

**Internship at National Health Mission, Madhya Pradesh and
Sahaj Sansthan, Jodhpur**

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CHAPTER ONE

TITLE

A study to understand the acceptability and use of ANMOL Application among ANMs in Madhya Pradesh

Introduction

ANMOL (Auxiliary Nurse Midwife Online) or ANM online is a solution which aims to bring better healthcare services and better consultation to millions of pregnant women, mothers and new born in INDIA.

ANMOL is an android based application, developed to facilitate seamless work of ANMs as well as to ensure collection of good quality data & its digitalisation at its source. This is developed for the Ministry of Health and Family welfare and is synchronised with web based RCH portal. This works offline and can also be synchronised with the web portal as automatically when connected with internet and also on user request.

ANMOL will also facilitate in identification and tracking of high risk pregnancies and children with low birth weight. ANMOL works offline so dependency on the internet connectivity is very limited and ANMs need to worry about the network and electricity connectivity.

An ANM may handles more than one village, and on an average, carries 12-15 separate registers to record key data indicators to provide information to her supervisors while on the go. "The work of manually copying the data from one register to another also takes up a lot of time.

Moreover, the manual updating of the data, carries a risk of being data entered incorrectly and getting corrupted.

Why ANMOL Application required?

- Effective and timely delivery of services of quality, specially to rural population, to ensure better healthcare.
- Bringing awareness to the remotest urban population, urban slums and unserved community through images, videos and educating them about Government initiatives on health, maintenance of good hygiene, basic health care & precautions.
- Establish better communication of ANMs with beneficiaries and Doctors through remote assistance which will improve the quality of services.

Strategies behind launching ANMOL Application: -

- The ANMOL has facilitated in ensuring timely quality service delivery, ensuring universal immunization and helps in positive impact on important health indicators like Infant Mortality Rate (IMR) and Maternal Mortality Rate (MMR).
- ANMOL acts as a job aid to the ANMs by providing them with readily available information such as due list, dashboard and guidance based on data entered etc. Videos / audios on subjects like high risk pregnancy, immunization, family planning etc. are also available in the application for use by ANMs

Implementation in NHM Madhya Pradesh: -

State government of Madhya Pradesh launched a mobile application as named Anmol App. The ANMOL Tab will be distributed to all the 4,900 ANMs who are working in various parts of the state. This app will be helpful to keeping track online immunization of infants & pregnant mother. User can find all details of immunization through this app. Anmol app will notify vaccination details of infants & Pregnant women till 24 Month. Anmol App was launched under the banner of “National Health Mission”

To success this works, project will be start for 14 Districts in first phase.

Name of Districts: -

Badwani, Bhopal, Sihor, Muraina, Khandwa, Gwalior, Katni, Mandla, Sivni, Dhaar, Jhabua, Alirajpur, Umaria, Bhind.

ADVANTAGES: -

ANMOL has provided 5 major advantages to ANM i.e.

- Dashboard of the sub centre with different parameters.
- Digital integrated RCH register.
- Village Health & Nutrition Day(VHND) due list and logistics arrangement.
- Video counselling facility to the beneficiary on different health issues.
- Work plan on different parameters for daily basis & weekly basis.

KEY PERFORMANCE INDICATORS

- **Age at Marriage**

From ANMOL, we can get village wise information of Age at Marriage, so as to take up the area specific awareness campaign on Age at Marriage to improve the Mean Age at Marriage.

- **In Mother care**

Data on HB%, weight of Mother is being recorded in ANMOL from the date of registration and to the date of delivery. This data can be utilised by both ANM & AWW in monitoring the Anaemic status of the Mother. Provision is incorporated in the portal to give Alerts to the ANM and Mother, if Mother, is identified as Anaemic at any status of Pregnancy.

- **In Infant Care**

The weight of infant is being recorded in ANMOL during all the 7 PNC visits of Infant. This information can be utilised for growth monitoring of the Infant by the both ANM & AWW. Immunization status of both Mother and Infant can effectively be monitored by the ANM & AWW using the RCH Portal, if the Convergence of ANM & AWW is done.

ORGANIZATION PROFILE

National Rural Health mission (2005- 2012)

The National Rural Health mission (NRHM) was launched by the Hon'ble Prime Minister Dr. Manmohan Singh, on 12th April 2005, to provide accessible, affordable and quality health care to the rural population, especially the vulnerable groups.

The key features in order to achieve the goals of the Mission include making the public health delivery system fully functional and accountable to the community, human resources management, community involvement, decentralization, rigorous monitoring & evaluation against standards, convergence of health and related programs from village level upwards, innovations and flexible financing and also interventions for improving the health indicators.

The National Health Mission-

The Union Cabinet vide its decision dated 1st May 2013 has approved the launch of National Urban Health Mission (NUHM)

The National Health Mission (NHM) encompasses its two Sub-Missions, the National Rural Health Mission (NRHM) and the newly launched National Urban Health Mission (NUHM).

The main programmatic components include Health System Strengthening in rural and urban areas- Reproductive-Maternal- Neonatal-Child and Adolescent Health (RMNCH+A), and Communicable and Non-Communicable Diseases. The NHM envisages achievement of universal access to equitable, affordable & quality health care services that are accountable and responsive to people's needs.

Vision of the NHM

“Attainment of Universal Access to Equitable, Affordable and Quality health care services, accountable and responsive to people’s needs, with effective inter-sectorial convergent action to address the wider social determinants of health”.

Core Values-

- Safeguard the health of the poor, vulnerable and disadvantaged, and move towards a right based approach to health through entitlements and service guarantees
- Strengthen public health systems as a basis for universal access and social protection against the rising costs of health care.
- Build environment of trust between people and providers of health services.
- Empower community to become active participants in the process of attainment of highest possible levels of health.
- Institutionalize transparency and accountability in all processes and mechanisms.
- Improve efficiency to optimize use of available resources.

Goals of NHM-

1. Reduce MMR to 1/1000 live births
2. Reduce IMR to 25/1000 live births
3. Reduce TFR to 2.1
4. Prevention and reduction of anaemia in women aged 15–49 years
5. Prevent and reduce mortality & morbidity from communicable, non- communicable; injuries and emerging diseases
6. Reduce household out-of-pocket expenditure on total health care expenditure
7. Reduce annual incidence and mortality from Tuberculosis by half
8. Reduce prevalence of Leprosy to <1/10000 population and incidence to zero in all districts
9. Annual Malaria Incidence to be <1/1000
10. Less than 1 per cent microfilaria prevalence in all districts.
11. Kala-azar Elimination by 2015, <1 case per 10000 population in all blocks

State profile

Madhya Pradesh is the 2nd largest state in the republic of India, with nearly 6% of the country's population & stands at 25th position in the level of literacy. The density of population is 196, with 22.27% of tribal population. The state is characterized by geographical, social and cultural variations. The state is among the high focus states of the country, because of poor Human development index, literacy, infrastructure facilities, availability of health manpower, and health outcomes. The majority of tribal communities continue to be vulnerable even today in comparison to the general population and this is reflected in the socio-economic realities and problems of these groups such as land alienation, indebtedness, deprivation of forest rights, which is further compounded by low literacy and high school drop-out rates and of extreme poverty

VISION OF NHM MADHYA PRADESH

The State's vision statement is as follows:-

‘All people living in the state of Madhya Pradesh will have the knowledge and skills required to keep themselves healthy, and have equity in access to effective and affordable health care, as close to the family as possible, that enhances their quality of life , and enables them to lead a healthy productive life’.

Thus, it may be observed that the State's vision has primarily two components, namely empowering the people living in the State with knowledge and skills required to keep them healthy and equity in access to effective and affordable health care.

Features of Anmol App

- ANMOL is an android based application.
- This app will show all details of immunization of Mother & infants.
- Data entry will be submitted of vaccination in this app.
- Application runs effectively only on Android based Tablets only.
- ANMOL is a Tablet Based version of RCH portal which tracks EC, PW & Children.
- Application can be easily download from Google play store.
- User can even receive the link to download the application & its further updates through email.
- Application works on offline mode.
- Application is Aadhar enabled, it will help in authentication of records of field workers & beneficiaries.
- Data can directly download at central server.
- Data get automatically updated as ANMOL application comes in network and hence directly updated on RCH Portal.
- Data on ANMOL Application can be stored up to 8 years as it is cloud based.
- This app will be helpful to ANMs and Anganwadis to play their responsibilities with awareness.
- App will be helpful to provide awareness for pregnant ladies to protection their child.
- App will be play main role to bring transparency in the health sector of Madhya Pradesh
- Efficient feature of Data search is there in ANMOL by which previous entry regarding aspects can be traced so easily.
- Preferred language option for entering the details is available on home screen of application.
- Software starts by entering ANM ID provided by Department.
- It automatically fetches the details of ANM from server as ANM enter the ANM ID.
- This is a password protected system & run by authorized user only.
- Existing & New ANM using –No new HR hired
- Utility of HMIS, RCH Portal which in turn strengthens entry regime.
- Transparency in data source.
- No need to compile information manually.
- Single and simplified payment channel.
- It's easy to monitor the performance level of ANM.
- Assessment of health services provided at community level get easier.
- Effective, transparent, seamless and timely data entry and registration module.
- Duplicacy won't be possible, hence quality of data would be of excellent standard.
- To monitor the performance level
- It's easy to calculate the number of ANM who stopped performing

Abstract

Madhya Pradesh lack of operators led to shifting of data entering tasks to auxiliary nurse midwives (ANMs). However, the limited training and supportive supervision ANMs receive compromise the quality of their services. To improve their performance, government of Madhya Pradesh implemented a project named ANMOL Application in 14 districts in 2017, providing mobile tablet to ANMs with an application consisting of electronic patient registration "ANMOL". As it was Madhya Pradesh first point-of-care ANMOL Application project, the study's objective was to explore whether ANMs would accept and use the ANMOL Application and tablet.

In a qualitative explorative design, perceptions of all ANMs participating in the study (n=75) were explored through focus groups. The study was analysed on basis of responses given by ANMs. The study was guided by a conceptual framework based on technology acceptance theories that claim that acceptance predicts use. The framework's premise is that ANMs will accept ANMOL Application if they are perceived as easy to use, as useful. However, barriers and facilitators in the implementation context are expected to influence the use of ANMOL Application tools directly.

Our study suggests that acceptance of ANMOL Application by ANMs in Sehore and Bhopal was high but some technical issues discourage them to work on it. ANMOL Application generally perceived as easy to use, useful. However, ANMs admitted needing ongoing training, technical support, and supervisory support. Internet network problems represented the key contextual barrier. This study especially highlights, however, that acceptance and use of ANMOL Application by ANMs in Madhya Pradesh were notably determined by their belief in ANMOL Application and their public-spirited professionalism, which were in turn reinforced by an ethos of service and support by ANMs. Despite the barriers they encountered, ANMs were determined to embrace ANMOL Application.

Keywords : ANMOL Application, Acceptance, Use, Mobile tablet, auxiliary nurse midwives, technology acceptance theories, Sehore, Bhopal, Madhya Pradesh.

