**Internal Assessor Training on Quality Assurance in Urban Health Facilities**

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| Time | Session | Speaker |
| Day 01  |
| 09:00am - 09:30am | **Registration** |
| 09:30am - 10:00 am | Inaugural Address |  |
| 10:00am - 10:45 am  | Urban Health Scenario and Introduction to National Urban Health Mission  |  |
| 10.45 am-11.00 am | **Tea** |  |
| 11:00 am – 11:45 am  | Overview of National Quality Assurance Program for Public Health Facilities  |  |
| 11.45 am - 12:30 am | Measurement System, standards & Assessment Protocol |  |
| 12:30 noon - 1: 30pm | Area of Concern A, B , C & D(Service Provision & Patient Rights) |  |
| 01:30pm – 02:30pm | **Lunch** |
| 02:30pm - 3:15pm | Exercise on Area of concern A, B, C & D) |  |
| 03: 15 pm - 4:00pm | Area of Concern E- Clinical Services  |  |
| 4:00pm - 4:15pm | **Tea** |
| 4:15am - 5:15pm | Group Work  |  |
| Day 2  |
| 09:00am - 09:30am | **Recap** |
| 09:30am - 10:30 am | Area of concern F (Infection Control) |  |
| 10.30am - 11:15am | Area of Concern G (Quality Management) |  |
| 11:15am - 11:30am | **Tea** |
| 11:30am - 12:30noon | Exercise on Identifying Standards Gap analysis, action Planning  |  |
| 12.30- 1.30 | Key Performance Indicators (Area of concern H) |  |
| 1:00pm - 2:00 pm | **Lunch** |
| 2:00pm - 2:45pm | Analysis of Quality Scores & Report Writing  |  |
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| 2:45pm - 3:30pm | Post Training Evaluation  |  |
| 3:30pm – 3.45:pm | **Tea** |
| 3:45pm - 4:00pm | **Thanks & valedictory**  |