**Service Provider Training on National Quality Assurance Standards**



**Draft Agenda**

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| **Day-1** | | |
| **Time** | **Topic** | **Resource Person** |
| 09:00AM- 09:30AM | **Registration** |  |
| 09:30AM -10.00AM | **Inaugural Address MD NHM/State representative** |  |
| 10.00AM - 11.00AM | **Overview of Quality Concept and National Quality Assurance Program** |  |
| 11:00AM -11:30AM | **TEA** | |
| 11:30AM -12:30PM | **National Quality Assurance Standards and Assessment Protocols** |  |
| 12:30PM -1:30PM | **Presentations on Quality Scores and Major Gaps for Hospital Going for National Certification** |  |
| 01:30PM – 02:15PM | **LUNCH** | |
| 02:15PM – 02:45PM | **Quality Team Formation** |  |
| 02.45 PM – 3.15 PM | **Internal Assessment** |  |
| 3.15 PM – 4.00 PM | **Case Study on Assessment** |  |
| 04:00PM - 04:15PM | **TEA** | |
| 04:15PM - 4:45PM | **Root Cause Analysis, Action Planning & Prioritization** |  |
| 04:45PM - 05:30PM | **Exercise on Prioritization and Action Planning** |  |
| **Day-2** | | |
| 09:00AM -09:30AM | **Recap** |  |
| 09.30AM-10:00 AM | **Quality Improvement Cycle – PDCA** |  |
| 10.00 AM- 10.30 AM | **Patient Satisfaction Survey** |  |
| 10:30AM-10:45AM | **TEA** | |
| 10:45AM - 11:30AM | **Exercise on PSS and PDCA** |  |
| 11.30 AM- 12.15 | **Medical & Prescription Audit** |  |
| 12:15 AM-12:30 PM | **Exercise on Medical & Prescription Audit** |  |
| 12:30 PM - 01:15PM | **Process Mapping and Improvement** |  |
| 01:15PM- 02:00PM | **LUNCH** | |
| 02:00PM- 03:00 PM | **Exercise on Value Stream Mapping** |  |
| 3.00 PM – 4.00 PM. | **Key Performance & Area of Concern H Indicators** |  |
| 03:45PM - 04:00PM | **TEA** | |
| 04:00 PM - 05:00PM | **Infection Control & Waste Management** |  |
| 05.00- 05.30 PM | **Standard Operating Procedures** |  |
| **Day-3** | | |
| **Time** | **Topic** | **Resource Person** |
| 09:00AM - 09:30AM | **Recap** |  |
| 09:30AM -10:30AM | **Ensuring Patient Rights & Legal Requirements** |  |
| 10:15AM -11:00 AM | **Quality Improvement in Clinical Services** |  |
| 11:00AM -11:15AM | **TEA** | |
| 11:15AM-12:00 PM | **Presentation on SOPs** |  |
| 12:15PM-1:15PM | **Quality Improvement in Support Services** |  |
| 01:15PM - 02.00PM | **LUNCH** | |
| 02:00PM - 03:00PM | **Quiz** |  |
| 02:45PM - 03:30PM | **Procedure and documentation for Certification** |  |
| 03:30 PM - 04:00PM | **TEA** | |
| 04:00PM- 04:45 PM | **Road Map and Preparation of Facility wise action plan** |  |
| 4.45 PM- 5.15 PM | **Valedictory** |  |