2025

45th External Assessor Training Report



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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 45th National External Assessors' Training, held from 23rd June to 28th June, 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 45th 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 14 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 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 61 participants were nominated by 14 State/UTs and 1 non-government participant 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 5thday 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 of 67 participants appeared for the examination including 05 participants who did not qualify previously, reappeared for the exam. ***(Annexure D)***

Only 54 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 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 20th June 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 Introduction to National Quality Assurance Standards was taken Dr Neeraj Gautam, Consultant- QPS (CU). 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 45th 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 45th 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.



TECHNICAL SESSIONS

DAY 1- 23rd June,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 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 -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 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 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 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. 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- 24th June,2025 (Technical Session)

The 2nd day of training started with a recap of the sessions from Day 1; Ms Rachana Kumari, 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

Mr. Ranjith Menon, Health Expert (ADB), 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 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, National Vector born 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 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 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. 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 asses 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 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 3-25th June,2025

The 3rd day of training started with a recap of the sessions conducted on Day-2, by Dr. Amrita Rastogi, 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 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 Poonam Joon, External Faculty & Gynecologist, Sanjay Gandhi Memorial 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 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 Programme at Secondary Healthcare Facilities - II

Dr Uttsuk 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 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

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 3.6: 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. He also emphasized the value and applicability of support services at various healthcare facility levels.

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- 26th June,2025

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

Session 4.1 Overview of Quality Management Systems at Secondary Care

Dr Isha Sachdeva, External Faculty 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: Assessment under Patient Rights

Dr Abhay Dahiya, Senior Consultant-QPS 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 4.3: Overview of Infection Control in Primary and Secondary Care

Dr Ratan Shekhawat, 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 4.4: 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. During this session, the process of assessment of AAM-SHC in virtual mode was also described.

Session 4.5: Continual Quality Improvement and Action Plan for NQAS

Ms Rachana Kumari, 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 4.6: Key Components of Report Writing for NQAS Certification

This session was taken by Dr Amrita Rastogi, 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: Briefing about the Field Visit:

Ms Kajal Jumnani, 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 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 June,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 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 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 pictures of Group presentation:












DAY 6-26th June,2025

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. 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 45th EAT

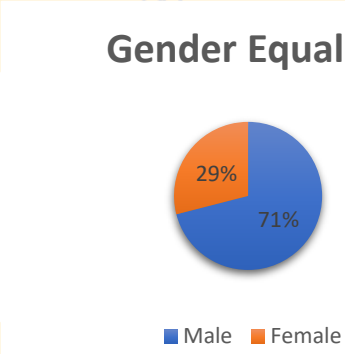
S.No.	Group	ID no.	State	Name of the Participant	Gender
1	A	A1	Uttar Pradesh	Dr. Dinesh Kharti	Male
2		A2	Gujarat	Dr Nidhi Meena	Female
3		A3	Andhra Pradesh	Mr Jaladi Dhana Raju	Male
4		A4	Uttar Pradesh	Dr.Arvind Singh	Male
5		A5	Maharashtra	Dr Suraj Ramkrishna Dharpawar	Male
6		A6	Odisha	Dr Malaya Kumar Senapati	Male
7		A7	West Bengal	Dr Pranab Kumar Majumdar	Male
8		A8	Punjab	Ms Kamaldeep Kaur	Female
9	B	B9	Uttar Pradesh	Dr. Arun Rajput	Male
10		B10	Gujarat	Dr Divyesh Amratbhai Patel	Male
11		B11	Maharashtra	Dr Sanjivani Chitambar Gavhane	Female
12		B12	Jharkhand	Dr Uday Kumar Shrivastav	Male
13		B13	Andhra Pradesh	Ms Gundapuneni Jayaprada	Female
14		B14	Uttar Pradesh	Dr. Navina Chand	Male
15		B15	West Bengal	Dr Saikat Pradhan	Male
16		B16	Gujarat	Dr Jatinkumar Somabhai Malvaniya	Male
17	C	C17	Uttar Pradesh	Dr. Vishal Diwakar	Male
18		C18	Gujarat	Dr Dedania Ravi Vallabhbhai	Male
19		C19	West Bengal	Dr Jhuma Biswas	Female
20		C20	Punjab	Dr William Mattu	Male
21		C21	Gujarat	Dr Ketulkumar M Patel	Male
22		C22	Maharashtra	Dr Dattatraya Bhagwatrao Gholap	Male
23		C23	Uttar Pradesh	Dr. Geetanjali	Female
24		C24	Jharkhand	Mr Manish Kumar	Male
25	D	D25	Uttar Pradesh	Dr.Mukesh Prasad	Male
26		D26	Punjab	Dr Sachin	Male
27		D27	Jharkhand	Dr Sarita Pratibha Minz	Female
28		D28	Uttar Pradesh	Dr. Neeraj Patel	Male
29		D29	Gujarat	Dr Akshay Kanaiyalal Prajapati	Male
30		D30	Maharashtra	Dr Sandeep Balasaheb Pund	Male
31		D31	West Bengal	Dr Dhiman Kumar Mandal	Male
32		D32	New Delhi	Dr Shilpi Saini	Female

33	E	E34	Gujarat	Dr Himatlal Trikambhai Kansagra	Male
34		E35	Andhra Pradesh	Dr Aksha Raj Kumar	Female
35		E36	Maharashtra	Mr Harshal Lazaras Gaikwad	Male
36		E37	West Bengal	Dr Sudipa Banerjee	Female
37		E38	Jharkhand	Dr Anup Kumar Singh	Male
38		E39	Odisha	Dr Sambit Kumar Das	Male
39		E40	Haryana	Dr Rinku Sharma	Male
40	F	F41	Uttar Pradesh	Dr Vikrant	Male
41		F42	Gujarat	Dr Ankur Kumar Naginbhai Patel	Male
42		F44	Haryana	Dr Sunny Malhotra	Male
43		F45	New Delhi	Dr Vinita Jayaswal	Female
44		F46	Odisha	Mr Lalit Mohan Sahu	Male
45		F47	Tamil Nadu	Dr A.Thanalakshmi	Female
46	G	G49	Uttar Pradesh	Dr Ashish Mudgal	Male
47		G50	Gujarat	Dr Daxesh Maheshbhai Solanki	Male
48		G51	Tamil Nadu	Dr Keerthi. D. Ortho	Female
49		G52	Haryana	Dr Major Subhash Khatreja	Male
50		G53	Andhra Pradesh	Dr. Prakash Tananki	Male
51		G54	New Delhi	Dr Shola Chitran	Female
52		G55	Himachal Pradesh	Dr S Mayank Sharma	Male
53	H	H66	Gujarat	Dr Krupa Mehulbhai Desai	Female
54		H57	Uttar Pradesh	Dr Sher Singh Kakkar	Male
55		H58	Gujarat	Dr Dignesh R Vachhani	Male
56		H59	Andhra Pradesh	Mr. Praveen	Male
57		H60	Punjab	Ms Ramandeep Kaur	Female
58		H61	Haryana	Dr Ajay Kumar	Male
59		H62	New Delhi	Dr Shivani Sabharwal	Female
60		H63	Tamil Nadu	Dr. S. Soundammal	Male
61		H64	Himachal Pradesh	Dr Dushyant Kumar	Male
62		H65	Haryana	Dr Preeti Singla	Female

Annexure: B

Equity Report on Gender & Geographical distribution of participants

For the 45th batch of National External Assessor Training at NHSRC New Delhi, nominations from 14 State/UTs were taken through Mission Director, NHM. Based on the eligibility criteria, participants were shortlisted for the training. Total 64 Participants were shortlisted but only 61 nominated participants attended as 1 participant from Punjab and 2 participants from Telangana has withdrawn. 1 Non- Government Participant belongs to Delhi was allowed. The distribution of details is as follows:



Geographical Distribution:

Sl.No	Name of State/UTs	No. of Participants
1	Andhra Pradesh	5
2	Delhi	4
3	Gujarat	11
4	Haryana	5
5	Himachal Pradesh	2
6	Jharkhand	4
7	Maharashtra	5
8	Punjab	4
9	Odisha	3
10	Tamil Nadu	3
12	Uttar Pradesh	11
13	West Bengal	5
	Total	**62**

Annexure: C

Day wise Group exercise scoring

Sl.No	Name of the Participants	D1 Sec-I	D1 Sec-II	D2 Sec-I	D2 Sec-II	D3 Sec-I	D3 Sec-II	D3 Sec-III	D4 Sec-I	D4 Sec-II	D4 Sec-III
1	Mr Jaladi Dhana Raju	8.5	8.5	9	9	9	8.5	8.5	9	9	9
2	Ms Gundapuneni Jayaprada	9	9	10	10	9.5	9.5	9.5	9.5	9.5	9.5
3	Dr Aksha Raj Kumar	9	9	9.5	9.5	9	9.5	9.5	9	8.5	8
4	Dr. Prakash Tananki	8.5	8.5	9	9.5	9	9	9	8.5	9	8.5
5	Mr. Bachu Praveen Kumar	9	9	8.5	8.5	9	9	9.5	9	9	9
6	Dr Shola Chitran	10	10	9.5	9.5	9.5	9.5	9.5	8.5	9	8.5
7	Dr Vinita Jayaswal	9	9	9	9	9	9	9	9	9	9
8	Dr Shilpi Saini	9	9	7	7	9.5	9.5	9.5	9	9	8
9	Dr Saikat Pradhan	9	9	10	10	9.5	9.5	10	10	10	10
10	Dr Pranab Kumar Majumdar	8	8	8.5	8.5	8	8	8	9	9	9
11	Dr Jhuma Biswas	9	9	9	8.5	9.5	9.5	9.5	9	9	8
12	Dr Dhiman Kumar Mandal	9	9	8.5	8	9.5	9.5	9.5	9	9	8
13	Dr Sudipa Banerjee	9	9	9.5	9.5	9.5	9.5	9	9	8	8.5
14	Dr Suraj Ramkrishna Dharpawar	8	8	9	9	8.5	9	9	9	9	9
15	Dr Sanjivani Chitambar Gavhane	9	9	10	10	9	9	9	9	9	9
16	Dr Dattatraya Bhagwatrao Gholap	9.5	9.5	9	9	9	9	9	9	9	8
17	Dr Sandeep Balasaheb Pund	9.5	9.5	8.5	8.5	9	9	9	9	9	9
18	Mr Harshal Lazaras Gaikwad	9	9	9.5	9.5	9	9.5	9.5	9	8.5	8
19	Ms Kamaldeep Kaur	8	8	9	9	8	8	8	9	9	9
20	Dr William Mattu	9.5	9.5	8.5	9	9.5	9.5	9.5	9	9	8
21	Dr Sachin	9.5	9.5	8.5	8	9	9	9	8	9	7
22	Ms Ramandeep Kaur	9	9.5	9	9	9	8.5	9	9	9	9
23	Dr Anup Kumar Singh	8.5	8.5	9	9	9	9	9.5	9	7	8.5
24	Dr Uday Shanker Prasad Shrivastav	9	9	10	10	9.5	9.5	9.5	9.5	9.5	9.5
25	Dr Sarita Pratima Minz	9.5	9.5	8	8.5	9	9	9	8	7	7
26	Mr Manish Kumar	9.5	9.5	8.5	9	9	9	9	9	9	8
27	Dr. Dinesh Kharti	8	8	8.5	9	8.5	9	9	9	9	9
28	Dr. Arvind Kumar Singh	8.5	8.5	9	9	8	8.5	8	9	9	9

Sl.No	Name of the Participants	D1 Sec-I	D1 Sec-II	D2 Sec-I	D2 Sec-II	D3 Sec-I	D3 Sec-II	D3 Sec-III	D4 Sec-I	D4 Sec-II	D4 Sec-III
29	Dr. Arun Kumar	9	9	8	10	9.5	9.5	9.5	9.5	9.5	9.5
30	Dr. Navina Chand	9	9	10	10	9.5	10	9.5	8	8	8
31	Dr. Vishal Diwakar	9.5	9.5	9	8.5	9.5	9.5	9.5	9	9	8
32	Dr. Gitanjali Singh	9	9	8.5	9	9.5	9.5	9.5	9	9	8
33	Dr. Mukesh Kumar Prasad	9.5	9.5	8.5	8.5	9	9	9	9	8	9
34	Dr. Neeraj Kumar Singh Patel	9.5	9.5	8.5	8	9	9	9	9	9	8
35	Dr Vikrant	8.5	8.5	9	9	9.5	9.5	9.5	9.5	9	9
36	Dr Ashish Mudgal	8	7.5	9.5	9	9	9	9	8.5	9	8.5
37	Dr Sher Singh Kakkar	8	8	9	9	9.5	9	9	9	9	9
38	Dr Jatinkumar Somabhai Malvaniya	9	9	10	10	9.5	9	9.5	9	9	9
39	Dr Divyesh Kumar Amratbhai Patel	9	9	9	10	9.5	9.5	9.5	9	9	9
40	Dr Nidhi Meena	8.5	8.5	8.5	9	8.5	9	8.5	9	9	9
41	Dr Ravi Vallabhbhai Dedania	9.5	9.5	8.5	9	9.5	9.5	9.5	9	9	8
42	Dr Akshay Kanaiyalal Prajapati	9.5	9.5	9	9.5	9	9	9	9	9	9
43	Dr Himatlal Trikambhai Kansagra	9	9	9	9	9.5	9.5	9.5	9	8	8.5
44	Dr Ankur Kumar Naginbhai Patel	9.5	9.5	9	9	9.5	9.5	9.5	9.5	9	9
45	Dr Daxesh Maheshbhai Solanki	8	8	9	9.5	9.5	9	9	8.5	9	8.5
46	Dr Dignesh R Vachhani	9.5	9.5	9	9	9	9.5	9	9	9	9
47	Dr Ketul Kumar Mahendrabhai Patel	9.5	9.5	9	9	9.5	9.5	9.5	9	9	8
48	Dr Malaya Kumar Senapati	9	9	8	8.5	9	9	9	9	9	9
49	Dr Sambit Kumar Das	9	9	9.5	9.5	9.5	9	9.5	9	8	7.5
50	Mr Lalit Mohan Sahu	9.5	9.5	9	9	9.5	9.5	9.5	9	9.5	9
51	Dr A.Thanalakshmi	9	9	9	9	9	9.5	9.5	9	9	9
52	Dr K. Keerthi	8.5	8	8.5	9	9	9	9	8.5	9	8.5
53	Dr. S. Soundammal	9.5	9.5	9.5	9.5	9	9	9	9.5	9.5	9.5
54	Dr S Mayank Sharma	10	10	9	9.5	9	9	9	8.5	9	8.5

Sl.No	Name of the Participants	D1 Sec-I	D1 Sec-II	D2 Sec-I	D2 Sec-II	D3 Sec-I	D3 Sec-II	D3 Sec-III	D4 Sec-I	D4 Sec-II	D4 Sec-III
55	Dr Dushyant Kumar	9.5	9.5	9.5	9.5	9	9	9	9	9	9
56	Dr Sunny Malhotra	9	9	9	9	9.5	9.5	9.5	9.5	9	9
57	Dr Major Subhash Khatreja	9	9.5	9.5	9	9	9	9	8.5	9	8.5
58	Dr Ajay Kumar	8.5	9	9	9	8.5	9	9	9	9	9
59	Dr Rinku Sharma	9	9	9	9	9	9.5	9	9	8	7.5
60	Dr Shivani Sabharwal	9.5	9.5	9	9	9	9.5	9	9.5	9.5	9.5
61	Dr Preeti Singla	9	9.5	7	7	8.5	9	8.5	9	9	9
62	Dr Krupa Mehulbhai Desai	8.5	9	9.5	9	9	9	9	8.5	9	8.5

Annexure: D

List of Re-Appear Candidate

Sl.No	Name of the Participant	EAT Batch No
1	Ms Ravinder Kaur	43rd
2	Dr Rashmi Gaur	42nd
3	Dr Dinesh Singh	43rd
4	Dr Ajay Singh	43rd
5	Dr C Kishor Kumar	43rd

Annexure: E

List of Qualified Participants of 45th EAT

List of Qualified Participants of 45th EAT Sheet-1	
Sl.No	Name of Participants
1	Dr Sandeep Balasaheb Pund
2	Dr. Arun Kumar
3	Ms Ramandeep Kaur
4	Dr Ankur Kumar Naginbhai Patel
5	Dr Akshay Kanaiyalal Prajapati
6	Dr Ketul Kumar Mahendrabhai Patel
7	Dr K. Keerthi
8	Dr Jatinkumar Somabhai Malvaniya
9	Mr Lalit Mohan Sahu
10	Dr Ajay Kumar
11	Dr. S. Soundammal
12	Dr Ashish Mudgal
13	Dr Shola Chitran
14	Dr Sunny Malhotra
15	Dr Dignesh R Vachhani
16	Dr Shivani Sabharwal
17	Mr Harshal Lazaras Gaikwad
18	Dr Vikrant
19	Dr Dushyant Kumar
20	Dr S Mayank Sharma
21	Dr A.Thanalakshmi
22	Dr Sanjivani Chitambar Gavhane

Annexure: E

List of Qualified Participants of 45th EAT Sheet-2	
Sl.No	Name of Participants
23	Dr Ajay Singh (43rd Batch)
24	Dr Vinita Jayaswal
25	Dr Saikat Pradhan
26	Dr Daxesh Maheshbhai Solanki
27	Dr Aksha Raj Kumar
28	Dr.Arvind Kumar Singh
29	Dr C Kishor Kumar (43rd Batch)
30	Dr Dhiman Kumar Mandal
31	Dr Anup Kumar Singh
32	Dr William Mattu
33	Dr. Neeraj Kumar Singh Patel
34	Dr.Mukesh Kumar Prasad
35	Dr Sachin
36	Dr Major Subhash Khatreja
37	Dr Sudipa Banerjee
38	Dr Rashmi Gaur (42nd Batch)
39	Dr Suraj Ramkrishna Dharpawar
40	Dr Krupa Mehulbhai Desai
41	Dr Shilpi Saini
42	Dr Himatlal Trikambhai Kansagra
43	Dr Malaya Kumar Senapati
44	Dr Ravi Vallabhbhai Dedania
45	Dr Divyesh Kumar Amratbhai Patel
46	Dr. Vishal Diwakar
47	Dr. Gitanjali Singh
48	Dr Sher Singh Kakkar

List of Qualified Participants of 45th EAT Sheet-3	
49	Dr. Dinesh Kharti
50	Ms Gundapuneni Jayaprada
51	Mr Jaladi Dhana Raju
52	Mr. Bachu Praveen Kumar
53	Dr Preeti Singla
54	Dr. Prakash Tananki

Annexure: F

Field Visit Group

Field Visit Group	Name of the Participant	Facilitator	Facility Name
Group 1	Ms Gundapuneni Jayaprada	Ms Kanvi	AAM-(SHC) Sikroda, Razapur, Ghaziabad
	Dr Dedania Ravi Vallabhbhai		
	Dr S Mayank Sharma		
	Dr Sarita Pratibha Minz		
	Dr Ajay Kumar		
Group 2	Dr Malaya Kumar Senapati	Ms Shraiya	AAM-(SHC) Sikrikalan, Razapur, Ghaziabad
	Mr Manish Kumar		
	Dr Rinku Sharma		
	Dr Divyesh Amratbhai Patel		
	Dr Dushyant Kumar		
Group 3	Dr Major Subhash Khatreja	Mr Nimish	AAM-(SHC) Deenanathpur, Puthi, Razapur, Ghaziabad
	Dr Jatinkumar Somabhai Malvaniya		
	Dr Jhuma Biswas		
	Dr Sandeep Balasaheb Pund		
	Dr Anup Kumar Singh		
Group 4	Dr Dignesh R Vachhani	Dr Vandana	AAM-(SHC) Sherpur, Bhojpur, Ghaziabad
	Dr Uday Kumar Shrivastav		
	Dr Suraj Ramkrishna Dharpawar		
	Dr Vinita Jayaswal		
	Dr Preeti Singla		
Group 5	Ms Kamaldeep Kaur	Dr Amrita	AAM-(SHC) Salembad, Muradnagar, Ghaziabad
	Dr Saikat Pradhan		
	Dr Dattatraya Bhagwatrao Gholap		
	Dr Shilpi Saini		
	Dr Himatlal Trikambhai Kansagra		
Group 6	Dr Sudipa Banerjee	Ms Rachana	AAM-(SHC) Pursi, Muradnagar, Ghaziabad
	Dr Sunny Malhotra		
	Dr Daxesh Maheshbhai Solanki		
	Dr Sachin		
	Mr. Praveen		
Group 7	Dr. Dinesh Kharti	Dr Neha	AAM-(SHC) Jasat, Gurugram
	Dr William Mattu		
	Dr. S. Soundammal		
	Dr Sambit Kumar Das		
	Dr Shola Chitran		
	Dr. Arun Rajput		

Annexure: F

Field Visit Group	Name of the Participant	Facilitator	Facility Name
Group 8	Dr Krupa Mehulbhai Desai	Dr Prikanksha	AAM-(SHC) Taj Nagar, Gurugram
	Dr. Navina Chand		
	Dr Ketulkumar M Patel		
	Dr.Mukesh Prasad		
	Mr Lalit Mohan Sahu		
	Dr Nidhi Meena		
Group 9	Ms Ramandeep Kaur	Dr Priyam	AAM-(SHC) Loh Singhani, Gurugram
	Dr.Arvind Singh		
	Dr. Vishal Diwakar		
	Dr Akshay Kanaiyalal Prajapati		
	Dr Keerthi. D. Ortho		
Group 10	Dr Pranab Kumar Majumdar	Dr Aditi	AAM-(SHC) Alipur, Gurugram
	Dr. Prakash Tananki		
	Dr A.Thanalakshmi		
	Dr. Neeraj Patel		
	Dr Sher Singh Kakkar		
Group 11	Dr Shivani Sabharwal	Dr Surbhi	AAM-(SHC) Lokra, Gurugram
	Dr. Geetanjali		
	Dr Dhiman Kumar Mandal		
	Dr Aksha Raj Kumar		
	Dr Ankur Kumar Naginbhai Patel		
Group 12	Dr Vikrant	Dr Shikha	AAM-(SHC) Jharsa, Gurugram
	Dr Ashish Mudgal		
	Mr Harshal Lazaras Gaikwad		
	Mr Jaladi Dhana Raju		
	Dr Sanjivani Chitambar Gavhane		

Annexure: G

Participant Feedback Analysis

A. 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	**4.59**
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	**4.70**
1.4	Measurement Systems under NQAS	Ms Vinny Arora	**4.55**
	Day 2		
2.1	Introduction to NQAS for Primary Care Facilities	Mr Ranjith Menon	**4.33**
2.2	Assessment of National Health Programme in Primary Healthcare Facilities – I	Dr Uttsuk Dutta	**4.49**
2.3	Assessment of RMNCHA+N services at Primary Healthcare Facilities – I	Dr J N Srivastava	**4.59**
2.4	Assessment of the extended Service Package in Primary Care	Ms Neelam Siddiqui	**4.52**
2.5	Overview of Quality Management Systems at Primary Care	Dr Deepika Sharma	**4.70**
2.6	Assessment of Digital Records in Primary Healthcare Facilities	Ms Vinny Arora	**4.55**
	Day 3		
3.1	Introduction of NQAS for Secondary Care Facilities	Dr Chinmayee Swain	**4.72**
3.2	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr Poonam Joon	**4.70**
3.3	Overview of special clinical services at Secondary Care	Dr Poonam Joon	**4.70**
3.4	Assessment of National Health Programme at Secondary Healthcare Facilities -II	Dr Uttsuk Dutta	**4.49**
3.5	Overview of KPIs and Outcome Indicators	Mr Anand Yadav	**4.28**
3.6	Assessment under Support Services	Dr Naveen Kumar	**4.25**
	Day 4		
4.1	Overview of Quality Management Systems at Secondary Care	Dr Isha Sachdeva	**4.46**
4.2	Assessment under Patient Rights	Dr Abhay Dhaiya	**4.62**
4.3	Overview of Infection Control in Primary & Secondary Care	Dr Ratan Shekhawat	**4.38**
4.4	Conduct of National Level Assessments - Pre- Assessment and during assessment Activities	Dr Ranjit Mandal	**4.51**
4.5	Continual Quality Improvement and Action Plan for NQAS-assessed facilities	Ms Rachana Kumari	**4.38**
4.6	Key Components of Report Writing for NQAS Certification	Dr Amrita Rastogi	**4.47**
	Day 6		
6.1	Revision of NQAS	Dr Neeraj Gautam	**4.78**

B. Average Day wise Feedback score:

Sl.No	45th EAT Day wise Feedback analysis	
1	Day 1	4.66
2	Day 2	4.53
3	Day 3	4.55
4	Day 4	4.47
5	Day 5	4.68
6	Day 6	4.78

C. Overall Training Feedback Score:

45th EAT Overall Training Feedback		
Sl. No	**Attribute**	**Score**
1	The usefulness of the information received in the training	4.78
2	The structure of training sessions	4.78
3	The Pace of the training sessions	4.71
4	Inclusion of relevant exercises and activities	4.71
5	Easy-to-follow content, language and instructions	4.63
6	Well balanced theory and practical elements	4.67
7	The usefulness of the training material	4.76
8	Overall rating of the training	4.80

D. Most Liked Session:

Sl.No	Session	Name of Resource Person	Score
1	Revision on NQAS	Dr Neeraj Gautam	4.78
2	Introduction of NQAS for Secondary Care Facilities	Dr Chinmayee Swain	4.72
3	Overview of Quality Management Systems at Primary Care	Dr Deepika Sharma	4.70

E. Most Liked Trainer:

Sl.No	Name of Trainer	Average Score
1	Dr Neeraj Gautam	4.78
2	Dr Chinmayee Swain	4.72
3	Dr Deepika Sharma	4.70

Annexure: H







Agenda of Pre Training Orientation

Agenda
Pre-training Orientation of 45th EAT
(Virtual Mode)

Date: 20th June 2025, (Friday)

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 45th EAT**	Ms Kajal Jumnani Consultant (QPS-CU) (45th EAT Coordinator)
10:30 AM - 11:15 AM	**Overview of NQAS:** • 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 Neeraj Gautam Sr Consultant (QPS-CU)
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	

Annexure: I

AGENDA OF 45th EAT

Ministry of Health & Family Welfare
Government of India

NHSRC

Agenda

45th Batch of NQAS External Assessors' Training for

National Quality Assurance Standards

23rd June to 28th June 2025

Venue: First Floor Training Hall, NHSRC

Day 1 – 23rd June, 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	Dr Deepika Sharma 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 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-QPS(CU)
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 – 24th June, 2025		
Time	**Topic**	**Resource Person**
09:00 AM - 09:15 AM	Recap	Ms Rachana Consultant-QPS(CU)
09:15 AM - 10:15 AM	Introduction of National Quality Assurance Standards for Primary Care Facilities	Mr Ranjith Menon Health Expert (ADB)
10:15 AM – 11:15 AM	Assessment of National Health Programme in Primary Healthcare Facilities – I *	Dr Uttsuk Dutta Senior Faculty at NIHFW
11:15 AM – 11:30 AM	**Tea Break**	
11:30 AM – 12:30 PM	Assessment of RMNCAH+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 Siddiqui External Faculty
01:30 PM - 02:15 PM	**Lunch**	
02:15 PM – 03:15 PM	Overview of Quality Management Systems at Primary Care	Dr Deepika Sharma Lead Consultant-QPS
03:15 PM- 03:45 PM	Assessment of Digital Records in Primary Healthcare Facilities	Ms Vinny Arora Lead Consultant-QPS(CU)
03:45 PM - 04:00 PM	**Tea Break**	
04:00 PM – 05:30 PM	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 – 25th June, 2025		
Time	**Topic**	**Resource Person**
09:00 AM - 09:15 AM	Recap of Day 2	Dr Amrita Rastogi Consultant-QPS(CU)
09:15 AM – 10:15 AM	Introduction of National Quality Assurance Standards for Secondary Care Facilities	Dr Chinmayee Swain Senior Consultant-QPS
10:15 AM – 11:15 AM	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr Poonam Joon 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 Poonam Joon External Consultant
12:45 PM - 01:45 PM	Assessment of National Health Programme at Secondary Healthcare Facilities - II	Dr Uttsuk Dutta Senior Faculty at NIHFW
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)
03:00 PM - 4:00AM	Assessment under Support Services	Dr Naveen Kumar Consultant-QPS
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 – 26th June, 2025		
Time	**Topic**	**Resource Person**
09:00 AM - 09:15 AM	Recap	Mr Priyam Deb Consultant-QPS(CU)
09:15 AM - 10:45AM	Overview of Quality Management Systems at Secondary Care	Dr Isha Sachdeva External Faculty
10:45 AM – 11:00 AM	**Tea Break**	
11:00AM – 12:00 PM	Assessment under Patient Rights	Dr Abhay Dahiya Senior Consultant-QPS
12:00 PM – 01:00 PM	Overview of Infection Control in Primary and Secondary Care	Dr Ratan Shekhawat Consultant-QPS
01:00 PM – 01:45PM	**Lunch**	
01:45 PM – 02:45 PM	Conduct of National Level Assessments – Pre-Assessment and during assessment Activities	Dr Ranjit K Mandal Senior Consultant QPS(CU)
02:45 PM – 03:30 PM	Continual Quality Improvement and Action Plan for NQAS-assessed facilities	Ms Rachana Kumari Consultant-QPS (CU)
03:30 PM – 04:15 PM	Key Components of Report Writing for NQAS Certification	Dr Amrita Rastogi Consultant-QPS (CU)
04:15 PM – 04:30 PM	**Tea Break**	
04:30 PM – 05:00 PM	Exercise	QPS Team
05:00 PM – 05:15 PM	Role Play	QPS Team
05:15 PM - 05:30 PM	Briefing about the field visit and group work	Ms Kajal Jumnani

Day 5 – 27th June,2025		
Time	**Topic**	**Resource Person**
09:00 AM – 01:00 PM	Field Visit at AAM-SHC	Ms Kajal Jumnani & 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 – 28th June, 2025		
Time	**Topic**	**Resource Person**
09:00 AM – 10:00 AM	Revision	Dr Neeraj Gautam Senior 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- Ms Kajal Jumnani; Consultant-CU(QPS)