

# A study on Assessment of Annual Online Indent of NHM specific Programmatic Medicines on e- Aushadhi Web Portal

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# INTRODUCTION

Annual Online Indent of NHM Programmatic Medicines is opened for ten days on e- Aushadhi web portal. All the Districts Pharmacists and Municipal Corporation Pharmacists are informed to upload their requirements of Drugs/ Injectables / Surgicals / Miscellaneous on the software within the given time limit. The study is conducted to know how user- friendly is the software for the people who use them on day to day basis.

# OBJECTIVE

The key objective of the study is to assess the Annual Online Indent of NHM Programmatic Medicines on e- Aushadhi Web Portal by Pharmacists.

## SPECIFIC OBJECTIVE

- To understand the steps of indenting medicines on e- Aushadhi web portal.
- To assess the knowledge level of store pharmacists regarding online indent on e- Aushadhi web portal.
- To identify the issues regarding online indenting of programmatic medicines.
- To suggest measures to improve the appropriate indenting of medicines on e- Aushadhi web portal.



# **METHODOLOGY**

- **Study Site-** Gandhinagar, Gujarat
- **Study Design-** Cross-sectional Descriptive study
- **Duration of study-** Three months (February 5<sup>th</sup> 2018 to May 5<sup>th</sup> 2018)
- **Sample size-** 41 (33 district pharmacists and 8 Municipal Corporation Pharmacists).
- **Sampling Technique-** All the Pharmacists that are involved in annual programmatic indent

- **Sample selection-** The inclusion criteria were the pharmacists that were available during the annual indent of programmatic medicines . The exclusion criteria were those pharmacists who were not involved in online indenting of annual programmatic medicines.
- **Data collection procedure-** Primary data was collected from the pharmacists by interviewing them through close ended questionnaire and through telephonic interviews. Secondary data was collected by interacting with them and past records.

- **Data Analysis-** Data was analysed by Microsoft Excel
- **Data collection instrument-** Questionnaire (self-structured, quantitative)



# **STEPS OF INDENTING MEDICINES ON e- AUSHADHI WEB PORTAL**

- **Login Form:**

Step 1:- Enter 'User Name' and 'Password', and then click on 'Login' button.

- **Annual Purchase Demand Desk:**

Step2:- Go to Path: Services->Inventory  
Mgmt>Demand-> Annual Purchase Demand Desk

Step 3:- Check your store name and other details here,  
and Press Go Button

Step 4:- After Click on go button you will be able to see  
the page

This process is used to generate RWH wise annual demand. Drugs are purchased by Headquarter depending on this demand.

Step1: Select the demand period and corresponding Drug Warehouse name. Demand is generated as per the hierarchy.

Step2: Select appropriate Drug and enter demand quantity as per the program

Step3: Click on Draft Save or Final Save as per the current status.

- **Annual Demand Compilation:**

This process is used to generate RWH wise annual compilation as per the demanded quantity. Drugs are purchased by Headquarter depending on this demand.

Path: Services->Inventory Mgmt->Demand-> Annual Demand Compilation

Step1: Select an appropriate warehouse of demanded drugs and then click on compile button. Details will be populated as per the warehouse hierarchy.

Step2: Click on save button after completion of the compilation process.

- **Freezing of Annual Demand:**

This process is used to compile by the Head Quarter or role based user for final submission of demanded quantity by the RWH. Drugs are purchased by Headquarter depending on this demand.

Path: Services->Inventory Mgmt->Demand-> Freezing of Annual Demand

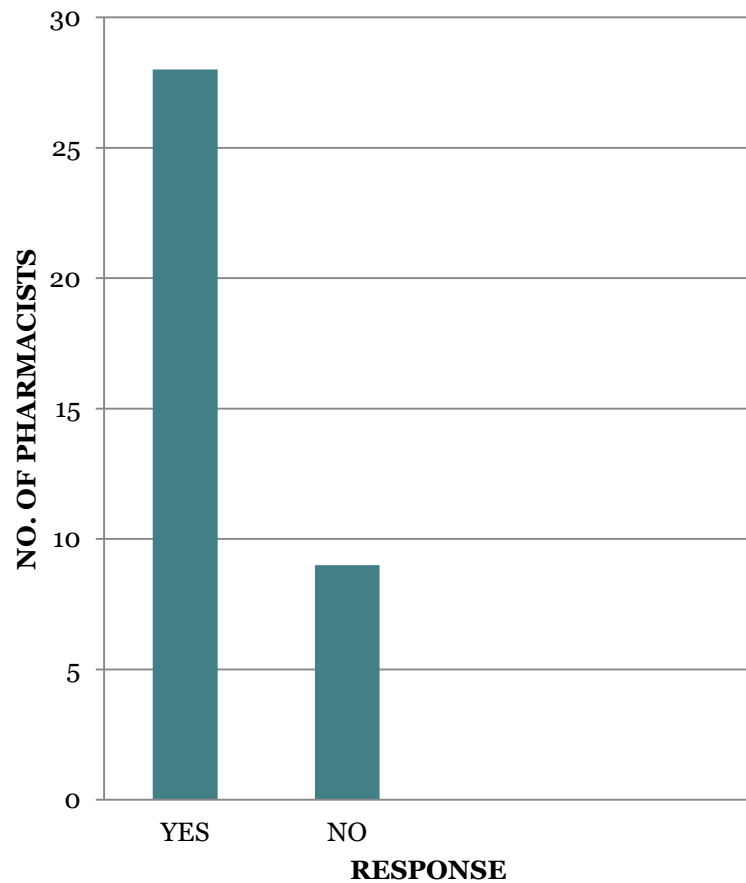
# QUESTIONNAIRE

- [Questionnaire.docx](#)

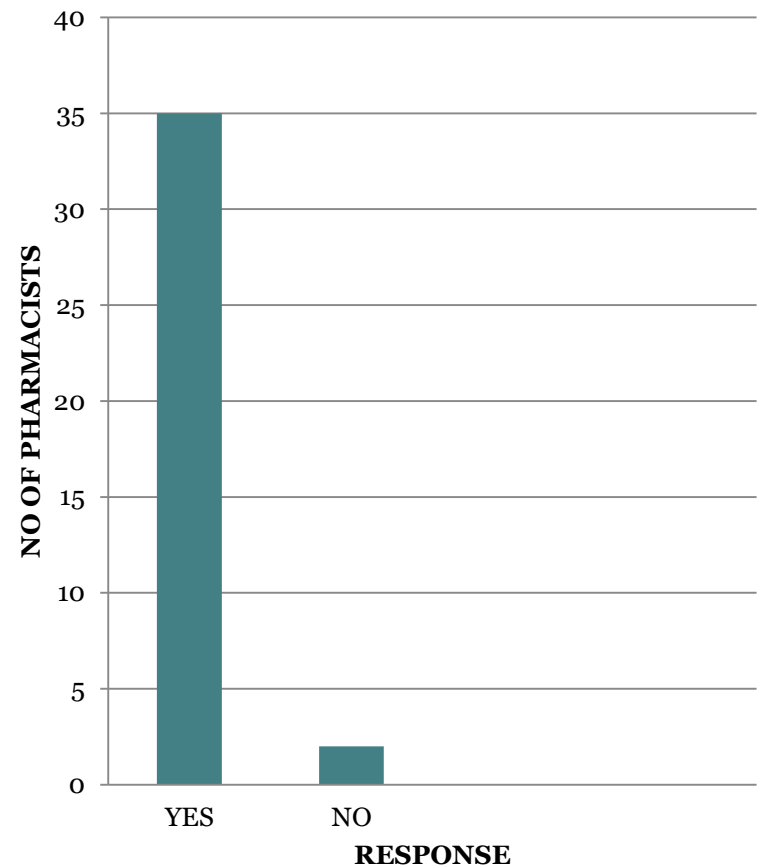


# **DATA ANALYSIS**

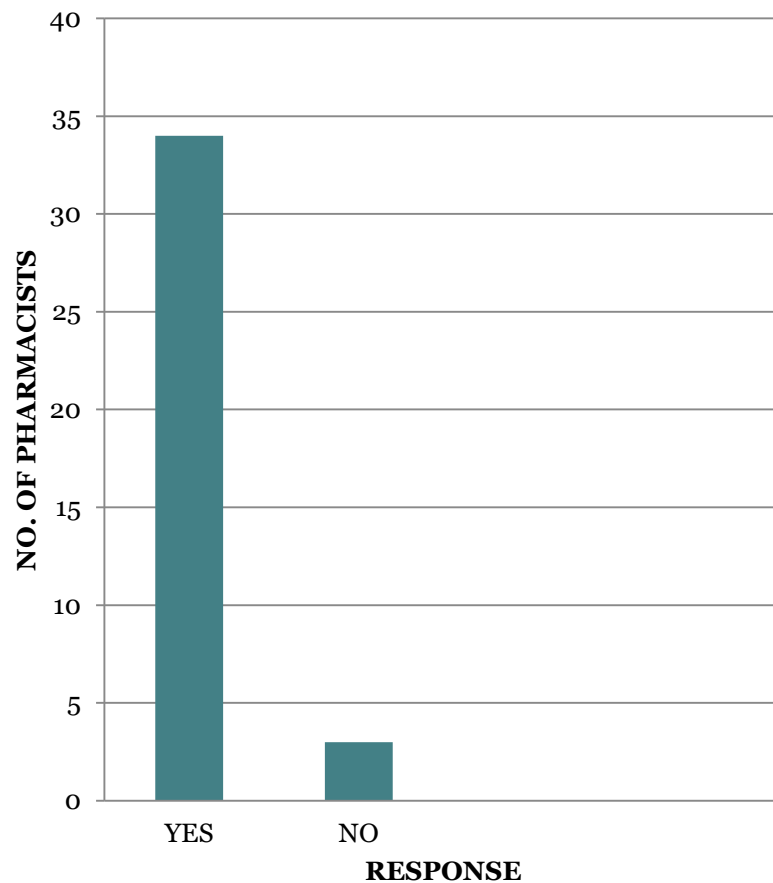
## PHARMACISTS HAVING ID/ PASSWORDS OF e- AUSHADHI



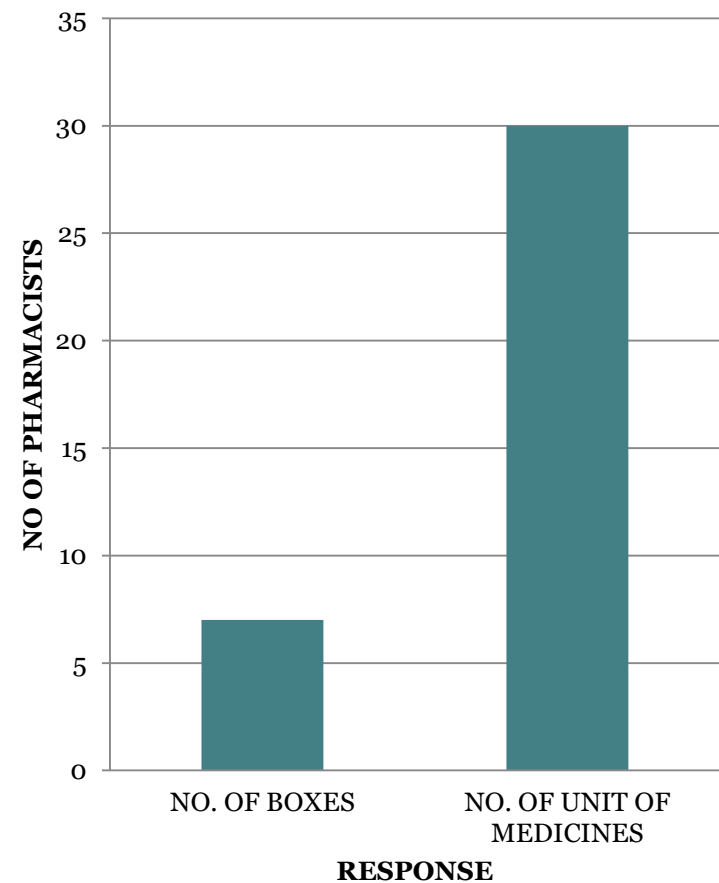
## CONVINIENCE IN e- AUSHADHI DEMAND UPDATE



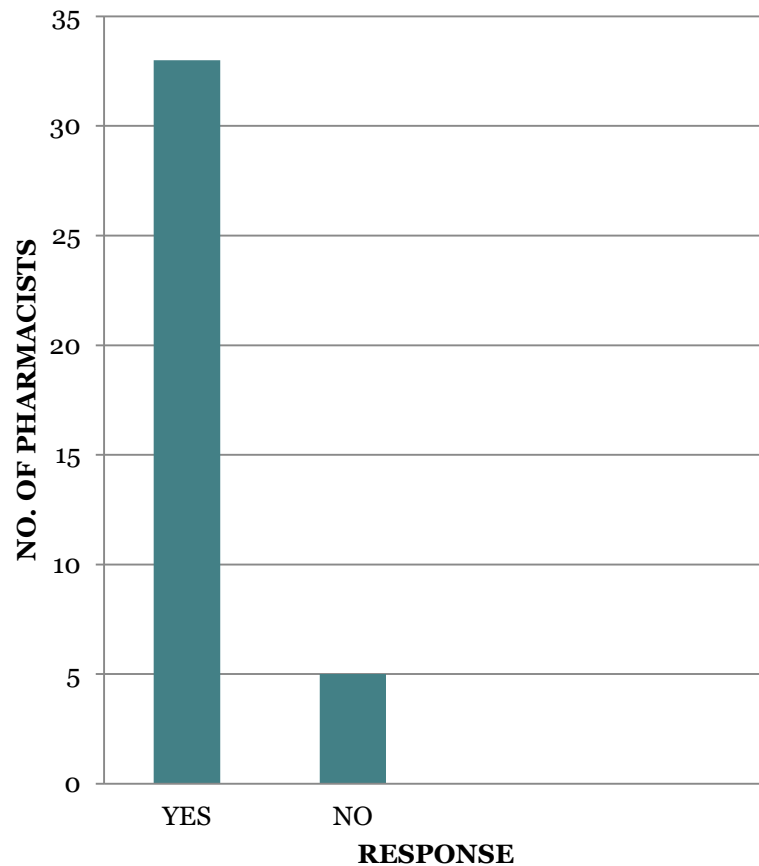
## NO. OF DAYS SUFFICIENT FOR OPENING INDENT



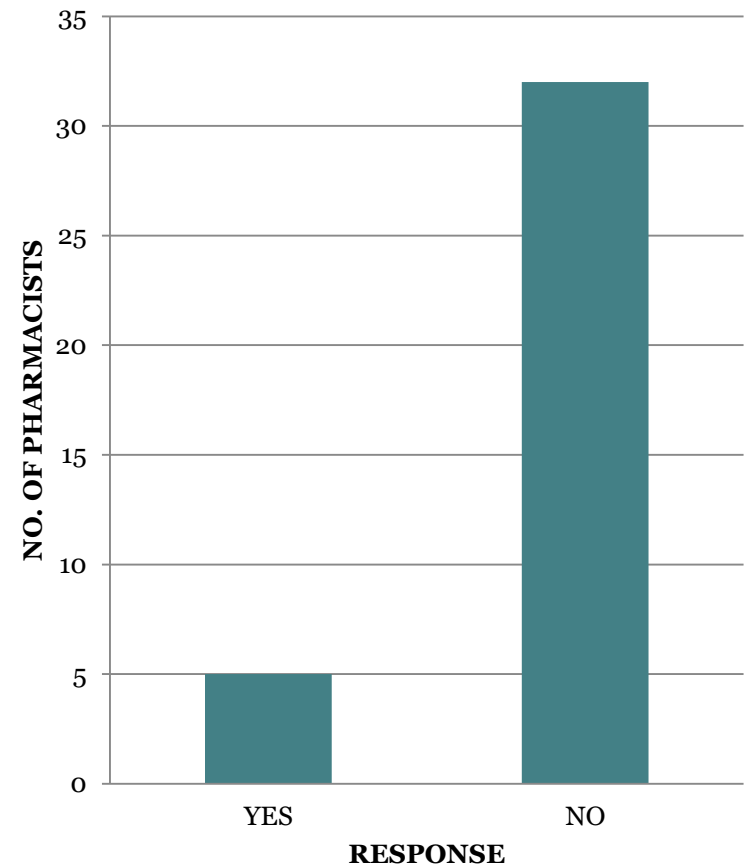
## BASIS ON WHICH QUANTITY OF DRUGS ARE INDENTED



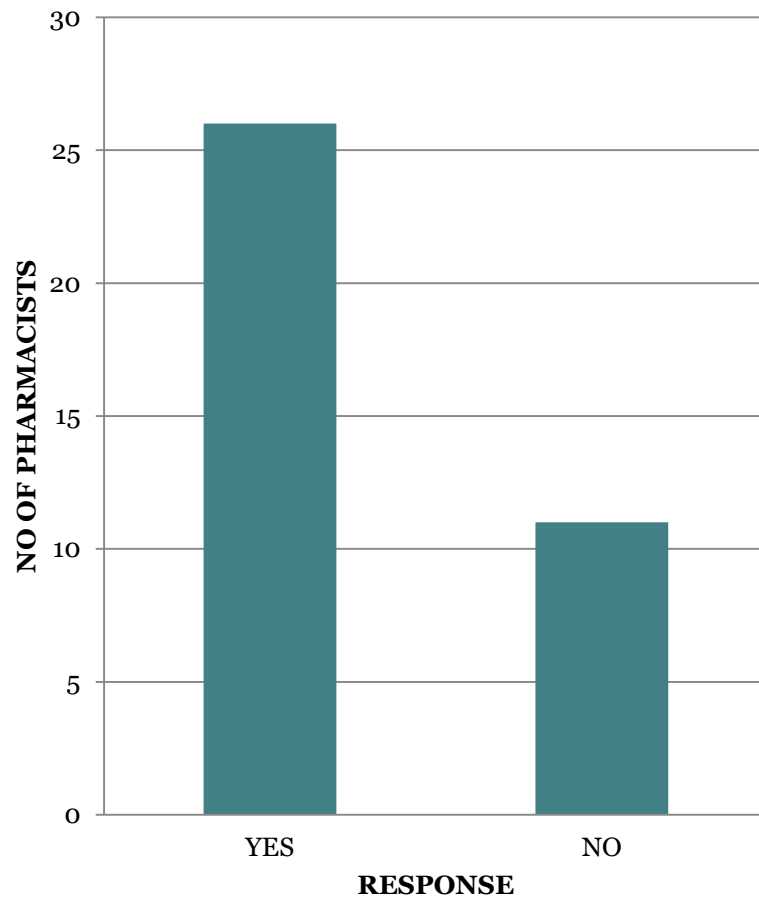
# QUERIES REGARDING e- AUSHADHI SOFTWARE SOLVED BY GMSCL



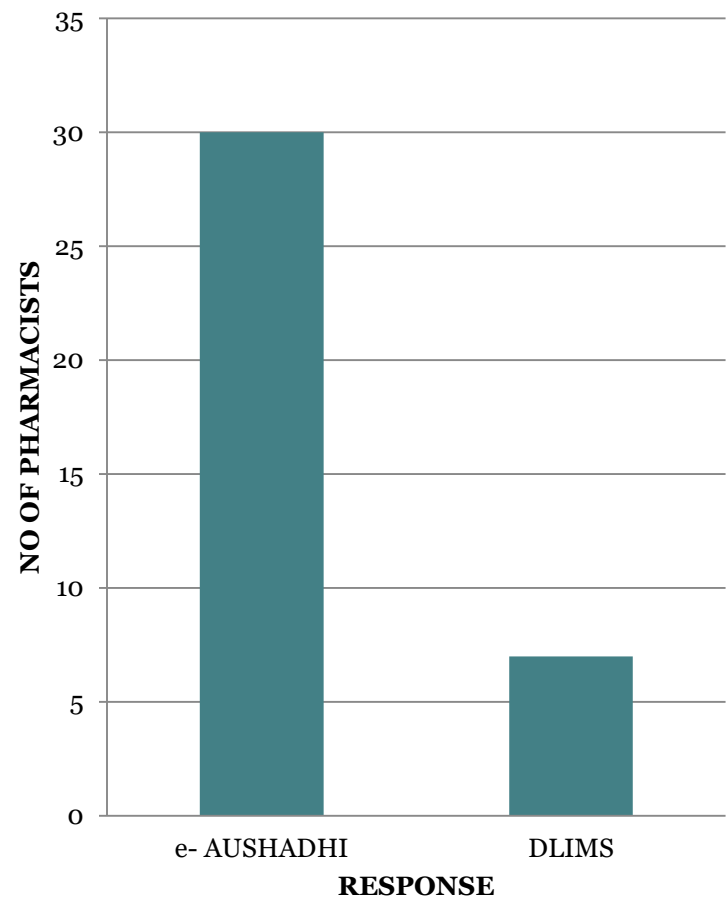
# CONFUSION AMONGST MEDICINES OF DIFFERENT PROGRAMMES



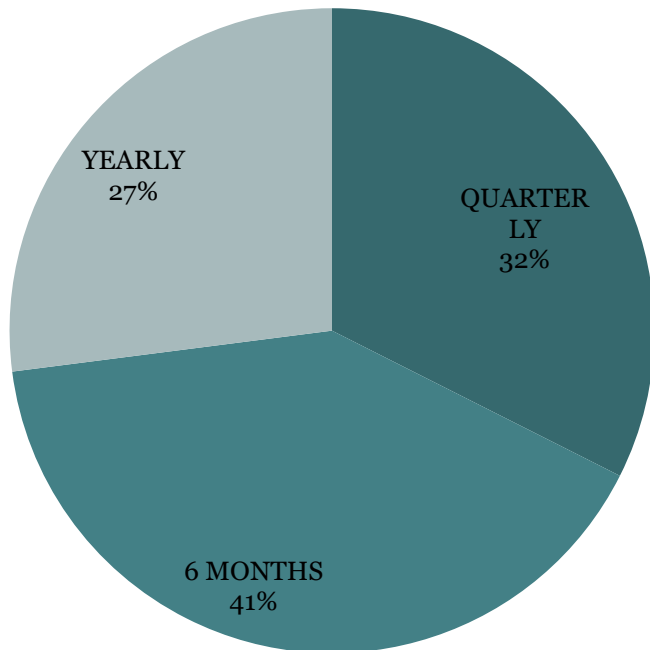
# TRAINING KEPT REGULARLY REGARDING e- AUSHADHI SOFTWARE



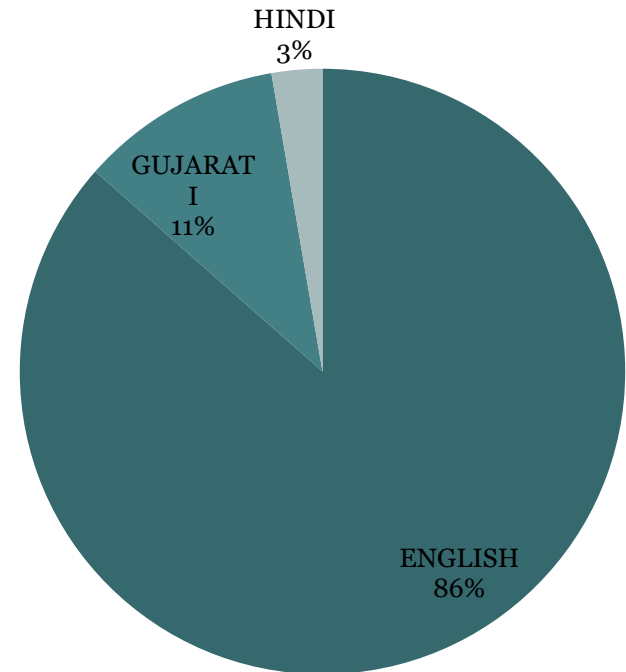
# SOFTWARE THAT IS MORE USER FRIENDLY



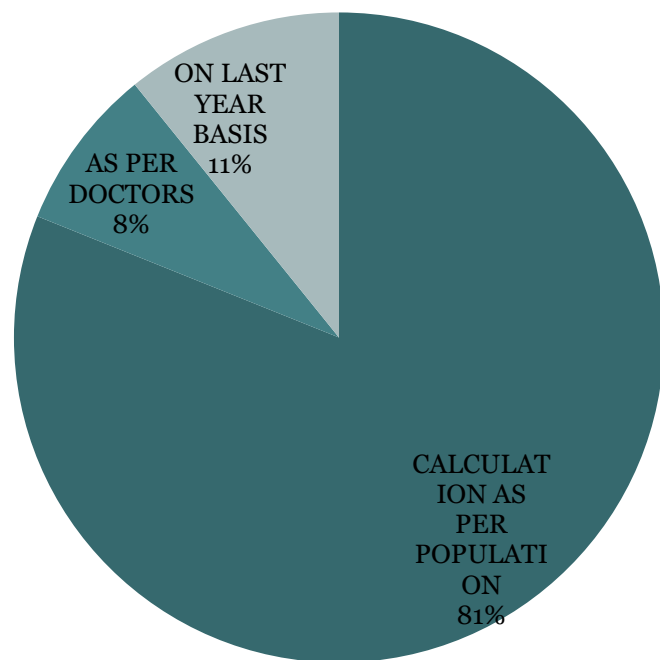
## FREQUENCY TO INDENT ONLINE



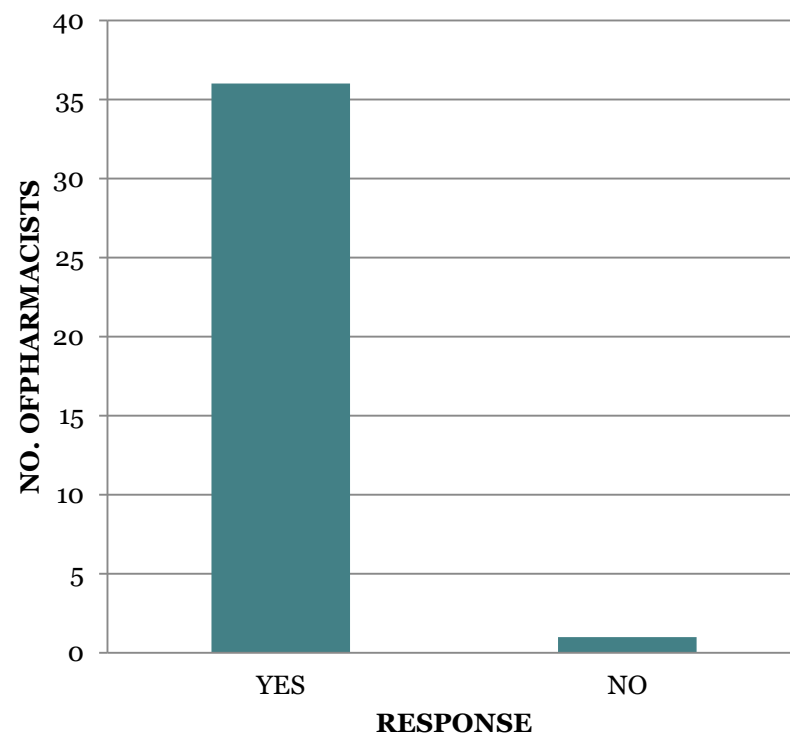
## PREFERENCE OF LANGUAGE FOR USING SOFTWARE



## BASIS ON WHICH THE REQUIREMENT OF INDENT IS ENTERED



## OTHER PROGRAMMES HAVING SAME DAYS OF INDENT AS NHM PROGRAMMATIC INDENT



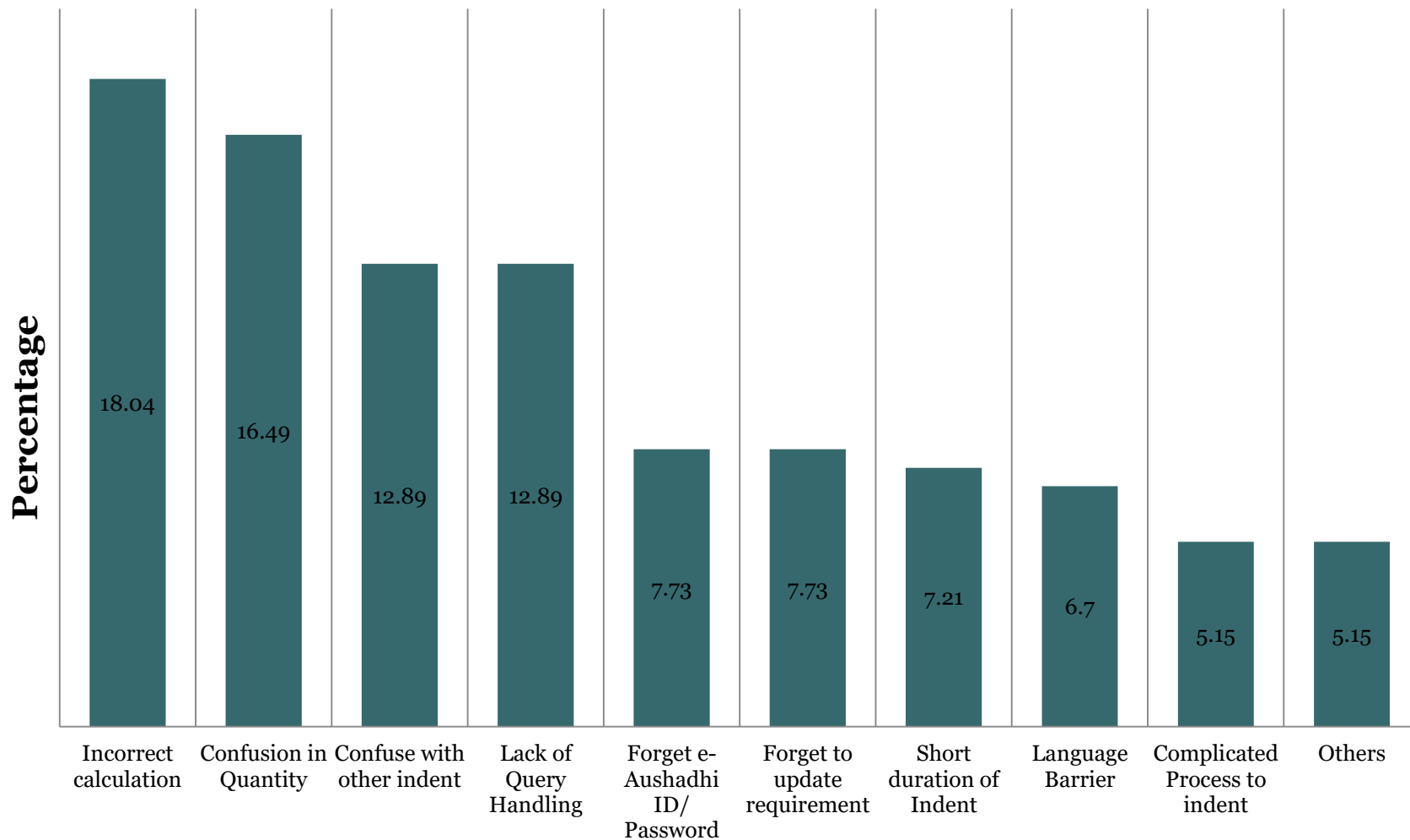
# **MAJOR ISSUES IN ONLINE INDENT ON e- AUSHADHI WEB PORTAL**

- e- Aushadhi id and password forgot or unavailable for Health Facilities of a District.
- Lack of clarity in calculating the number of drugs required in a particular district.
- Complicated Process.
- Few Pharmacists do not understand English.
- Ten days are not enough for updating the indent.
- GMSCCL staff does not receive calls/ replies to mails for handling the queries.
- Pharmacists confuse that whether number of boxes or number of medicines per unit should be indented.
- Pharmacists prepare the draft but forget to upload the requirement on e- Aushadhi web portal.
- District Pharmacists confuse NHM programmatic indent with other indents (School Health Programme, Epidemic, NPCDCS, NMHP or Malaria).

# OTHERS

- Previous software (DLIMS) required inputs in number of boxes and not in number of drugs in unit.
- In Previous software (DLIMS), indent was done in every six months while on e- Aushadhi, indent is carried out annually.
- If CDHO is unavailable then indent remains pending as access is provided only to them.

# ISSUES IN ONLINE INDENT





# **SUGGESTIONS TO IMPROVE ONLINE INDENT ON e- AUSHADHI WEB PORTAL**

- ID and Passwords of each facility should be provided to them before opening the online indent. It should be generated timely if not available.
- A letter should be done to all the District Pharmacists to intimidate them about the annual Programmatic NHM indent of medicines.
- Regular training of Store Pharmacists should be kept for updating them regarding the functioning of e- Aushadhi web portal and how to fill the quantity in the software.
- E- Aushadhi should be available in local languages (Gujarati) for the understanding purpose of Store Pharmacists.
- Reminder mails and calls should be done from the State level to District Pharmacists for timely indenting the medicines online.

- Indent should open two times in a year so that the requirements are updated accordingly and over stock or stock outs can be avoided.
- Access for online indent should be made available to other person as well apart from CDHO (Districts) and MOH (Municipal Corporation).
- Indent of other programmes apart from NHM should not be open on the same days as the District Pharmacists gets confuse as few drugs are same in different programmes.
- GMSCL should be informed to solve the queries regarding the software within the given timeline.
- Store Pharmacists should be trained to calculate the requirement of the drugs according to their District's population.

# RESULTS

- Total number of Pharmacists are 41 pharmacists (33 district pharmacists and 8 Municipal Corporation Pharmacists).
- Out of 41 pharmacists:
  - 35 pharmacists had some issues in online Indent on e- Aushadhi web portal.
  - 2 pharmacists had no issues in online Indent on e- Aushadhi web portal.
  - 4 pharmacists were not available for the response.

Out of 41 pharmacists (33 district pharmacists and 8 Municipal Corporation Pharmacists), 35 Pharmacists had issues in online Indent on e-Aushadhi web portal due to some reasons:

- Incorrect calculations of drugs required - 18.04%
- Confusion in quantity of medicines to be entered online - 16.49%
- Lack of Query handling by GMSCCL - 12.89%
- Confusion with other programmatic drugs - 12.89%
- Short Duration of Indent - 7.21%
- Language Barrier - 6.70%
- Forgot/ no ID Password of e- Aushadhi - 7.73%
- Forgot to update online - 7.73%
- Complicated process - 5.15%
- Others - 5.15%

