

# MEGHALAYA HEALTH SYSTEMS STRENGTHENING PROJECT

## WORKSHOP

for

**“Orientation on Quality Assurance and Health Services”**

**Venue:** The Habitat, Laitumkhrach, Shillong, Meghalaya 793003

**Date:** 25<sup>th</sup> & 26<sup>th</sup> May 2023

Time	Topic	Mode	Resource Person
<b>Day-01</b>			
10:00 – 10:30 am	Registration		PMU, MHSSP
10:30 – 10:45 am	Opening & setting the agenda		Team Lead, MHSSP
10:45 – 11:00 am	Ice Breaking Session + Introduction		Jackie
11:00 – 11:30 am	Pre – Training Evaluation		Virtual Assessment
11:30 – 11:45 am	<b>Tea</b>		
11:45 – 12:00 pm	Role of DQAAs (perception)	Group activity	PMU, MHSSP
12:00 – 12:30 pm	Introduction to Quality Assurance	Interactive lecture	Dr. PN Chyne
12:30 – 01.00 pm	History of Quality Assurance at health facilities	Journey map	Jayakrishnan Bhaktavatsala
01:00 – 01:30 pm	Overview of NQAS	Interactive lecture	Jayakrishnan Bhaktavatsala
01:30 – 02.00 pm	<b>Lunch</b>		
02:00 – 02:30 pm	Standards for Patient Rights (AoC-B)	Case studies	Jaydip Kole + Dr Saldanha
02:30 – 02:45 pm	Basics on Procurement	Interactive lecture	Mamta Rai
02:45 – 03.30pm	Standards for Service Provision (AoC-A)	Group activity	Jaydip Kole
03:30 – 03:45 pm	Energizer session		Jackie
03:45 – 04:30 pm	Standards for Inputs (AoC-C) - Std C1- C4	Interactive lecture	Jaydip Kole
04:30 – 04:45 pm	<b>Tea</b>		
04:45 – 05:45 pm	Standards for Inputs (AoC-C) contd - Std C5- C7	Group activity + lecture	Jaydip Kole + Dr Anne
05:45 pm	Next day's plan		Iba

<b>Time</b>	<b>Topic</b>	<b>Mode</b>	<b>Resource Person</b>
<b>Day-02</b>			
10:00 – 10:15 am	Recap		Dr Saldanha
10:15 – 10:45 am	Standards for Infection Control, AoC-F	Case studies	Dr Saldanha
10:45 – 11:30 am	Quality Management (AoC – G)	Interactive lecture	Jayakrishnan Bhaktavatsala
11:30 – 11:45 am	<b>Tea</b>		
11:45 – 12:30 pm	Outcome Indicators & KPIs, AoC H	Interactive lecture	Sh. Jaydip Kole
12:30 – 01:30 pm	Standards for support Services (AoC-D) & Inventory Management	Interactive lecture	Sh. Jaydip Kole
01:30 – 02:00 pm	<b>Lunch</b>		
02:00 – 02:45 pm	Standards for RMNCHA Services - AoC E (Std. E17 - Std. E23)	Group activity + interactive lecture	Dr Saldanha & Sh. Jaydip Kole
02:45 – 03:30 pm	Standards for General Clinical Services (AoC-E) Std E1 - E9	Group activity	Dr Saldanha & Sh. Jaydip Kole
03:30 - 03:45 pm	Energizer session	-	Jackie
03:45 – 04:30 pm	Standards for - AoC E Specific Clinical Services (Std. E10 - E16)	Group activity	Dr Saldanha & Sh. Jaydip Kole
04:30 – 05:00 pm	<b>Tea</b>		
04:30 – 05:00 pm	Tea+ Role of DQAAs perception	Group activity	PMU, MHSSP
05:00 – 05:15 pm	Recap and Discussion	-	-
05:15 – 05:45 pm	Post Training Evaluation	-	Virtual Assessment

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