

2025

46th External Assessor Training Report



Ms. Shahana Sherin O P
Jr. Consultant- Certification Unit
QPS Division, NHSRC
9/22/2025

Table of Contents

Section	Content	Page No
I	Introduction	3-4
II	Aims and Objectives	4-5
III	Preparation for the training	5
IV	Methodology	6
V	Pre-Training Evaluation	6
VI	Inaugural & Welcome Address	6-7
VII	Presentation briefings	8-21
VIII	Post Training Evaluation	21
IX	Valedictory	21
X	Feedback & Suggestion	21
XI	List of Annexures	
	Annexure A List of participants of the EAT	22-23
	Annexure B Equity Report	24
	Annexure C Day-wise scoring of Group Exercise	25-26
	Annexure D List of Re-appear candidate	27
	Annexure E List of Qualified Participants	28-29
	Annexure F Field Visit Group	30-31
	Annexure G Feedback Analysis of 46th EAT	32-33
	Annexure H Agenda of Pre-Training Orientation	34
	Annexure I Agenda of 6 days EAT	35-40

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 46th National External Assessors' Training, held from 14th - 19th July, 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 46th 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.

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 63 participants were selected from different states and UTs as per the criteria mentioned, but 61 attended the training. (***The list is attached as Annexure A***). The training followed a participatory approach, and attendees were divided into eight groups, ensuring a balanced mix based on gender, geographical representation, and organizational background. (***Group distribution is attached as Annexure B***)

At the end of each day, online feedback was collected from participants to determine the effectiveness of the sessions and the level of participant engagement. Group performance was also assessed by moderator based on their participation in daily group exercises.

(Day wise scoring is attached as Annexure C)

On 5th day of the training, a field visit to 12 Ayushman Arogya Mandirs- Urban Primary Health Centres (AAM- SHC) 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 62 participants appeared for the examination, including 01 participant who did not qualify previously, reappeared for the exam.

(Annexure D)

Only 51 participants qualified the post-training evaluation. ***(The list is attached as Annexure E)***

This report provides an overview of this training, key takeaways, feedback and recommendations given by the participants for further improvement in subsequent training.

AIMS AND OBJECTIVES OF THE TRAINING

The 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

An online pre-training orientation session was organized for all the shortlisted participants on 11th July, 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 National Quality Assurance Program was taken Dr Abhay Dahiya, Senior Consultant-QPS, followed by a session on Introduction to National Quality Assurance Standards was taken Dr Naveen, Consultant-QPS. The third session on Overview of Measurement System & Assessment Protocol under NQAS was delivered by Dr Ranjit Kumar Mandal, Senior Consultant-QPS(CU).

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

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
13. All the reading materials were put into a bag with required stationary items like a writing pad, pen, pencil, sharpener, eraser, sticky paper flags, and highlighter and handed over to participants at registration.

METHODOLOGY

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

A mix of methods was used for the 46th NQAS External Assessors' Training Workshop. They are as follows-

- a) PowerPoint presentations
- b) Brainstorming sessions
- c) Case studies
- d) Group work and Group Presentation
- e) Questions and Answers
- f) Role play
- g) Practical Experiences from Field Visit

PRE-TRAINING EVALUATION

At the onset of NQAS External Assessors' Training, the pre-evaluation examination was conducted for all the participants, consisting of 20 multiple-choice questions.

INAUGURAL & WELCOME ADDRESS

The External Assessors' Training started with a Welcome address given by Dr J N Srivastava, 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 and were followed by addresses from the Guest of Honour - Brig Sanjay Baweja, Principal Administrative Officer, NHSRC, and Gp Capt Dr Rajiv Pathni, External Consultant - QPS.

Inaugural address from the Chief Guest, **Maj Gen (Prof) Dr Atul Kotwal, SM, VSM, Executive Director, NHSRC** was delivered thereafter. He outlined the advancements in healthcare quality while highlighting the necessity of a robust pool of external assessors with critical professional attributes. He also underlined the importance of participation in the healthcare system as mentors, resource persons, and assessors. He commended QPS division for hosting the 46th 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 Ms Vinny Arora, Lead Consultant, QPS (CU), for their words of inspiration and encouragement. She expressed gratitude towards the QPS Division-NHSRC, Resource persons, and Admin team, the moderator, and the nominated participants for their time and efforts. The inaugural session was concluded by a **group photograph** and followed by technical sessions after a short tea break.



TECHNICAL SESSIONS

DAY 1- 14th July, 2025

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

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

The session was delivered by Dr. JN Srivastava (Advisor QPS). He started with the requirement expected from the participants in the training as well as the appeal process in the system to make the training successful.

Dr. Srivastava provided an overview of the Public Health System in India, tracing its evolution from the Bhore Committee recommendations. He then discussed Primary Care in the 1990s, highlighting India's dual burden of disease and the government's current management strategies. Additionally, he elaborated on the National Health Mission, detailing its structure, five key pillars, and their implications.

Dr. Srivastava emphasized the high mortality rate linked to the low quality of the health system and the need for improvement through the implementation of NQAS standards. While providing an overview of NQAS, he outlined the journey of Quality Assurance, explaining the historical context of the accreditation process. He also highlighted that NQAS is based on the Donabedian Model of Quality of Care and applies to DH, CHC, PHC, UPHC, and AAM-SC to enhance healthcare services.

Dr. J.N. Srivastava further briefed the participants on the ISQua Accreditation of NQAS. He elaborated on their potential role as trained NQAS assessors, detailing 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: - Overview of Ayushman Aarogya Mandir- Sub Health Centre

The second session was taken by Dr B N Vyas (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 1.3: Introduction to NQAS and Area of Concerns

Dr Deepika Sharma (Lead Consultant- QPS) took the third session on Introduction to NQAS and Area of Concerns. The learning objectives of her session were to give 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 1.4: - Measurement Systems under National Quality Assurance Standards

The fourth 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 1.5: - 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 - 15th July, 2025

The 2nd day of training started with a recap of the sessions from Day 1; Ms. Kajal Jumnani, Consultant, QPS (CU), briefed the participants on the learnings/ takeaway lessons from 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: Introduction of National Quality Assurance Standards for Primary Care Facilities

Dr. Chinmayee Swain, Senior Consultant QPS, took the first session of Day 2, i.e., Introduction to NQAS for Primary Healthcare Facilities. The objective of the session is to give 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 2.2: Assessment of National Health Programs

The second session of Day 2 was taken by Dr. JN Srivastava (Advisor QPS). 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. 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.
- 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 2.3 Assessment of RMNCHA+N services at Primary Healthcare Facilities – I

The third session of Day 2 was taken up by Dr Anupa Vig. The objective of the session is to capacitate the participants to assess the service compliance pertaining to RMNCHA+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 2.4: Assessment of the extended Service Package in Primary Care

Dr B N Vyas, External Faculty and NQAS assessor, took the session on Expanded Service Packages at Ayushman Arogya Mandir. In this session, he discussed the applicable standards of AAM-SHC to assess the 5 expanded services of AAM. Standards E8 to E12 cover the extended packages viz. ophthalmic, oral, ENT, mental health, disease control programme, elderly and palliative care etc

Session 2.5: Overview of Quality Management Systems at Primary Care

Dr. Deepika Sharma, Lead Consultant- QPS, took this session specially to explain the potential assessors how to assess the QMS in Primary Health Care facilities like AAM-SHC, PHC, and UPHC. In her session, she explained the requirements of different applicable standards pertaining to Quality management. She 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: Overview of General Clinical Services

Dr Chinmayee Swain- Senior Consultant-QPS, took the 6th Session of the day. She 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 2.7: 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 - 16th July, 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 Abhay Dhahiya, Senior 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 3.2 RMNCHA+N services at Secondary Healthcare Facilities – II

Dr Mrinalini Mani, External faculty & HOD-Gynae & Obs, GGS Govt Hospital, took this session and explained the standards based on General clinical services and specific clinical services. All the standards of general clinical services were explained, and she discussed the processes of assessing the hospital, which commenced with the registration of the patient, followed by consultation & admission, Clinical assessment & reassessment, Continuity of care, etc. She explained the applicable standards only from E10 to E24 during her session.

Session 3.3: Overview of Special clinical services at Secondary Care

Dr Mrinalini Mani continued the next session and discussed the specific clinical services at District Hospital or equivalent level of facilities. She elaborated on Intensive care, Emergency Services and Disaster Management, Diagnostic services, Blood Bank/Storage Management and Transfusion, Anesthetic Services, Operation theatre services and End-of-life care and death. She gave a comparative view of the standards applicable at different levels of healthcare facilities.



Session 3.4: Assessment under Support Services

The session on AoC D was introduced by Mr Ranjith Menon, Public Health Expert, ADB, 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. Mr. Menon 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 3.5: Overview of KPIs and Outcome Indicators

Mr. Anand Yadav, 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 3.6: Assessment of Digital Records in Primary Healthcare Facilities

Ms Vinny Arora, Lead Consultant-QPS(CU) took the 6th Session of the day. She briefed what are the available portals where information is captured in public health facilities. She also discussed how to assess those data and verify the information during the assessment. It is

not mandatory that all information is reviewed in physical mode, records available in digital mode is also acceptable. She demonstrated the use of RCH portal, AAM portal to make the participants understand how the data can be verified during the assessment.

Session: 3.7 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 Ranjith Mandal and Mr Anand Yadav.



[Role plays on importance of evidence]
Ms Kanvi , Mr Nimish , Ms Shariya and Dr Utkarsh

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- 17th July,2025

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

Session 4.1 Overview of Quality Management Systems at Secondary Care

Dr Renuka Walia, External faculty - Senior Medical Officer, Acharya Shree Bikshu Hospital, New Delhi, 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 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, 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 4.4: 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 4.5: Continual Quality Improvement and Action Plan for NQAS

Dr Amrita Rastogi, 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 4.6: Key Components of Report Writing for NQAS Certification

This session was taken by Dr Ranjit Kr Mandal, Senior Consultant-QPS(CU), he explained the basic framework that needs to be followed while preparing the report after the facility assessment, along with the timeline of the report submission. He also highlighted the basic principles of report writing and 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 4.7: 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:

Ms. Shahana Sherin O P, Junior 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- 18th July, 2025

Field Visit at AAM-UPHC for mock assessment

On the 5th Day, all 12 groups visited one AAM-UPHC with their facilitator from the QPS division in their assigned facilities. All 12 AAM-UPHCs were from the NCT of Delhi. AAM-UPHC checklist of 12 thematic areas 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.

Some of the picture of Group presentation:



DAY 6- 19th 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 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

Maj Gen (Prof) Dr Atul Kotwal and Dr. J N Srivastava 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

Annexure- A

List of groups of Participants of 46th EAT

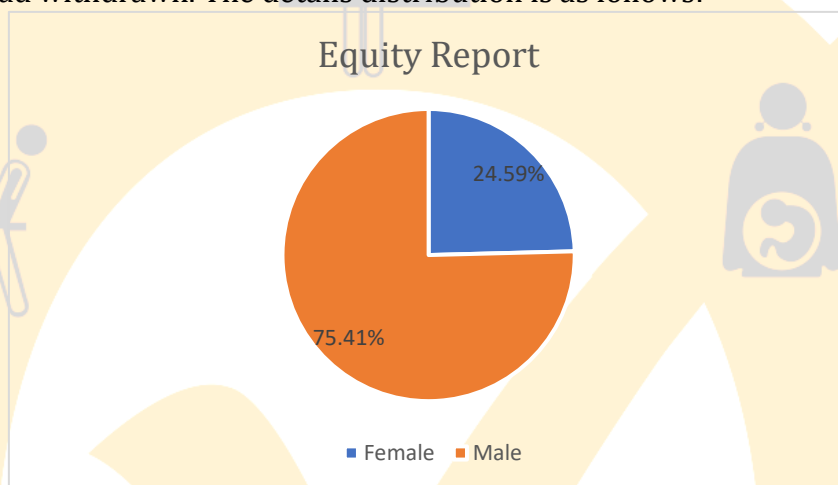
S.No.	Group ID	Seat	State	Name of Candidate	Gender
1	A	A1	Uttar Pradesh	Dr. Aamir Mahmood Khan	M
2		A2	Tamil Nadu	Dr. J Sathish Kumar	M
3		A3	Gujarat	Mr. Dharmik G Ninama	M
4		A4	Maharashtra	Dr. Abhilash B Nanan	M
5		A5	Odisha	Dr. Anil Kumar Pattanaik	M
6		A6	Rajasthan	Dr. Anupama Arya	F
7		A7	New Delhi	Dr. Arun Goyal	M
8		A8	Telangana	Mrs. Haritha Vijayan	F
9	B	B9	Rajasthan	Dr. Dheerendra Tyagi	M
10		B10	Maharashtra	Dr. Gajanan Bhanudas Padmawar	M
11		B12	Gujarat	Dr. Jaiminkumar Dilipkumar Pandya	M
12		B13	Odisha	Dr. Rudra Prasanna Das	M
13		B14	New Delhi	Dr. Vishakha Mahindroo Bahri	F
14		B15	Telangana	Dr. Ravi Chinthala	M
15		B16	Uttar Pradesh	Dr. Abhay Pratap Singh	M
16	C	C17	Maharashtra	Dr. Sachin Vilas Gadkari	M
17		C18	Uttar Pradesh	Dr. Mohammad Arshad Siddiqui	M
18		C19	Rajasthan	Dr. Mohd Irfan Ahamad Seyyed	M
19		C20	Odisha	Dr. Sambit Jena	M
20		C22	Telangana	Mrs. Shravanthi Bhosle	F
21		C23	New Delhi	Ms. Steffina Sebastian	F
22		C24	Jharkhand	Dr. Nityanand Kumar	M
23	D	D25	Rajasthan	Dr. Munendar Kumar Sharma	M
24		D26	Bihar	Dr. Sanjay Kumar Sinha	M
25		D27	Maharashtra	Dr. Madhumati S Dhawad	F
26		D28	Uttar Pradesh	Dr. S L Bakshi	M
27		D29	Tamil Nadu	Mr. Krishnamoorthy D	M
28		D30	Telangana	Mr. Srinivas Koudagani	M
29		D31	New Delhi	Dr. Kiran Chaudhary	F
30		D32	Odisha	Mr. Nihar Ranjan Jena	M
31	E	E33	Jammu & Kashmir	Dr. Irfan Suhail Shah	M
32		E34	Andhra Pradesh	Mr. Komatikuntla Syed Imran Basha	M
33		E35	Karnataka	Dr. Raveesh P M	M
34		E36	Madhya Pradesh	Dr. Swapnil Chintamanrao Patil	M
35		E37	New Delhi	Dr. Affan Sami Rayeen	M
36		E38	Haryana	Mr. Durjoy Sarker	M
37		E39	Maharashtra	Dr. Urmila Bipin Pawar	F
38		E40	Chhattisgarh	Ms. Abhilasha Baxla	F

S.No.	Group ID	Seat	State	Name of Candidate	Gender
39	F	F41	Andhra Pradesh	Dr. Koti Kalyan	M
40		F42	Maharashtra	Dr. Vishveshwar Fakira Verulkar	M
41		F43	West Bengal	Dr. Joydeep Saha	M
42		F44	Uttar Pradesh	Dr. Satyajyoti Kanjilal	M
43		F45	Tamil Nadu	Mrs. Senthamizh Selvi K	F
44		F46	Telangana	Dr. V Sabid Syed	M
45		F47	New Delhi	Mrs. Pragati	F
46	G	G48	Punjab	Dr. Arpit Sharma	M
47		G49	Jammu & Kashmir	Dr. Umar Nazir	M
48		G50	Uttarakhand	Dr. Veena Asthana	F
49		G51	Andhra Pradesh	Dr. Dheeraj Duvvur	M
50		G52	Madhya Pradesh	Dr. Neeraj Tiwari	M
51		G53	Telangana	Mr. H Siva Chakravarthy	M
52		G54	Maharashtra	Dr. Khyati Avinash Aroskar	F
53		G55	Uttar Pradesh	Mr. Somesh Kumar Singh	M
54	H	H56	Maharashtra	Dr. Mahesh Dattatraya Patil	M
55		H57	Andhra Pradesh	Dr. C Sitalata	F
56		H58	Bihar	Mr. Manish Kumar	M
57		H59	Rajasthan	Mr. Sanjay Choudhary	M
58		H60	Tamil Nadu	Dr. J N Emerald Ponniyen Selvan	M
59		H61	Uttar Pradesh	Dr. Maumita Kanjilal	F
60		H62	Telangana	Mr. Yeruva Papi Reddy	M
61		H63	Karnataka	Dr. Vamseedhar Annam	M

Annexure: B

Equity Report on Gender & Geographical distribution of participants

For the 46th 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 63 Participants were shortlisted and invited to attend the training, but only 61 participants attended as 2 participants had withdrawn. The details distribution is as follows:



Geographical Distribution:

Sl.No	Name of State/UTs	No. of Participants
1	Andhra Pradesh	4
2	Bihar	2
3	Chhattisgarh	1
4	Gujarat	2
5	Haryana	1
6	Jammu & Kashmir	2
7	Jharkhand	1
8	Karnataka	2
9	Madhya Pradesh	2
10	Maharashtra	8
11	New Delhi	6
12	Odisha	4
13	Punjab	1
14	Rajasthan	5
15	Tamil Nadu	4
16	Telangana	7
17	Uttar Pradesh	7
18	Uttarakhand	1
19	West Bengal	1
Total		61

Annexure: C

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 E
1	Dr. Aamir Mahmood Khan	10	9.5	9.5	9.5	9.5	9	9.5	9	9.5
2	Dr. J Sathish Kumar	10	9.5	9	9	9	9.5	9	9	9
3	Mr. Dharmik G Ninama	10	9.5	9.5	9.5	9.5	9.5	9	9	9
4	Dr. Abhilash B Nanan	10	9.5	9	9	9	9	9	9.5	9
5	Dr. Anil Kumar Pattanaik	10	9.5	9.5	9.5	9.5	9	9.5	9	9.2
6	Dr. Anupama Arya	10	9.5	9.5	9.5	9.5	9	9	9.5	9.2
7	Dr. Arun Goyal	10	9.5	9.5	9.5	9.5	9.5	9	9	9.5
8	Mrs. Haritha Vijayan	10	9.5	9	9	9	9.5	9.5	9	9
9	Dr. Dheerendra Tyagi	8.5	9	9.5	9.5	9.5	9.5	9	9	9
10	Dr. Gajanan Bhanudas Padmawar	8.5	9	9.5	9.5	9.5	9.5	9.5	9	8.5
11	Dr. Jaiminkumar Dilipkumar Pandya	9	9.5	9	9.5	9.5	9.5	9.5	9	9
12	Dr. Rudra Prasanna Das	9.5	9.5	9	9	9.5	9.5	9.5	9.5	9.5
13	Dr. Vishakha Mahindroo Bahri	9	9	9.5	9.5	9.5	9.5	9	9.5	9
14	Dr. Ravi Chinthala	9	9	9.5	9.5	9.5	9.5	9	9.5	8.5
15	Dr. Abhay Pratap Singh	9	9	9	9	9.5	9	9.5	9.5	9.5
16	Dr. Sachin Vilas Gadkari	8.5	9.5	9.25	9.25	9.25	9.5	9.5	9.5	9
17	Dr. Mohammad Arshad Siddiqui	8.5	8.5	9	9	9	8.5	8.5	8.5	9
18	Dr. Mohd Irfan Ahamad Seyyed	9.5	8.5	9	9	9	9.5	9.5	9.5	9
19	Dr. Sambit Jena	9.5	9.5	9.25	9.25	9.25	9.5	9.5	9.5	9
20	Mrs. Shravanthi Bhosle	9.5	9.5	9.25	9.25	9.25	9	9	9	9
21	Ms. Steffina Sebastian	8.5	9.5	9.5	9.5	9.5	9	9	9	9
22	Dr. Nityanand Kumar	8	8	9.5	9.5	9.5	9	9	9	9
23	Dr. Munendar Kumar Sharma	8.5	9	9	9	9	7	8	8	9.25
24	Dr. Sanjay Kumar Sinha	9	9.5	9	9	9	9	9	9	9.25
25	Dr. Madhumati S Dhawad	8.5	9	9	9	9	8	8	9	9.25
26	Dr. S L Bakshi	8.5	9	9	9	9	9.5	9.5	9.5	9.5
27	Mr. Krishnamoorthy D	8.5	8.5	9	9	9	9	9	9	9.25
28	Mr. Srinivas Koudagani	8.5	8.5	9	9	9	9	9	9	9.25
29	Dr. Kiran Chaudhary	8.5	9	9	9	9	9	9	9	9.25
30	Mr. Nihar Ranjan Jena	8.5	9	9	9	9	9	9	9	9.5
31	Dr. Irfan Suhail Shah	9	9	9.5	9	8.5	9	9	9	9.5
32	Mr. Komatikuntla Syed Imran Basha	9	9	9.5	9	9.5	9	9	9	9
33	Dr. Raveesh P M	9	9	9.5	9	9.5	9	9	9	9
34	Dr. Swapnil Chintamanrao Patil	9	9	9.5	9	9.5	9	9	9	9.5
35	Dr. Affan Sami Rayeen	9	9	9.5	9	9.5	9	9	9	9.5
36	Mr. Durjoy Sarker	9	9	9.5	9	9.5	9	9	9	9.5
37	Dr. Urmila Bipin Pawar	9	9	9.5	9	9.5	9.5	9.5	9.5	9
38	Ms. Abhilasha Baxla	9	9	9.5	9	9.5	9.5	9.5	9.5	9.5

S.No.	Name of Candidate	D1 - A&B	D1- C	D2- E1	D2- E2	D2- E3	D3 - E1	D3 - E2	D3- E3	D4- AOC E
39	Dr. Koti Kalyan	9.5	9.5	9.5	9.5	9.5	9	9	9	9.5
40	Dr. Vishveshwar Fakira Verulkar	9	9.5	9.5	9.5	9.5	9.5	9.5	9	9.5
41	Dr. Joydeep Saha	9	9	9.5	9.5	9.5	9	9.5	9	9.5
42	Dr. Satyajyoti Kanjilal	8.5	9	9.5	9	9	9.5	9	9.5	9.5
43	Mrs. Senthamizh Selvi K	9.5	10	9.5	9.5	9.5	9.5	9	9	9.5
44	Dr. V Sabid Syed	9.5	9.5	9.5	9.5	9.5	9.5	9	9	9.5
45	Mrs. Pragati	9	9	9.5	9.5	9	9	9	9	9.5
46	Dr. Arpit Sharma	9.5	9	10	10	10	9	9	9	9.5
47	Dr. Umar Nazir	8	9	9.5	9.5	9.5	9	9	9	9.5
48	Dr. Veena Asthana	9	9	9	9	9	9	9	9	9.5
49	Dr. Dheeraj Duvvur	9	9	10	10	10	9.5	9.5	9.5	9.5
50	Dr. Neeraj Tiwari	9	9.5	9.5	9.5	9.5	9	9	9	9.5
51	Mr. H Siva Chakravarthy	9	9	9.5	9.5	9.5	9.5	9.5	9.5	9.5
52	Dr. Khyati Avinash Aroskar	9.5	9	10	10	10	9.5	9.5	9.5	9.5
53	Mr. Somesh Kumar Singh	9	9	9	9	9	9.5	9.5	9.5	9.5
54	Dr. Mahesh Dattatraya Patil	9	8.5	9	9.5	9	10	9.5	9	9
55	Dr. C Sitalata	9	8.5	9.5	9.5	9.5	10	9.5	9	9
56	Mr. Manish Kumar	9	8.5	8.5	8	8.5	10	9.5	9	9
57	Mr. Sanjay Choudhary	9	8.5	8	8.5	8	10	9.5	9	8
58	Dr. J N Emerald Ponniyen Selvan	9	8.5	8.5	9	8.5	10	9.5	9	8.5
59	Dr. Maumita Kanjilal	9	8.5	9.5	9	9	10	9.5	9	9
60	Mr. Yeruva Papi Reddy	9	8.5	9.5	9.5	9	10	9.5	9	9.5
61	Dr. Vamseedhar Annam	9	8.5	9.5	9.5	9	10	9.5	9	9.5

Annexure: D

List of Re-Appeal Candidate

S.No.	Name of the Participant	EAT Batch No.
1	Dr Asim Salim Shah	40 th

Annexure: E

List of Qualified Participants of 46th EAT (Rev)

List of Qualified Participants of 46 th EAT	
S.No.	Name of Qualified Participant-Sheet 1
1	Mrs. Senthamizh Selvi K
2	Mr. Dharmik G Ninama
3	Dr. Dheeraj Duvvur
4	Dr. V Sabid Syed
5	Dr. Vishakha Mahindroo Bahri
6	Dr. Arpit Sharma
7	Mr. Manish Kumar
8	Dr. Rudra Prasanna Das
9	Dr. Vamseedhar Annam
10	Dr. Khyati Avinash Aroskar
11	Dr. Abhay Pratap Singh
12	Dr. Jaiminkumar Dilipkumar Pandya
13	Dr. Sambit Jena
14	Dr. Koti Kalyan
15	Dr. Swapnil Chintamanrao Patil
16	Dr. Raveesh P M
17	Dr. Sachin Vilas Gadkari
18	Dr. Maumita Kanjilal
19	Dr. Arun Goyal
20	Mr. Nihar Ranjan Jena
21	Mr. Srinivas Koudagani
22	Mr. Yeruva Papi Reddy
23	Dr. Aamir Mahmood Khan
24	Dr. Abhilash B Nanan

S.No	Name of Qualified Participant-Sheet 2
25	Dr. Gajanan Bhanudas Padmawar
26	Mrs. Haritha Vijayan
27	Dr. Dheerendra Tyagi
28	Mr. Sanjay Choudhary
29	Mr. Durjoy Sarker
30	Ms. Abhilasha Baxla
31	Ms. Steffina Sebastian
32	Dr. Sanjay Kumar Sinha
33	Dr. Neeraj Tiwari
34	Dr. Anupama Arya
35	Dr. S L Bakshi
36	Dr. Affan Sami Rayeen
37	Dr. Joydeep Saha
38	Mr. H Siva Chakravarthy
39	Dr. Mohd Irfan Ahamad Seyyed
40	Mr. Komatikuntla Syed Imran Basha
41	Dr. Ravi Chinthala
42	Dr. Nityanand Kumar
43	Mr. Somesh Kumar Singh
44	Dr. Munendar Kumar Sharma
45	Dr. Umar Nazir
46	Dr. Vishveshwar Fakira Verulkar
47	Dr. C Sitalata
48	Dr. Irfan Suhail Shah
49	Dr. Mohammad Arshad Siddiqui
50	Dr. Satyajyoti Kanjilal
51	Mrs. Pragati

Annexure: F

Field Visit Group

Field Visit Group	Name of the Participant	Facilitator	Facility Name
1	Dr. Aamir Mahmood Khan	Dr Ratan Shekhawat	AAM UPHC Chattarpur, South Delhi
	Dr. Abhay Pratap Singh		
	Dr. Madhumati S Dhawad		
	Mr. Krishnamoorthy D		
	Dr. Dheeraj Duvvur		
2	Dr. J Sathish Kumar	Dr Priyam Deb	AAM UPHC Sect 12, Dwarka, South West Delhi
	Mr. Dharmik G Ninama		
	Dr. S L Bakshi		
	Ms. Abhilasha Baxla		
	Dr. Neeraj Tiwari		
3	Dr. Gajanan Bhanudas Padmawar	Mr Anand Yadav	AAM UPHC Sadhnagar, New Delhi
	Dr. Dheerendra Tyagi		
	Dr. Urmila Bipin Pawar		
	Dr. Koti Kalyan		
	Mr. H Siva Chakravarthy		
	Dr. Vamseedhar Annam		
4	Dr. Abhilash B Nanani	Dr Ruchita Singh	AAM UPHC Khajoori Khas, North East Delhi
	Dr. Anil Kumar Pattanaik		
	Mr. Srinivas Koudagani		
	Dr. Irfan Suhail Shah		
	Mrs. Senthamizh Selvi K		
5	Dr. Mohammad Arshad Siddiqui	Dr Vineeta Dhankar	AAM UPHC Budh Nagar, New Delhi
	Dr. Kiran Chaudhary		
	Dr. Joydeep Saha		
	Dr. Khyati Avinash Aroskar		
	Mr. Somesh Kumar Singh		
6	Dr. Anupama Arya	Dr Prikanksha Mahindroo	AAM UPHC Shalimar Bagh, BB Block, North West Delhi
	Mr. Nihar Ranjan Jena		
	Dr. Vishveshwar Fakira Verulkar		
	Dr. Satyajyoti Kanjilal		
	Dr. Mahesh Dattatraya Patil		
7	Dr. Arun Goyal	Dr Alisha Sharma	AAM UPHC Geeta Colony, East Delhi
	Dr. Vishakha Mahindroo Bahri		
	Dr. Mohd Irfan Ahamad Seyyed		
	Dr. Nityanand Kumar		
	Mrs. Pragati		
8	Mrs. Haritha Vijayan	Dr Aditi Sharma	AAM UPHC Karkardooma Village, Shahdara
	Dr. Sachin Vilas Gadkari		
	Mr. Komatikuntla Syed Imran Basha		
	Dr. Raveesh P M		
	Mr. Manish Kumar		

Field Visit Group	Name of the Participant	Facilitator	Facility Name
9	Dr. Jaiminkumar Dilipkumar Pandya	Ms Shraiya Srivastava	AAM UPHC Chowkhandi, West Delhi
	Mrs. Shravanthi Bhosle		
	Ms. Steffina Sebastian		
	Dr. Arpit Sharma		
	Mr. Sanjay Choudhary		
10	Dr. Rudra Prasanna Das	Dr Siddhi Dhond	AAM UPHC Tilak Vihar, West Delhi
	Dr. Swapnil Chintamanrao Patil		
	Dr. V Sabid Syed		
	Dr. C Sitalata		
	Dr. J N Emerald Ponniyen Selvan		
11	Dr. Sambit Jena	Dr Pavitra Sangwan	AAM UPHC Madipur, West Delhi
	Dr. Munendar Kumar Sharma		
	Dr. Affan Sami Rayeen		
	Dr. Veena Asthana		
	Dr. Maumita Kanjilal		
12	Dr. Ravi Chinthala	Mr Yashwardhan Kakkar	AAM UPHC Jhangirpuri, A Block, North Delhi
	Dr. Sanjay Kumar Sinha		
	Mr. Durjoy Sarker		
	Dr. Umar Nazir		
	Mr. Yeruva Papi Reddy		

Annexure: G

Participant Feedback Analysis

A. Session wise Feedback Score:

S.No.	Topic	Resource Person	Score
Day 1			
1.1	Overview of Quality in Public Health System	Dr J N Srivastava	4.66
1.2	Overview of Ayushman Aarogya Mandir- SHC	Dr B N Vyas	4.59
1.3	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma	4.73
1.4	Measurement Systems under National Quality Assurance Standards	Ms Vinny Arora	4.71
Day 2			
2.1	Introduction of National Quality Assurance Standards for Primary Care Facilities	Dr Chinmayee Swain	4.56
2.2	Assessment of National Health Programs	Dr J N Srivastava	4.74
2.3	Assessment of RMNCHA+N services at Primary Healthcare Facilities - I	Dr Anupa Vig	4.40
2.4	Assessment of the extended service package in primary care	Dr B N Vyas	4.63
2.5	Overview of Quality Management Systems at Primary Care	Dr Deepika Sharma	4.72
2.6	Overview of General Clinical Services	Dr Chinmayee Swain	4.68
Day 3			
3.1	Introduction of National Quality Assurance Standards for Secondary care facilities	Dr Abhay Dahiya	4.60
3.2	RMNCHA+N services at Secondary Healthcare Facilities	Dr Mrinalini Mani	4.44
3.3	Overview of Special Clinical Services at Secondary Care	Dr Mrinalini Mani	4.41
3.4	Assessment under Support Services	Mr Ranjith Menon	4.51
3.5	Overview of KPIs and Outcome Indicators	Mr Anand Yadav	4.59
3.6	Assessment of Digital Records in Primary Healthcare Facilities	Ms. Vinny Arora	4.46
Day 4			
4.1	Overview of Quality Management System at Secondary Care	Dr Renuka Walia	4.64
4.2	Assessment under Patient Rights	Dr Naveen Kumar	4.45
4.3	Overview of Infection Control in Primary and Secondary Care	Dr Siddhi Dhond	4.28
4.4	Conduct of National Level Assessments: Pre-assessment and during assessment activities	Dr Neeraj Gautam	4.53
4.5	Continual Quality Improvement and Action Plan for NQAS assessed facilities	Dr Amrita Rastogi	4.37
4.6	Key Components of Report Writing for NQAS Certification	Dr Ranjith Kr Mandal	4.40
Day 6			
6.1	Revision of NQAS	Ms. Vinny Arora	4.86

B. Average Day wise Feedback score:

46th EAT Day-wise Feedback Score		
S.No.	Day	Day-wise Score
1	Day 1	4.66
2	Day 2	4.61
3	Day 3	4.5
4	Day 4	4.45
5	Day 5	4.61
6	Day 6	4.86

C. Overall Training Feedback Score:

46th EAT Overall Training Feedback		
S.No.	Attribute	Score
1	The usefulness of the information received in the training	4.83
2	The structure of training sessions	4.79
3	The Pace of the training sessions	4.77
4	Inclusion of relevant exercises and activities	4.79
5	Easy-to-follow content, language and instructions	4.79
6	Well balanced theory and practical elements	4.77
7	The usefulness of the training material	4.85
8	Overall rating of the training	4.81

D. Most Liked Session:

S.No.	Session	Resource Person	Score
1	Revision of NQAS	Ms Vinny Arora	4.86
2	Assessment of National Health Programs	Dr J N Srivastava	4.74
3	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma	4.73

E. Most Liked Trainer:

S.No.	Name of Trainer	Score
1	Dr Deepika Sharma	4.73
2	Dr J N Srivastava	4.7
3	Ms Vinny Arora	4.67



Agenda of Pre Training Orientation

Agenda Pre-training Orientation of 46th EAT (Virtual Mode)

Date: 11th July, 2025 (Friday)

Agenda Venue: CR-1, NDC building, NHSRC		
Time	Topic	Resource Person
02:00 PM – 02:15 PM	Registration (Virtual Mode)	QPS Team
02:15 PM – 02:30 PM	Welcome & Overview of 46 th EAT	Ms. Shahana Sherin O P Junior Consultant- CU(QPS) (46 th Batch EAT Training Coordinator)
02:30 PM – 03:15 PM	Overview of NQAS: - Operational Guidelines - Buzz words (Area of Concern, Standards) - Assessment Guidebooks - NHSRC, QPS microsite	Dr Abhay Dahiya Senior Consultant- QPS
03:15 PM – 04:00 PM	Brief Introduction to National Quality Assurance Standards	Dr Naveen Kumar Consultant- QPS
04:00 PM – 04:30 PM	Overview of Measurement System & Assessment Protocol under NQAS	Dr Ranjit Kumar Mandal Senior Consultant- CU (QPS)
04:30 PM – 05:00 PM	Discussion and Q & A Session	

Annexure: I

AGENDA of 46th EAT



Agenda

**46th Batch of NQAS External Assessors' Training for
National Quality Assurance Standards**

14th July to 19th July, 2025

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





Day 1 – 14th July, 2025 (Monday)

Time	Topic	Resource Person
08:30 AM - 09:00 AM	Registration	QPS Team
09:00 AM - 09:30 AM	Pre-Training Evaluation	QPS Team
Inaugural session		
09:30 AM - 09:40 AM	Welcome Address and Aims & Objectives	Dr J.N. Srivastava Advisor- QPS
09:40 AM - 09:45 AM	Lamp Lighting	
09:45 AM - 09:50 AM	Address by Guest of Honor	Brig. Sanjay Baweja Principal Administrative Officer, NHSRC
09:50 AM - 09:55 AM	Address by Guest of Honor	Gp Capt (Dr) Rajiv Pathni External Consultant- QPS
09:55 AM - 10:00 AM	Address by Chief Guest	Maj Gen (Prof) Atul Kotwal SM, VSM Executive Director – NHSRC
10:00 AM - 10:20 AM	Introduction of Participants	
10:20 AM - 10:25 AM	Vote of Thanks	Ms. Vinny Arora Lead Consultant- CU(QPS)
10:25 AM - 11:00 AM	Group Photograph followed by Tea	
11:00 AM - 12:00 PM	Overview of the Public Health System and NQAS	Dr J N Srivastava Advisor-QPS
12:00 PM - 01:00 PM	Overview of Ayushman Aarogya Mandir- Sub Health Centre	Dr B N Vyas External Faculty
01:00 PM - 02:00 PM	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma Lead Consultant – QPS
02:00 PM - 02:45 PM	Lunch	
02:45 PM - 03:45 PM	Measurement Systems under National Quality Assurance Standards	Ms Vinny Arora Lead Consultant- CU(QPS)
03:45 PM - 4:30 PM	Exercises	QPS team
04:30 PM - 04:45 PM	Tea Break	
04:45 PM - 5:30 PM	Exercise	QPS team



Day 2 – 15th July, 2025 (Tuesday)

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 1	Ms Kajal Jumnani Consultant – CU(QPS)
09:15 AM - 10:15 AM	Introduction of National Quality Assurance Standards for Primary Care Facilities	Dr Chinmayee Swain Senior Consultant - QPS
10:15 AM – 11:15 AM	Assessment of National Health Programs	Dr J N Srivastava Advisor-QPS
11:15 AM – 11:30 AM	Tea Break	
11:30 AM – 12:30 PM	Assessment of RMNCHA+N services at Primary Healthcare Facilities – I	Dr Anupa Vig External Faculty
12:30 PM – 01:30 PM	Assessment of the extended Service Package in Primary Care #	Dr B N Vyas External Faculty
01:30 PM - 02:15 PM	Lunch	
02:15 PM – 03:15 PM	Overview of Quality Management Systems at Primary Care	Dr Deepika Sharma Lead Consultant –QPS
03:15 PM- 04:15 PM	Overview of General Clinical Services	Dr Chinmayee Swain Senior Consultant - QPS
04:15 PM - 04:30 PM	Tea Break	
04:30 PM – 05:30 PM	Exercise	QPS Team

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



Day 3 – 16 th July, 2025 (Wednesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 2	Dr Amrita Rastogi Consultant- CU(QPS)
09:15 AM – 10:15 AM	Introduction of National Quality Assurance Standards for Secondary Care Facilities	Dr Abhay Dahiya Senior Consultant - QPS
10:15 AM – 11:15 AM	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr Mrinalini Mani External Faculty
11:15 AM - 11:30 AM	Tea Break	
11:30 AM - 12:45 PM	Overview of special clinical services at Secondary Care ##	Dr Mrinalini Mani External Faculty
12:45 PM - 01:45 PM	Assessment under Support Services	Mr Ranjith Menon Public Health Expert- ADB
01:45 PM – 02:30 PM	Lunch Break	
02:30 PM – 03:15 PM	Overview of KPIs and Outcome Indicators	Mr Anand Yadav Consultant - QPS
03:15 PM - 4:00 PM	Assessment of Digital Records in Primary Healthcare Facilities	Ms. Vinny Arora Lead Consultant – CU (QPS)
04:00 PM – 04:15 PM	Role Play	QPS Team
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:30 PM	Exercises	QPS Team

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



Day 4 – 17th July, 2025 (Thursday)

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 3	Dr Priyam Deb Consultant– CU (QPS)
09:15 AM – 10:45 AM	Overview of Quality Management Systems at Secondary Care	Dr Renuka Walia External Faculty
10:45 AM - 11:00 AM	Tea Break	
11:00 AM - 12:00 PM	Assessment under Patient Rights	Dr Naveen Kumar Consultant -QPS
12:00 PM - 01:00 PM	Overview of Infection Control in Primary and Secondary Care	Dr Siddhi Dhond Consultant- QPS
01:00PM – 01:45 PM	Lunch Break	
01:45 PM – 02:45 PM	Conduct of National Level Assessments – Pre assessment and during assessment activities	Dr Neeraj Gautam Senior Consultant - QPS(CU)
02:45PM - 03:30 PM	Continual Quality Improvement and Action Plan for NQAS assessed facilities	Dr Amrita Rastogi Consultant - QPS(CU)
03:30 PM – 04:15 PM	Key Components of Report Writing for NQAS Certification	Dr Ranjit Mandal Senior Consultant - QPS(CU)
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	Ms. Shahana Sherin O P Junior Consultant- CU(QPS)



Day 5 – 18th July,2025 (Friday)

Time	Topic	Resource Person
09:00 AM – 01:00 PM	Field Visit	Ms Shahana Sherin & 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 – 19th July, 2025 (Saturday)

Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Ms. Vinny Arora Lead 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- Ms. Shahana Sherin OP; Jr. Consultant-CU(QPS)