

**A DETAILED STUDY OF HEALTHCARE SERVICES AND FACILITIES OF
DELHI'S AAM AADMI MOHALLA CLINIC**

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

In

Pharmaceutical Management

By

SHIVAM SHARMA

Under the supervision and guidance of

Dr. Ashok Peepliwal

Associate professor

School of Pharmaceutical Management

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DECLARATION BY STUDENT

I hereby declare that this dissertation titled **A detailed study of healthcare services and facilities of Delhi's Aam Aadmi Mohalla Clinic** is the bonafide record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished work of others has been duly acknowledged in the text.

Shivam Sharma

Name of Student:

Date:

CERTIFICATE

This is to certify that Shivam Sharma in partial fulfillment of the requirements for the award of the degree of MBA (Pharmaceutical Management) from the IIHMR University, Jaipur has successfully completed his internship at Jiyonwall during February 20- May 19, 2023.

Place: NOIDA

Preceptor/Head of the Organization: Ayush

Date: 20 May 2023

Name of the organization: Jiyonwall

CERTIFICATE

This is to certify that dissertation titled “**A detailed study of healthcare services and Facilities of Delhi’s Aam Aadmi Mohalla Clinic**” is a record of the research work undertaken by (Name of Student) in partial fulfillment of the requirements for the award of the degree of MBA (Hospital and Health Management)/MBA (Pharmaceutical Management)/MBA (Development Management) from the IIHMR University, Jaipur under my guidance and supervision and his/her approach to the research study has been sincere, scientific, and analytical.

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Date:

ABSTRACT

This dissertation presents an extensive investigation centered on the provision of healthcare services and facilities through the Aam Aadmi Mohalla Clinic. These clinics, initiated by the Delhi government, have the primary goal of offering accessible and affordable primary healthcare services to marginalized communities in the city. The research undertaken in this study aims to assess the efficacy and repercussions of these clinics in enhancing healthcare access and outcomes. For achieving the main goal of this study, a questionnaire has been floated that consists of quantitative analysis which would further explain the patient utilization rates, demographic profiles, health outcomes, and patient satisfaction. All this would help to evaluate the kind of care and patient experience.

ACKNOWLEDGEMENT

I would like to take this moment to express my genuine appreciation and recognition to all those who supported me throughout this dissertation.

Firstly, I am highly grateful to my mentor, Dr. Ashok Peepliwal, Associate Professor at IIHMR University, Jaipur, for their knowledge, counselling, and consistent support during the research process, their priceless visions and response have played a crucial role in making this project.

I would like to thank the staff members/medical professionals who bear with me at the Mohalla clinics for their cooperation and keenness to take participate in the research. Their observation and experience have given me a piece of important information that made this study easier. I am also grateful to every patient who shared their experiences and thoughts. This study would not have been possible without them. Their role has been very important in finding the role of Aam Aadmi Mohalla Clinics in the healthcare system.

I would also like to appreciate the help and motivation which I got from my friends and family during the making of this project. They have also played their role in completing this research project.

Lastly, I am thankful for the academic and its capability since they have provided enough resources that made the progress of the study easier.

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INTRODUCTION

HISTORY OF HEALTHCARE

The journey of healthcare has been going on for thousands of years, consisting of the evolution of medical practices, the formation of healthcare systems, and the progress in scientific interpretation that has formed the field.

In ancient times, medicine's history could be traced to ancient civilizations like Mesopotamia, Egypt, India, and China. In ancient and classical times, observations, natural remedies, and religious beliefs were important factors in the emergence of medical knowledge.

In classical times, the ancient Greeks laid the groundwork for Western medicine, with the help of the contributions of Hippocrates. The significance of Observation and logical reasoning were the factors that were highlighted by Hippocrates in medical practice. Side by Side, corresponding public health programs such as hygiene practices and the establishment of public baths were implemented by the Roman Empires.

The Middle Ages saw a strong religious effect on healthcare. In addition to providing healthcare, monasteries and religious groups preserved old medical manuscripts and advanced medical expertise.

Healthcare underwent a substantial transformation as a result of the Industrial Revolution. With the development of hospitals and medical schools, as well as the discovery of anaesthetics, medical technology evolved. Movements for public health with an emphasis on cleanliness and illness prevention have evolved.

Healthcare witnessed enormous change in the 20th century. The treatment and prevention of diseases were revolutionized by antibiotics, vaccines, and medical advancements. The creation of contemporary healthcare systems, such as insurance-based and socialized healthcare models, attempted to increase access to medical care.

Today, the healthcare system is facing the burden of chronic diseases, increased healthcare expenditures, and unequal access. Through technological breakthroughs, telemedicine, preventive care, and changes in healthcare legislation, efforts are being undertaken to solve these difficulties. [1]

MOHALLA CLINICS

Mohalla Clinics, commonly referred to as Aam Aadmi Mohalla Clinics, serve as the foundation of primary healthcare centres that are run by Delhi's Government. They extend a fundamental level of services and facilities such as free prescription drugs, diagnostic tests, and consultations free of charge. Mohalla is a word in Hindi that denotes community or neighborhood. These healthcare centres became the primary choice of lower and middle-class people who are living in Delhi due to various benefits like timely services, and free-of-cost availability of everything and as a result of these clinics, the state's enormous number of referrals to secondary and tertiary healthcare facilities was significantly decreased. [2]

BACKGROUND OF MOHALLA CLINICS

Aam Aadmi Mohalla Clinics have been introduced by the Government of Delhi in October 2015 and in 2020 more than 16.24 million citizens have been serviced by the 300 clinics that have been put up throughout the city. According to the data given by World Health Organization in 2015, a substantial majority of over 65% of the population personally bears the financial burden of their healthcare expenses and other data revealed that a mere 17% of individuals in the nation possess health insurance coverage. All these things were a major problem whose solution was very difficult to find. The Government of Delhi came up with a great solution to solve the issue of India's problem of being one of the countries with the highest out-of-pocket medical costs and the lowest level of health insurance coverage, may also offer free healthcare services and facilities with the help of Mohalla Clinics which would ultimately lead to lower the financial burden on lower as well as middle-class people by saving their hard-earned money. [3]

SERVICES AND FACILITIES PROVIDED BY THE MOHALLA CLINIC

The Delhi government in India started the Aam Aadmi Mohalla Clinic as a primary healthcare program. The goal of these clinics is to make healthcare services available and inexpensive to Delhi citizens, especially those who live in underprivileged areas. The Aam Aadmi Mohalla Clinic offers the following amenities and services:

1. **Basic Medical Services:** Fundamental medical services like general consultations, disease diagnosis, and ailment treatment are provided by the clinics. Primary healthcare services can be given to patients by licensed medical professionals and staff.
2. **Essential Diagnostics:** Basic diagnostic or essential facilities are present in the clinics which are helpful in the diagnosis and management of illnesses. This may include basic laboratory tests such as blood pressure monitoring, blood glucose testing, urinalysis, and basic pathology.
3. **Medications:** At Aam Aadmi Mohalla Clinics, necessary medications are provided to the patients either at no charge or at discounted prices. By obtaining doctor-recommended medications from clinics, patients can get benefit from healthcare that is more reasonably priced and easier to access for those who require it.
4. **Health Education and Awareness:** The importance of health education and awareness within the community is highlighted by the significant role that clinics have in promoting these initiatives. Their efforts include running health camps, conducting education sessions, and organizing outreach programs meant to raise public awareness about healthy living practices such as hygiene, nutrition, disease management, and preventive care.
5. **Referrals and Follow-up:** In some cases, if there is a need for advanced medical care, referrals to higher-level healthcare facilities are provided by the clinics. They also facilitate follow-up care, ensuring that patients receive the necessary medical attention beyond the primary care provided at the clinic.
6. **Immunizations and Preventive Care:** Aam Aadmi Mohalla Clinics provide preventive care services such as immunization to ensure that individuals of all ages receive important vaccines according to the recommended immunization schedule. Their emphasis is also on taking preventive action, for instance, carrying out health assessments, providing advice on family planning, and offering counselling services.
7. **Telemedicine Services:** Telemedicine services may be provided in certain Aam Aadmi Mohalla Clinics, which enable patients to remotely consult with physicians via digital platforms. Using this, patients can seek healthcare advice and consultations without requiring a visit to the clinic in person.

KEY POINTS OF MOHALLA CLINIC

The idea: The main idea behind Mohalla Clinics was to provide free healthcare services and facilities to the common people especially those residing in urban slums and low-income areas. Clinics were built nearby people's homes or in a radius of 2-3 km so that people can reach these clinics just by walking, and 6 hours of opening time has been kept from morning to afternoon (8.00 am to 2.00 pm), run from Monday to Saturday with the availability of required staff/medical professionals, medicines, and diagnostic tests. Clinics have the potential to address nearly 70% of health issues, thereby eliminating the need for referrals to other healthcare centres.

The population targeted: Lower class families, migrants, and underserved, Jhuggi Jhopri colony to serve approximately 10,000-20,000 people from each clinic.

Service Provision: The range of services provided includes outpatient consultations, essential first aid, comprehensive maternal and child healthcare, encompassing immunization, antenatal and postnatal care, family planning, counselling, and various other offerings are all included in an assured package of healthcare. A recommendation for specialized treatment at the next tier of facilities. These clinics also seek to implement a continuum of care, specialist and referral services, and national health programs. The weekly availability of pediatricians, gynecologists, and ophthalmologists as specialists was proposed. Although it has not yet been fully implemented, a hierarchical system of healthcare facilities has been suggested, wherein referrals are organized based on tiers to ensure an effective system of patient transfer.

Medicines and diagnostics: Free of cost as well as adequate supplies of medicines and diagnostics tests to the people from the certified list of 108 medicines and providing more than 200 diagnostics tests. This makes the great value of these clinics which would help poor people to avail themselves of everything in the healthcare system, earlier which was not in their hands.

Physical infrastructure and accessibility: These clinics were intended to be accommodated in spacious 2-3 rooms with ample space. Among the three rooms, one room is specifically for the doctor's consultation and medical examinations, ensuring adequate privacy. The second room is dedicated to laboratory operations and the dispensing of medicines. If a third room is accessible, it can be utilized as a waiting area to accommodate patients, where patients can wait for their turn to consult with a doctor. Otherwise, in case of unavailability, an open space could be used covered with a roof. On one side of the clinic, there is a facility for drinking water with a dispenser, as well as an attached washroom.

Financing: Around 20 lakh INR was spent on each clinic from deciding the location to the operations of the clinics. However, the majority of the clinics were being run on rent till December 2016, furthermore, no analysis was conducted to estimate the operational expenses associated with these clinics. [5]



REVIEW OF LITERATURE

Rao et al., 2011 In the era of rising urbanization, the poor people surviving in dense cities such as New Delhi, Mumbai, Calcutta, Dhaka, Kathmandu, and others required these kinds of facilities which can offer good quality basic primary healthcare medicine and services. [6]

Khanna et al., 2021 In attaining the fundamental objective of bringing primary healthcare within closer reach of the community. Aam Aadmi Mohalla Clinics have done an admirable job. The Delhi Government conducted the study to better understand the current state of the eleven clinics and to get feedback from the patients, physicians, and support staff. These assessments were made based on how well-informed patients were about Mohalla Clinics, the services they offered, the difficulties they encountered, the room for improvement, and patient satisfaction. Primary healthcare services were discovered to be provided by Mohalla Clinics directly to the community. However, respondents from all eleven clinics agreed that the infrastructural and space conditions needed to be improved. [7]

Akshay Parmar et al., 2021 The findings of this study suggest that the relevant authorities should carry out patient satisfaction studies more frequently. Such a practice has the advantage of assisting in the identification of areas of dissatisfaction that may be addressed, increasing community contentment. Similar to this study, the government should pay more attention to the Mohalla clinic's affordability and accessibility issues and implement the best measures to raise community satisfaction. The most significant factor influencing satisfaction is the availability of healthcare staff, medications, and investigations, so concerned authorities should take proactive steps to improve these areas. Moreover, Younger and unmarried individuals should receive sufficient guidance regarding the investigation to improve their view of the affordability of Mohalla clinic services. The consumers of the Mohalla clinics have confidence in the services and are eager to use them during COVID-19 outbreaks, thus they can play a crucial role in spreading the disease. [8]

Maithili Ganjoo et al., By offering everyone access to inexpensive, high-quality health care, the government hopes to increase the quality of health care services for citizens, especially the rural population living in Delhi's underserved districts. Through its numerous services, the Delhi government's concept of Mohalla clinics has been able to change Delhi's primary healthcare system. [9]

However, despite all the efforts made by the Delhi government to improve primary healthcare through Mohalla clinics, several obstacles prevent Mohalla clinics from operating efficiently.

These obstacles include the lack of a doctor at clinics, the inaccessibility of medicines, a lack of space, and a high patient volume. To guarantee that individuals efficiently receive health care, the government must address these issues. The idea won't be able to gain traction and adequately assist Delhi's rural residents until then. Since Mohalla clinics make up the first level of the Delhi government's three-tier health system plan, the government must adopt a plan of action to address the shortcomings in the way Mohalla clinics now function. Additionally, the government must maintain the long-term viability of Mohalla clinics to reinforce and elevate the standing of PHCs in Delhi. However, it is also crucial to give preventive care to the community, which can be accomplished by deploying coordinators in the form of ASHAs. Up to this point, Mohalla clinics have solely been focused on providing patients with curative care. to foster interpersonal communication with the general public about several health issues.

Chandrakant Lahariya et al., 2020 Increased patient-doctor interaction time, point-of-care diagnostic tests, better information on service availability and location, and guaranteed doctor availability could lead to a rise in the number of people using and returning to government primary healthcare facilities. Access to healthcare is hampered by several factors, including geographic (clinics in community settings), financial (free or low-cost diagnostic services and guaranteed and free medications), and social (culturally relevant services, such as female doctors). For the design and expansion of community clinics to make PHC services available and boost repeat visits to government institutions by underprivileged, marginalized groups, look to the Mohalla Clinics of Delhi, India. [10]

Shreyas Sardesai et al., 2019 Education and health are given nearly two-fifths of the Rs 60,000 crore budget for 2019-20 announced by the Delhi government, which is led by the Aam Aadmi Party. It did this to demonstrate the value it places on the two areas. In actuality, it hopes to secure a second term in office through initiatives like Mohalla Clinics, free medical exams, parent-teacher conferences, happiness curricula, and improvements to educational facilities.[11]

METHODOLOGY

Preparation of a questionnaire

The data collection has been carried out by distributing a questionnaire which was created with the help of Google. The questionnaire was floated online to staff members and patients. Staff members and patients, both played a very crucial role in data collection. The questionnaire was distributed into major parts such as

- About Mohalla clinic
- Facilities
- Vaccination
- Digitalization
- Patient information

ABOUT MOHALLA CLINIC

- How did you come to know about Mohalla Clinics?
- What was your primary reason for visiting a Mohalla Clinic? (Select one)
- How would you rate the cleanliness and hygiene standards at Mohalla Clinics?
- How would you rate the behaviour and friendliness of the clinic staff?
- Does the Mohalla clinic save time of patients?
- What percentage of patients visiting Mohalla Clinics are typically referred to higher or outside healthcare systems?
- Overall, how would you rate your experience at the Mohalla Clinic?

FACILITIES

- Do you believe Mohalla Clinics are adequately equipped and capable of treating diseases like dengue, malaria, chikungunya, etc.?
- How many days are typically required to receive a test report?
- Which types of drugs are commonly dispensed in Mohalla Clinics? (Select all that apply)? Are the required drugs available at Mohalla Clinics as per the Essential Drug List?

VACCINATION

- Which vaccines are commonly available at Mohalla Clinics? (Select all that apply)
- What age group is eligible to receive vaccinations at Mohalla Clinics in Delhi?

DIGITALIZATION

- Which of the following digital initiatives have you observed or heard about in Mohalla Clinics? (Select all that apply)?
- Do you find the digital initiatives in Mohalla Clinics helpful in improving healthcare access and efficiency?

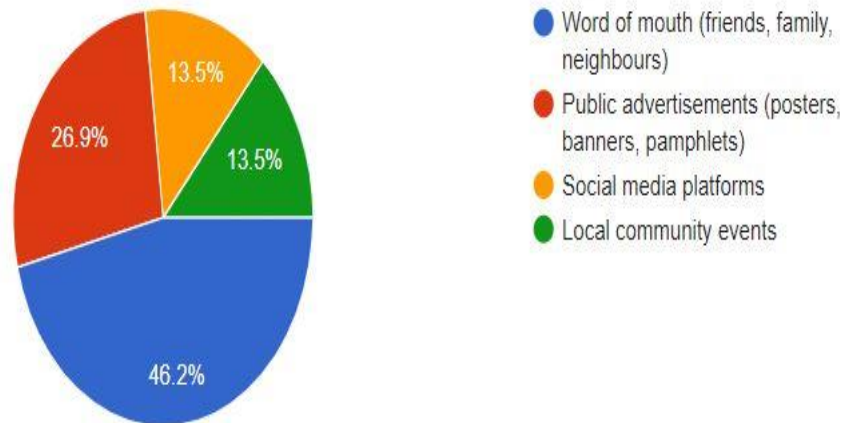
PATIENT'S INFORMATION

- On average, how many patients visit a Mohalla Clinic in Delhi per day?
- What is the approximate percentage of female patients at Mohalla Clinics in Delhi?
- How would you rate the waiting time at Mohalla Clinics based on your experience or observations?
- What distances do patients typically come from to visit Mohalla Clinics in Delhi? (Select all that apply)
- On average, how much money do individuals save per month by using the services of Mohalla Clinics in Delhi?
- Do you believe that Mohalla Clinics help to reduce overcrowding in secondary and tertiary healthcare facilities?

RESULTS

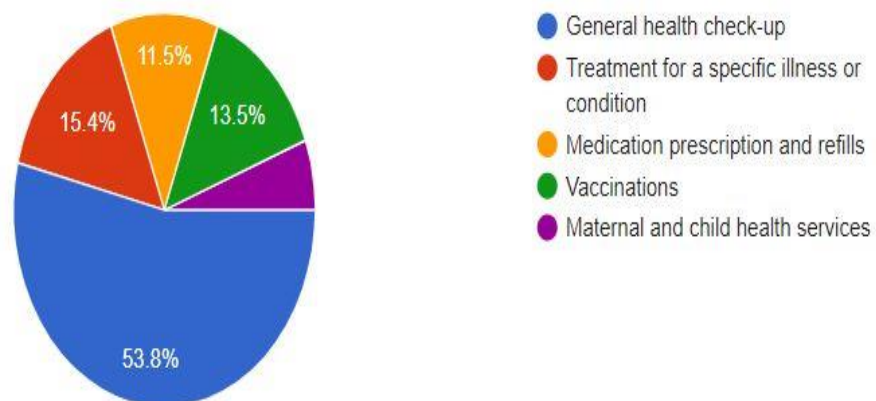
ABOUT MOHALLA CLINIC

- How did you come to know about Mohalla Clinics?



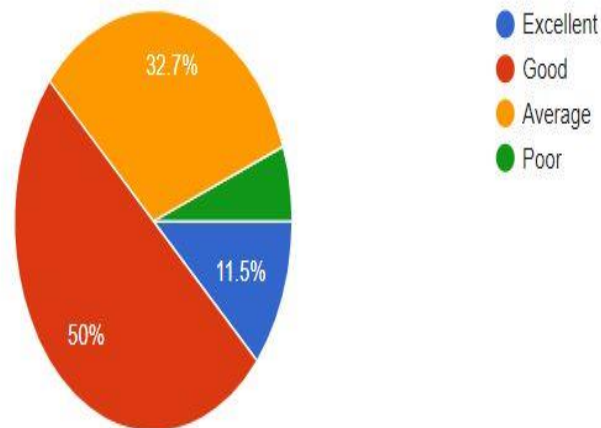
Most of the patients came to know about Mohalla Clinic by word of mouth, followed by public advertisement, and social media, and the local community was equally responsible.

- What was your primary reason for visiting a Mohalla Clinic? (Select one)



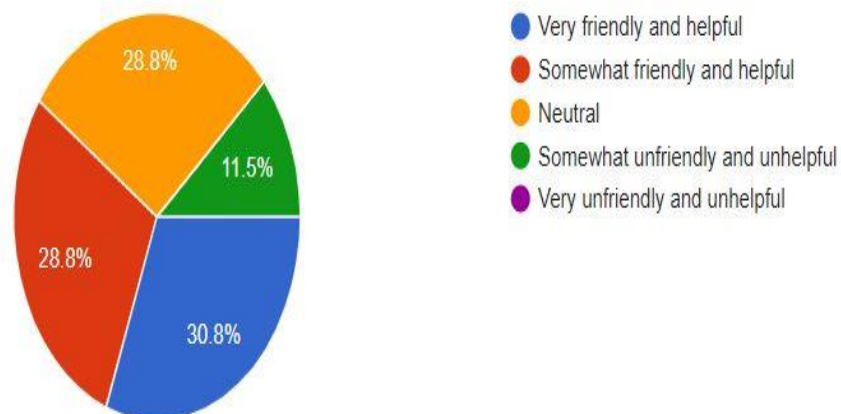
The main reason for visiting a Mohalla Clinic was general health check-up and other reasons remained equally.

- How would you rate the cleanliness and hygiene standards at Mohalla Clinics?



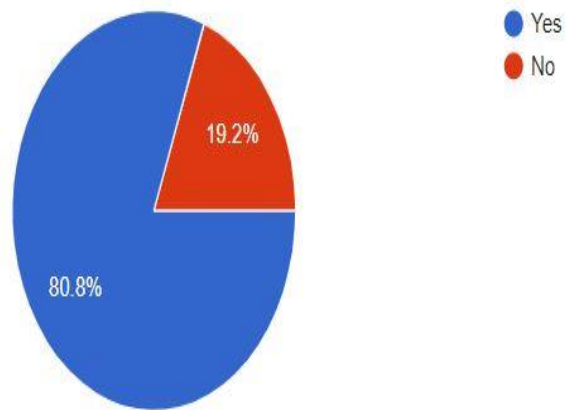
Half of the patients rated the cleanliness and hygiene standards at Mohalla clinics are good, 1/3rd of patients said it is average and others remained very small.

- How would you rate the behaviour and friendliness of the clinic staff?



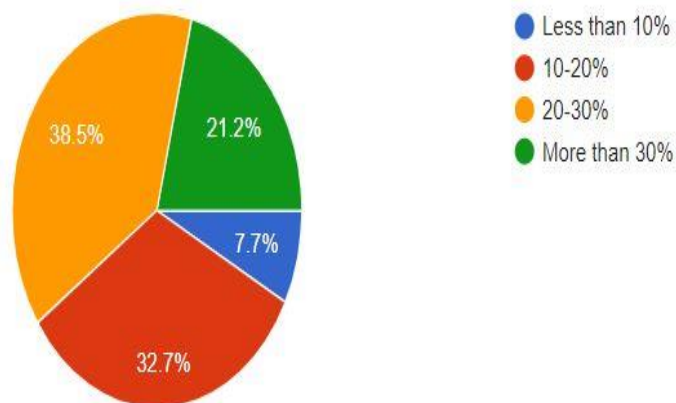
Behaviour and friendliness of the clinic staff were very friendly and helpful, as said by the patients, some patients said somewhat friendly, helpful, and neutral while some patients said the clinic staff is somewhat unfriendly and unhelpful.

- Does the Mohalla clinic save time of patients?



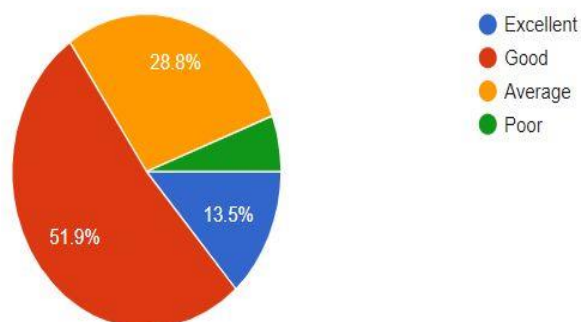
The majority of the patients said that Mohalla Clinic saves time of the patients.

- What percentage of patients visiting Mohalla Clinics are typically referred to higher or outside healthcare systems?



The majority of staff members said that 20-30% of patients are typically referred to higher or outside healthcare systems and other members said that 10-20% of patients, followed by more than 30% and less than 10%.

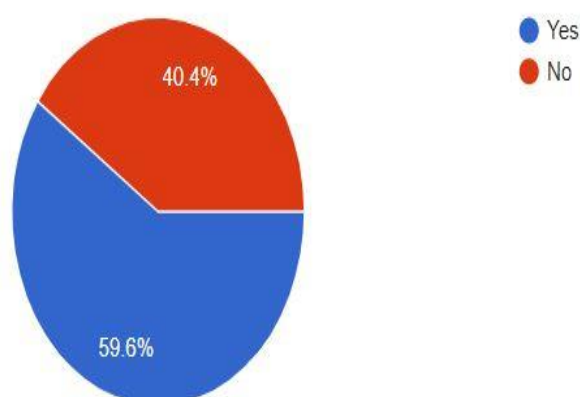
- Overall, how would you rate your experience at the Mohalla Clinic?



Half of the patients said the experience was good at the Mohalla clinic, 1/3rd said average and some said it was excellent.

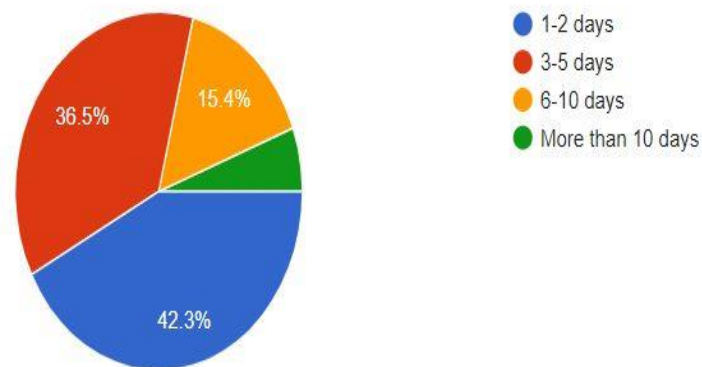
FACILITIES

- Do you believe Mohalla Clinics are adequately equipped and capable of treating diseases like dengue, malaria, chikungunya, etc.?



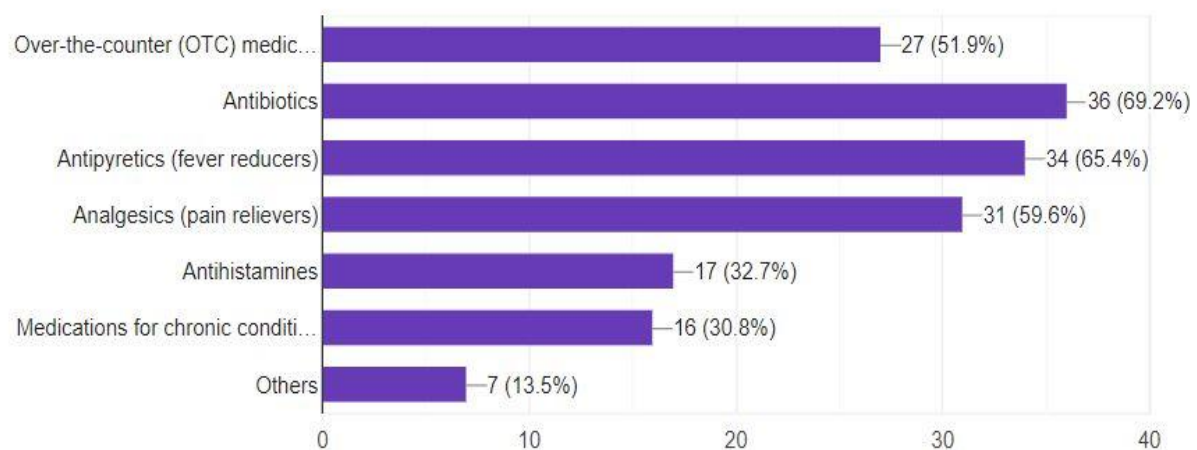
The majority of the patients said that Mohalla Clinics are adequately equipped and capable of treating diseases and the remaining said no.

- How many days are typically required to receive a test report?



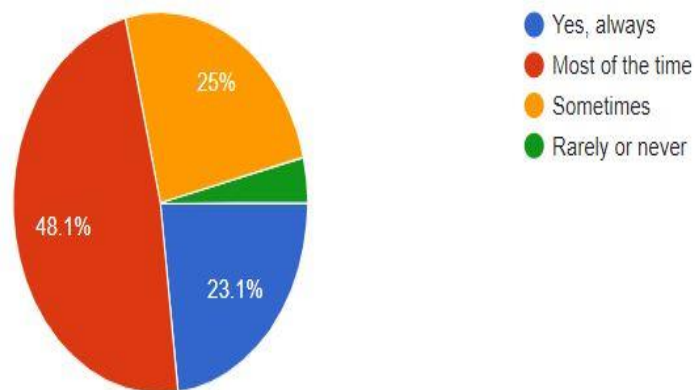
The majority of the patients said that the report is received within 1-2 days, some said it is received within 3-5 days, some said it is received within 6-10 days and some said it takes more than 10 days.

- Which types of drugs are commonly dispensed in Mohalla Clinics? (Select all that apply)?



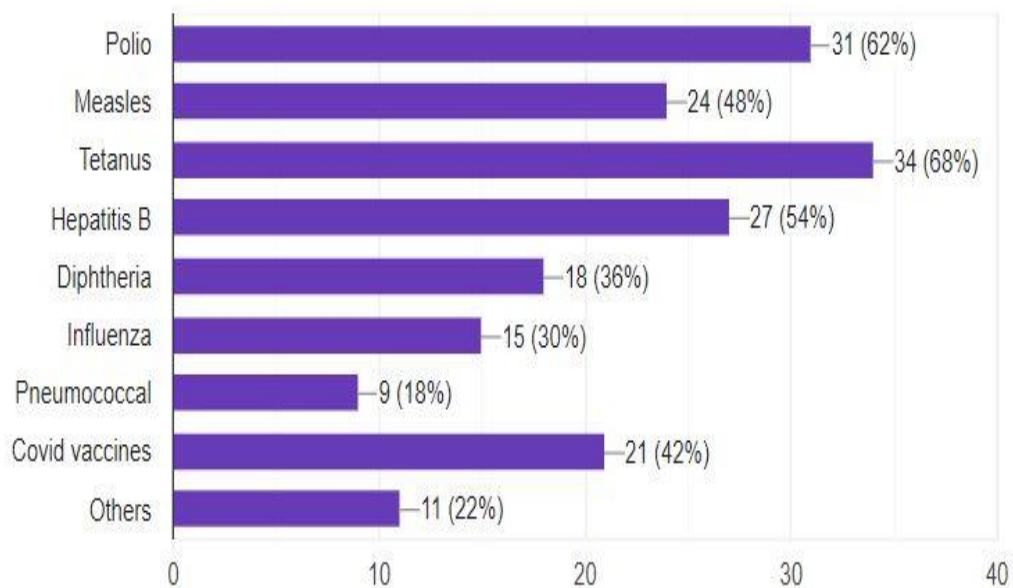
Staff members said that over-the-counter medicines, antibiotics, antipyretics, and analgesics are commonly dispensed in Mohalla Clinics, followed by antihistamines and medications for chronic conditions.

- Are the required drugs available at Mohalla Clinics as per the Essential Drug List?



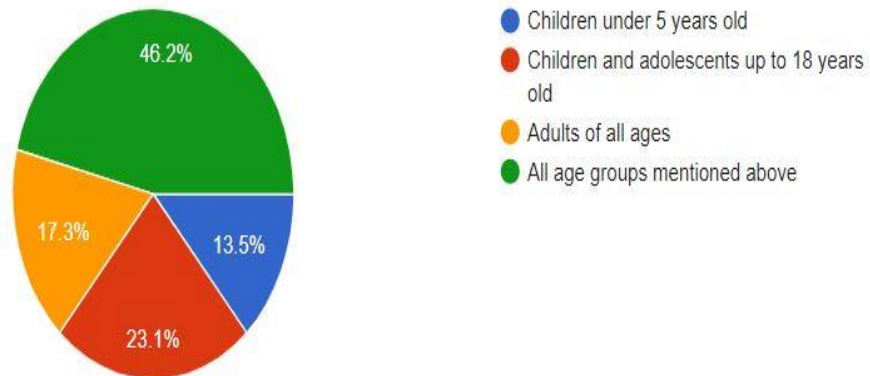
The majority of the patients said the required drugs are available most of the time at the Mohalla clinic, some said sometimes, and some said it is always available.

- Which vaccines are commonly available at Mohalla Clinics? (Select all that apply)



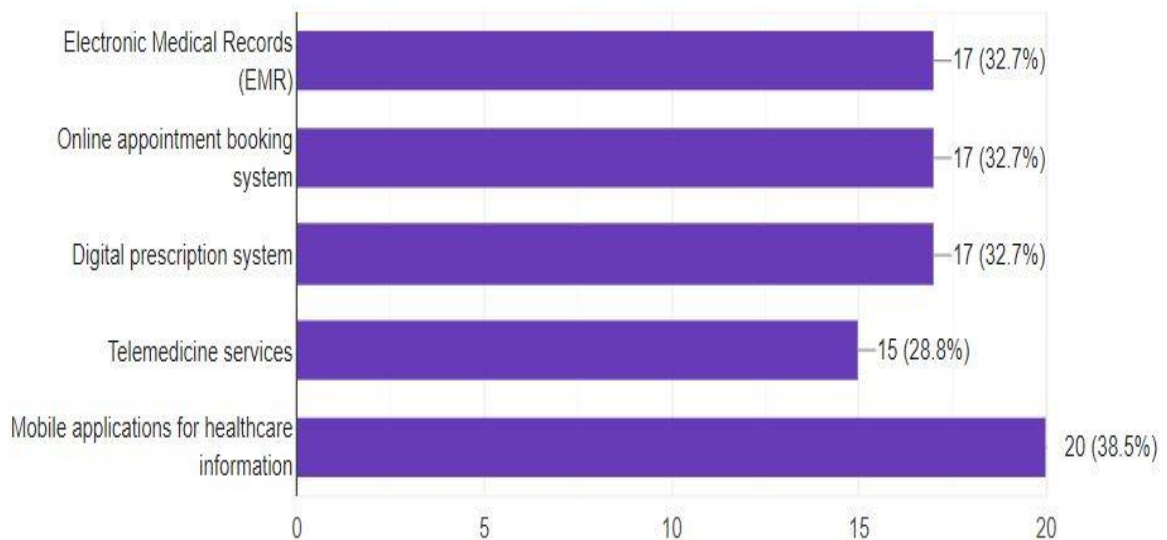
Patients informed that vaccines like Polio, Tetanus, Hepatitis B, and covid vaccines are commonly available at Mohalla Clinic.

- What age group is eligible to receive vaccinations at Mohalla Clinics in Delhi?



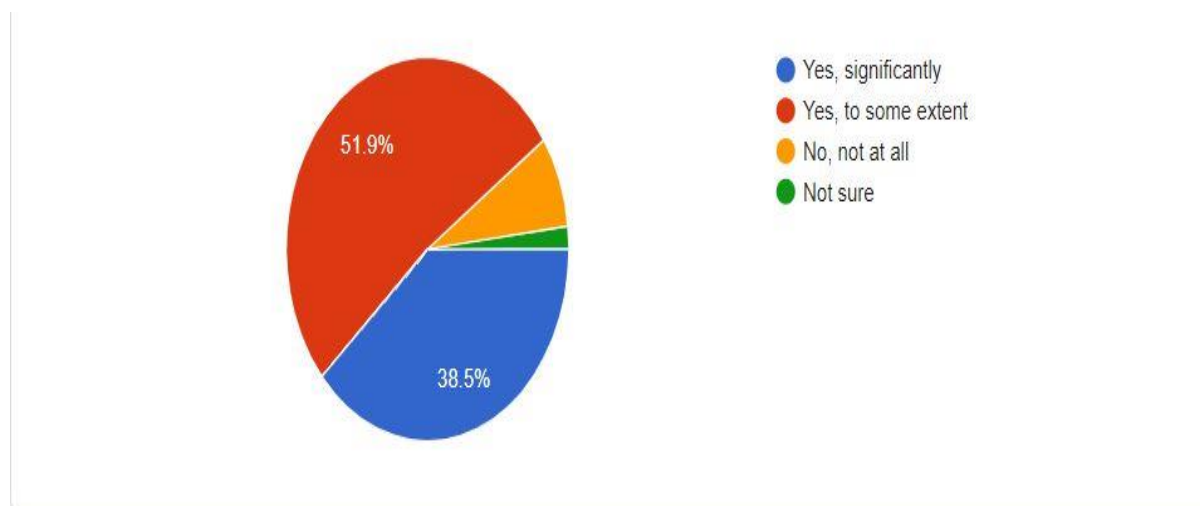
The majority of staff members informed all age groups are eligible to receive vaccination, some said children and adolescents up to 18 years are eligible, and some said adults of all ages and children under 5 years old.

- Which of the following digital initiatives have you observed or heard about in Mohalla Clinics? (Select all that apply)?



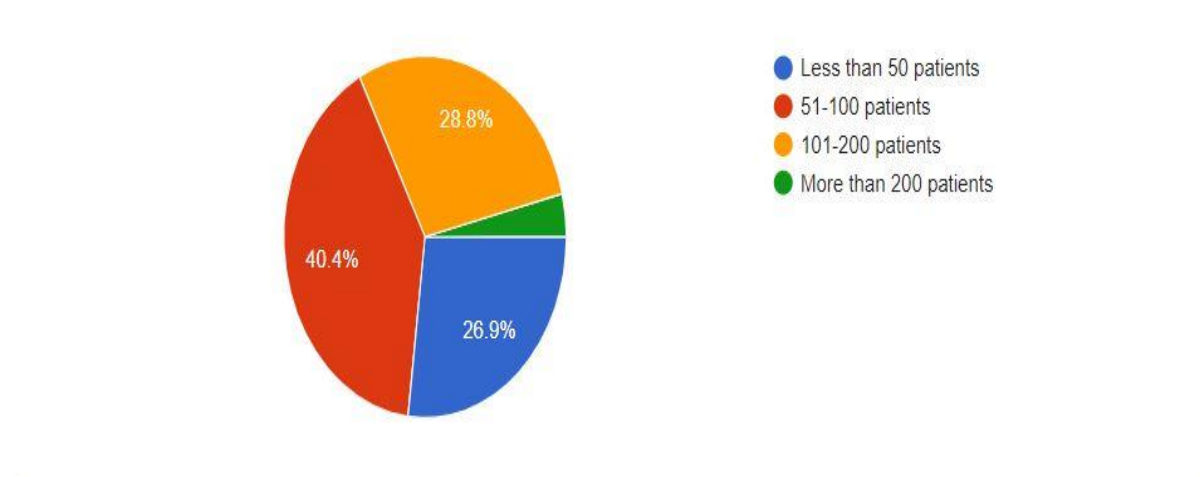
Patients informed that mobile applications for healthcare information are the digital initiatives they heard about the most, followed by EMR, Online appointment system, Digital prescription system, and lastly telemedicine services.

- Do you find the digital initiatives in Mohalla Clinics helpful in improving healthcare access and efficiency?



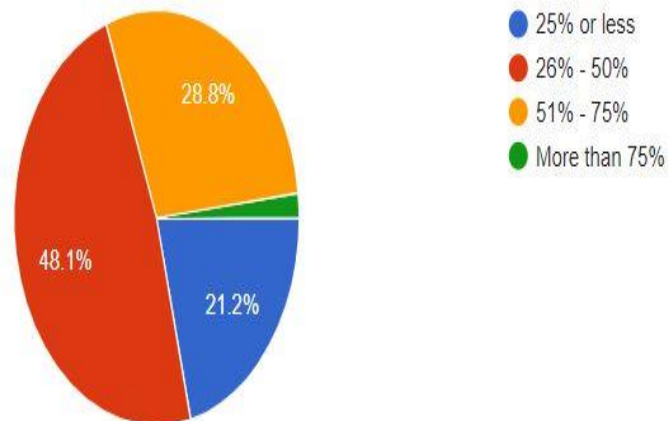
The majority of the patients said that digital initiatives in Mohalla Clinic helped in improving healthcare access and efficiency, some said yes, significantly and some said no and were not sure about it.

- On average, how many patients visit a Mohalla Clinic in Delhi per day?



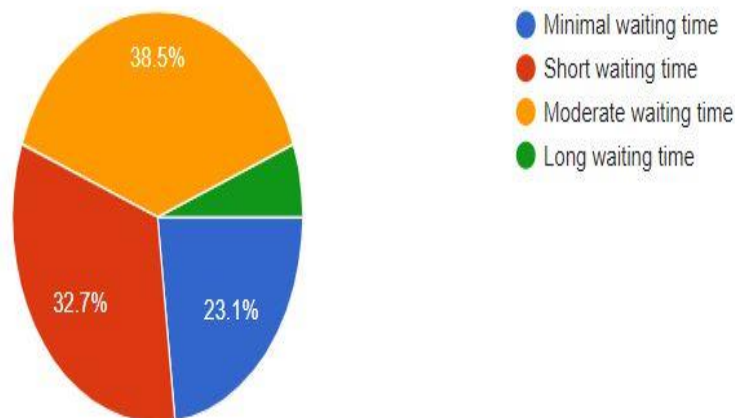
Many staff members said that 51-100 patients visit a Mohalla Clinic while some said 101-200, others said less than 50 and a minority said more than 200 patients.

- What is the approximate percentage of female patients at Mohalla Clinics in Delhi?



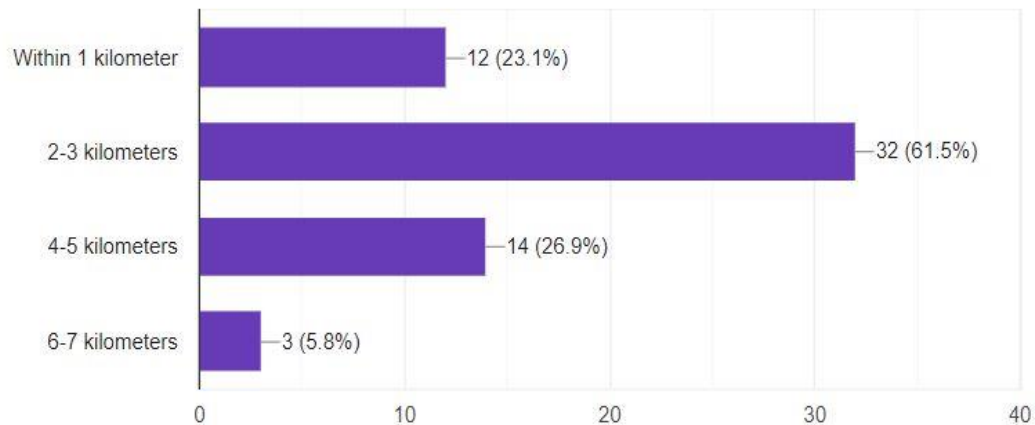
The majority of staff members said that 26-50% of female patients visit while some said 51-75%, followed by 25% or less and more than 75%

- How would you rate the waiting time at Mohalla Clinics based on your experience or observations?



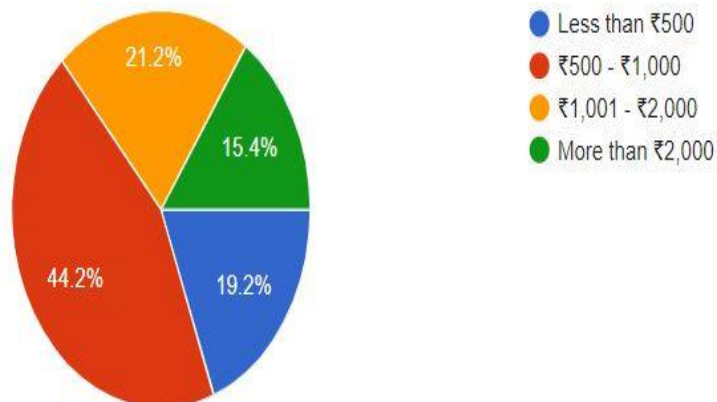
Patients informed waiting time is moderate. Some said short, some said minimal and the rest said they have to wait for a long time.

- What distances do patients typically come from to visit Mohalla Clinics in Delhi?
(Select all that apply)



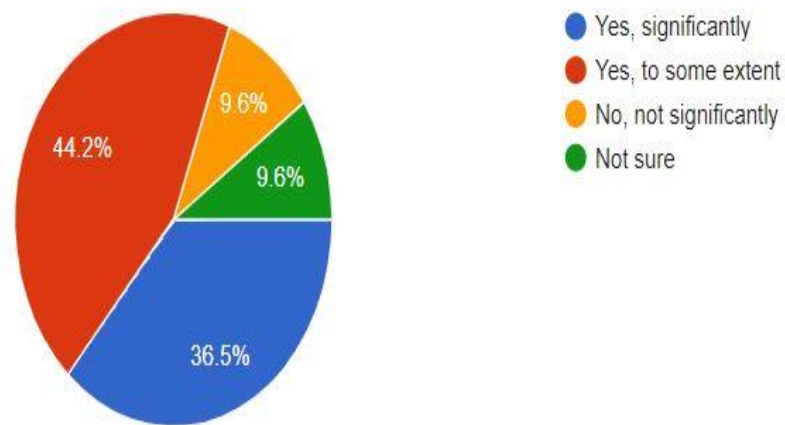
The majority of staff members said that patients usually come from a distance of 2-3 kilometres, while some said 4-5 kilometres, followed by within 1 kilometre and 6-7 kilometres.

- On average, how much money do individuals save per month by using the services of Mohalla Clinics in Delhi?



The majority of patients informed that they are saving around 500-1000 rupees, while some are saving 1001-2000, followed by less than 500 rupees and some said that they can save more than 2000 rupees.

- Do you believe that Mohalla Clinics help to reduce overcrowding in secondary and tertiary healthcare facilities?



The majority of staff members said yes to some extent, followed by yes significantly, and some said no and were not sure about it.

DISCUSSION

From the questionnaire, it was cleared that the what is the impact of healthcare delivery of Mohalla Clinic in Delhi. I went to staff /medical professionals and patients to know about it. I got to know about various answers which are followed below:

Maximum patients got to know about the Mohalla clinic by word of mouth (friends, family, and neighbours), while some patients said public advertisements (posters, banners, pamphlets) played an important role, and social media platforms and local community events remained equally in telling people about Mohalla Clinics.

The maximum number of patient's reasons to visit Mohalla clinic was general health check-up, followed by other reasons like treatment for a specific illness or condition, vaccinations, medication prescription, and the least reason is maternal, and child health services.

Half of the patients said that cleanliness and hygiene standards are good, some said are average, followed by excellent and poor.

Patients informed that the behaviour and friendliness of the clinic staff were very friendly and helpful, some patients said somewhat friendly and helpful/Neutral and others said that somewhat unfriendly and unhelpful.

The majority of the patients said yes it saves time and 19% of patients denied it.

The majority of staff members said that 20-30% of patients are referred to higher healthcare systems, some said 10-20% of patients, followed by more than 30%, and lastly less than 10%.

Half of the patients rated the experience as good, some said average, followed by excellent and poor.

The majority of the patients said Mohalla clinics are equipped and capable of treating diseases like dengue, malaria, chikungunya, and the rest said that Mohalla clinics are not capable.

Maximum patients informed that they receive a test report within 1-2 days, some said that 3-5 days, followed by 6-10 days, and 2-3 patients said it takes more than 10 days.

Antibiotics, Antipyretics, OTC (over-the-counter), and Analgesics are commonly dispensed in Mohalla Clinics followed by antihistamines and other drugs.

The majority of the patients said that most of the time required drugs are available at Mohalla Clinic, some said sometimes, yes always, and 2 patients said never.

Polio, Tetanus, Hepatitis B, and covid vaccines are commonly available at Mohalla Clinic as said by patients.

All age groups are eligible to receive vaccinations said 46% of staff members, while some said children and adolescents up to 18 years old, some said adults of all ages, and some told only for children under 5 years old.

Most patients have heard about Mobile applications for healthcare information, while Electronic Medical Records, online appointment systems, digital prescription systems, and telemedicine services are the other initiatives.

More than half of the patients found that digital initiatives help improve healthcare access and efficiency while some said no and some were not sure about it.

Most staff members said that 51-100 patients daily come to the clinic, some said 101-200 patients come and some said less than 50 patients.

The approximate percentage of female patients is 26%-50% as said by the majority of staff members while some said it is between 51%-75% and some said 25% or less.

Most patients said that waiting time is moderate and short, while some said it is minimal.

Most staff members said that patients usually come from a distance of 2-3 kilometres, some said 4-5, within 1 kilometre, and 6-7 kilometres.

Most patients can save money from 500-1000 rupees, some said they are saving between 1001-2000 rupees/less than 500 while 1/4th of patients said they save more than 2000 rupees.

More than half of the staff members said that yes Mohalla clinics are helping in reducing the crowd in secondary and tertiary healthcare facilities, while some said no and were not sure about it.

CONCLUSION

In conclusion, the detailed study of the services and facilities of Aam Aadmi Mohalla Clinics has been providing countless benefits to the residents of Delhi. These clinics have emerged as the most exceptional initiatives by the government of Delhi in providing the basic healthcare needs to urban poor and underserved communities.

This study has found that Mohalla Clinics has provided sufficient availability, cheaper/free drugs as well as the accessibility of healthcare services and facilities in the crowded areas of Delhi. Providing healthcare services and facilities to needy people who are not able to consult a doctor due to high pay as well as the burden to other healthcare centres also got reduced which improved overall health results.

The benefits provided by the clinic like consultation, diagnostics test, and necessary medication, play a crucial role as it helps in identifying diseases at the early stage and implementing preventive measure. Due to the early detection of diseases with the help of Mohalla Clinics, control of chronic diseases has improved as well as reduced the hospitalizations rates.

Furthermore, the digital initiatives taken by Mohalla Clinics and the friendly behaviour of the staff members have also been appreciated by patients which implicates the smoothening of the internal process happening among patients and staff members.

Overall, the services and facilities of Mohalla Clinics are an effective way of providing basic healthcare to needy people. These clinics are slowly improving the image of the healthcare system in Delhi by keeping an individual up to date with their health in the cheapest way.

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