## 5 DAYS - CERTIFICATE PROGRAMME ON NATIONAL QUALITY ASSURANCE STANDARDS (NQAS) 2024 [PHYSICAL MODE] VENUE: AHA HOUSE, NOIDA (U.P)



We look for the best, nothing but the best in Management of Hospital and Health Services

13th to 17th FEB -2024 [Tuesday to Saturday]



**JOINTLY ORGANISED BY:** 



HEWANTI NANDAN BAHUGUNA UTTRAKHAND MEDICAL EDUCATION UNIVERSITY DEHRADUN

**ACADEMY OF HOSPITAL ADMINISTRATION** 

#### **NQAS PROGRAMME BACKGROUND**

As you are aware, that National Health Resources Centre [NHSRC] Ministry of Health and Family Welfare, Govt. of India has come up with its quality standards known as Standards for Public Health Facilities wef 2013. These are applicable presently for District Hospitals, CHC"s, PHC"s & Urban PHC"s. Additionally there are LaQshya, SUMAN, MusQan Standards.

Academy of Hospital Administration (AHA), the renowned & largest Professional Body of Hospital Administrators has been on the forefront of training providers for Quality Management Systems in Healthcare through its various capacity building programmes.

After its Flagship programme "PGC QM&AHO in 2007", AHA has launched in year 2018, the certificate programme in "National Quality Assurance Standards (NQAS)–For public health facilities". This programme is beneficial to all healthcare professionals, managers, quality consultants as well for those candidates who already done QM&AHO PGC Programme from AHA. Programme is focused on upgrading the knowledge of the quality practitioners so that they can lead/ assist any healthcare quality assurance related project in public healthcare facilities. This also makes them more complete healthcare quality practitioners. NQAS has wide application & acceptability in public healthcare facilities in India.

The course has didactic learning methodology & case based learning sessions continuously guided by qualified experts on NQAS standards followed by a programme end assessment test of candidates, for certification purposes. There are no written assignments for submission in this programme. Through the course content & hands-on training sessions, participants will acquire the essential knowledge & skills to manage the quality needs of a healthcare organization in the current dynamic environment of hospitals

#### **NQAS STANDARDS: A BRIEF OVERVIEW**

The following NQAS Guidelines and Standards have been launched by the Ministry of Health and Family Welfare, Government of India: Operational Guidelines for Quality Assurance in Public Health Facilities, 2013. The NQAS standards have undergone repeated changes/ up-gradation to include more departments and also to include more issues wrt quality & safety. The standards besides the following whole HCO certifications also applies for special aspects of healthcare delivery with few checklists- LaQshya, MusQan, Suman, AEFI Surveillance, Kayakalp awards.

#### 1. Quality Assurance in District Hospital:

- a. 8 Areas of Concern
- b. 74 Standards
- c. 351 Measurable Elements
- d. 19 Departmental Checklists (More lists for special depts.)

#### 2. Quality Assurance in CHC:

- a. 8 Areas of Concern
- b. 66 Standards
- c. 300 Measurable Elements
- d. 12 Departmental Checklists

#### 3. Quality Assurance in PHC:

- a. 8 Area of Concern
- b. 50 Standards
- c. 251 Measurable Elements
- d. 6 Departmental Checklists

#### 4. Quality Assurance in Urban PHCs:

- a. 8 Area of Concern
- b. 35 Standards
- c. 247 Measureable Elements
- d. 12 Departmental Checklists

#### 5. 5. Quality Assurance in HWCs (SC):

- a. Eight (8) Area of Concern
- Fifty (50) standards have been defined
   These standards are applicable to both type A & type B sub-centre
   Expanded range of services (12 packages) are provided at facility level

The present set of guidelines have been prepared comprehensively beginning with areas of concerns, defining its standards, measurable elements & checkpoints both from service provider & service seekers aspect. There is a prudent mix of technical, infrastructural & clients' perspective while framing these guidelines. All States & District Programme Officers are required to utilize these guidelines for placing services as per the expectations of those who do not have the means to afford treatment & services from a private health facility. Implementing these guidelines in letter & spirit will help in achieving the desired outcomes.

#### SCOPE

The course covers above National Quality Assurance Standards as issued by the Ministry of Health Family Welfare Govt. of India. This course also provides guidelines on the implementation of NQAS Standards, conducting assessments & use of quality tools for the sustenance of quality. Virtual facility rounds have been planned for better understanding of the standard requirements. DH, CHC, UPHC & PHC standards are covered. Practice sessions for better understanding of the concepts are also organized during this programme.

#### WHO CAN ATTEND

Suitable professionals to participate in this programme are Healthcare managers/ administrators; Directors, Additional/ Deputy/ Assistant directors from various divisions of health departments/ programme divisions; Medical superintendents; Medical officer in-charges of CHCs, PHCs, Urban PHCs; Medical officers, specialists, Hospital Administrators, Nursing administrators, Nursing professionals, ICNs; Quality consultants & coordinators from State level, District Level, Area level, Hospital/ facility level; Students pursuing Hospital management/ Administration programmes; Other healthcare professionals associated with quality. Many candidates are sponsored by the State Quality Committees as well by various SIHFW. This programme is of immense benefit for the staff of the HCOs going in for NQAS/ LaQshya/ MusQan/ Suman/ HWC/ KayaKalp Certification.

#### **ELIGIBILITY CRITERIA**

- Medical/Dental graduates & Post graduates from a Medical/Dental Institutes of India or other countries, recognized by MCI/DCI. Graduates in the alternative system of medicine [AYUSH].
- MBA degree or PG Diploma in Hospital/ Healthcare, Financial, Material, Marketing Quality or Personnel Management.
- Graduates & postgraduates in nursing & pharmacy or having similar technical skills in other health sciences.
- Graduates & postgraduates in other disciplines (Pharmacy/ stores/ Biomedical engineers) with experience in working in the health care industry.
- Students pursuing Masters/ PG diploma in Hospital management/ Administration.
- Candidates working in the capacity of quality consultants/ managers/ resource persons in the healthcare quality divisions.

#### **OVERALL ALL APPROACH**

#### **VENUE**

The training shall be conducted at AHA HOUSE, C-56/43, INSTITUTIONAL AREA, SECTOR- 62, NOIDA, UP 201 301. This is a well-equipped head-quarter of AHA with inhouse lecture halls/ conference rooms & residential facilities for the participants.

#### TRAINING SCHEDULE

BATCH NAME	PROGRAMME DATES	LAST DATE TO APPLY
NQAS/CC/2024/01	13 <sup>th</sup> To 17 <sup>th</sup> FEB- 2024	31 <sup>st</sup> JAN - 2024

#### **FACULTY STAFF**

Adequate number of highly qualified and experienced faculty has been identified as shown in **Annxure-A**. The AHA faculty for this programme are well qualified Hospital Administrators working as Director/Medical Supdt/Dy Medical Supdt., HOD"s of Deptt of Hospital Administration, CEO/COO of the public and private Hospitals in India. They would be made available for each programme as per the schedule.

#### Fee structure:

#### **NON-RESIDENTIAL CANDIDATES**

Rs. 10,000/-[Rupees Ten thousand only]\*[inclusive of GST, Lunch & two tea, Course material, Faculty fee, Evaluation test, certificate &Group photo].

#### RESIDENTIALCANDIDATES

- Rs.15,000/-[Rupees Fifteen thousand only]\*[inclusive of GST, Boarding and Lodging inclusive of B'fast, Lunch, two tea& Dinner for 5 days -Twin sharing basis AC Rooms with attached toilet-bath, Course material, Faculty fee, Evaluation test, certificate & Group photo].
- ✓ Academy of Hospital Administration have its own guest house in AHA House,NOIDA where we can accommodate thirty two persons in double bedded AC rooms for boarding& lodging in every batch. Residential facilities are provided on first come basis till the same are exhausted. [Registration Fee once paid shall not be refunded].
- ✓ There is 10% discount (INR 1000/-) from the academic fee only, for AHA members. (Please quote your MAHA/AMHA/SMAHA No.)

Programme fee can paid online NEFT/RTGS in the following account:

Account Name	ACADEMY OF HOSPITAL ADMINISTRATION
Name of Bank	STATE BANK OF INDIA
ACCOUNTTYPE	SAVING
ACCOUNTNUMBER	31569221423
IFSC CODE	SBIN0005222

#### **Programme Inclusions:**

- Each candidate shall be provided with a prgramme kit including hard copies of the background material and soft copies of PPTs.
- Lunch & two tea sessions for all participants.
- Additionally for the residential candidates, hostel stay on Double sharing basis for five nights including breakfast & dinner per day.

# ANNEXURE- A BOE MEMBERS & FACULTY DETAILS OF NQAS PROGRAMME

DR. YASHPAL SHARMA PRESIDENT



MBBS; MHA; FIMSA; AMT; NABH Assessor; Fellowship in Health Economics. President, Academy of Hospital Administration (AHA)

Dr. Yashpal Sharma is at present working as Director (Coordination), New Govt. Medical Colleges, Nursing & Paramedical Colleges, J&K. Provided leadership for one year as Project Director, 02 AIIMS & 05 New Government Medical Colleges, J&K and four years to Jammu & Kashmir Medical Supplies Corporation Limited and serving as Managing Director, J&K Medical Supplies Corporation Limited. Prior to this, worked as Mission Director, National Health Mission (flagship programme), J&K, "Officer on Special Duty" to Minister for Health J&K, Medical Superintendent at Shri. Vaishno Devi Institute of Medical Excellence & Shree Maharaja Gulab Singh Hospital Dv. Medical Superintendent Govt. Medical College Jammu and District Hospital Udhampur. Well known in the field of Hospital Administration, he has more than three decades of varied experience behind him. Passed his M.B.B.S from GMC Jammu and was conferred Masters with Degree in Administration (MHA) from A.I.I.M.S, New Delhi. Awarded W.H.O fellowship in Health Economics at Chulalongkorn University, Bangkok, Thailand. He is Accredited Management Teacher (AMT) of All India Management Association, Delhi and also a NABH Assessor

DR.ANOOP KR DAGA VICE PRESIDENT



MBBS, DH&HM-IGNOU
Vice President, Academy of Hospital
Administration (AHA)

#### Dr. Anoop Kr Daga

Additional Professor (Hospital Administration), AIIMS New Delhi

MBBS,PGDHHM,QM&AHO,MHA (AIIMS) NABH Assessor, JCI Internal **ISOQMS** Auditor & Auditor for healthcare organizations. Has served for more than 24 years in various in India. Hospitals Formerly elected BoE member Programme Director AHA. Presently Editor Journal of Academy of Hospital Administration(JAHA), India Apart from Hospital Administration & Academics, presently involved in Hospital Projects Management & Corporate Social Responsibility Programmes Management.

#### **BOARD OF MANAGEMENT - AHA**

### DR. SHYAMA NAGARAJAN EXECUTIVE DIRECTOR



MBBS, PG DHHM, MHA, DNB NABH ASSSESSOR- HM

MANAGING DIRECTOR
Saha Manthran: Discuss, Deliberate, Deliver

Dr. Shyama, is a medical Graduate, equipped with a dual Masters degree in Hospital Administration from All India Institute of Medical Sciences, and Public Health from NationalBoard. Having served in leadership positions at prestigious institutes like that of the World Bank, ICRA, Fortis Healthcare, Ernst and Young she has over 25 yrs of multi-faceted experience in both public and private sector including multilateral and donor partners. Currently, she serves at Saha Manthran Pvt Ltd, a niche healthcare consulting firm as Managing Director, and has over 65 national and international publications in peer-reviewed journals to her credit. She has the credit of pioneering the Grading of healthservices in India, during her stint in India, which served as inputs into development of NABH accreditation process."ISO Lead auditor and NABH assessor she has audited and offered consulting and training to over 200hospitals, medical colleges and Occupational health centers".

#### MAJ GEN JAGTAR SINGH,VSM (VETERAN) FINANCE DIRECTOR



MBBS, MD [HA]

MBBS, Armed Forces Medical College, Pune - 1980MSc (Defence and Strategic Studies)Madras-1995MD(Hospital Administration)Pune–1999
Post Graduate Diploma in Medico Legal Systems, Pune–2003MDP (Hospital Management)–IIM Ahmedabad -2006 WHO Fellowship Health Economics, Chulalongkorn University BangkokThailand-2007,Faculty/Examiner for Hosp Administration/Management Assessor for NABH and CII

Ex-Addl Director General Armed Forces Medical Services Office of the DGAFMS ,Ministry of Defence New Delhi Professionally qualified and experienced health and hospital administrator in Armed Forces Medical Services(AFMS)for 38years

Managed and lead diverse departments, e.g. Medical Education(Under graduate, Graduate and Super-speciality Training for 04 years), Healthcare Operations, Human Resource Development, Equipment Management, Supply Chain Management and Strategic Planning (Medical Services) AWARDS AND HONORS Vishisht Sena Medal (VSM)-Awarded by the President India for distinguished and meritorious service of exceptional order(2017) Chief of Army Staff Commendation- Awarded twice for distinguished and meritorious service (2005&2012) ARTRACGOC-in- CCommendation-Awarded for exemplary service(2005)

#### **BOARD OF MANAGEMENT - AHA**

## DR.RAJIV KUMAR JAIN Programme Director [Academics & Research]



#### MBBS;DCH;MD;DNB(HEALTHADMIN.INCL. HOSPITAL ADMIN.)

Consultant Health, Indian Railways, New Chief Delhi Assessor for Hospitals, National Accreditation Board for Hospitals & Health Care Providers (NABH), Quality Council of India (QCI), Member, Task Force, Indian Green Building Council (IGBC), Confederation of Industry(CII).Member, National Academy Medical Sciences (MNAMS); Ex-Secretary-cum-Registrar, Delhi Medical Council (2000-2001), Ex-Director (Health and Family Welfare), Railway Board, Ministry of Railways, Government of India (2006-2011), Ex-Additional Chief Medical Director(Health and Family Welfare) and Joint Food Safety Commissioner, Northern Railway, New Delhi (2014-2018).

Member, Management Committee, Scientific Committee on Epidemiology in Occupational Health, International Commission on Occupational Health(ICOH)- 2019-2024; Member, Board of Executive, Academy of Hospital Administration(AHA), 2015-16, Member, Advisory Board (2020-2022), Academy of Hospital Administration (AHA); Ex Editor, Journal Academy of HospitalAdministration(JAHA).

Vice President, Association of Environmental and Occupational Health, Delhi (AEOHD)2015-24, Ex Member, Technical Committee, Academy of Hospital Administration. Ex Member, Project Management Review Committee, Academy of Hospital Administration. Member, Advisory Board, World Health Professions Alliance (WHPA) Campaign on Spurious Medicines in India, Postgraduate Thesis Assessor in Hospital Administration, IIMS, New Delhi,

#### DR. ASHISH KUMAR GUPTA Chief Organizer NQAS



MBBS, MS (Surgery), PGDHHM, MBA (HCA) FMS (Double Gold Medalist), PGC in QM&AHO, NABH-Assessor, NQAS- National Assessor, NABL Internal Auditor & Consultant, KayaKalp National Assessor, LaQshya National Assessor

Senior Consultant Surgeon, Metro Hospital
Delhi-110092
Consultant Quality & Hospital Planning

Dr. Ashish K Gupta is a practicing senior surgeon in Delhi since 1989. He is an expert in Organizational Development & Change Management.

He is a senior consultant surgeon with Metro hospitals, Delhi. As Director Programmes AHA from 2009-2015 & then from 2020 to 2022, he has successfully organized conferences manv seminars including National Conference on Quality Management- 2009 in Delhi & also conceiving & organizing first edition of SASH-2012 in Delhi. He also conceived and authored the first edition of AHA conference Souvenir "PUGMARKS". He has been heading the AHA Quality consultancy and training division and has been instrumental in planning and providing technical support to many AHA quality consultancy and training projects for State Govts. In this role he has acquired tremendous practical knowledge & experience in implementation & assessment of quality in HCOs. He has strengthened brand AHA by tirelessly interacting with students & trainees of various AHA Programmes & Courses. Students like his teaching style that is grounded in practical application.

#### DR. AVDESH MEHTA



MBBS, DLO, MAHA, MAMS, MBA (FMS Delhi, NQAS ASSESSOR

President & CEO, Saam Sidus Consultants
Pvt Ltd.

Member, National Academy of Medical Sciences

Member, Academy of Hospital Administration

Assessor, NABH, NQAS, associated with Niti Aayog & National Health Authority Projects

Has worked with more than 50 Hospitals across India such as Max & Medanta, including 5 Medical Colleges

Visiting faculty for Academy of Hospital Administration and International Institute of Healthcare Management and Research.

Organiser/ Chairperson/ Moderator/ speaker at professional national and international conferences National President of NGO, All India

Association for Life Care & Social Welfare.

#### DR. POONAM RAJPUT



BSc. MBBS, DGO, MBA(HCA) PG QM & AHO, Black Belt Lean Six sigma, Internal Counsellor NABH, National NQAS Assessor Presently holding the post of Director, Morpheus Healthcare Pvt Ltd, a self-owned Healthcare Coy.

A graduate and post graduate (Gynae) from Lady Hardinge Medical college and allied hospitals.

MBA in healthcare Administration from Faculty of Management Studies and specialized in Quality Management in Healthcare.

Has a Rich and diversified Clinical and Managerial experience in the Public Sector, Armed Forces and

Private Sector for almost 40 years.

Teaching subjects related to management and Quality in Healthcare and Patient Safety at IIHMR and Academy of Hospital Administration, Noida.

NQAS Assessor Baldridge Performance Excellence In Healthcare.

Presently holding the post of Director, Morpheus Healthcare Pvt Ltd, a self-owned Healthcare Coy.

And CEO & Director ICHA.

#### DR. SANGEETA SHARMA



MBBS, MD (Pharmacology) PG Q & AHO (AHA), MBA (HCA-FMS), MAHA National NQAS Assessor Prof. &Head Dept of Neuro-Psycho Pharmacology, IHBAS, Delhi

Dr. Sangeeta Sharma is a Clinical pharmacologist, and MBA in healthcare administration. She has rich and diversified professional and managerial experience in the public sector and worked at several key positions as Secretary, MCI, Medical Superintendent (Institute of Human Behavior & Allied Sciences, Delhi) and Technical Coordinator, India- WHO Essential Drugs Program Since 1996. She has authored widely acclaimed books on standard treatment Guidelines.

#### DR. ASHOK K RANA



MBBS, MD CHA
National NQAS Assessor
Ex- Director General of Health
Services, Delhi Govt

Dr. Rana has long experience in health services and is well known for his contribution in implementation of free OPD and IPD services for poor patients in private hospitals.

With an MBBS degree from MAMC, Delhi, Dr. Rana worked as MS (Nursing Homes), Director Health Services, Medical superintendent of various Delhi Govt. hospitals including Guru Govind Singh Govt. Hospital, Rao Tula Ram MemorialHospital etc.

#### **GP CAPT. [DR] RAJIV PATHNI [VETERAN]**



# MBBS, MHA, PGDHHM, MISAM, WHO Fellow (Liverpool, UK), NABH Lead Assessor, NQAS Assessor, Air Force Veteran

Group Captain Rajiv Pathni was commissioned in the Indian Air Force in 1989 and has had a distinguished career in India and abroad. He has over 32 years of healthcare leadership experience including steering Assam Cancer Care Foundation as Head (Operations) a comprehensive cancer care project of 19 cancer hospitals, community outreach and research. He is currently a Consultant (Advisor Health Services (Integration, Innovation, Improvement)) with ACF under Tata Trusts. An alumnus of prestigious institutes – AFMC and AIIMS, he is also trained in International Business Management (IIFT), Military Medicine (Israel) and Aerospace Medicine and NABH Assessor ship. In 2017 he received a prestigious WHO Fellowship (Statistical methods in epidemiology and clinical

research) to study at Liverpool School of Tropical Medicine (UK).

Dr Pathni is a member of the Executive Committee of Research Foundation of Hospital & Healthcare Administration (RFHHA) and is on the Editorial Board of International Journal of RFHHA. He has also been peer reviewer for British Medical Journal (Quality Improvement Reports). Dr Pathni has also trained as a Pilot.

#### **Participants Testimonials For NQAS Training Programme**



The course was very interactive and enlightening one. It helped us develop a new approach toward looking at quality. This will be definitely helpful in our day to day quality improvement. –

DR. NEHA PETKAR

DQAC NHM, MAHARASHTRA



The course was extremely helpful and covered the practical aspects which can be implemented in both public and private health facilities. Teaching faculty was friendly and supportive and had enriched experience in the field of Quality which gave the course more of practical touch.

DR. SHRUTI SHARMA-

DQAC RAIGARH, MAHARASHTRA



Structure of the course is excellent. Faculty is excellent with an exemplary approach in teaching latest concepts of quality care.

DR. VANDANA SAINI

Sr. Specialists Obs & Gyn NDMC Medical College & Hindu Rao Hospital, Delhi



I am satisfied with the training given by AHA on NQAS. During training, faculty was able to clear my doubts regarding the design process followed in hospital planning & provided real-life examples.

DR. AARTI SINGH

State Mental Health Consultant, UNICEF, Chattisgarh



A well organized and informative course really improves the concept of quality and safety of patient.

DR.VIPAN KUMAR MS & ENT Consultant Healthmax Multispecialty Hospital, Ludhiana



Excellent course structure and teachers highly recommended for all going forward in quality journey

Dr SHREE DEVI MS M.D(s), Ph.D.PGDMB,(MBA).
RESEARCH OFFICER (Siddha),
SIDDHA CENTRAL RESEARCH INSTITUTE,



An excellent program which provides practical hands on training in methods to improve and assess the quality of services being provided by Heath care facilities.

DR. KAVITA DHALLA

BDS CAS (Dental) LBSH NEW DELHI



Excellent programme, everyone who is in the administration must take this training. Thanks to all team.

MR. SUDHAKAR KUMAR SINGH

Asstt Prof Narayan Nursing College- Rohtas



his program is crisp & gives you an overall idea of quality & initiates a sense of looking into quality aspect of work.

DR. PIYSH KUMAR MISHRA

District Programme Officer, Office Of Mission Director Cum CDMO IDHS -NE District, DELHIGOVT



I have learnt a lot in this training & especially faculty was super. I suggest all health care personal go for this training it will help to understand the concepts of implementation of quality tools.

**DR. ADARSH VISHNOI**BMO, CHC Distt Patan, Jabalpur, MP

# 5 DAYS- CERTIFICATE COURSE IN NATIONAL QUALITY ASSURANCE STANDARDS [NQAS] 2024 REGISTRATION FORM

Print this form, fill it completely, attach your passport photo, scan it and send as attachment along with your high resolution passport photo and the receipt of bank transfer of fee, to ahaindia@ahaindia.org,manageracademics@ahaindia.org

То

The Programme Director

#### **Academy Of Hospital Administration**

AHA House :C-56/43, Institutional Area, Sector-62 Tel: 0120-4233761/62/63, **Mob: 7827229979** 

NOIDA- 201 301, UP

Email: ahaindia@ahaindia.org, manageracademics@ahaindia.org

Website: www.ahaindia.org

# РНОТО

#### **DATES FORPROGRAMME:**

Batch Name	Programme Dates	Closure date for registration	Please (√) the batch selected by you
NQAS/CC/2024/01	13 <sup>th</sup> To 17 <sup>th</sup> FEB- 2024	31st JAN- 2024	$\checkmark$

Name				
Qualification			esignation	
Name of Hos	spital/ Institution/			
Organization	1			
City	Pin code	Tel no		
	Whats ann No.1.			

#### **PROFESSIONAL FEES:**

PHYSICAL MODE

#### NON-RESIDENTIALCANDIDATES

Rs. 10,000/-[Rupees Ten thousand only]\*

#### RESIDENTIALCANDIDATES

Rs.15,000/-[Rupees Fifteen thousand only]\*

\*There is 10% discount (INR 1000/-) from the academic fee only, for AHA members. (Please quote your MAHA/AMHA/SMAHA No.) for AHA members. Please quote your MAHA/AMHA/SMAHA No. to avail this.

Payment Details: NEFT/RTGS/DD/Cheque/Cash\_\_[DD/ Cheque should be in favor of "Academy of HospitalAdministration", payable at NOIDA] For Online Transfer:

**Account Name: Academy of Hospital Administration** 

Name of Bank: SBI Account No: 31569221423 IFSC Code: SBIN0005222

[SIGNATURE]