

Internship
at
Lords Education and Health Society (LESH) /
Wadhvani Initiative for Sustainable Healthcare
(WISH), Madhya Pradesh

By

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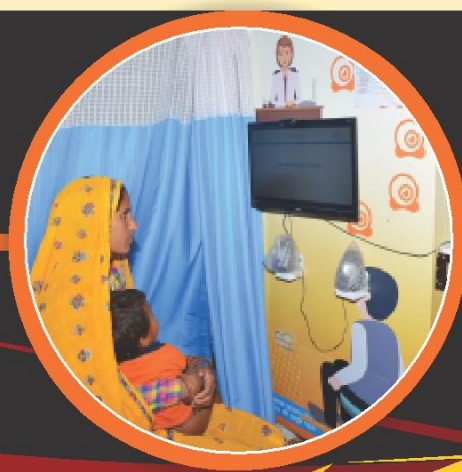
Dissertation submitted in partial fulfillment of the requirements of the degree
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WISH

TECHNOLOGY
ENABLED HEALTH &
WELLNESS CENTERS

WISH is the flagship programme of Lords Education and Health Society (LEHS), a registered society in India

www.wishfoundationindia.org

About WISH

Wadhvani Initiative for Sustainable Healthcare (WISH) is the flagship programme of Lords Education & Health Society, a registered not-for-profit organization in India. WISH works towards improving the quality and access to primary healthcare services for the under-served communities in India. WISH is implementing healthcare models through partnership with state governments, international agencies and the private sector by appropriately introducing promising healthcare innovations in the public health system in order to build an equitable, innovation-led and evidence-based quality healthcare system within easy reach of the underserved populations.



Alignment With Government Initiatives

Public-Private-Partnership is the hinge pin for the sustainability of WISH's successful healthcare delivery models. We seek out priority healthcare needs aligned with the government and facilitate in bridging the gaps to deliver quality health services.

In the last few years Govt has emphasized on improving primary healthcare for all, launching a series of programs to affect transformation. The 2017 National Health Policy of the Ministry of Health and Family Welfare, Government of India, states: **"...the attainment of the highest possible level of health and well-being for all at all ages, through a preventive and promotive health care orientation in all developmental policies, and universal access to good quality health care services without anyone having to face financial hardship as a consequence."**

It is proposed that this be achieved through increasing access, improving quality and reducing the cost of healthcare delivery through public-private partnerships; ensuring India's Universal Health Coverage by filling the healthcare gaps and achieve the committed goal to the 2030 Sustainable Development Goals (SDG).

WISH

Technology enabled health and wellness center

Govt. of India

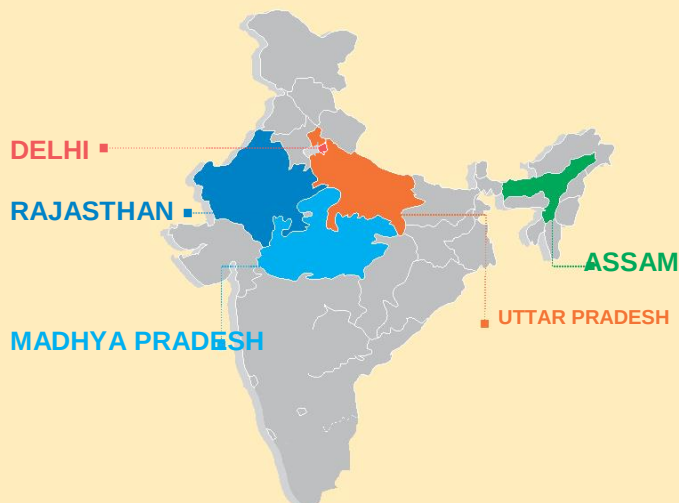
Transforming 150K + primary health centers and sub-centres into HWC

SDG

Universal Health Coverage by 2030

Where We Work

By playing a facilitative role within the healthcare systems, WISH is strengthening the public healthcare system as per the National Health Mission.



Innovative healthcare models are implemented in public-private-partnerships with state governments, international agencies and private sector.

WISH Technology Enabled Health & Wellness Centers (HWC)

The services delivered at WISH's technology-enabled HWCs are completely aligned with Indian Public Health Standards (IPHS) 2012 Guidelines, and the centers are modelled as per the National Health Policy (NHP) 2017. Our model of HWCs addresses preventive, promotive, basic curative and rehabilitative healthcare needs in the catchment areas, covering a population of approximately 3,000 – 50,000. The goal is to ensure coverage of primary healthcare needs with reduced Out Of Pocket Expenses (OOPE), by providing holistic package of services, including preventive, early diagnosis, basic curative and redressal needs.

Innovations Introduced By WISH

Devices for screening of Non Communicable Diseases, Communicable Diseases and Maternal & Child Health

Audio-Video Consultations

SwasthyaATM- for recording basic vitals and consultations

Digitization of processes

HWC Model ensures:

Automated dispensing of multiple SKUs (Stock Keeping Units) - tablet, capsule, syrup

Ease of monitoring and evaluation with patient records with unique ID and tracking mechanism

Availability of healthcare at last mile

High quality continuum of care

Key Components of HWC Includes

Audio-visual clinical consultations and referrals

Strengthening infrastructure inclusive of robust training and staffing

Ensuring essential drug supply

Innovation led diagnostics, screening & outreach camps

Ensuring Government mandated service availability

IT enabled Health Management Information System (HMIS)

Services provided at these centers include the 12 comprehensive healthcare services outlined by the government:



Maternal healthcare delivery services



Management of non-communicable diseases



Neonatal and infant healthcare services



Basic ophthalmic care services



Childhood and adolescent healthcare services



Basic ENT care services



Contraceptive services



Screening and management of mental health ailments



Reproductive healthcare services



Basic dental healthcare



Management of communicable diseases



Basic geriatric healthcare services

The WISH model for HWCs are equipped with technology-enabled services and innovations which are high-quality, affordable and can be scaled within the public healthcare service delivery system. They address healthcare needs beyond RMNCH+A (Reproductive, Maternal, Neo-natal, Child, plus Adult) and address Non-Communicable Disease (NCDs), including Diabetes, Hypertension, Cancer (only for oral, breast and cervix) and CDs (Communicable Diseases), e.g. TB, HIV, Vector Borne with early-intervention based diagnosis, screening and treatment.