

50th External Assessors Training Report

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50th External Assessors' Training For National Quality Assurance Standards

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Ministry of Health and Family Welfare

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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 50th National External Assessors' Training, held from 20th to 25th April 2026, 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 50th 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 54 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 75 participants appeared for the examination, including 21 participant who did not qualify previously, reappeared for the exam. **(Annexure D)**

Only 61 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 50th 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 18th April 2026. 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 eight 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 18th April 2026 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, **Shri Sibin C, Joint Secretary (Policy), MoHFW**

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 50th EAT and creating over 2000+ 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. He also informed the implementation of the National Security Cess Act, 2025, which has come into force from 1st February 2026. Under this provision, funds will be made available to States/UTs in a challenge mode as performance-based incentives upon meeting stipulated criteria under NQAS. He further emphasized that the Ministry of Health & Family Welfare has set the target of achieving 100% NQAS-certified facilities across the country by December 2026, reinforcing the Government's strong commitment towards institutionalizing quality in healthcare delivery.

As an empanelled assessor of NHSRC, the duties and code of conduct to be followed were also briefed during her 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 – 20th April 2026

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. After completion, the participants discussed their assignments with their respective moderators and cleared their doubts. Participants attempted the exercises in the Day 1 workbook, and 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 – 21st April 2026

The 2nd day of training started with a recap of the sessions from Day 1; Dr. Vineeta Dhankhar, 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 Aarogya Mandir- Sub Health Centre



The second session was taken by Dr Neelam Siddiqui (External faculty -NQAS assessor) on Overview of Ayushman Arogya Mandir -Sub Health center and its scope of services. She 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 society. She also briefed about how AAM-SHC provides services for illness to wellness strategy. Community ownership through different

structures and activities being promoted in AAM-SHC 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. Anupa Vig. 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 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

Dr Neelam Siddiqui, 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 Neeraj Gautam - Senior Consultant-CU, took the 4th Session of the day. He briefed about the Standards from E1-E9 and the measurable elements and checkpoints that come under these standards in each level of healthcare facility. He also explained how to conduct the assessments with examples under each method under these standards.

Session 2.5: Overview of Quality Management Systems at Primary Care

Dr. Naveen Kumar, Consultant, 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 Overview of Infection Control Program

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 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 – 22nd April 2026

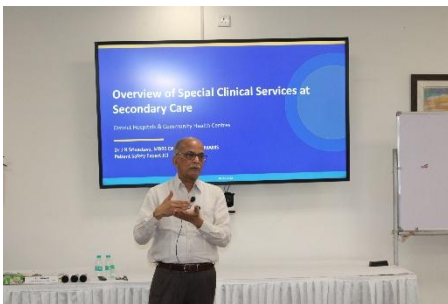
The 3rd day of training started with a recap of the sessions conducted on Day 2, by Dr. Siddhi Dhond, Consultant, (QPS), NHSRC. She recapitulated the key learnings of the previous day's sessions.

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

Dr Deepika Sharma, Lead Consultant-QPS, took this session. The objective of the learning 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 AoC in different levels of facilities like District Hospital, Community Health centres, and Urban Primary Health Centres.

Session 3.2: Overview of Special clinical services at Secondary Care

Dr J N Srivastava took the session and discussed the specific clinical services at District Hospital or equivalent level of facilities. He 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. He gave a comparative view of the standards applicable at different levels of healthcare facilities.



Session 3.3 RMNCHA+N services at Secondary Healthcare Facilities – II

Dr. Anupa Vig, 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 3.4: Assessment under Support Services

The session on AoC D was introduced by Dr. Vineeta Dhankhar Shah, 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. She 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. Vineeta 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: 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 3.6: Overview of KPIs and Outcome Indicators

Dr Alisha Sharma, Consultant-CU, 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. She 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. She 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, filling 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 – 23rd April 2026

The 4th day of the training started with a recap of the sessions conducted on Day 4 by Dr. Alisha Sharma, 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 of National Health Programs

The second session of Day 4 was taken by Dr. J N Srivastava, 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. 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 4.3: Conduct of National Level Assessments: Pre-assessment and during assessment activities during assessment:

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 Ms Kajal Jumnani, 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. She also highlighted the basic principles of report writing and specified the details of the gaps with proper explanation, along with pictures, if possible. She 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. She 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 Naveen Kumar, Ms Rachna and Fellows and External Consultants of QPS Team.

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 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:

Mr Anand Yadav, Consultant-QPS outlined the objectives and guidelines for the field visit. He briefed the participants on the selected health facilities and the transportation details. The details of 12 groups were shared, and each group chose their team captain within themselves. Further, the team was assigned as a group coordinator from NHSRC. The following points for the field visit were elaborated:

The exercise was only a demonstration and not an official assessment.

- Focus should be on fact-finding rather than on fault-finding.
- The participants should aim to support and enhance the facility, not enforce.
- Always prioritize patient care.
- 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- 24th April 2026

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 findings, 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- 25th April 2026

Revision Session of the last 5 days

Dr. Abhay Dahiya, Senior Consultant- QPS, conducted this session in an interactive format covering the AoC, 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. He thanks 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 practice. They expressed that after going through this program, their knowledge and skills have been upgraded with respect to Quality, which they will implement at their respective organizations. Lastly, there was a prize distribution for groups that presented the top 3 group presentations after their field visit on Day 5.

FEEDBACK

The daily feedback received for each session has been analyzed and analyzed report is attached as *Annexure G*.

Some participants made the following suggestions:

- Sessions to be conducted in English and Hindi.
- Course duration may be increased as more days are required to understand the depth of the subject.
- Better accommodation arrangements during the training.
- Provision of trolley bags for the resource materials or books provided during the training.
- Food arrangement at training venues has been appreciated by participants

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.

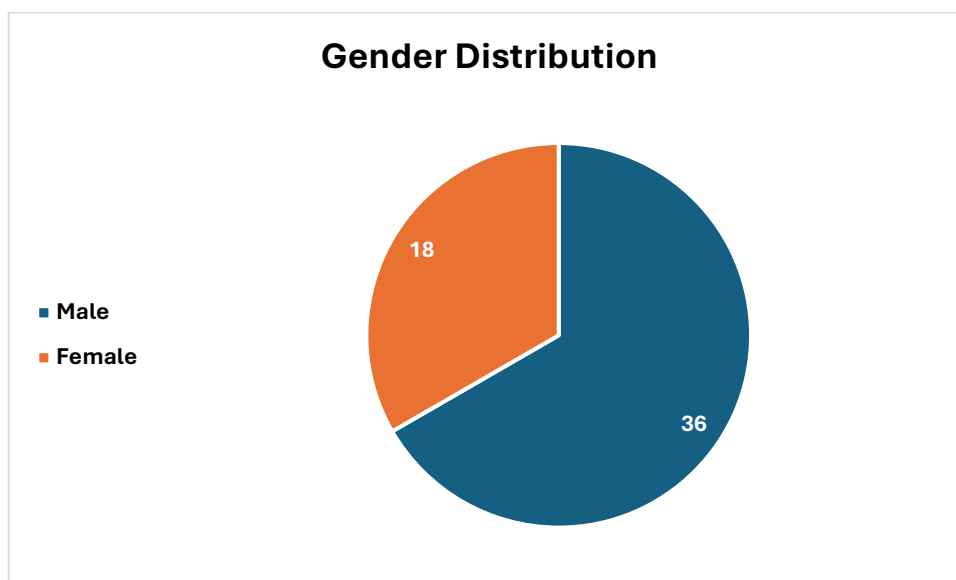
An Ethical Review Committee was formed which reviewed the training curriculum, session materials, assessment tools, and data protection safeguards for the 50th Batch of External Assessors' Training Programme. Based on detailed examination, the Committee confirmed that the content and associated processes 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 50th Batch of External Assessors' Training Programme was cleared for commencement from 20th to 25th April 2026.

List of groups of Participants of 50th EAT

S.NO	State	Name	Gender
1	Andhra Pradesh	Dr. SMURNA DEEPA PANDITI	Female
2	Andhra Pradesh	Dr. Pilli Parama Geetha Padmaja	Female
3	Andhra Pradesh	DR PETA CHANDRA SEKHAR	Female
4	Bihar	DR NOOR FATHIMA	Female
5	Bihar	Dr Alok Kumar Sinha	Male
6	Bihar	Dr Mukesh Kumar Singh	Male
7	Chhattisgarh	Dr ABHAYA GUPTA	Female
8	Chhattisgarh	DR VIKAS TIWARI	Male
9	Delhi	Dr Surbhi Yadav	Female
10	Delhi	Dr Tushar Sehgal	Male
11	Delhi	Dr Ravindra Aggarwal	Male
12	Goa	Dr Pranjali Chandra	Female
13	Goa	Dr Manjiri Mahesh	Female
14	Gujarat	Dr Yogita Tulsian	Female
15	Gujarat	DR.RAMESHBHAI BADARBHAI PATEL	Male
16	Gujarat	Dr.Rajeevkumar Laxmanbhai Baranda	Male
17	Gujarat	DR RAKESHBHAI MANHARBHAI VAHONIYA	Male
18	Gujarat	DR PRAKASH JETHALAL CHANDEGRA	Male
19	Haryana	DR PANKAJ KUMAR	Male
20	Haryana	DR MONICA KELKAR	Female
21	Himachal Pradesh	Dr Gurmeet Katoch	Male
22	Himachal Pradesh	Dr Mohit Dogra	Male
23	Jammu Kashmir	Dr Anubhav Khajuria	Male
24	Keralam	DR PRASANTH A M	Male
25	Keralam	Dr Rijith Krishnan	Male
26	Keralam	DR SYAMKUMAR K. K	Male
27	Lakshadweep	Dr Khaleel Khan	Male
28	Madhya Pradesh	Dr Pankaj Kumar Budholiya	Male
29	Maharashtra	DR ASHA BHIMASHANKAR GHODAKE	Female
30	Maharashtra	DR MILIND PANDURANG JADHAO	Male
31	Maharashtra	DR VISHAL RAMESH PATIL	Male
32	Odisha	Dr Kailash Kishore	Male
33	Odisha	Dr Satyanarayan Sahoo	Male
34	Odisha	Dr Pranab Kumar Mahapatra	Male
35	Puducherry	Dr K GANESH KUMAR	Male
36	Punjab	Dr Preet Mohan Singh	Female
37	Punjab	DR WAHEED MOHD	Male
38	Rajasthan	Dr. Poonam Prasad	Female
39	Rajasthan	Dr. MANISHA CHOUDHARY	Female
40	Rajasthan	Dr Savitri Kumari	Female
41	Rajasthan	Dr LOKESH CHATURVEDI	Male
42	Tamilnadu	DR M MADHAN KUMAR	Male
43	Tamilnadu	DR SUGANTH V	Female
44	Telangana	Dr. T Sandhya Blessy	Female
45	Telangana	Dr.Gantepogu Raju	Male
46	Telangana	Dr. B. M. Neeraj Bandari	Male
47	Uttar Pradesh	Dr Alok Kumar Singh	Male
48	Uttar Pradesh	Dr Neeraj Singh	Male
49	Uttar Pradesh	Dr Tauseef Hussain Rizvi	Male
50	Uttarakhand	Dr Shailendra Kumar Barthwal	Male
51	Uttarakhand	Dr Arita Saxena	Female
52	West Bengal	Dr. Prasun Kumar Das,	Male
53	West Bengal	Dr. Goutam Sarkar,	Male
54	West Bengal	Dr. Arnab Sarkar,	Male

Equity Report on Gender & Geographical distribution of participants

For the 50th 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 61 Participants were shortlisted and invited to attend the training, but only 54 participants attended as 7 participants had withdrawn. The distribution of details is as follows:

**Geographical Distribution:**

Name of State/UT	No of Participants
Andhra Pradesh	3
Bihar	3
Chhattisgarh	2
Delhi	3
Goa	2
Gujarat	5
Haryana	2
Himachal Pradesh	2
Jammu Kashmir	1
Keralam	3
Lakshadweep	1
Madhya Pradesh	1
Maharashtra	3
Odisha	3
Puducherry	1
Punjab	2
Rajasthan	4
Tamil Nadu	2
Telangana	3
Uttar Pradesh	3
Uttarakhand	2
West Bengal	3

Group exercise scoring

Group/ID No	Name of the participant	Exercises and Group work (out of 25)
A1	Dr. Smurna Deepa Panditi	22.2
A2	Dr Alok Kumar Sinha	22.0
A4	Dr Yogita Tulsian	22.7
A6	Dr Prasanth A M	22.5
A7	Dr Asha Ghodake	22.5
A8	Dr Kailash Kishore	22.0
B10	Dr Abhaya Gupta	21.9
B11	Dr Rameshbhai Patel	22.7
B13	Dr Rijith Krishnan	21.4
B14	Dr Milind Jadhav	20.8
B15	Dr Satyanarayan Sahoo	21.7
B16	Dr. Pilli Parama Geetha Padmaja	22.8
B9	Dr Mukesh Kumar Singh	21.4
C17	Dr Peta Chandra Sekhar	22.2
C18	Dr Noor Fathima	22.7
C19	Dr Vikas Tiwari	23.0
C20	Dr Rajeevkumar Baranda	23.3
C21	Dr Khaleel Khan	22.2
C22	Dr Syamkumar K K	22.7
C23	Dr Pranab Mahapatra	21.9
C24	Dr. Anubhav Khajuria	23.3
D25	Dr Prakash Chandegra	22.3
D26	Dr Ravindra Aggarwal	22.1
D27	Dr K Ganesh Kumar	22.7
D28	Dr Preet Mohan Singh	22.0
D29	Dr Poonam Prasad	21.6
D30	Dr Madhan Kumar	22.3
D31	Dr Sandhya Blessy	21.9
E33	Dr Waheed Mohd	22.5
E34	Dr Manisha Choudhary	21.9
E35	Dr Suganth V	23.4
E36	Dr Gantepogu Raju	23.4
E37	Dr Alok Kumar Singh	23.1
E38	Dr Shailendra Barthwal	22.5
E39	Dr. Mohit Dogra	23.0
E40	Dr Tushar Sehgal	22.0
F42	Dr Savitri Kumari	23.1
F43	Dr B M Neeraj Bandari	22.7

F44	Dr Neeraj Singh	22.7
F45	Dr Arita Saxena	23.0
F46	Dr Prasun Das	20.2
F47	Dr Monica Kelkar	22.3
G49	Dr Lokesh Chaturvedi	23.4
G50	Dr. Gurmeet Katoch	23.8
G51	Dr Goutam Sarkar	23.1
G52	Dr Pranjali Chandra	23.9
G53	Dr Pankaj Budholiya	23.4
H54	Dr Vishal Patil	22.2
H55	Dr Surbhi Yadav	22.3
H56	Dr Arnab Sarkar	22.2
H57	Dr Manjiri Mahesh	22.2
H58	Dr Tauseef Hussain Rizvi	22.3
H59	Dr Rakeshbhai Vahoniya	22.3
H60	Dr Pankaj Kumar	22.3

List of Re-Appeal Candidate

ID No	Name of Candidates
R1	Dr.Pankaj Kumar Maurya
R2	Mr Ranveer Singh
R3	Dr Sanjay Gupta
R4	Dr Ram Gopal verma
R5	Dr Rinku Sharma
R6	Mr Manish Kumar
R7	Dr. Madhumati S Dhawad
R8	Dr. J N Emerald Ponniyen Selvan
R9	Mr Raju Lal Navrange
R10	Mrs Velma Victor
R11	Mrs Zeba Nazz Shekh
R12	Mr Raza
R13	Mrs Kesh Awasthi
R14	Dr Asim Shah
R15	Ms. Manju Siju
R16	Mrs Vetri Selvi J
R17	Dr. Dipendra Kumar
R18	Dr. Revaram Koushle
R19	Dr. Meenu Gupta
R20	Dr. Elavarasan . K
R21	Ms Ranjani Priya G

List of Qualified Participants of 50th EAT
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S.No	Name of Assessor's
1	Dr Arnab Sarkar
2	Dr. Anubhav Khajuria
3	Ms Ranjani Priya G
4	Dr Arita Saxena
5	Dr Prasanth A M
6	Dr Preet Mohan Singh
7	Dr Rakeshbhai Vahoniya
8	Dr Asha Ghodake
9	Dr Sandhya Blessy
10	Dr Gantepogu Raju
11	Dr. Meenu Gupta
12	Dr Waheed Mohd
13	Dr K Ganesh Kumar
14	Dr Suganth V
15	Dr Madhan Kumar
16	Dr Shailendra Barthwal
17	Dr Pranjali Chandra
18	Dr Prakash Chandegra
19	Dr Yogita Tulsian
20	Dr B M Neeraj Bandari
21	Dr Manjiri Mahesh
22	Dr Alok Kumar Singh
23	Dr Milind Jadhav
24	Dr Pankaj Kumar
25	Dr Vishal Patil
26	Dr Tushar Sehgal
27	Dr Savitri Kumari
28	Dr Abhaya Gupta
29	Dr Manisha Choudhary
30	Dr Prasun Das
31	Dr Noor Fathima
32	Dr Monica Kelkar
33	Dr Vikas Tiwari
34	Dr Satyanarayan Sahoo
35	Dr Rajeevkumar Baranda
36	Dr. Mohit Dogra
37	Dr Lokesh Chaturvedi
38	Dr Surbhi Yadav
39	Dr Pranab Mahapatra
40	Dr Khaleel Khan
41	Dr Syamkumar K K
42	Dr Ravindra Aggarwal
43	Mr Raju Lal Navrange
44	Mr Manish Kumar
45	Mr Raza
46	Dr Alok Kumar Sinha

47	Dr Sanjay Gupta
48	Dr. Smurna Deepa Panditi
49	Dr Goutam Sarkar
50	Mr Ranveer Singh
51	Dr Rameshbhai Patel
52	Dr Poonam Prasad
53	Mrs Vetri Selvi J
54	Dr Kailash Kishore
55	Dr Peta Chandra Sekhar
56	Dr. Dipendra Kumar
57	Dr Tauseef Hussain Rizvi
58	Dr Rijith Krishnan
59	Dr. Gurmeet Katoch
60	Dr Pankaj Budholiya
61	Dr. Pilli Parama Geetha Padmaja

Field Visit Group

Group No	ID No	Name o f Participants	Name of Facilitator	Name of Facility
Group 1	B10	Dr Abhaya Gupta	Dr Nunsang	AAM SHC – Alipur, Gurugram
Group 1	C22	Dr Syamkumar K K		
Group 1	E35	Dr Suganth V		
Group 1	G49	Dr Lokesh Chaturvedi		
Group 2	B13	Dr Rijith Krishnan	Dr Ratan Shekhawat	AAM SHC – Jharsa, Gurugram.
Group 2	C24	Dr. Anubhav Khajuria		
Group 2	E37	Dr Alok Kumar Sinha		
Group 2	G51	Dr Goutam Sarkar		
Group 3	B15	Dr Satyanarayan Sahoo	Ms Kajal Jumnani	AAM SHC - Sarhol, Gurugram.
Group 3	D26	Dr Ravindra Aggarwal		
Group 3	E39	Dr. Mohit Dogra		
Group 3	G53	Dr Pankaj Budholiya		
Group 4	B14	Dr Milind Jadhav	Dr Shrishti Pandey	AAM SHC – Teekli, Gurugram
Group 4	D25	Dr Prakash Chandegra		
Group 4	E38	Dr Shailendra Barthwal		
Group 4	G52	Dr Pranjali Chandra		
Group 5	B11	Dr Rameshbhai Patel	Dr Tarun	AAM SHC – Dundahera, Gurugram
Group 5	C23	Dr Pranab Mahapatra		
Group 5	E36	Dr Gantepogu Raju		
Group 5	G50	Dr. Gurmeet Katoch		
Group 6	B16	Dr. Pilli Parama Geetha Padmaja	Dr Siddhi Dhond & Dr Bharti Sharma	AAM SHC – Begampur Khatola, Gurugram.
Group 6	D27	Dr K Ganesh Kumar		
Group 6	E40	Dr Tushar Sehgal		
Group 6	H54	Dr Vishal Patil		
Group 7	A1	Dr. Smurna Deepa Panditi	Dr Utkarsh Tailor	AAM SHC Sherpur, Bhojpur, Ghaziabad
Group 7	B9	Dr Mukesh Kumar Singh		
Group 7	D28	Dr Preet Mohan Singh		
Group 7	F42	Dr Savitri Kumari		
Group 7	H55	Dr Surbhi Yadav		
Group 8	A2	Dr Alok Kumar Sinha	Dr. Hari Hara Krishna	AAM SHC-Bhandola, Bhojpur, Ghaziabad.
Group 8	C17	Dr Peta Chandra Sekhar		
Group 8	D29	Dr Poonam Prasad		
Group 8	F43	Dr B M Neeraj Bandari		
Group 8	H56	Dr Arnab Sarkar		
Group 9	A4	Dr Yogita Tulsian	Dr Surbhi Chaturvedi	AAM SHC- Bahadurgarpur, Dasna, Ghaziabad
Group 9	C18	Dr Noor Fathima		
Group 9	D30	Dr Madhan Kumar		
Group 9	F44	Dr Neeraj Singh		
Group 9	H57	Dr Manjiri Mahesh		
Group 10	A6	Dr Prasanth A M	Dr. Naveen and Dr Renu Kaur	AAM SHC-Sikrod, Dasna, Ghaziabad.
Group 10	C19	Dr Vikas Tiwari		
Group 10	D31	Dr Sandhya Blessy		

Group 10	F45	Dr Arita Saxena		
Group 10	H58	Dr Tauseef Hussain Rizvi		
Group 11	A8	Dr Kailash Kishore	Ms. Nupur	AAM SHC- Nekpur,Muradnagar, Ghaziabad
Group 11	C21	Dr Khaleel Khan		
Group 11	E34	Dr Manisha Choudhary		
Group 11	F47	Dr Monica Kelkar		
Group 11	H60	Dr Pankaj Kumar		
Group 12	A7	Dr Asha Ghodake	Dr. Alisha	AAM SHC- Milkachakarpur, Muradnagar, Ghaziabad.
Group 12	C20	Dr Rajeevkumar Baranda		
Group 12	E33	Dr Waheed Mohd		
Group 12	F46	Dr Prasun Das		
Group 12	H59	Dr Rakeshbhai Vahoniya		

Participant Feedback Analysis**A. Session wise Feedback Score:**

S. No	Name of the NHSRC Trainer	Session Name	Feedback Score
1	Dr. Rajiv Pathni	Overview of the Public Health System and NQAS	4.77
2	Dr J N Srivastava	Overview of special clinical services at Secondary Care and National Health Programmes	4.48
3	Dr Deepika Sharma	Introduction to NQAS and Area of Concerns	4.69
4	Ms. Vinny Arora	Measurement Systems under National Quality Assurance Standards	4.51
5	Dr Abhay Dahiya	Introduction of National Quality Assurance Standards for Primary Care Facilities	4.58
6	Dr. Neelam Siddiqui	Overview of Ayushman Aarogya Mandir-Sub Health Centre Assessment of the extended Service Package in Primary Care #	4.48
7	Dr. Anupa Vig	Assessment of RMNCHA+N services at Primary & Secondary Healthcare Facilities	4.49
8	Dr Neeraj Gautam	Overview of General clinical services Conduct of National Level Assessments – Pre-assessment and during assessment activities	4.56
9	Dr. Naveen Kumar	Overview of Quality Management Systems at Primary Care Assessment under Patient Rights	4.54
10	Dr. Ratan Shekhawat	Assessment under Infection Control Practices	4.31
11	Dr Vineeta Dhankhar	Assessment under Support Services	4.59
12	Dr Alisha Sharma	Overview of KPIs and Outcome Indicators	4.32
13	Dr Arpita Agrawal	Overview of Quality Management Systems at Secondary Care	4.63
14	Ms. Rachana Kumari	Continual Quality Improvement and Action Plan for NQAS assessed facilities	4.42
15	Ms. Kajal Jumnani	Key Components of Report Writing for NQAS Certification	4.45

B. Average Day wise Feedback score:

50th EAT Day wise Feedback analysis	
Day 1	4.57
Day 2	4.45
Day 3	4.55
Day 4	4.53
Day 5	4.50
Day 6	4.84

C. Overall Training Feedback Score:

50th EAT Overall Training Feedback	
The usefulness of the information received in the training	4.77
The structure of training sessions	4.82
The Pace of the training sessions	4.50
Inclusion of relevant exercises and activities	4.68
Easy-to-follow content, language and instructions	4.64
Well balanced theory and practical elements	4.64
The usefulness of the training material	4.68
Overall rating of the training	4.77
Overall Compliance	4.69

D. Most Liked Session:

1	Dr. Rajiv Pathni	Overview of the Public Health System and NQAS	4.77
2	Dr Deepika Sharma	Introduction to NQAS and Area of Concerns	4.69
3	Dr Arpita Agrawal	Overview of Quality Management Systems at Secondary Care	4.63



Tentative Agenda
50th External Assessors' Training on NQAS
Pre-Training Orientation
Saturday, 18th April 2026

18th April 2026 (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 50 th EAT	Anand Yadav Consultant- QPS
10:30 AM – 11:30 AM	Overview of Public Health System and NQAS: • Indian Public Health System • Operational Guidelines • Buzz words (Area of Concern, Standards) • Assessment Guidebooks • NHSRC, QPS microsite	Dr Vineeta Dhankhar Shah Consultant, QPS
11:30 AM – 12:00 PM	Brief Introduction to National Quality Assurance Standards	Dr Ranjit Kr Mandal Senior Consultant- CU (QPS)
12:00 PM – 12:15 PM	Discussion and Q & A Session	



Agenda

50th Batch of External Assessors' Training for National Quality Assurance Standards

20th April to 25th April 2026

Venue: Chintan Hall, First Floor, NHSRC

New Delhi



Day 1 – 20 th April 2026 (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	Shri Sibin C Joint Secretary (Policy), MoHFW
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	Group Exercise	QPS team



Day 2 – 21 st April 2026 (Tuesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 1	Dr. Vineeta Dhankhar Consultant – QPS
09:15 AM - 10:15 AM	Overview of Ayushman Aarogya Mandir- Sub Health Centre	Dr Neelam Siddiqui External Faculty
10: 15 AM – 11:15 AM	Assessment of RMNCHA+N services at Primary Healthcare Facilities – I	Dr Anupa Vig External Faculty
11:15 AM – 11:30 AM	Tea Break	
11:30 AM – 12:30 PM	Assessment of the extended Service Package in Primary Care #	Dr Neelam Siddiqui External Faculty
12:30PM- 1:30 PM	Overview of General clinical services	Dr Neeraj Gautam Senior Consultant, CU
1:30 PM – 02:30 PM	Lunch Break	
02:30 PM – 03:30 PM	Overview of Quality Management Systems at Primary Care	Dr. Naveen Kumar Consultant – QPS
03:30 PM – 04:30 PM	Overview of Infection Control in Primary and Secondary Care	Dr Ratan Shekhawat Consultant, QPS
4:30 PM – 4:45 PM	Tea Break	
04:45 PM- 05:30 PM	Group Exercise	QPS Team

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



Day 3 – 22 nd April 2026 (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	Introduction of National Quality Assurance Standards for Secondary Care Facilities	Dr Deepika Sharma Lead Consultant - QPS
10:30 AM – 11:30 AM	Overview of special clinical services at Secondary Care ##	Dr J N Srivastava External Faculty
11:30 AM - 11:45 AM	Tea Break	
11:45 AM – 12:45 PM	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr Anupa Vig External Faculty
12:45 PM – 01:30 PM	Assessment under Support Services	Dr. Vineeta Dhankhar Consultant, QPS
01:30 PM – 02:00 PM	Lunch Break	
02:00 PM - 03:00 PM	Assessment of Patient Rights under NQAS	Dr Naveen Kumar Consultant, QPS
03:00 PM – 03:45 PM	Overview of KPIs and Outcome Indicators	Dr. Alisha Sharma Consultant QPS (CU)
03:45 PM – 04:00 PM	Tea Break	
04:00 PM - 05:30 PM	Group Exercises	QPS Team

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



Day 4 – 23 rd April 2026 (Thursday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 3	Dr. Alisha Sharma 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 National Health Programmes	Dr J N Srivastava External Faculty
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
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	Ms Kajal Jumnani 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	Anand Yadav Consultant- QPS



Day 5 – 24 th April 2026 (Friday)		
Time	Topic	Resource Person
09:00 AM – 01:00 PM	Field Visit	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 – 25 th April 2026 (Saturday)		
Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Dr. Abhay Dahiya Senior Consultant 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- Anand Yadav – (Consultant, QPS)
