- 4:00 PM	Exercises	QPS Team
04:00 PM - 04: 15 PM	**Tea Break**	
04:15- 5:30 PM	Exercises	QPS Team

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

Day 4 – 22nd May 2025 (Thursday)		
Time	**Topic**	**Resource Person**
09:00 AM - 09:15 AM	Recap	Dr Amrita Rastogi Consultant- CU(QPS)
09:15 AM - 10:30 AM	Overview of Quality Management Systems at Secondary Care	Ms Vinny Arora. Lead Consultant- CU (QPS)
10:30 AM - 11:15 AM	Overview of Infection Control in Primary and Secondary Care	Dr Arpita Agarwal Sr. Consultant-(QPS)
11:15 AM - 11:30 AM	**Tea Break**	
11:30 AM – 12:15PM	Assessment under Patient Rights	Mr Ranjith Menon Health Expert (ADB)
12:15 PM – 01:15 PM	Assessment under Support Services	Dr Naveen Kumar Consultant-(QPS)
01:15 PM – 02:00 PM	**Lunch**	
02:00 PM – 3:00 PM	Conduct of National Level Assessments – Pre-Assessment and during assessment Activities	Dr Neeraj Gautam Sr. Consultant CU(QPS)
03:00 PM – 03:45 PM	Key Components of Report Writing for NQAS Certification	Ms. Rachana Kumari Consultant-CU(QPS)
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 Dahiya Consultant-(QPS)
04:45 PM – 05: 15 PM	Exercises	QPS Team
05:15 PM - 05:30 PM	Briefing about the field visit and Group Exercises / Group Presentation.	Dr Priyam Deb Consultant-CU(QPS) & Training Co-Ordinator.

Day 5 – 23rd May,2025(Friday)		
Time	**Topic**	**Resource Person**
09:00 AM – 01:00 PM	Field Visit at different AAM-SHC	QPS 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 & Group Presentation	QPS Team
04:00 PM – 04:15 PM	**Tea Break**	
04:15 PM – 05:15 PM	Presentation & Discussion on Field Visit	Participants

Day 6 – 24th May,2025 (Saturday)		
Time	**Topic**	**Resource Person**
09:00 AM – 10:00 AM	Revision	Dr Neeraj Gautam Sr. Consultant CU(QPS)
10:00 AM – 10:30 AM	**Tea Break**	
10:30 AM – 01:00 PM	Post Training Evaluation	Participants
01:00 PM – 01:30 PM	Valedictory/Feedback	QPS Team
01:30 PM onwards	**Lunch**	

Training coordinator 44th Batch- Dr. Priyam Deb; Consultant-CU(QPS)