

# 2025

## 48th 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 the 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 48<sup>th</sup> National External Assessors' Training, held from 27<sup>th</sup> October- 1<sup>st</sup> November 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 the Certification Unit of QPS division, NHSRC. The number of annual trainings is decided based on the estimation of assessor requirements for the conduct of National assessments and Quality certification of public health facilities. As the program is for the public health system, professional clinicians, health administration, and nursing professionals from the public health system, they are encouraged to undertake this training. Interested candidates working in the field of Quality healthcare in private organizations are also allowed to participate in the training.

The 48<sup>th</sup> batch of EAT was planned as a nursing batch including the state nominated candidates from nursing background and the applications were invited from interested professionals from govt and non-govt sector as well, who meet the essential and desirable qualification and experience criteria mentioned in the 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 the focus of each session has been shifted from secondary level of care - District Hospital to primary level of care - Ayushman Arogya Mandir Sub Health Centres.

A pre-training orientation session was also designed for the nominated candidates in online mode. The session was planned two days before the scheduled training and online resource materials were shared with all the 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 selected from different states and UTs as per the criteria mentioned, but 58 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 5<sup>th</sup> day of the training, a field visit to 3 District Hospitals in the NCT of Delhi was organized. It allowed participants to apply their learning of assessment methods and scoring systems 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 70 participants appeared for the examination, including 12 participant who did not qualify previously, reappeared for the exam. ***(Annexure D)***. Only 46 participants qualified the post-training evaluation. ***(The list is attached as Annexure E)***. Mr. Veer Singh Yadav (Delhi) is disqualified from the 48th External Assessors' Training due to non-submission of the required NOC from his working organization.

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 training aims 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 empanelled external assessor.

## PREPARATION FOR THE TRAINING

An online pre-training orientation session was organized for all the shortlisted participants on 25<sup>th</sup> October, 2025. Soft copy of the resource materials was shared along with the **concept note of NQAS, code of conduct, instructions for participants, and the Webex link**. Session on “Overview of Public Health System” was taken by Dr Neeraj Gautam, Senior Consultant- QPS, “Overview of National Quality Assurance Program” was taken by Dr Abhay Dahiya, Senior Consultant-QPS, followed by a session on “Brief Introduction to National Quality Assurance Standards” was taken by Dr Anand Yadav, Consultant-QPS.

The following resource materials were distributed to the participants at the time of registration on day 1:

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

All the reading material was 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 48<sup>th</sup> 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 began with a welcome address by Gp Capt (Dr) Rajiv Pathni, Advisor, Quality & Patient Safety Division (QPS), NHSRC. He outlined the goals and objectives of the training and spoke about the increasing emphasis on enhancing the quality of healthcare at both the federal and state levels. He highlighted the pivotal role of NQAS certification in improving the standards of healthcare facilities across the country. He encouraged participants to actively contribute to fostering a culture of quality and safety in healthcare. Followed by which the dignitaries inaugurated the training with lamp lighting.

The inaugural address was delivered by the Chief Guest, Dr. Pragya Sharma, Executive Director, NHSRC. She outlined the advancements in healthcare quality and emphasized the need for a robust pool of external assessors equipped with strong professional attributes. She also highlighted the importance of active participation in the healthcare system: as mentors, resource persons, and assessors. She commended the QPS Division for successfully hosting the 48<sup>th</sup> External Assessors' Training (EAT) and for building a pool of over 2,000 External Assessors and Ayushman Assessors across the country. She underscored that quality improvement is the need of the hour to strengthen trust and confidence in the public health system. She concluded by highlighting the crucial role of the newly trained NQAS assessors in advancing quality standards across public health facilities.

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

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



## TECHNICAL SESSIONS

**DAY 1- 27<sup>th</sup> October, 2025**

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

The first session of Day 1 was focused on an “Overview of the Public Health System and NQAS.” It was delivered by Gp Capt (Dr) Rajiv Pathni, Advisor QPS, who began by outlining the expectations from participants during the training, as well as explaining the appeal process.

Dr. Pathni provided a comprehensive overview of the Public Health System in India, starting with the fundamental concepts of patient safety and quality. He discussed key elements such as Ayushman Bharat, major quality milestones in Indian healthcare, the structure of the public health system, and various initiatives under the National Quality Assurance Standards (NQAS).

He 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. He explained the journey of quality assurance in India and highlighted that NQAS is built on the Donabedian Model of Quality of Care, applicable across multiple levels of healthcare facilities including DH, CHC, PHC, UPHC, and AAM-SHC. Dr. Pathni also briefed participants on the ISQua accreditation of NQAS, elaborating on the role and responsibilities of NQAS assessors in alignment with ISQua protocols. Additionally, the session covered observer ship norms for candidates with limited public health exposure, along with empanelment and de-empanelment criteria for assessors.



### **Session 1.2: Introduction to NQAS and Area of Concerns**

Dr. Deepika Sharma (Lead Consultant – QPS) conducted the second session on “Introduction to NQAS and Areas of Concern.” The learning objectives of her session were to provide an overview of the National Quality Assurance Standards (NQAS), help participants understand the NQAS architecture, explain the intent behind the Areas of

Concern, and explore the nuances of the National Quality Assurance Standard requirements. She guided the participants through the anatomy of the NQAS checklist and explained the Areas of Concern, Standards, Measurable Elements, Checkpoints, and the scorecard. She also discussed how the Donabedian Model of Quality of Care has been incorporated into NQAS, and provided an overview of Structure, Process, and Outcome within the framework. Additionally, she explained all eight Areas of Concern using various case scenarios to help participants understand the concepts of Areas of Concern, Standards, Measurable Elements, and Checkpoints for assessing facilities.



### **Session 1.3: - Measurement Systems under National Quality Assurance Standards**

The third technical session of Day 1 was conducted by Ms. Vinny Arora, Lead Consultant – QPS (CU). The learning objectives of her session were to understand the architecture, layout, and design of NQAS; to identify and understand different methods of assessment; and to learn about the NQAS scoring system. She helped participants understand the anatomy of the checklist and explained the Areas of Concern, Standards and Measurable Elements, Checkpoints, and the Scorecard. She also provided an overview of the departmental checklists available for different levels of healthcare facilities, along with several case scenarios that offered clarity to participants on the scoring norms. Additionally, she briefed the participants on the different methods of assessment that may be used individually or in combination to evaluate compliance and draw conclusions during an NQAS assessment.



#### **Session 1.4: - Exercise on the sessions covered during Day 1:**

All participants were divided into eight groups for group work and exercises, with 7–8 people in each group. Each group was mentored and supported by a Consultant as a Moderator from the QPS division. The role of the moderator was to oversee and guide the group activities. The purpose and methodology of the exercises were explained by Dr. Shikha Sharma, the 48th EAT Coordinator. The exercises comprised both objective (MCQs) and subjective formats, including true/false statements, fill-in-the-blanks, match-the-following, identifying Standards and MEs, and assessing compliance based on case studies. Each group was asked to complete the exercises individually within a specified time frame, followed by group discussions. The overall purpose of the exercise was to enhance comprehension and application of the topics and concepts covered earlier in the day.

After completing the tasks, participants discussed their assignments with their respective moderators and clarified their doubts. They attempted the exercises in the Day 1 workbook, and the moderators submitted the group scores to the training coordinator. The weightage of the group exercise score is also considered during the final scoring along with the post-training evaluation.



## DAY 2 – 28<sup>th</sup> October, 2025

The 2<sup>nd</sup> 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 lessons from the previous day's 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: - Overview of Ayushman Aarogya Mandir- Sub Health Centre

The second session was conducted by Ms. Neelam Siddiqui (External Faculty – NQAS Assessor) on “Overview of Ayushman Arogya Mandir – Sub Health Centre” and its scope of services. She briefed the participants on how AAM-SHC is meeting the requirements of Sustainable Development Goal 3.8, the criteria for Universal Health Coverage, and how AAM-SHC is fulfilling the comprehensive primary healthcare needs of society. She also explained how AAM-SHC provides services following the illness-to-wellness approach, the challenges faced in primary healthcare, and the key principles and reforms of AAM. Community ownership through various structures and activities promoted in AAM-SHC was also discussed. In addition, she provided an overview of the seven service packages and five expanded packages of AAM-SHC, along with the IT-enabled monitoring platforms available. During this session, the requirements of NQAS as per applicable standards were discussed, as well as how compliance with these standards needs to be assessed during national-level evaluations.



### Session 2.2: Introduction of National Quality Assurance Standards for Primary Care Facilities

Dr. Abhay Dahiya, Senior Consultant, QPS, conducted the second session of Day 2 on Introduction to NQAS for Primary Healthcare Facilities. The objectives of the session were to provide an overview of the National Quality Assurance Standards (NQAS), to explain how NQAS standards are structured for primary healthcare facilities, to help participants understand the intent of the standards, and to clarify the rationale and applicability of the standards at AAM-SHC, AAM-PHC, and UPHC.

During the session, he discussed the applicable standards for different levels of primary healthcare facilities and explained how compliance with these standards can be assessed.

### **Session 2.3: Assessment of the extended Service Package in Primary Care**

Ms Neelam Siddiqui (External faculty -NQAS assessor), 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 2.4 Assessment of RMNCHA+N services at Primary Healthcare Facilities – I**

The fourth session of Day 2 was taken up by Dr Anupa Vig (External faculty). The objective of the session is to capacitate the participants to assess the service compliance pertaining to RMNCAH+N. During the session, she discussed the applicable standards of NQAS to assess RMNCHA+N services in AMM-SHC, PHC, and UPHC. She also discussed the services availability under each component and also highlighted the key requirements of the family planning program, Adolescent Health, Nutritional program, etc.



### **Session 2.5: Overview of General Clinical Services**

Dr Neeraj Gautam -Senior Consultant-QPS (CU), conducted the 5<sup>th</sup> Session of the day. He briefed about the Standards from E1-E9 and the measurable elements and checkpoints that comes under these standards in each level of healthcare facility. He also explained how to conduct the assessments with examples under each method under these standards.



### **Session 2.6: Overview of Quality Management Systems at Primary Care**

Dr. Abhay Dahiya, Senior Consultant – QPS, conducted this session to explain to potential assessors how to assess the Quality Management System (QMS) in primary healthcare facilities such as AAM-SHC, PHC, and UPHC. During the session, he explained the requirements of various applicable standards related to quality management. He highlighted the importance of documentation and outlined key document requirements, including SOPs, records, the constitution of different committees, and the establishment of procedures such as PSS, audits, internal and external assurance mechanisms, and the use of quality tools for identifying gaps and preparing action plans for gap closure. An exercise on the use of a quality tool was also conducted to enhance participants' understanding.



### **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 – 29<sup>th</sup> October, 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 recapitulated the key learnings of the previous day's sessions.

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

Dr. Arpita Agrawal, Senior Consultant – QPS, conducted this session. The learning objectives were to provide an overview of NQAS for secondary care facilities, to present a comparative analysis between NQAS for primary and secondary healthcare facilities, and to help participants understand the applicable standards for DH/SDH and FRU-level public health facilities. During the session, she discussed the various standards and measurable elements related to the eight Areas of Concern (AoCs) across different levels of facilities, including District Hospitals, Community Health Centres, and Urban Primary Health Centres.

#### Session 3.2: Overview of Special clinical services at Secondary Care

Dr Mrinalini Mani, External faculty & HOD-Gynae & Obs, GGS Govt Hospital took the second 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 3.3 RMNCHA+N services at Secondary Healthcare Facilities – II

Dr. Mrinalini Mani conducted the next session and discussed clinical aspects related to RMNCHA+N at District Hospitals and CHCs. She explained the applicable standards related to antenatal, intranatal, and postnatal care; newborn and child health; family planning and abortion; and adolescent health. She also provided brief information on vaccines. In addition, she shared real photographs from hospitals to illustrate and contextualize the applicable standards.

### Session 3.4: Assessment under Support Services

The session on AoC D was introduced by Dr. Anand Yadav, Consultant – QPS, who compared it to an iceberg to emphasize how support services, though foundational to hospital operations are often overlooked in public healthcare settings. He explained the direct and indirect effects that neglecting support services can have on the quality of patient care. For example, inadequate facility maintenance or equipment failure can significantly compromise patient outcomes. He provided a comprehensive overview of the 12 standards under support services, covering areas such as statutory requirements, contract services, laundry services, dietary services, financial management, inventory management, facility maintenance, power backup, and equipment maintenance and calibration.

### Session 3.5: Assessment of National Health Programs

The fifth session of Day 3 was taken by Dr. JN Srivastava (Ex-Advisor QPS). The objective of the session was to make the participants aware of the reason for having National Health Programs for delivering comprehensive care and how Quality is to be assessed in those programs at primary and secondary care facilities. The Health System Strengthening Programs, Communicable and Non-Communicable Diseases, National Vector-borne disease control program, National Nutritional Program, and Surveillance Disease Program were part of this session in primary care. He gave a briefing on the elements of nutrition, immunization, illness prevention, mental health, and maternal and child health.

He also discussed that referral services of the National health programs are being integrated between the primary level of care and the secondary level of service provider; what are the things to assess for NHP at the Secondary level hospital as per the NQAS checklist. The key messages under Assessment of NHPs at secondary care facilities were:

- ✓ Secondary healthcare institutions are not exclusively for referral service only; Services of NHP are also provided.
- ✓ Quality assessment of NHPs under NQAS assessment checklist.
- ✓ Instead of a detailed evaluation of programs, a few key areas are sufficient for quality assurance:
  - Availability of appropriate health manpower.
  - Knowledge of health care providers.
  - Availability of appropriate diagnostic facilities.
  - Availability of service facilities.
  - Effective and efficient referral system.



### **Session 3.5: Overview of KPIs and Outcome Indicators**

Dr. Vineeta Dhankhar, Consultant – QPS, conducted the session on KPIs and Outcome Indicators. The learning objective of the session was to familiarize participants with key terminologies such as data, information, knowledge, outcome, output, and KPIs; to highlight the importance of indicators; and to explain the applicable standards and measurable elements to be assessed. She described the four areas used to measure quality: productivity, efficiency, clinical care, and service quality.

All key indicators—productivity indicators, efficiency indicators, clinical care and safety indicators, and service quality indicators—were explained in detail. She also discussed how KPI and outcome indicator data can be used for decision-making to improve service delivery. Hands-on training on calculating various key indicators was also conducted during the session.



### **Session 3.8: Exercise & Discussion with moderator**

In this session, participants were given three exercises on the session undertaken on day 3- identifying the AoC under NQAS, RMNCHA+N services at secondary healthcare facilities, fill in the blanks, and case scenarios from Specific Clinical services at secondary care facilities. Participants were asked to give answers based on discussions with respective moderators in the groups. All the groups were given scores for their responses by the moderators.



## DAY 4- 17<sup>th</sup> July,2025

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

### Session 4.1 Overview of Quality Management Systems at Secondary Care

Dr. Deepika Sharma (Lead Consultant – QPS) conducted the first session on Day 4. Using various examples, she explained how to apply high-quality tools such as Pareto Analysis, Fishbone Diagram, Control Chart, and Run Chart within a hospital setting. Participants also completed workbook exercises that required them to use the quality tools discussed earlier to address specific problems. She then discussed the risk management framework, its importance for healthcare facilities, and the process of reporting risks. She explained the criteria for identifying hospital risks: including adverse events, sentinel events, and near-miss events and how to categorize risks based on their potential impact. Additionally, she covered the need for developing a risk mitigation plan, introduced risk identification tools such as SWOT analysis and analogy, and explained the documentation process using a risk register.

### Session 4.2: Assessment under Patient Rights

Dr Naveen Kumar, 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. Siddhi Dhond, Consultant – QPS, conducted this session. She highlighted the recommended infection control policies and procedures that public health facilities must adhere to and emphasized the importance of these practices in improving the quality of service delivery. She explained how the implementation of infection control strategies, monitoring of nosocomial infections, hand washing practices, adherence to standard

personal protective protocols, safe handling of equipment, biomedical waste management, and maintenance of environmental controls are assessed through the NQAS checklist.

#### **Session 4.4: Conduct of National Level Assessments: Pre-assessment and during assessment activities:**

The session was led by Ms. Vinny Arora, Lead Consultant – QPS (CU), and covered the definition of assessment as well as the fundamentals of conducting assessments. She explained the steps involved in the assessment process, the role of the external assessor, the required audit man-days, and the various stages of National Assessments. She also discussed the conduct of assessments, including the documentation, records, and procedures that states must submit for certification.

Additionally, she provided an overview of important “Do’s and Don’ts” during assessments and shared common challenges encountered by assessors during NQAS evaluations. The session also covered the process of assessing AAM-SHCs in virtual mode.

#### **Session 4.5: Continual Quality Improvement and Action Plan for NQAS**

Ms. Rachana Kumari, Consultant – QPS (CU), conducted the session on Continual Quality Improvement (CQI). The session aimed to familiarize participants with concepts related to continual 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 clearly explained the distinction between continual and continuous improvement. Continuous improvement was described as an uninterrupted process, whereas continual improvement was explained as incremental advancements followed by periodic pauses for evaluation and adjustment. She also provided examples demonstrating how to prepare a model action plan to address identified gaps.



#### **Session 4.6: Key Components of Report Writing for NQAS Certification**

This session was conducted by Dr. Ranjit Kr. Mandal, Senior Consultant – QPS (CU). He explained the basic framework to be followed while preparing the post-facility assessment report, along with the timeline for report submission. He also highlighted the fundamental principles of report writing and emphasized the need to clearly document identified gaps with proper explanations, supported by photographs wherever possible.

Additionally, he briefed participants on the rules for report submission and the process of providing feedback on the SaQsham portal. He explained how to write clear gap statements for inclusion in the executive summary, enabling facilities to develop effective action plans. He also described the mandatory documents and activities, such as submitting feedback on the SaQsham portal—required for the successful submission of the completed assessment report.

#### **Session 4.7: Exercises on Area of Concern B, D & G**

The group exercises were mentored by moderators where all the participants were given the exercise workbook. The exercises were based on case scenarios under exercises of AoC B, Spotting test from slide images shown to identify gaps and standards pertaining to it under AoC D and some exercises with Pareto analysis, Run chart and FMEA under AoC G. 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.

#### **Session: 4.8 Briefing about the Field Visit:**

Dr Shikha Sharma, External Consultant-QPS (CU) outlined the objectives and guidelines for the 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:

- 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- 31<sup>st</sup> October, 2025

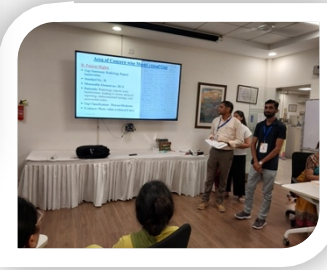
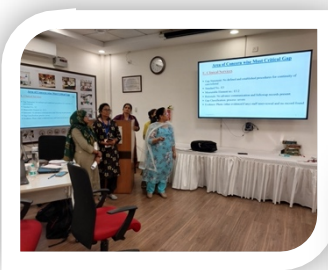
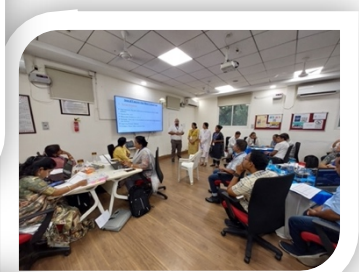
### Field Visit at District Hospitals for mock assessment

Three District Hospitals in the NCT of Delhi were selected for the field visit. On Day 5, all 12 groups, accompanied by their respective facilitators from the QPS division, visited the assigned departments within these District Hospitals. The District Hospital checklist relevant to each department was provided to every group and participant to assess the designated departments within a three-hour timeframe. The groups departed from NHSRC at 8:00 AM and reached the facilities by 9:00 AM. After completing the assessments, all groups returned to the training venue by 2:00 PM. The list of groups and the facilities visited is attached as Annexure F.

### Group presentation on Field visit:

All 12 groups were given two hours to complete score entry in the checklist using their laptops. Based on their assessment findings, each group prepared a PowerPoint presentation in the prescribed format. Each group was allotted 10 minutes for the presentation, followed by 5 minutes for discussion. Each group's presentation was evaluated by a three-member panel and scored on five parameters.

### **Some of the picture of Group presentation:**



## DAY 6- 19<sup>th</sup> July, 2025

### Revision Session of the last 5 days

Ms. Vinny Arora, Lead Consultant – QPS (CU), conducted this session in an interactive format, covering the Areas of Concern (AoCs), standards, and departments under NQAS. This approach greatly clarified key concepts for the participants and helped them gain a better understanding of essential aspects of NQAS, providing valuable preparation for their upcoming examination.



### POST TRAINING EVALUATION

On Day 6, 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 in which they were required to identify gaps based on the slides shown. These gaps were to be documented as gap statements along with their corresponding Standards and Measurable Elements.

### VALEDICTORY

Dr. Pragya Sharma, Executive Director, NHSRC, delivered the valedictory address. She thanked all the participants for their active involvement and sincerity throughout the training program. She reiterated the important role of assessors in achieving quality standards and, subsequently, in improving the overall quality of healthcare in India.

Several participants shared their feedback, stating that the training had been highly fruitful and had exposed them to valuable good practices. They expressed that the program had significantly enhanced their knowledge and skills related to Quality, which they were confident of implementing in their respective States. They also appreciated the excellent quality of the sessions conducted by the faculty members, as well as the warm hospitality and food arrangements. The event concluded with a prize distribution ceremony for the top three group presentations based on 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 suggestion:**

- Course duration may be increased as more days required to understand the depth of the subject.

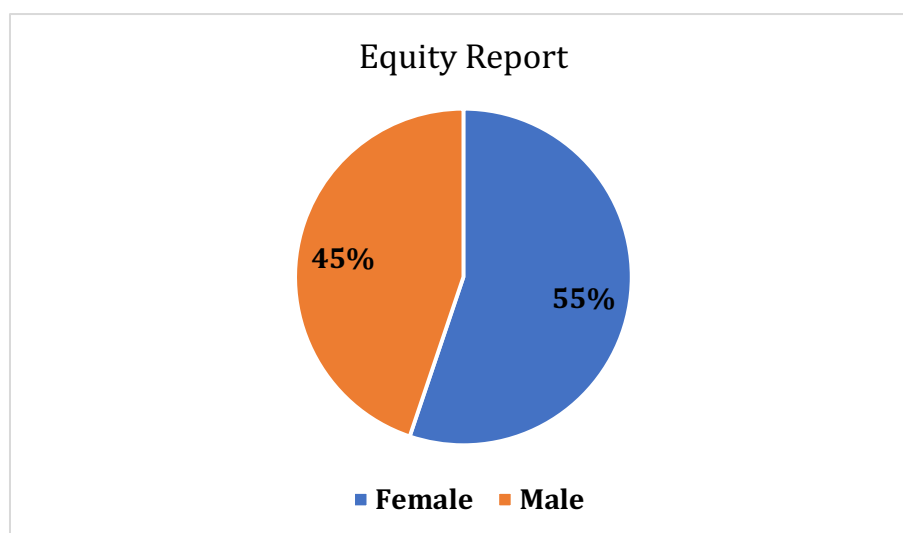
**Annexure- A****List of groups of Participants of 48<sup>th</sup> EAT**

S.No.	Group ID	Seat	State	Name of Candidate	Gender
1	A	A1	Uttarakhand	Mrs Usha Rawat	F
2		A2	Kerala	Mr Sreejith. M. G	M
3		A3	West Bengal	Mrs Sarmistha Chakravorty	F
4		A4	Haryana	Dr Rani Devi	F
5		A5	Telangana State	Mr Swamy Angothu	M
6		A6	Chhattisgarh	Mr Raju Lal Navrange	M
7		A8	Rajasthan	Mrs Amrita Nitharwal	F
8	B	B9	Uttarakhand	Mrs Mridula Sunderiyal	F
9		B10	Punjab	Mrs Rachal	F
10		B11	Telangana State	Mr Manmohanreddy. S	M
11		B13	Rajasthan	Mr Arun Kumar Purohit	M
12		B14	Tamil Nadu	Mrs Kaveri Selvi.D	F
13		B15	Maharashtra	Mrs Leena Girish Kulkarni Tongaonkar	F
14		B16	Uttar Pradesh	Mrs Velma Victor	F
15	C	C17	Punjab	Mrs Harkomal Sharma	F
16		C18	Haryana	Mrs Sumitra Devi	F
17		C19	Chhattisgarh	Mrs Zeba Nazz Shekh	F
18		C20	Tamil Nadu	Mrs K. Karthiga	F
19		C22	Uttar Pradesh	Mr Raza	M
20		C23	Jharkhand	Mr Aditya Sharma	M
21		C24	Delhi	Mrs Kiruthika T.K.	F
22	D	D25	Chhattisgarh	Mrs Alka Bara	F
23		D26	Tamil Nadu	Mrs R. Visalakshi	F
24		D27	Madhya Pradesh	Mrs Trupti Patle	F
25		D28	Maharashtra	Mr Sagar V Joshi	M
26		D29	Himachal Pradesh	Mrs Anupam	F
27		D30	Jharkhand	Mr Mahesh Bunkar	M
28		D31	Rajasthan	Dr Priyanka Katewa	F
29	D32	Haryana	Mr Naveen	M	
30	E	E33	Madhya Pradesh	Mrs Jyoti Dubey	F
31		E34	Uttar Pradesh	Mrs Tara Tiwari	F
32		E35	Himachal Pradesh	Mrs Deepika	F
33		E36	Jharkhand	Mrs Usha Verma	F
34		E37	Chhattisgarh	Dr Arvind Mishra	M
35		E38	Karnataka	Mr Ranjith R Menon	M
36		E39	Tamil Nadu	Mrs M. Sarala	F
37		E40	Maharashtra	Mr Manwatkar Rushikesh Madhukar	M

S.No.	Group ID	Seat	State	Name of Candidate	Gender
38	F	F41	West Bengal	Mrs Sanghamitra Mukherjee	F
39		F42	Chhattisgarh	Mrs Kesh Awasthi	F
40		F44	Jharkhand	Mrs Urmila Tirkey	F
41		F45	Delhi	Dr Prashant Bhagirath Khaire	M
42		F46	Maharashtra	Mrs Siddhi Ganesh Bandekar	F
43		F47	Uttar Pradesh	Dr Ashok Kumar Bishnoi	M
44		F48	Telangana State	Mr Pawan Duggal	M
45		G	G49	Madhya Pradesh	Mrs Namrata Takle
46	G50		Uttar Pradesh	Mrs Gurpreet Kaur	F
47	G51		Jharkhand	Mr David Hemrom	M
48	G52		Maharashtra	Dr Asim Salim Shah	F
49	G53		Gujarat	Ms Chaudhari Bhavikaben Babulal	F
50	G54		Chhattisgarh	Ms Anjali Bhatt	F
51	G55		Delhi	Mr Veer Singh Yadav	M
52	H	H56	Jharkhand	Mrs Manju Lakra	F
53		H57	Chhattisgarh	Mrs Shobhika Gajpal	F
54		H58	Himachal Pradesh	Dr Gaurav Sethi	M
55		H60	Tamil Nadu	Mrs Kavitha. C	F
56		H61	Uttarakhand	Mrs Kafia Khatoon	F
57		H62	Uttar Pradesh	Mrs Monny Rana	F
58		H63	Maharashtra	Mr Sameep Sanjay Aghamkar	M

Equity Report on Gender & Geographical distribution of participants

For the 48<sup>th</sup> batch of National External Assessor Training at NHSRC New Delhi, The CVs of state nominated and non-govt participants were received via e-mail. Based on the eligibility criteria, participants were shortlisted for the training. A total of 61 Participants were shortlisted and invited to attend the training, but only 58 participants attended as 3 participants had withdrawn. The details distribution is as follows:



Geographical Distribution:

Sl.No	Name of State/UTs	No. of Participants
1	Chhattisgarh	7
2	Delhi	3
3	Gujarat	1
4	Haryana	2
5	Haryana	1
6	Himachal Pradesh	3
7	Jharkhand	6
8	Karnataka	1
9	Kerala	1
10	Madhya Pradesh	3
11	Maharashtra	4
12	Maharashtra	2
13	Punjab	2
14	Rajasthan	3
15	Tamil Nadu	5
16	Telangana State	3
17	Uttar Pradesh	6
18	Uttarakhand	3
19	West Bengal	2
<b>Total</b>		<b>58</b>

Day wise Group exercise scoring

S.No.	Name of Candidate	D1 - A&B	D1- C	D2- E1	D2- E2	D2- E3	D3- E1	D3- E2	D3- E3	D4- AOC B	D4- AOC D
1	Mrs Usha Rawat	9.5	9	9	8.5	9	9.5	9.5	9	9.5	9.5
2	Mr Sreejith. M. G	9.5	9.5	9	8	9	9.5	9.5	9.5	9.5	10
3	Mrs Sarmistha Chakravorty	9	9	9	9	8.5	9.5	9	9.5	9	9.5
4	Dr Rani Devi	9.5	9	9	8.5	9	9	9.5	9	9.5	10
5	Mr Swamy Angothu	8.5	9	9	8.5	8	9	9	9	9.5	9.5
6	Mr Raju Lal Navrange	8	8	9	8	8.5	9	9	9	9	9.5
7	Mrs Amrita Nitharwal	9.5	9	9	8.5	9	9.5	9	9	9	9
8	Mrs Mridula Sunderiyal	9	9	9.5	9	9.5	9	9.5	9	9	8.5
9	Mrs Rachal	8.5	8.5	9.5	9	9.5	8	8.5	8	9	9
10	Mr Manmohanreddy. S	8	8	9.5	9	9.5	9	9.5	9	9.5	8.5
11	Mr Arun Kumar Purohit	8.5	8.5	9.5	9	9.5	8	8.5	9	9	8.5
12	Mrs Kaveri Selvi.D	10	10	9.5	9	9.5	9	9	8.5	9	9
13	Mrs Leena Girish Kulkarni Tongaonkar	8	8	9.5	9	9.5	9	9	9	9.5	9
14	Mrs Velma Victor	8	8	9.5	9	9.5	9	8.5	9	9	9
15	Mrs Harkomal Sharma	9	8.5	8.5	9	8.5	9.5	9.5	9.5	9	9
16	Mrs Sumitra Devi	8	8.5	9.5	9.5	9.7	9.5	9.5	9.5	9	9
17	Mrs Zeba Nazz Shekh	8	8.5	8	8.5	9	9.5	9.5	9.5	9	9
18	Mrs K. Karthiga	8	8.5	9.5	9.5	9.5	9.5	9.5	9.5	9	9
19	Mr Raza	8	8.3	8.5	8.5	9	9.5	9.5	9.5	8	8
20	Mr Aditya Sharma	Ab	Abs	8	8.5	8.5	9.5	9.5	9.5	8	8
21	Mrs Kiruthika T.K.	8	8.5	9	9	9	9.5	9.5	9.5	10	10
22	Mrs Alka Bara	9.5	9	8	8	8.5	8.5	9	8.5	8.5	8.7
23	Mrs R. Visalakshi	9.5	9	9.5	9.5	9.5	9	9	8.5	9.5	9.5
24	Mrs Trupti Patle	9.5	9	8.5	8.5	8.5	9	8.5	9	8	8.2
25	Mr Sagar V Joshi	9.5	9	9	9	9	8.5	9	9	9.5	9.5
26	Mrs Anupam	9.5	9	9.5	9.5	9.5	9	9.5	8.5	9.7	9.5
27	Mr Mahesh Bunkar	9.5	9	8	8	8.5	8.5	8	8.5	8	8.8
28	Dr Priyanka Katewa	9.5	9	9	9	9	9	8.5	9.5	9.5	9.5
29	Mr Naveen	9.5	9	9.5	9.5	9.5	9.5	9	8.5	9.5	9.5
30	Mrs Jyoti Dubey	8	8.5	9	9	9.5	9	9.5	8.5	9	9
31	Mrs Tara Tiwari	8	8.5	9	9	9.5	9	9.5	8.5	9	9
32	Mrs Deepika	9.5	9.5	9	9	9.5	9	9.5	8.5	9	9
33	Mrs Usha Verma	9	9	9.5	9.5	10	9	9.5	8.5	9	9
34	Dr Arvind Mishra	8	8	10	10	10	9	9.5	8.5	9	9
35	Mr Ranjith R Menon	9.5	9.5	10	10	10	9	9.5	8.5	9	9
36	Mrs M. Sarala	8	8.5	9.5	9.5	9.5	9	9.5	8.5	9	9
37	Mr Manwatkar Rushikesh Madhukar	9	9	9.5	9.5	9.5	9	9.5	8.5	9	9
38	Mrs Sanghamitra Mukherjee	8.5	7.5	8.5	8.5	8	8	8.5	9	9.5	9

S.No.	Name of Candidate	D1 - A&B	D1- C	D2- E1	D2- E2	D2- E3	D3- E1	D3- E2	D3- E3	D4- AOC B	D4- AOC D
39	Mrs Kesh Awasthi	9	8.5	9	9	8.5	9	10	8.5	9.5	9
40	Mrs Urmila Tirkey	8	9.5	8	8	8.5	8.5	8.5	9.5	9.5	9
41	Dr Prashant Bhagirath Khaire	9.5	9	8.5	8.5	8.5	9	8	10	9.5	9
42	Mrs Siddhi Ganesh Bandekar	8.5	9.5	8	8	8	9	8	9	9.5	9
43	Dr Ashok Kumar Bishnoi	9.5	9	9	9	9	9.5	10	9	9.5	9
44	Mr Pawan Duggal	9	9	8.5	8.5	8.5	9.5	10	9.5	9.5	9
45	Mrs Namrata Takle	9	9	9	9	9	9.5	9.5	9	9	9
46	Mrs Gurpreet Kaur	9	9	9	9	9	9.5	9.5	9	9	9
47	Mr David Hemrom	9	9	9	9	9	9.5	9.5	9	9	9
48	Dr Asim Salim Shah	9	9	9	9	9	9.5	9.5	9	9	9
49	Ms Chaudhari Bhavikaben Babulal	9	9	9	9	9	9.5	9.5	9	9	9
50	Ms Anjali Bhatt	9	9	9	9	9	9.5	9.5	9	9	9
51	Mr Veer Singh Yadav	9	9	9	9	9	9.5	9.5	9	9	9
52	Mrs Manju Lakra	9	9	9	9	9	9.5	9.5	9	8.5	8.5
53	Mrs Shobhika Gajpal	10	9	9.5	9.5	9.5	10	10	10	9	8.5
54	Dr Gaurav Sethi	10	10	9.5	9.5	9.5	9.5	9.5	9.5	8.5	9
55	Mrs Kavitha. C	10	10	9.5	9.5	9.5	9.5	9.5	10	9	8.5
56	Mrs Kafia Khatoon	10	9	9.5	9.5	9.5	9	9	9.5	8.5	9
57	Mrs Monny Rana	9	9	9.5	9.5	9.5	9.5	9.5	9.5	9	8.5
58	Mr Sameep Sanjay Aghamkar	9	9	9.5	9.5	9.5	9	9	9	9	8.5

List of Re-Appear Candidate

<b>S.No.</b>	<b>Name of the Participant</b>	<b>EAT Batch No.</b>
1.	Ms. Sonia Rani	40 <sup>th</sup>
2.	Ms Rupali Batish	40 <sup>th</sup>
3.	Ms Kanchan Bala	40 <sup>th</sup>
4.	Dr.Pankaj Kumar Maurya	42 <sup>nd</sup>
5.	Dr Shabir Hussain	43 <sup>rd</sup>
6.	Dr. Lokesh Tripathi	44 <sup>th</sup>
7.	Dr. Shilpa Pattanashetti	44 <sup>th</sup>
8.	Dr. Ogirala Venkata Indira	44 <sup>th</sup>
9.	Dr. Navina Chand	45 <sup>th</sup>
10.	Dr Rinku Sharma	45 <sup>th</sup>
11.	Mr Manish Kumar	45 <sup>th</sup>
12.	Dr. Anil Kumar Pattanaik	46 <sup>th</sup>

**List of Qualified Participants of 48<sup>th</sup> EAT**

<b>S.No.</b>	<b>Name of Qualified Participant</b>
1	Mrs Usha Rawat
2	Mr Sreejith. M. G
3	Mrs Sarmistha Chakravorty
4	Dr Rani Devi
5	Mr Swamy Angothu
6	Mrs Amrita Nitharwal
7	Mrs Mridula Sunderiyal
8	Mrs Rachal
9	Mr Manmohanreddy. S
10	Mr Arun Kumar Purohit
11	Mrs Kaveri Selvi.D
12	Mrs Leena Girish Kulkarni Tongaonkar
13	Mrs Harkomal Sharma
14	Mrs Sumitra Devi
15	Mrs K. Karthiga
16	Mrs Kiruthika T.K.
17	Mrs R. Visalakshi
18	Mrs Trupti Patle
19	Mr Sagar V Joshi
20	Mrs Anupam
21	Dr Priyanka Katewa
22	Mr Naveen
23	Mrs Jyoti Dubey
24	Mrs Tara Tiwari
25	Mrs Deepika
26	Dr Arvind Mishra
27	Mr Ranjith R Menon

<b>S.No.</b>	<b>Name of Qualified Participant</b>
28	Mrs M. Sarala
29	Mr Manwatkar Rushikesh Madhukar
30	Dr Prashant Bhagirath Khaire
31	Mrs Siddhi Ganesh Bandekar
32	Dr Ashok Kumar Bishnoi
33	Mrs Namrata Takle
34	Mrs Gurpreet Kaur
35	Ms Chaudhari Bhavikaben Babulal
36	Ms Anjali Bhatt
37	Mrs Manju Lakra
38	Mrs Shobhika Gajpal
39	Dr Gaurav Sethi
40	Mrs Kavitha. C
41	Mrs Kafia Khatoon
42	Mrs Monny Rana
43	Ms. Sonia Rani
44	Dr. Shilpa Pattanashetti
45	Dr. Ogirala Venkata Indira
46	Dr. Anil Kumar Pattanaik

**Field Visit Groups**

<b>Group No.</b>	<b>Name of the Participant</b>	<b>Facilitator</b>	<b>Facility Name</b>
1	Mrs Usha Rawat	Dr Ruchita Singh	Labour Room, Jag Pravesh Chandra Hospital
	Mrs Zeba Nazz Shekh		
	Mrs Siddhi Ganesh Bandekar		
	Ms Chaudhari Bhavikaben Babulal		
	Mrs Manju Lakra		
2	Mr Sreejith. M. G	Dr Surbhi Chaturvedi	MOT, Jag Pravesh Chandra Hospital
	Mrs Velma Victor		
	Mrs Anupam		
	Mrs Sanghamitra Mukherjee		
	Ms Anjali Bhatt		
3	Mrs Sarmistha Chakravorty	Dr Alisha Sharma	Maternity Ward, Jag Pravesh Chandra Hospital
	Mrs Harkomal Sharma		
	Mr Mahesh Bunkar		
	Mrs Tara Tiwari		
	Mrs Kesh Awasthi		
4	Dr Rani Devi	Ms Kajal Jumnani	SNCU, Jag Pravesh Chandra Hospital
	Mr Sagar V Joshi		
	Mrs Urmila Tirkey		
	Mrs Gurpreet Kaur		
5	Mr Swamy Angothu	Ms Kanvi Aery	IPD, Deep Chand Bandhu Hospital
	Mr Manwatkar Rushikesh Madhukar		
	Dr Ashok Kumar Bishnoi		
	Mrs Shobhika Gajpal		
6	Mr Raju Lal Navrange	Mr Nimish Kumar	OPD, Deep Chand Bandhu Hospital
	Mrs K. Karthiga		
	Mrs Jyoti Dubey		
	Mr Veer Singh Yadav		
	Dr Gaurav Sethi		
7	Mrs Leena Girish Kulkarni Tongaonkar	Dr Hari Hara	A&E, Deep Chand Bandhu Hospital
	Mrs Sumitra Devi		
	Dr Priyanka Katewa		
	Dr Arvind Mishra		
	Mrs Kavitha. C		
8	Mrs Mridula Sunderiyal	Dr Naveen Kumar	Radiology, Deep Chand Bandhu Hospital
	Mr Aditya Sharma		
	Mr Naveen		
	Mrs Deepika		
	Mr Pawan Duggal		

<b>Group No.</b>	<b>Name of the Participant</b>	<b>Facilitator</b>	<b>Facility Name</b>
9	Mrs Rachal	Dr Pratiksha Kashyap	Laboratory, Indira Gandhi Hospital
	Mrs Kiruthika T.K.		
	Mrs Usha Verma		
	Mrs Namrata Takle		
	Mrs Monny Rana		
10	Mrs Amrita Nitharwal	Dr Tarun Chauhan	Pharmacy, Indira Gandhi Hospital
	Mr Manmohanreddy. S		
	Mr Raza		
	Mrs Alka Bara		
	Mr Sameep Sanjay Aghamkar		
11	Mr Arun Kumar Purohit	Dr Prikanksha Mahindroo	Paediatric Ward, Indira Gandhi Hospital
	Mrs R. Visalakshi		
	Mr Ranjith R Menon		
	Dr Prashant Bhagirath Khaire		
	Mr David Hemrom		
12	Mrs Kaveri Selvi.D	Dr Neha Ninawe	Paediatric OPD, Indira Gandhi Hospital
	Mrs Trupti Patle		
	Mrs M. Sarala		
	Dr Asim Salim Shah		
	Mrs Kafia Khatoon		

## 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	Gp Capt (Dr) Rajiv Pathni	4.70
1.2	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma	4.64
1.3	Measurement Systems under National Quality Assurance Standards	Ms Vinny Arora	4.48
Day 2			
2.1	Overview of Ayushman Aarogya Mandir- Sub Health Centre	Ms Neelam Siddiqui	4.36
2.2	Introduction of National Quality Assurance Standards for Primary Care Facilities	Dr Abhay Dahiya	4.12
2.3	Assessment of the extended Service Package in Primary Care #	Ms Neelam Siddiqui	4.35
2.4	Assessment of RMNCHA+N services at Primary Healthcare Facilities – I	Dr Anupa Vig	4.28
2.5	Overview of General clinical services	Dr Neeraj Gautam	4.49
2.6	Overview of Quality Management Systems at Primary Care	Dr Abhay Dahiya	4.24
Day 3			
3.1	Introduction of National Quality Assurance Standards for Secondary care facilities	Dr Arpita Agrawal	4.70
3.2	Overview of special clinical services at Secondary Care ##	Dr Mrinalini Mani	4.50
3.3	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr Mrinalini Mani	4.47
3.4	Assessment under Support Services	Mr Anand Yadav	4.46
3.5	Assessment under National Health Programmes	Dr J. N. Srivastava	4.22
3.6	Overview of KPIs and Outcome Indicators	Dr Vineeta Dhankhar	4.55
Day 4			
4.1	Overview of Quality Management System at Secondary Care	Dr Deepika Sharma	4.70
4.2	Assessment under Patient Rights	Dr Naveen Kumar	4.41
4.3	Overview of Infection Control in Primary and Secondary Care	Dr Siddhi Dhond	4.30
4.4	Conduct of National Level Assessments: Pre-assessment and during assessment activities	Ms. Vinny Arora	4.68
4.5	Continual Quality Improvement and Action Plan for NQAS assessed facilities	Ms Rachana Kumari	4.39
4.6	Key Components of Report Writing for NQAS Certification	Dr Ranjit Kr Mandal	4.42
Day 6			
6.1	Revision of NQAS	Ms. Vinny Arora	4.73

### **B. Average Day wise Feedback score:**

<b>48<sup>th</sup> EAT Day-wise Feedback Score</b>		
<b>S.No.</b>	<b>Day</b>	<b>Day-wise Score</b>
1	Day 1	4.61
2	Day 2	4.27
3	Day 3	4.54
4	Day 4	4.48
5	Day 5	4.59
6	Day 6	4.73

### **C. Overall Training Feedback Score:**

<b>48<sup>th</sup> EAT Overall Training Feedback</b>		
<b>S.No.</b>	<b>Attribute</b>	<b>Score</b>
1	The usefulness of the information received in the training	4.67
2	The structure of training sessions	4.63
3	The Pace of the training sessions	4.56
4	Inclusion of relevant exercises and activities	4.67
5	Easy-to-follow content, language and instructions	4.60
6	Well balanced theory and practical elements	4.58
7	The usefulness of the training material	4.65
8	Overall rating of the training	4.67

### **D. Most Liked Session:**

<b>S.No.</b>	<b>Session</b>	<b>Resource Person</b>	<b>Score</b>
1	Revision of NQAS	Ms Vinny Arora	4.73
2	Overview of Quality in Public Health System	Dr Rajiv Pathni	4.70
3	Overview of Quality Management Systems at Secondary care	Dr Deepika Sharma	4.70
4	Introduction of NQAS for Secondary Care Facilities	Dr Arpita Agrawal	4.70

### **E. Most Liked Trainer:**

<b>S.No.</b>	<b>Name of Trainer</b>	<b>Score</b>
1	Dr Rajiv Pathni	4.70
2	Ms. Vinny Arora	4.70
3	Dr Arpita Agrawal	4.70
4	Dr. Deepika Sharma	4.67



Ministry of Health & Family Welfare  
Government of India

Annexure: H



Agenda of Pre Training Orientation

**Agenda**

**48<sup>th</sup> Batch of NQAS External Assessors' Training  
Pre-Training Orientation (Virtual Mode)  
Saturday, 25<sup>th</sup> October 2025**

<b>25<sup>th</sup> October 2025 (Saturday)</b>		
<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
10:00 AM – 10:15 AM	Registration (Virtual Mode)	QPS Team
10:15 AM – 10:30 AM	Welcome & Overview of 48 <sup>th</sup> EAT	Dr Shikha Sharma External Consultant- CU(QPS) (48 <sup>th</sup> Batch EAT Training Coordinator)
10:30 AM-10:45 AM	Overview of Public Health System	Dr Neeraj Gautam Senior Consultant- QPS
10:45 AM – 11:30 AM	Overview of NQAS: <ul style="list-style-type: none"><li>• Operational Guidelines</li><li>• Buzz words (Area of Concern, Standards)</li><li>• Assessment Guidebooks</li><li>• NHSRC, QPS microsite</li></ul>	Dr Abhay Dahiya Senior Consultant- QPS
11:30 AM – 12:00 PM	Brief Introduction to National Quality Assurance Standards	Dr Anand Yadav Consultant- QPS
12:00 PM – 12:15 PM	Discussion and Q & A Session	

AGENDA of 48<sup>th</sup> EAT



**Agenda**

**48<sup>th</sup> Batch of NQAS External Assessors' Training for  
National Quality Assurance Standards**

**27<sup>th</sup> October to 1<sup>st</sup> November, 2025**

**Venue: Chintan Hall, First Floor, NHSRC**

**New Delhi**



### Day 1 – 27<sup>th</sup> October, 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
<b>Inaugural session</b>		
09:30 AM - 09:40 AM	Welcome Address and Aims & Objectives	Gp Capt (Dr) Rajiv Pathni Advisor- QPS
09:40 AM - 09:45 AM	<b>Lamp Lighting</b>	
09:45 AM – 09:50 AM	Address by Chief Guest	Dr Pragya Sharma Executive Director – NHSRC
09:50 AM - 10:15 AM	Introduction of Participants	
10:15 AM -10:20 AM	Vote of Thanks	Ms. Vinny Arora Lead Consultant- CU(QPS)
<b>10:20 AM - 11:00 AM</b>	<b>Group Photograph followed by Tea</b>	
11:00 AM -12:00 PM	Overview of the Public Health System and NQAS	Gp Capt (Dr) Rajiv Pathni Advisor-QPS
12:00 PM - 01:30 PM	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma Lead Consultant – QPS
01:30 PM - 02:15 PM	<b>Lunch</b>	
02:15 PM – 03:45 PM	Measurement Systems under National Quality Assurance Standards	Ms Vinny Arora Lead Consultant- CU(QPS)
03:45 PM - 04:00 PM	<b>Tea Break</b>	
04:00 PM – 5:30 PM	Exercise	QPS team



## Day 2 – 28<sup>th</sup> October, 2025 (Tuesday)

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 1	Ms Rachana Kumari Consultant – QPS(CU)
09:15 AM - 10:15 AM	Overview of Ayushman Aarogya Mandir- Sub Health Centre	Ms Neelam Siddiqui External Faculty
10:15 AM - 11:15 AM	Introduction of National Quality Assurance Standards for Primary Care Facilities	Dr Abhay Dahiya Senior Consultant - QPS
11:15 AM – 11:30 AM	<b>Tea Break</b>	
11:30 AM – 12:30 PM	Assessment of the extended Service Package in Primary Care #	Ms Neelam Siddiqui External Faculty
12:30 PM – 01:30 PM	Assessment of RMNCHA+N services at Primary Healthcare Facilities – I	Dr Anupa Vig External Faculty
01:30 PM – 02:15 PM	<b>Lunch</b>	
02:15 PM – 03:15 PM	Overview of General clinical services	Dr Neeraj Gautam Senior Consultant – CU
03:15 PM- 04:15 PM	Overview of Quality Management Systems at Primary Care	Dr Abhay Dahiya Senior Consultant - QPS
04:15 PM - 04:30 PM	<b>Tea Break</b>	
04:30 PM – 05:30 PM	Exercise	QPS Team

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



<b>Day 3 – 29<sup>th</sup> October, 2025 (Wednesday)</b>		
<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
09:00 AM - 09:15 AM	Recap of Day 2	Dr Amrita Rastogi Consultant - QPS
09:15 AM – 10:15 AM	Introduction of National Quality Assurance Standards for Secondary Care Facilities	Dr Arpita Agrawal Senior Consultant - QPS
10:15 AM – 11:30 AM	Overview of special clinical services at Secondary Care ##	Dr Mrinalini Mani External Faculty (TBC)
<b>11:30 AM - 11:45 AM</b>	<b>Tea Break</b>	
11:45 AM - 12:45 PM	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr Mrinalini Mani External Faculty (TBC)
12:45 PM – 01:30 PM	Assessment under Support Services	Mr Anand Yadav Consultant - QPS
<b>01:30 PM – 02:15PM</b>	<b>Lunch Break</b>	
02:15 PM - 03:45 PM	Assessment under National Health Programmes	Dr J. N. Srivastava Ex-Advisor, QPS External Faculty
03:45 PM – 04:15 PM	Overview of KPIs and Outcome Indicators	Dr Vineeta Dhankhar Consultant - QPS
<b>04:15 PM – 04:30PM</b>	<b>Tea Break</b>	
04:30 PM - 05:30 PM	Exercises	QPS Team

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



<b>Day 4 – 30<sup>th</sup> October, 2025 (Thursday)</b>		
<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
09:00 AM - 09:15 AM	Recap of Day 3	Ms Kajal Jumnani Consultant- CU(QPS)
09:15 AM – 10:45 AM	Overview of Quality Management Systems at Secondary Care	Dr Deepika Sharma Lead Consultant – QPS
10:45 AM - 11:45 AM	Assessment under Patient Rights	Dr Naveen Kumar Consultant -QPS
<b>11:45 AM - 12:00 PM</b>	<b>Tea Break</b>	
12:00 PM - 01:00 PM	Overview of Infection Control in Primary and Secondary Care	Dr Siddhi Dhond Consultant- QPS
01:00 PM – 02:00 PM	Conduct of National Level Assessments – Pre-assessment and during assessment activities	Ms. Vinny Arora Lead Consultant – CU(QPS)
<b>02:00PM – 02:45 PM</b>	<b>Lunch Break</b>	
02:45PM – 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 Ranjit K Mandal Senior Consultant – QPS(CU)
<b>04:15 PM – 04: 30 PM</b>	<b>Tea Break</b>	
04:30 PM – 05:00 PM	Exercises	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	Dr Shikha Sharma External Consultant- CU(QPS)

<b>Day 5 – 31<sup>st</sup> October,2025 (Friday)</b>		
<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
09:00 AM – 01:00 PM	Field Visit	Dr Shikha Sharma & QPS Team
<b>01:00 PM– 02:00 PM</b>	<b>Lunch</b>	
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
<b>04:00 PM – 04:15 PM</b>	<b>Tea Break</b>	
04:15 PM – 05:15 PM	Presentation & Discussion on Field Visit	QPS Team

<b>Day 6 – 1<sup>st</sup> November, 2025 (Saturday)</b>		
<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
09:00 AM – 10:00 AM	Revision	Ms. Vinny Arora Lead Consultant – CU(QPS)
<b>10:00AM – 10:30 AM</b>	<b>Tea Break</b>	
10:30 AM – 01:00 PM	Post Training Evaluation	QPS Team
01:00 PM – 01:30 PM	Valedictory/Feedback	QPS Team
<b>01:30 PM onwards</b>	<b>Lunch</b>	

**Training coordinator- Dr Shikha Sharma, External Consultant-CU(QPS)**