

49th External Assessors Training Report (17th – 22nd November 2025)

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49th External Assessors 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 49th National External Assessors' Training, held from 17th – 22nd 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 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 49th batch of EAT was planned for participants from the non-government sector. Applications are invited from interested professionals 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.

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 60 participants from different states and UTs were selected as per the criteria mentioned (***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 the 4th Day under the leadership of senior consultant a role play was organized depicting the importance of evidence generation & recording were demonstrated.

On 5th day of the training, a field visit to 12 Ayushman Arogya Mandirs- Sub Health Centres (AAM- SHC) in Haryana and Uttar Pradesh 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 66 participants appeared for the examination, including 06 participant who did not qualify previously, reappeared for the exam. **(Annexure D)**

Only 48 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 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 empaneled external assessor

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 was used for the 49th 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 ONLINE ORIENTATION

A pre-training online orientation session was organized two days before the scheduled training to help participants gain an initial understanding of the National Quality Assurance Standards (NQAS) framework. Resource materials were shared in advance with all nominated participants to support their preparation.

The QPS Team, conducted these online sensitization sessions on 15th November 2025. The sessions were attended by candidates shortlisted for the training. The primary objective was to familiarize participants with the structure and key components of NQAS, including Areas of Concern, Standards, and Measurable Elements, ahead of the in-person training.

PRE-TRAINING PREPARATION

The six-day External Assessor Training program featured comprehensive sessions on Standards, Measurable Elements, Checkpoints, and all Areas of Concern as outlined in the Operational Guidelines for Quality Assurance in Public Health Facilities. Participants were divided into six groups to ensure a balanced mix of gender, geography, and educational background. Day-wise exercise workbooks were prepared and distributed to the participants on each day after the technical sessions. These interactive exercises encourage active participation, helping attendees to deepen their understanding, strengthen analytical skills, and build confidence for their future roles as External Assessors.

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

a) National Quality Assurance Standards for Public Health Facilities (2020) b) Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities (2021) c) Assessors' Guidebook for Quality Assurance in District Hospital Vol-I d) Assessors' Guidebook for Quality Assurance in District Hospital Vol-II e) Assessors' Guidebook for Quality Assurance in District Hospital Vol-III f) Assessors' Guidebook for Quality Assurance in CHC g) Assessors' Guidebook for Quality Assurance in PHC h) Quality Standards for Urban Primary Health Centre i) Assessors' Guidebook for Health & Wellness Centre (Sub-Centre) j) LaQshya Guidelines k) MusQan Guidelines l) Concept Note- NQAS m) All the reading materials along with the required stationary items like a writing pad, pen, pencil, sharpener, eraser, sticky flags, and highlighter were handed over in a bag to the participants at the registration counter.

PRE-TRAINING EVALUATION

A pre-training evaluation on the National Quality Assurance Standards (NQAS) was conducted on 17th November 2025 prior to the commencement of the training in order to assess the baseline knowledge and understanding of participants. The evaluation included questions covering key components of NQAS such as Areas of Concern, Standards, and Measurable Elements. This exercise helped in identifying knowledge gaps and enabled the facilitators to tailor the training sessions accordingly, ensuring a more focused and effective learning experience for all participants.

INAUGURAL & WELCOME ADDRESS

The External Assessors' Training started with a Welcome address given by Dr. Rajiv Pathni, Advisor, Quality & Patient Safety Division (QPS), NHSRC. He outlined the training's goals and objectives. He talked about 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. Followed by which the dignitaries inaugurated the training with lamp lighting ceremony, followed by inaugural address from the Chief Guest, **Dr. Pragya Sharma , Executive Director, NHSRC.**

She outlined the advancements in healthcare quality while highlighting the necessity of a robust pool of external assessors with critical professional attributes. She also underlined the importance of participation in the healthcare system as mentors, resource persons, and assessors. She commended QPS division for hosting the 49th EAT and creating over 1800+ External assessors & Ayushman Assessors for the country. He further added that assessments should be viewed as a "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, the duties and code of conduct to be followed were 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 a short tea break.

TECHNICAL SESSIONS

DAY 1 - 17th November 2025

Session 1.1: - Overview of Quality 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. Rajiv Kumar Pathni (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. His session aimed to build foundational understanding, create awareness on quality and patient safety, and orient participants towards the structure, implementation, and significance of NQAS as a key driver for improving healthcare quality in India.



Dr. Rajiv Kumar Pathni provided an overview of the quality in Public Health System in India, and gave details on comprehensive orientation on quality of care and patient safety within the public health system in India. It begins by establishing the importance of quality and patient safety, emphasizing the significant burden of preventable deaths due to poor quality of care and positioning quality as a critical determinant of health outcomes.



Dr. Rajiv kumar Pathni 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. Rajiv Kumar Pathni further briefed the participants on the ISQua Accreditation of NQAS. He elaborated on their potential role as trained NQAS assessors, detailing the training norms process as per ISQua protocols.

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

Session 1.2: Introduction to NQAS and Area of Concerns

Dr Deepika Sharma (Lead Consultant- QPS) took the second session on Introduction to NQAS and Area of Concerns. The learning objectives of her session were to give an 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 the National Quality Assurance Standard requirements. 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 the Donabedian model of Quality of care has been incorporated in



NQAS. She briefed on Structure, Process & Outcome in NQAS. She also discussed all the Eight areas 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 1.3: - Measurement Systems under National Quality Assurance Standards

The Third technical session of Day 1 was taken by Ms Vinny Arora, Lead Consultant-QPS(CU). The learning objectives of her session were to understand the architecture, the layout & design of NQAS; identify & understand different methods of assessment, and the 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 methods of assessments, which need to be used separately or in combination to assess the compliance and come to a conclusion during the assessment under NQAS.



Session 1.4: Introduction of National Quality Assurance Standards for Primary Care Facilities

Dr. Abhay Dahiya, Senior Consultant QPS, took the fourth session of Day 1, i.e., Introduction to NQAS for Primary Healthcare Facilities. The objective of the session is to give an overview of National Quality Assurance Standards (NQAS); to be aware of how NQAS standards are arranged for Primary health Care facilities; to understand the intent of the standards; to know the rationale and applicability of standards at AAM-SC, AAM-PHC & UPHC.



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

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

All participants were divided into eight groups for group work and exercise, with 7 people in each group. Each group was mentored and supported by a Consultant as Moderator from the QPS division. The 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. 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 cleared their doubts. Participants attempted the exercises in the Day 1 workbook, and the moderators submitted the group scoring to the training coordinator. Weightage of the group exercise score is also given during the final scoring with post-training evaluation.



DAY 2 – 18th November, 2025

The 2nd day of training started with a recap of the sessions from Day 1; Dr. Ratan Shekhawat, Consultant, QPS, 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.



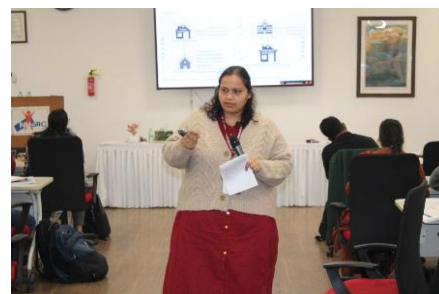
Session 2.1: - Overview of Ayushman Arogya Mandir- Sub Health Centre

The second session was taken by Ms. Edwina Pereira (External faculty -NQAS assessor) on Overview of Ayushman Arogya Mandir - Sub Health center and its scope of services. He briefed on 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. He 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 was also discussed during this session. Also briefed about the 7 services package and 5 expanded packages of AAM-SHC. During this session, requirements 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 2.2 Assessment of RMNCHA+N services at Primary Healthcare Facilities – I

The second session of Day 2 was taken up by Dr. Siddhi Dhond, Consultant, QPS. 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 2.3: Assessment of the extended Service Package in Primary Care

Ms. Edwina Pereira, External Faculty and 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: Overview of General Clinical Services

Dr Abhay Dahiya - Senior Consultant-QPS, took the 4th 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. She also explained how to conduct the assessments with examples under each method under these standards.



Session 2.5: Overview of Quality Management Systems at Primary Care

Dr. Ranjit Mandal, Senior Consultant- QPS (CU), took this session specially to explain the potential assessors how to assess the QMS in Primary Health Care facilities like AAM-SHC, PHC, and UPHC. In his session, he explained the requirements of different applicable standards pertaining to Quality management. He briefed about the 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 Introduction of National Quality Assurance Standards for Secondary Care Facilities

Dr Deepika Sharma, Lead Consultant-QPS, 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 healthcare facilities; to have an understanding of applicable standards to DH/SDH and FRU level of public health facilities. During the session, he discussed the different standards and Measurable elements about 8 AoCs in different levels of facilities like District Hospital, Community Health centres, and Urban Primary Health Centres.

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 – 19th November, 2025

The 3rd day of training started with a recap of the sessions conducted on Day 2, by Dr. Siddhi Dhond, Consultant, (QPS), NHSRC. She recapitulated the key learnings of the previous day's sessions.

Session 3.1: Overview of Special clinical services at Secondary Care

Dr Ashish Gupta took the 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 3.2 RMNCHA+N services at Secondary Healthcare Facilities – II

Dr. Rohini Kumar, External faculty, 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: Assessment under Support Services

The session on AoC D was introduced by Dr. Naveen Kumar, consultant, QPS, 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. Dr. Naveen gave a thorough rundown of the 12 standards under support services, including things like statutory requirements, contract services, laundry services, dietary services, finance management, inventory management, facility upkeep, power backup, and equipment maintenance and calibration. She also emphasized the value and applicability of support services at various healthcare facility levels.



Session 3.4 : Assessment of National Health Programs

The second session of Day 2 was taken by Dr. Rohini Kumar, External faculty. The objective of the session is 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. She gave a briefing on the elements of nutrition, immunization, illness prevention, mental health, and maternal and child health.



She 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.
- Responsible for the activities under Primary Health Care institutions.
- Quality assessment of NHPs sticks to the 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 Treatment facilities
 - ✓ Effective referral system

Session 3.5 Overview of Infection Control in Primary and Secondary Care

Dr Ratan Shekhawat, Consultant-QPS, took this session. She highlighted 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 service 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 3.6: Overview of KPIs and Outcome Indicators

Ms Kajal Jumnani, Consultant-QPS, took the session on KPI and Outcome Indicators. The learning objective of the session is to make the participants aware of the Key terminologies: Data, Information, Knowledge, Outcome, Output, and KPIs; the 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 indicators can be used for decision-making to improve service delivery. Hands-on training for calculating different key indicators was also practiced during the session.



Session 3.7: 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 - 20th November,2025

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

Session 4.1 Overview of Quality Management Systems at Secondary Care

Dr. Arpita Agrawal, Senior Consultant QPS, took this session. In this session, by using various examples, she described how to apply high-quality tools such as Pareto Analysis, Fish Bone Diagram, Control Chart, and Run Chart in a hospital setting. Additionally, participants finished the workbook's tasks that required them to use previously discussed Quality tools to tackle the problem. She then went on to discuss the risk management framework, its significance for the facility, how to report risks, criteria for identifying hospital risks, such as adverse events, sentinel events, and near-miss events, and how to categorize risks based on their potential. 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. Vineeta Dhankar, Consultant- QPS, took this session. She explained the standards and measurable elements associated with Patient Rights, aligning them with the responsibilities of providers. She 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: Conduct of National Level Assessments: Pre-assessment and during assessment activities:

The session was led by Dr. Neeraj Gautam, 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 4.4: Continual Quality Improvement and Action Plan for NQAS

Ms. Rachna Kumari, Consultant- QPS (CU), 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 examples of how to prepare a model action plan for identified gaps.

Session 4.5: Key Components of Report Writing for NQAS Certification

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

Session: 4.6 Role Play:

In this session, Role plays on the importance of evidence generation & recording were demonstrated by the QPS Team under the leadership of Dr Abhay Dahiya and Mr Anand Yadav.



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. Prikanksha Mahindroo, Consultant-QPS 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- 21st November, 2025

Field Visit at AAM-SHC for mock assessment

On the 5th Day, all 12 groups visited one AAM-SC with their facilitator from the QPS division in their assigned facilities. All 12 AAM-SCs were from the Gurgaon and Uttar Pradesh. AAM-SC checklist was given to each group and participant to assess the designated department within 3 hours. The group started from NHSRC by 8:00 AM and reached the facilities by 9:00 AM. After completion of the assessment, each group returned by 2:00 PM to the training venue. The list of the Groups and facilities visited is attached as **Annexure 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.



DAY 6- 22nd November, 2025

Revision Session of the last 5 days

Dr. Neeraj Gautam, Senior Consultant- QPS(CU), 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. Rajiv Kumar Pathni delivered the valedictory address. Both of them thanked all the participants for their active participation and sincerity in the training. A 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:

- Sessions to be conducted in English and Hindi.
- Course duration may be increased as more days required to understand the depth of the subject.
- To include more Ayush facilities under NQAS

LEGAL AND ETHICAL COMPLIANCE

In accordance with the provisions of the Legal and Ethical Review Process outlined in the Assessor Training Manual, and to ensure adherence to applicable intellectual property norms, data protection requirements, confidentiality obligations, and core ethical principles such as integrity, impartiality, fairness, professional conduct, and conflict-of-interest management, it has been decided to systematically review the content and materials of Assessor Training Programmes prior to their delivery, ensuring that all components meet the required legal and ethical standards and are compliant with established guidelines.

An Ethical Review Committee was formed which reviewed the training curriculum, session materials, assessment tools, and data protection safeguards for the 49th Batch of External Assessors' Training Programme. Based on detailed examination, the Committee confirmed that the content and associated processes are in compliance with applicable contractual, intellectual property, confidentiality, and ethical requirements, including principles of integrity, impartiality, fairness, and conflict-of-interest management. Accordingly, the 49th Batch of External Assessors' Training Programme was cleared for commencement from 17th to 22nd November 2025.

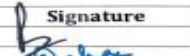




Legal and Ethical Compliance Checklist

Filled by: Dr Prikanksha Mahindroo, Training Coordinator

Dated: 12 November 2025

Sl.	Key Requirement	✓ / ✗ / NA
1	Legal & ethical review completed before training delivery	YES
2	Review scope covers curriculum, materials, assessments, trainers, & data	YES
3	IP ownership, copyright verified for training material	YES
4	Confidentiality & data protection requirements reviewed	YES
5	Code of Conduct included and communicated	YES
6	Signed Code of Conduct undertakings obtained	will be collected from the participant on first day of training
7	Conflict of Interest declarations obtained prior to programme	YES
8	Declared conflicts reviewed and managed, if applicable	NA
9	Data storage, access control and retention defined	YES
10	Risks / non-compliances documented and addressed, if any	NA
11	Corrective actions completed before delivery	NA
12	Written approval from advisor issued prior to training	YES
13	Legal/ethical breaches recorded (or NIL documented)	NIL
14	Review and approval records retained	YES

The Internal Review Committee has reviewed the training curriculum, session materials, assessment tools, and data protection safeguards for the 49th Batch of External Assessors' Training Programme as per the Legal and Ethical Review Process. Upon detailed examination, the Committee has found the content and associated processes to be in compliance with applicable contractual, intellectual property, confidentiality, and ethical requirements, including principles of integrity, impartiality, fairness, and conflict-of-interest management. Accordingly, the 49th Batch of External Assessors' Training Programme is hereby cleared for commencement from 17th to 22nd November 2025, as scheduled.

Name of the Member	Designation	Signature
Dr RK Pathni, Advisor, QPS	Chairperson	
Dr Neha Dumka, Advisor, KMD	Member	
Dr Deepika Sharma, Lead Consultant, QPS	Member	
Mr Gulam Rafey, Senior Consultant, Drug Unit, QPS	Member	
Dr Prikanksha Mahindroo, Consultant, QPS-Training Coord	Member	

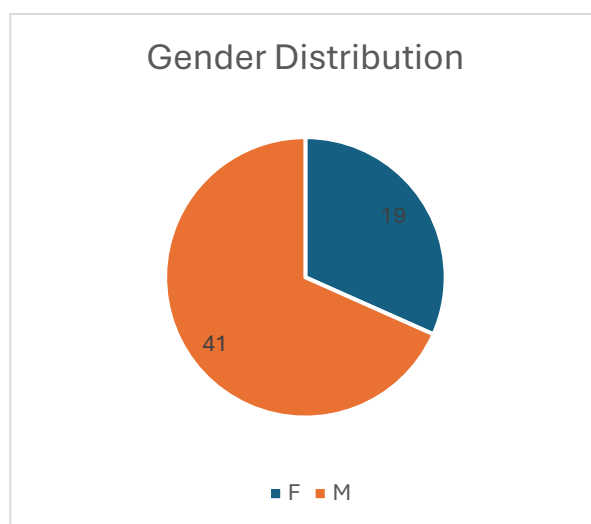
List of groups of Participants of 49th EAT

S.No	Group ID	Seat No	State/UT	Name of the participant	Gender
1	A	A1	Andhra Pradesh	Pulivarthi Adi Lakshmi	F
2		A2	Maharashtra	Manju Siju	F
3		A3	Bihar	Mahip Kumar	M
4		A4	Karnataka	Dr Gajendra Mallikarjun Todakar	M
5		A5	New Delhi	Dr. Robin Malik	M
6		A6	Gujarat	Dr.Rilpa Acharya	F
7		A7	Tamilnadu	S Amala Stephy	F
8		A8	Madhya Pradesh	Dr. Nitin Kumar Gupta	M
9	B	B9	Assam	Dr Pranjali Protim Das	M
10		B10	Karnataka	Samson	M
11		B11	Maharashtra	Dr Dipali Prabhudas Mankar	M
12		B12	Haryana	Sheen Belsylin	F
13		B13	Tamilnadu	Dr. K. Balamurugan	M
14		B14	Telangana	Boggavarapu Revathi	M
15		B15	Uttar Pradesh	Dr Amrita Jain	F
16	C	C17	Haryana	Dr Ashish Kumar	M
17		C18	Madhya Pradesh	Mr. Sanower John Lal	M
18		C19	Maharashtra	Dr. Bharat Shivaji Thakare	M
19		C20	Andhra Pradesh	Dr.Peyyala	F
20		C21	Telangana	Srinivas Kallepelli	M
21		C22	Tamilnadu	Vetri Selvi J	M
22		C23	Uttar Pradesh	Dr. Anshuman Mishra	M
23		C24	Kerala	Dr Anu George	F
24	D	D25	Hyderabad	Pavan Kumar Apsingekar	M
25		D26	Gujarat	Dr Mamta Goswami	F
26		D27	New Delhi	Vivek Gupta	M
27		D28	Karnataka	Dr Santhosh H C	M
28		D29	Haryana	Anita Yadav	F
29		D30	New Delhi	Dr Sandeep Kumar Yadav	M
30		D31	Madhya Pradesh	Dr. Dipendra Kumar	M
31		D32	Assam	Mr. Chaikhomba	M
32	E	E33	Gujarat	Minendra Singh Rajvir Singh Kushwah	M
33		E34	Haryana	Priyanka Sepat	F
34		E35	Karnataka	Rudrappa Angadi	M
35		E36	Maharashtra	Jansy Jeffrey	M
36		E38	Andhra Pradesh	Anil Devaraj Ml	M
37		E39	Uttar Pradesh	Chandrakant S Moghe	M
38		E40	haryana	Sushil Kumar Kalra	M
39	F	F41	Telangana	Dr Bharat Kumar Samatham	M
40		F42	Andhra Pradesh	Dr. Boddu Kalyana Babu	M
41		F43	Kerala	Chithra Sr	F
42		F44	Tamilnadu	Sujitha Peter	F
43		F45	Odisha	Banani Mishra	F
44		F46	Uttar pradesh	Ivanshi Verma	F

45		F48	Madhya Pradesh	Dr. Revaram Koushle	M
46	G	G49	Jammu and Kashmir	S. Avinash Sundas	M
47		G50	Karnataka	Dr Deepa Chandragoutha Patil	M
48		G51	Madhya Pradesh	Amit Kumar Tiwari	M
49		G52	New Delhi	Dr. Meenu Gupta	F
50		G53	Andhra Pradesh	Giduturi Udaya Bhovana	M
51		G54	Tamilnadu	Dr.K. Elavarasan	M
52		G55	Uttar Pradesh	Gyan Sharma	M
53		G56	Maharashtra	Vikramreddy Vitthalreddy Koplod	M
54		H	H57	Bihar	Dr. Manish Kumar Singh
55	H59		Tamilnadu	Ranjani Priya G	F
56	H60		Bihar	Asif Iqubal	M
57	H61		Maharashtra	Swapnil Sabgonda Patil	M
58	H62		Chhattisgarh	Dr. Virendrag Wankhede	M
59	H63		New Delhi	Kosanam Nirisha	F
60	H64		New Delhi	Dr. Shivani Sharma	F

Equity Report on Gender & Geographical distribution of participants

For the 49th batch of National External Assessor Training at NHSRC New Delhi, applications from participants were collected through CVs via e mail. Based on the eligibility criteria, participants were shortlisted for the training. A total of 64 Participants were shortlisted and invited to attend the training, but only 60 participants attended as 4 participants had withdrawn. The details distribution is as follows:



Geographical Distribution:

S. No.	State	Count of State/UT
1	Andhra Pradesh	5
2	Assam	2
3	Bihar	3
4	Chhattisgarh	1
5	Gujarat	3
6	Haryana	5
7	Telangana	1
8	Jammu and Kashmir	1
9	Karnataka	5
10	Kerala	2
11	Madhya Pradesh	5
12	Maharashtra	6
13	New Delhi	6
14	Odisha	1
15	Tamilnadu	6
16	Telangana	3
17	Uttar Pradesh	5
	GRAND TOTAL	60

Day wise Group exercise scoring

ID No	Name of the Participant	Day 1 (20)	Day 2 (20)	Day 3 (30)	Day 4 (20)	Total 90	Average
A1	Mrs P. Adi Lakshmi	18	16	25.5	20	79.5	22
A2	Ms Manju Siju	18	17	27	19.6	81.6	23
A3	Mr Mahip Kumar	18	17.5	28	20	83.5	23
A4	Dr Gajendra M Todakar	18	17.5	28	20	83.5	23
A5	Dr. Robin Malik	18	16	27	19.6	80.6	22
A6	Dr.Rilpa Acharya	18	17.5	27.5	19.6	82.6	23
A7	Mrs S Amala Stephy	18	16.5	27	20	81.5	23
A8	Dr. Nitin Kumar Gupta	18	19	28	20	85	24
B9	Dr Pranjal Protim Das	19	18	25	18	80	22
B10	Mr Samson	19	18	28	19	84	23
B11	Dr Dipali Mankar	19.5	18	26.5	18.5	82.5	23
B12	Ms Sheen S P Belsylin	19.5	18	28.5	18	84	23
B13	Dr. K. Balamurugan Krishnan	19	18	26	18.5	81.5	23
B14	Mrs Boggavarapu Revathi	19	18	25	18.5	80.5	22
B15	Dr Amrita Jain	19	18	27.5	18	82.5	23
C17	Dr Ashish Kumar	19.5	18	28.5	18	84	23
C18	Mr. Sanower John Lal	18.5	17	27	18	80.5	22
C19	Dr. Bharat Shivaji Thakare	19	19	28.5	18	84.5	23
C20	Dr.Peyyala Hareesh	18.5	18.5	24	18	79	22
C21	Mr Srinivas Kallepelli	18.5	17.5	27	18	81	23
C22	Mrs Vetri Selvi J	18	18	28	18	82	23
C23	Dr. Anshuman Mishra	18.5	18	28.5	18	83	23
C24	Dr Anu George	19	18	26.5	18	81.5	23
D25	Mr Pavan Kumar Apsingekar	20	18	29.5	19	86.5	24
D26	Dr Mamta Goswami	19.5	18	29.5	18	85	24
D27	Dr Vivek Gupta	20	18	26.5	19	83.5	23
D28	Dr Santhosh H C	19.5	18	29.5	18.5	85.5	24
D29	Dr Anita Yadav	19	18	29.5	18	84.5	23
D30	Dr Sandeep Kumar Yadav	20	18	26.5	18	82.5	23
D31	Dr. Dipendra Kumar	19.5	18	25	19	81.5	23
D32	Mr. Chaikhomba Thاونawjam	19	18	26.5	19	82.5	23
E33	Dr Minendra Singh Rajvir Singh Kushwah	17.5	18	28	19	82.5	23
E34	Dr Priyanka Sepat	18	19	28.5	19	84.5	23
E35	Mr Rudrappa Angadi	19	20	28.5	19	86.5	24
E36	Mrs Jansy Jeffrey	17.5	18	28.5	19	83	23
E38	Mr Anil Devaraj Ml	19	20	28.5	19	86.5	24
E39	Dr Chandrakant S Moghe	18	19	28.5	19	84.5	23
E40	Mr Sushil Kumar Kalra	17.5	17	28.5	19	82	23
F41	Dr Bharat Kumar Samatham	18	18	28.1	18	82.1	23
F42	Dr. Boddu Kalyana Babu	18	16.5	25.1	18.5	78.1	22

F43	Ms Chithra Sr	18	17.5	27.7	18.5	81.7	23
F44	Mrs Sujitha Peter	18	17.5	27.4	18.5	81.4	23
F45	Ms Banani Mishra	19	19	28.5	18.5	85	24
F46	Ms Ivanshi Verma	19	18	29	18.5	84.5	23
F48	Dr. Revaram Koushle	19	17.5	25.9	18.5	80.9	22
G49	Mr S. Avinash Sundas	18	20	28.5	18.5	85	24
G50	Dr Deepa Chandragouda Patil	16	20	28.5	18.5	83	23
G51	Dr Amit Kumar Tiwari	18	20	30	18.5	86.5	24
G52	Dr. Meenu Gupta	16	20	28	18.5	82.5	23
G53	Dr Udaya Bhovana Giduturi	18	20	28.5	18.5	85	24
G54	Dr.K. Elavarasan	18	20	28.5	18.5	85	24
G55	Mr Gyan Sharma	18	20	28.5	18.5	85	24
G56	Dr Vikramreddy Vitthal Reddy	18	20	30	18.5	86.5	24
H57	Dr. Manish Kumar Singh	18	17	27	19	81	23
H59	Ms Ranjani Priya G	18.5	16.8	27	19	81.3	23
H60	Dr Asif Iqbal	19	17.3	27	19	82.3	23
H61	Dr Swapnil Sabgonda Patil	18	18	25	19	80	22
H62	Dr. Virendrag Wankhede	18.5	16.6	26	19	80.1	22
H63	Dr Nirisha Kosanam	18	16.9	27	19	80.9	22
H64	Dr. Shivani Sharma	19	17.2	27	19	82.2	23

List of Re-Appear Candidate

S.No.	Name of the participant	ID No
1	Madhu Mita Sharma	R1
2	Ragini Kumari	R2
3	Shaik Gowsia	R3
4	Giri Rama Govindrao	R4
5	Dr Iftikhar Ali Anasari	R5
6	Dr Nidhi Meena	R6

Group No.	Name of Participant	Facilitator	Name of the facility
1	Mrs. Pulivarthi Adi Lakshmi	Dr Akanksha	AAM SHC – Sarhol, Gurugram
1	Dr K Balamurugan Krishnan		
1	Dr. Mamta Goswami		
1	Dr. Chandrakant S Moghe		
1	Dr. Meenu Gupta		
2	Ms. Manju Siju	Dr Ratan Shekhawat	AAM SHC – Jharsa, Gurugram
2	Mrs Boggavarapu Revathi		
2	Dr. Vivek Gupta		
2	Mr. Sushil Kumar Kalra		
2	Dr. Udaya Bhovana Gidututri		
3	Mr. Mahip Kumar	Dr Utkarsh Kumar,	AAM SHC - Silani, Gurugram
3	Dr. Amrita Jain		
3	Dr. Santhosh HC		
3	Dr. Bharat Kumar Samatham		
3	Dr K Elavarasan		
4	Dr Gajendra M Todakar	Dr Aditi	AAM SHC – Katerpuri, Gurugram
4	Dr. Ashish Kumar		
4	Dr. Anita Yadav		
4	Dr. Boddu Kalyana Babu		
4	Mr. Gyan Sharma		
5	Dr. Robin Malik	Dr. Hari	AAM SHC – Tajnagar, Gurugram
5	Mr. Sanower John Lal		
5	Dr. Sandeep Kumar Yadav		
5	Ms Chitra SR		
5	Dr. Vikramreddy Vitthal Reddy		
6	Dr. Rilpa Acharya	Mr Yashwardhan	AAM SHC – Teekli, Gurugram
6	Dr. Bharat Shivaji Thakre		
6	Dr. Dipendra Kumar		
6	Mrs. Sujitha Peter		
6	Dr. Manish Kumar Singh		
7	Mrs S. Amala Stephy	Ms. Kanvi	AAM SHC, Sikroda, Razapur, Ghaziabad
7	Dr. Peyyala Hareesh		
7	Mr. Chaikhomba Thaunawjam		
7	Ms. Banani Mishra		
7	Ms. Rajani Priya G		
8	Dr. Nitin Kumar Gupta	Dr Tarun	AAM SHC – Kanoza, Razapur, Ghaziabad
8	Mr. Srinivas Kallepelli		
8	Dr. Minendra Singh Rajvir Singh Kushwah		
8	Ms. Ivanshi Verma		

8	Dr. Asif Iqbal		
9	Dr Pranjali Protim Das	Dr Surbhi Chaturvedi	AAM SHC- Bhandola, Bhojpur, Ghaziabad
9	Mrs Vetri Selvi J		
9	Dr Priyanka Sepat		
9	Dr. Revaram Koushle		
9	Dr Swapnil Sabgonda Patil		
10	Mr Samson	Ms. Kajal	AAM SHC – Kadrabad, Bhojur, Ghaziabad
10	Dr. Anshuman Mishra		
10	Mr Rudrappa Angadi		
10	Mr S. Avinash Sundas.		
10	Dr. Virendra G Wankhede		
11	Dr. Dipali Prabhudas Mankar	Dr.Naveen	AAM SHC- Rawlikalan, Muradnagar, Ghaziabad
11	Dr Anu George		
11	Mrs Jansy Jeffrey		
11	Dr Deepa Chandragouda Patil		
11	Dr Nirisha Kosanam		
12	Ms Sheen S P Belsylin	Dr. Harshwardhan	AAM SHC – Pursi, Muradnagar, Ghaziabad
12	Mr Pavan Kumar Apsingekar		
12	Mr. Anil Devraj MI		
12	Dr Amit Kumar Tiwari		
12	Dr Shivani Sharma		

A. Session wise Feedback Score:

S.No.	Topic	Resource Person	Score
Day 1			
1.1	Overview of Public Health System and NQAS	Dr. Rajiv Pathni	4.74
1.2	Introduction to NQAS and AOCs	Dr. Deepika Sharma	4.57
1.3	Measurement System Under NQAS	Ms. Vinny Arora	4.60
1.4	Introduction of NQAS for Primary Care Facilities	Dr Abhay Dahiya	4.43
Day 2			
2.2	Assessment of RMNCHA+N services in primary healthcare facilities- I	Dr. Sidhi Dhond	4.34
2.4	Overview of General clinical services	Dr Abhay Dahiya	4.67
2.5	Overview of Quality Management Systems at Primary Care	Dr. Ranjit Mandal	4.40
2.6	Introduction of NQAS for Secondary Care Facilities	Dr. Deepika Sharma	4.68
Day 3			
3.3	Assessment under Support Services	Dr. Naveen Kumar	4.38
3.5	Overview of Infection Control in Primary & Secondary Care	Dr. Ratan Shekhawat	4.43
3.6	Overview of KPIs and Outcome Indicators	Dr. Kajal Jumrani	4.25
Day 4			
4.1	Overview of Quality management systems at Secondary care	Dr. Arpita Agarwal	4.52
4.2	Assessment under Patient Rights	Dr. Vineeta Dhankar	4.45
4.3	Conduct of national level Assessments- Pre assessment and during assessment activities	Dr. Neeraj Gautam	4.59
4.4	Continual Quality Improvement and Action Plan for NQAS assessed facilities	Ms. Rachana Kumari	4.41
4.5	Key Components of Report Writing for NQAS certification	Dr. Priyam Deb	4.49
Day 6			
6.1	Revision of NQAS	Dr. Neeraj Gautam	4.67

A. Session wise Feedback Score: (External Faculty)

Day 2			
2.1	Overview of Ayushman Aarogya Mandir-Sub-health centre	Ms. Edwina Pereira	4.35
2.3	Assessment of the extended Services Package in Primary care	Ms. Edwina Pereira	4.41
Day 3			
3.1	Overview of special clinical services at Secondary Care##	Dr. Ashish Gupta	4.61
3.2	RMNCHA+N services at Secondary Healthcare Facilities - II	Dr. Rohini Kumar	4.29
3.4	Assessment under National Health Programmes	Dr. Rohini Kumar	4.32

A. Average Day wise Feedback score:

46th EAT Day-wise Feedback Score		
S.No.	Day	Day-wise Score
1	Day 1	4.64
2	Day 2	4.43
3	Day 3	4.45
4	Day 4	4.45
5	Day 5	4.65
6	Day 6	4.67

B. Overall Training Feedback Score:

46th EAT Overall Training Feedback		
S.No.	Attribute	Score
1	The usefulness of the information received in the training	4.70
2	The structure of training sessions	4.67
3	The Pace of the training sessions	4.60
4	Inclusion of relevant exercises and activities	4.70
5	Easy-to-follow content, language and instructions	4.67
6	Well balanced theory and practical elements	4.63
7	The usefulness of the training material	4.70
8	Overall rating of the training	4.70

C. Most Liked Session:

S.No.	Session	Resource Person	Score
2	Overview of Public Health System and NQAS	Dr. Rajiv Pathni	4.74
	Introduction of NQAS for Secondary Care Facilities	Dr Deepika Sharma	4.68
3	Revision of NQAS	Dr. Neeraj Gautam	4.67

D. Most Liked Trainer:

S.No.	Name of Trainer	Score
1	Dr. Rajiv Pathni	4.74
2	Dr Deepika Sharma	4.68
3	Dr. Neeraj Gautam	4.67

List of Qualified Participants of 49th EAT

S.No.	Name of Qualified Participant
1	Mrs P. Adi Lakshmi
2	Mr. Mahip Kumar
3	Dr Gajendra M Todakar
4	Dr. Rilpa Acharya
5	Mrs S Amala Stephy
6	Dr. Nitin Kumar Gupta
7	Mr. Samson
8	Dr Dipali Mankar
9	Dr. Balamurugan Krishnan
10	Mrs. Boggavarapu Revathi
11	Dr Amrita Jain
12	Dr Pranjal Protim Das
13	Dr Ashish Kumar
14	Dr. Bharat Shivaji Thakare
15	Mr Srinivas Kallepelli
16	Dr. Anshuman Mishra
17	Dr. Anu George
18	Mr. Pavan Kumar Apsingekar
19	Dr Mamta Goswami
20	Dr Vivek Gupta
21	Dr Santhosh H C
22	Dr Anita Yadav
23	Dr Sandeep Kumar Yadav
24	Mr. Chaikhomba Thaunawjam
25	Dr Minendra Singh Rajvir Singh Kushwah
26	Dr Priyanka Sepat
27	Mrs Jansy Jeffrey
28	Mr Anil Devaraj ML
29	Dr Chandrakant S Moghe
30	Mr Sushil Kumar Kalra
31	Dr Bharat Kumar Samatham
32	Ms Chithra S R
33	Mrs Sujitha Peter
34	Ms Banani Mishra
35	Ms Ivanshi Verma
36	Mr S. Avinash Sundas
37	Dr Amit Kumar Tiwari
38	Dr Udaya Bhuvana Giduturi
39	Mr Gyan Sharma
40	Dr Vikramreddy Vitthal Reddy
41	Dr. Manish Kumar Singh
42	Dr Asif Iqbal
43	Dr Swapnil Sabgonda Patil
44	Dr. Virendra Ganeshrao Wankhede
45	Dr Nirisha Kosanam
46	Dr. Shivani Sharma
REAPPEAR CANDIDATES	
47	Madhu Mita Sharma
48	Dr Iftikhar Ali Anasari



Agenda of Pre Training Orientation

**49th Batch of NQAS External Assessors' Training Pre-
Training Orientation (Virtual Mode) Saturday, 15th
November 2025**

15th November 2025 (Saturday)		
Time	Topic	Resource Person
10:00 AM – 10:15 AM	Registration (Virtual Mode)	QPS Team
10:15 AM – 10:30 AM	Welcome & Overview of 49 th EAT	Dr Prikanksha Mahindroo Consultant- QPS (49 th Batch EAT Training Coordinator)
10:30 AM-10:45 AM	Overview of Public Health System	Dr Abhay Dahiya Senior Consultant- QPS
10:45 AM – 11:30 AM	Overview of NQAS: <ul style="list-style-type: none">• Operational Guidelines• Buzz words (Area of Concern, Standards)• Assessment Guidebooks• NHSRC, QPS microsite	Dr Abhay Dahiya Senior Consultant- QPS
11:30 AM – 12:00 PM	Brief Introduction to National Quality Assurance Standards	Dr Ranjit Mandal Senior Consultant- CU (QPS)
12:00 PM – 12:15 PM	Discussion and Q & A Session	



Agenda

49th Batch of External Assessors' Training for National Quality Assurance Standards

17th November to 22nd November, 2025

Venue: Chintan Hall, First Floor, NHSRC

New Delhi



Day 1 – 17th November 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	Gp Capt (Dr) Rajiv Pathni Advisor- QPS
09:40 AM - 09:45 AM	Lamp Lighting	
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	Dr. Deepika Sharma Lead Consultant - QPS
10:20 AM - 11:00 AM	Group Photograph followed by Tea	
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 - 02:00 PM	Lunch	
02:00 PM – 03:00PM	Measurement Systems under National Quality Assurance Standards	Ms Vinny Arora Lead Consultant- CU(QPS)
03:00 PM– 04:00 PM	Introduction of National Quality Assurance Standards for Primary Care Facilities	Dr Abhay Dahiya Senior Consultant - QPS
04:00 PM - 04:15 PM	Tea Break	
04:15 PM – 5:30 PM	Exercise	QPS team



Day 2 - 18th November, 2025 (Tuesday)

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 1	Dr. Ratan Shekhawat Consultant - QPS
09:15 AM - 10:15 AM	Overview of Ayushman Aarogya Mandir- Sub Health Centre	Ms. Edwina Pereira External Faculty
10: 15 AM – 11:15 AM	Assessment of RMNCHA+N services at Primary Healthcare Facilities – I	Dr Siddhi Dhond Consultant QPS
11:15 AM - 11:30 AM	Tea Break	
11:30 AM – 12:30 PM	Assessment of the extended Service Package in Primary Care #	Ms. Edwina Pereira External Faculty
12:30PM- 1:30 PM	Overview of General clinical services	Dr Abhay Dahiya Senior Consultant QPS
1:30 PM - 02:30 PM	Lunch Break	
02:30 PM – 03:30 PM	Overview of Quality Management Systems at Primary Care	Dr Ranjit Mandal Senior Consultant -QPS (CU)
03:30 PM – 04:30 PM	Introduction of National Quality Assurance Standards for Secondary Care Facilities	Dr Deepika Sharma Lead Consultant - QPS
4:30 PM - 4:45 PM	Tea Break	
04:45 PM- 05:30 PM	Exercise	QPS Team

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



Day 3 - 19th November, 2025 (Wednesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 2	Dr Siddhi Dhond Consultant - QPS
09:15 AM - 10:30 AM	Overview of special clinical services at Secondary Care ##	Dr Ashish Gupta External Faculty
10:15 AM - 11:15 AM	RMNCHA+N services at Secondary Healthcare Facilities - II	Dr Rohini Kumar External Faculty
11:15 AM - 11:30 AM	Tea Break	
11:30 AM - 12:15 PM	Assessment under Support Services	Dr. Naveen Kumar Consultant - QPS
12:15 PM - 01:15 PM	Assessment under National Health Programmes	Dr Rohini Kumar External Faculty
01:15 PM - 02:15PM	Lunch Break	
02:15 PM - 03:15 PM	Overview of Infection Control in Primary and Secondary Care	Dr Ratan Shekhawat Consultant- QPS
03:15 PM - 04:00 PM	Overview of KPIs and Outcome Indicators	Ms. Kajal Jumrani Consultant - QPS (CU)
04:00 PM - 04:15PM	Tea Break	
04:15 PM - 05:30 PM	Exercises	QPS Team

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



Day 4- 20th November, 2025 (Thursday)

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 3	Dr. Amrita Rastogi Consultant QPS (CU)
09:15 AM - 10:45 AM	Overview of Quality Management Systems at Secondary Care	Dr Arpita Agrawal Senior Consultant - QPS
10:45 AM - 11:45 AM	Assessment under Patient Rights	Dr Vineeta Dhankar Consultant -QPS
11:45 AM - 12:00 PM	Tea Break	
12:00 PM - 01:00 PM	Conduct of National Level Assessments - Pre-assessment and during assessment activities	Dr. Neeraj Gautam Senior Consultant CU(QPS)
01:00 PM - 02:00 PM	Continual Quality Improvement and Action Plan for NQAS assessed facilities	Ms Rachana Kumari Consultant - QPS(CU)
02:00PM - 02:45 PM	Lunch Break	
02:45PM - 03:30 PM	Key Components of Report Writing for NQAS Certification	Dr Priyam Deb Consultant - QPS(CU)
03:30 PM - 04:15 PM	Role Play	QPS Team
04:15 PM - 04: 30 PM	Tea Break	
04:30 PM - 05:15 PM	Exercises	QPS Team
05:15 PM - 05:30 PM	Briefing about the field visit and group work	Dr Prikanksha Mahindroo Consultant- QPS



Day 5 – 21st November ,2025 (Friday)

Time	Topic	Resource Person
09:00 AM – 01:00 PM	Field Visit	Dr Prikanksha Mahindroo & QPS Team
01:00 PM– 02:00 PM	Lunch	
02:00 PM – 03:00 PM	Scoring, Analysis, and Report Writing of the Field Visit	QPS Team
03:00 PM – 04:00 PM	Presentation & Discussion on Field Visit	QPS Team
04:00 PM – 04:15 PM	Tea Break	
04:15 PM – 05:15 PM	Presentation & Discussion on Field Visit	QPS Team

Day 6 – 22nd November, 2025 (Saturday)

Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Dr. Neeraj Gautam Senior Consultant CU(QPS)
10:00AM – 10:30 AM	Tea Break	
10:30 AM – 01:00 PM	Post Training Evaluation	QPS Team
01:00 PM – 01:30 PM	Valedictory/Feedback	QPS Team
01:30 PM onwards	Lunch	

Training coordinator- Dr. Prikanksha Mahindroo – (Consultant, QPS)

