

A detailed study of healthcare services and facilities of Delhi's Aam Aadmi Mohalla Clinic



Presented by:
Shivam Sharma
Roll. No. 0342
MBA PM 13
IIHMR UNIVERSITY

OBJECTIVES



- To evaluate the impact of Aam Aadmi Mohalla Clinics on the accessibility, affordability, and quality of primary healthcare services in Delhi.
- To investigate the perceptions and experiences of patients who have utilized the services and facilities.
- To measure patient satisfaction levels with regard to waiting times, consultation, communication with healthcare providers, and overall experience at Aam Aadmi Mohalla Clinics.
- To analyze the impact of Aam Aadmi Mohalla Clinic on reducing the burden on higher-level healthcare facilities, such as hospitals and specialty clinics, by studying patient referrals.
- To examine the role of Aam Aadmi Mohalla Clinic in the broader primary healthcare delivery system of Delhi.
- To identify the challenges Aam Aadmi Mohalla Clinic faces in terms of physical infrastructure, funding, location, and service provision.
- To analyze the performance and outcomes of Aam Aadmi Mohalla Clinic.

INTRODUCTION



HISTORY OF HEALTHCARE

- In ancient times, various civilizations developed medical systems based on observation and natural remedies. Examples include the medical practices of Egypt, Mesopotamia, China, and India. Medical knowledge was often intertwined with religious and spiritual beliefs.
- In classical times, Hippocrates emphasized a scientific approach to medicine and believed in the natural causes of diseases. In parallel, Roman society developed public health measures, such as aqueducts and sewage systems, to promote sanitation and prevent diseases.
- During the middle ages, religious institutions heavily influenced healthcare, particularly in Europe. Monastic orders played a crucial role in caring for the sick and injured, and monasteries often served as centres of medical knowledge and practice.

Continued

- The industrial revolution brought significant changes to healthcare, including advancements in medical technology, the development of hospitals/medical schools as well as the discovery of anesthetics. Public health movements emerged, advocating for better living conditions, sanitation, and the establishment of public hospitals.
- The 20th century witnessed remarkable advancements in medical sciences and technology. The discovery of antibiotics revolutionized the treatment of infectious diseases. Major milestones include the development of vaccines and medical advancements.
- The 21st century brought further advancements in medical technology, including genomic, telemedicine, and electronic health records. The rise of chronic diseases, and increased healthcare expenditure presented new challenges for the healthcare system, however, efforts are being undertaken to solve these difficulties.

MOHALLA CLINICS

- Aam Aadmi Mohalla Clinics also known as Mohalla Clinics, is an initiative of the Delhi Government to Universal health coverage.
- They offer a basic package of essential health services and facilities such as free prescription drugs, diagnostics tests, and consultations free of charge.
- Mohalla Clinics were first introduced in Delhi in July, 2015 as a flagship initiative of the Delhi Government and became the primary choice of residents of Delhi.
- Mohalla Clinics have received recognition both within India and internationally for their innovative approach to community-based healthcare.

BACKGROUND OF MOHALLA CLINICS



- According to the World Health Organisation data for the year 2015, more than 65% of the population in India paid for health from their own pockets, and in 2017, only 17% of individuals in the nation possess health insurance.
- Aam Aadmi Mohalla Clinics have been introduced by the Government of Delhi under the leadership of Chief Minister Arvind Kejriwal in October 2015 and in 2020 more than 16.24 million citizens have been serviced by the 300 clinics.
- The concept of Mohalla Clinics was inspired by similar community health centre models in other countries, such as Cuba's neighbourhood-based healthcare system.

SERVICES AND FACILITIES PROVIDED BY THE MOHALLA CLINIC



1. **Basic medical services:** Fundamental medical services such as general consultation, disease diagnosis, medication prescription/refills, vaccinations, and child health services are provided by the clinics.
2. **Essential Diagnostics:** Basic diagnostic or essential facilities are present in the clinics which are helpful in the diagnosis and management of illnesses. This includes 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 discounted prices. Medications like over-the-counter (OTC) medicines, antibiotics, antipyretics, analgesics, antihistamines, and medication for chronic conditions.
4. **Health Education and Awareness:** Mohalla Clinics organize health camps, education sessions, and awareness programs in collaboration with healthcare professionals and organizations. These events aim to educate community members about healthy lifestyle practices.

Continued

5. Referrals and Follow-up: During a patient consultation, if a healthcare professional at the Mohalla Clinics identifies the need for specialized care, advanced diagnostics, or treatment beyond the scope of the clinic, they may refer the patient to a higher-level healthcare facility and also facilitate follow-up to track the progress of referred patients.

6. Immunizations and preventive care: 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.

7. Telemedicine services: Telemedicine services have become an integral part of healthcare delivery and some mohalla clinics have incorporated telemedicine to enhance accessibility and provide remote medical consultations.

KEY POINTS OF MOHALLA CLINIC



Idea:

The main idea behind the mohalla clinic was to provide free healthcare services and facilities to the common people especially those residing in urban slums and low-income areas.

The population targeted:

Lower class families, Jhuggi Jhopri colony, migrants, and the underserved, to serve approximately 10,000-20,000 from each clinic in the span of 6 months.

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, counseling, and other offerings are all included in an assured package of healthcare.

Medicines and diagnostics:

Free of cost and adequate supplies of medicines from the certified list of 108 medicines and providing more than 200 diagnostics tests.

Continued

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, and 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.

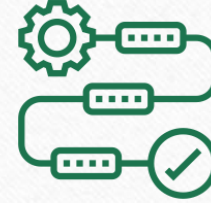
Location:

The government of Delhi built its first clinic in northwest Delhi, located in the jhuggi jhopri colony, it was approximately 400 meters away from the main road. The first clinic location was decided with the help of the local community and the Resident Welfare Association(RWA).

Funding:

Around 20 lakh INR was spent on each clinic from deciding the location to the operation of the clinics. However, the majority of the clinics were on rent till December 2016.

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 for 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

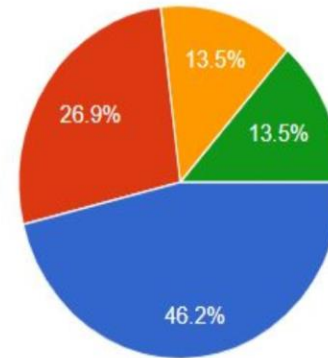
- On average, how many patients visit a Mohalla Clinic in Delhi per day?
- What is the approximate percentage of female patients at Mohalla Clinics in Delhi?
- How would you rate the waiting time at Mohalla Clinics based on your experience or observations?
- What distances do patients typically come 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?

RESULTS



- How did you come to know about Mohalla Clinics?

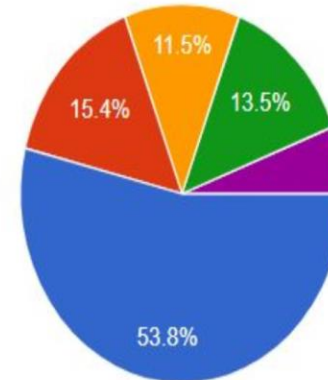
Most of the patients came to know about Mohalla Clinic by word of mouth, followed by public advertisement, and social media, and the local community was equally responsible.



- Word of mouth (friends, family, neighbours)
- Public advertisements (posters, banners, pamphlets)
- Social media platforms
- Local community events

- 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.

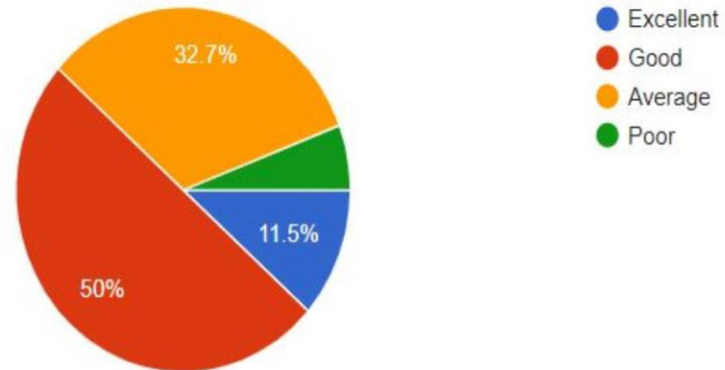


- General health check-up
- Treatment for a specific illness or condition
- Medication prescription and refills
- Vaccinations
- Maternal and child health services



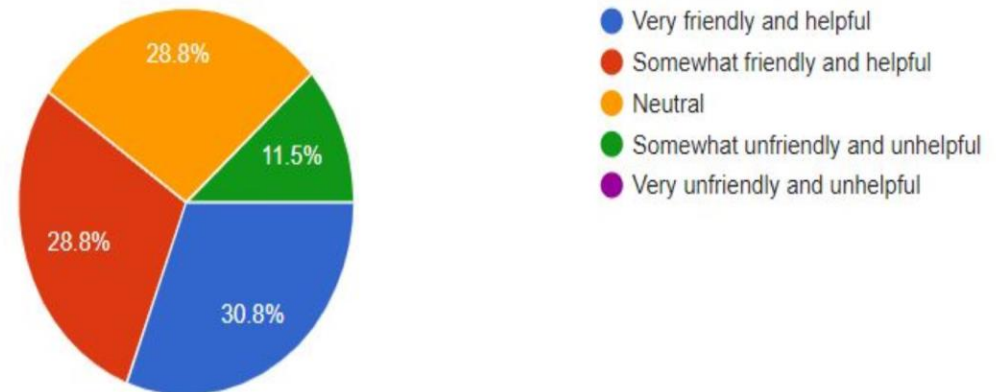
- How would you rate the cleanliness and hygiene standards at Mohalla Clinics?

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?

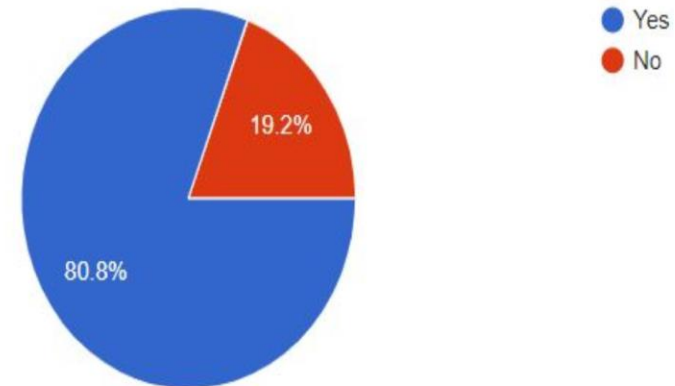
Behaviour and friendliness of the clinic staff were very friendly and helpful, as said by the patients, some patients said somewhat friendly, helpful, and neutral while some patients said the clinic staff is somewhat unfriendly and unhelpful.





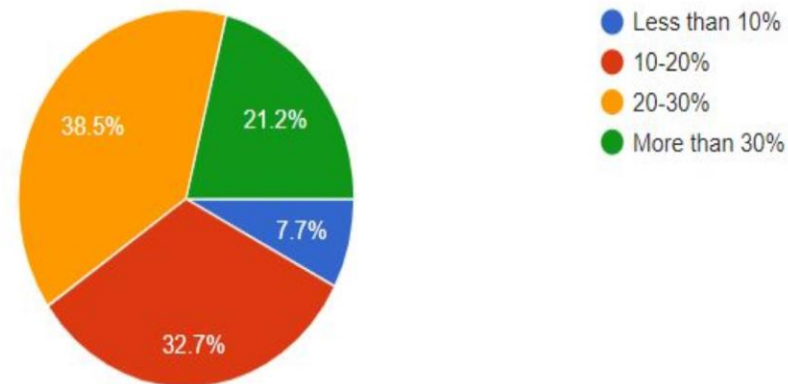
- Does the Mohalla clinic save time of patients?

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?

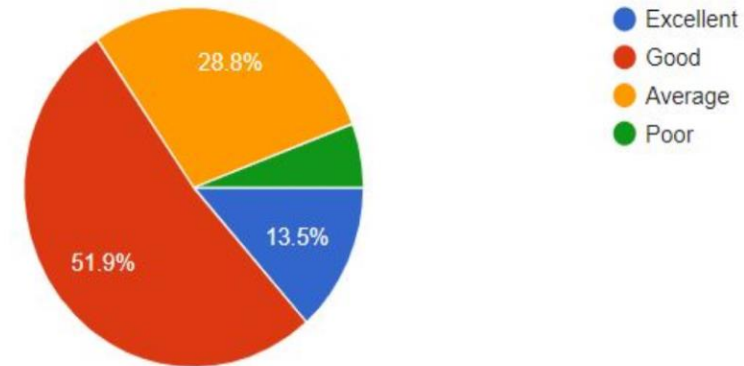
The majority of staff members said that 20-30% of patients are typically referred to higher or outside healthcare systems and other members said that 10-20% of patients, followed by more than 30% and less than 10%.





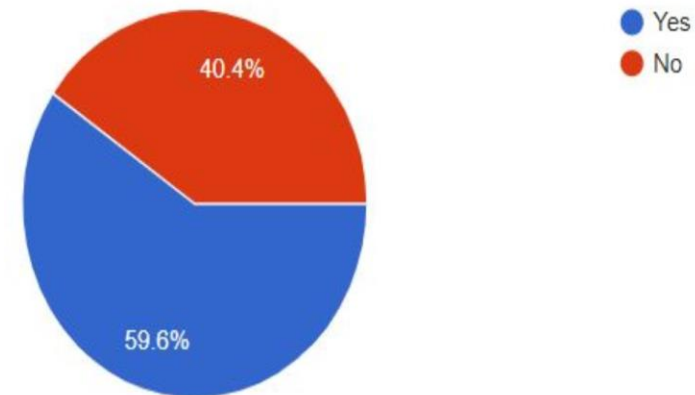
- Overall, how would you rate your experience at the Mohalla Clinic?

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



- 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.



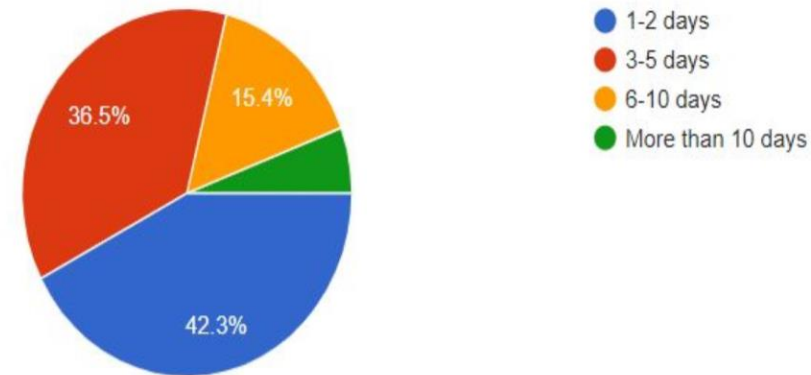


- How many days are typically required to receive a test report?

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.



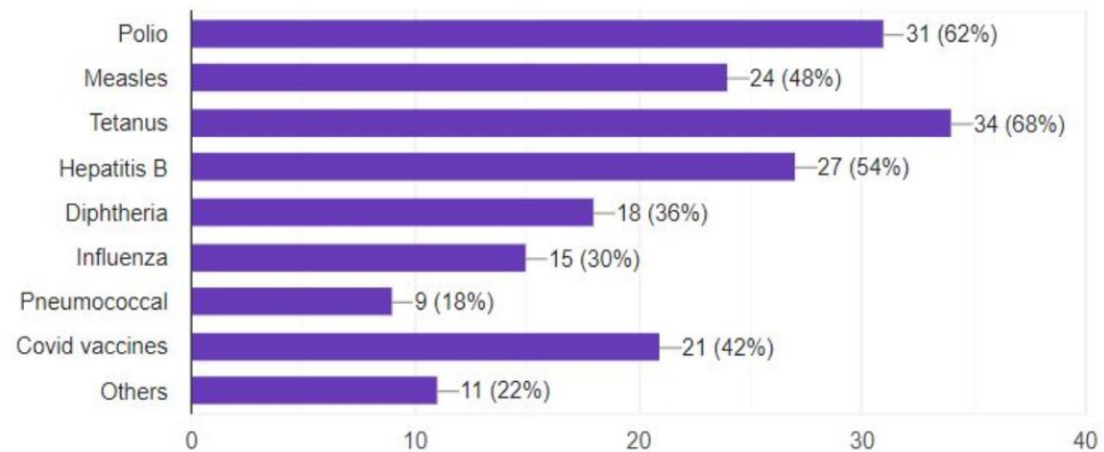
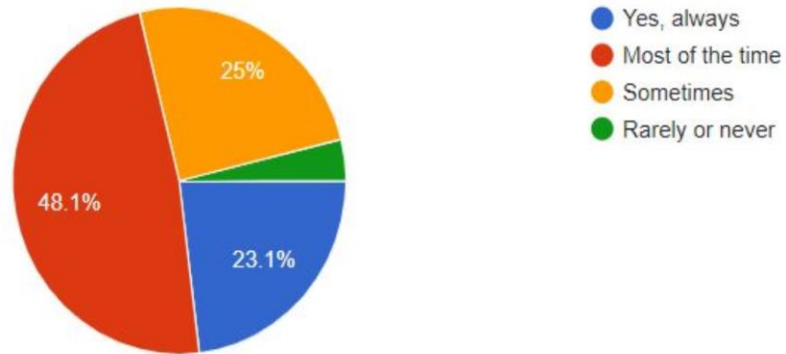


- Are the required drugs available at Mohalla Clinics as per the Essential Drug List?

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.



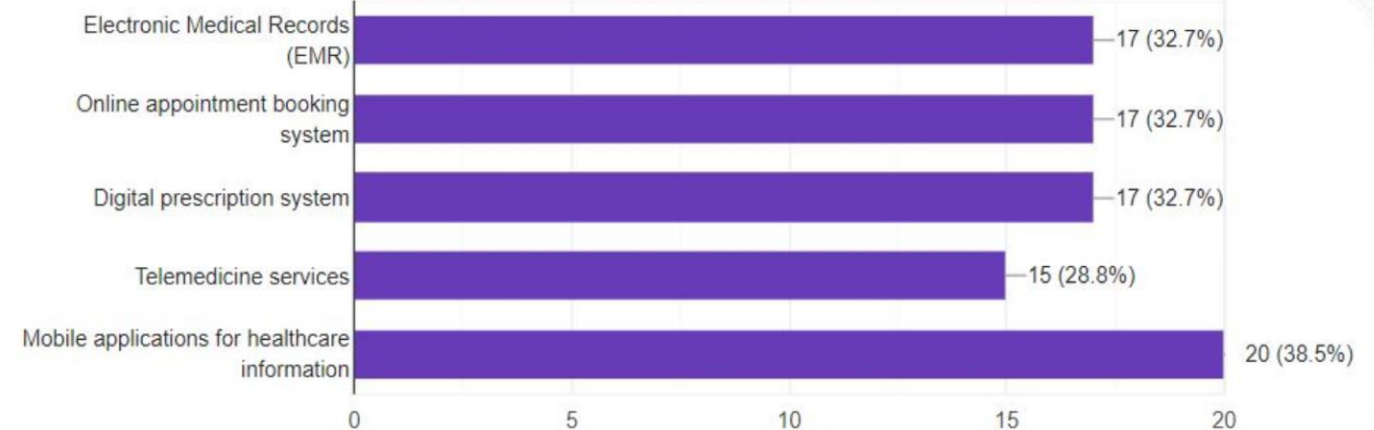
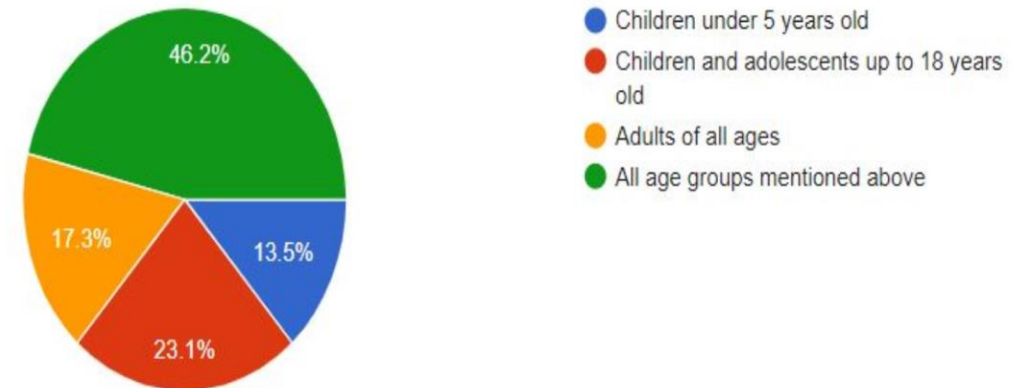


- What age group is eligible to receive vaccinations at Mohalla Clinics in Delhi?

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)?

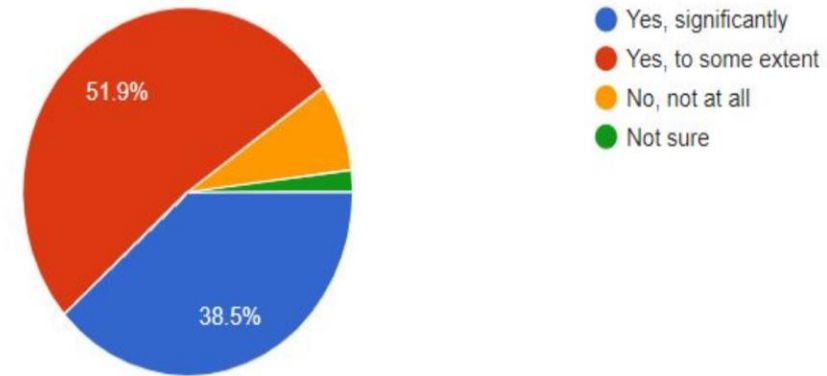
Patients informed that mobile applications for healthcare information are the digital initiatives they heard about the most, followed by EMR, Online appointment system, Digital prescription system, and lastly telemedicine services.





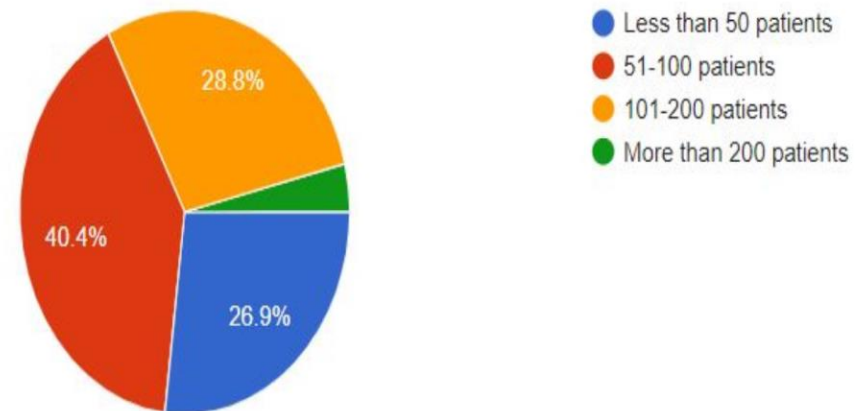
- Do you find the digital initiatives in Mohalla Clinics helpful in improving healthcare access and efficiency?

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



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

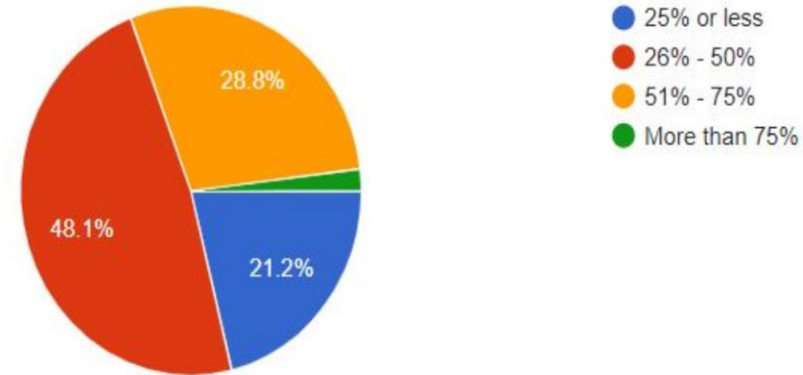
Many staff members said that 51-100 patients visit a Mohalla Clinic while some said 101-200, others said less than 50 and a minority said more than 200 patients.





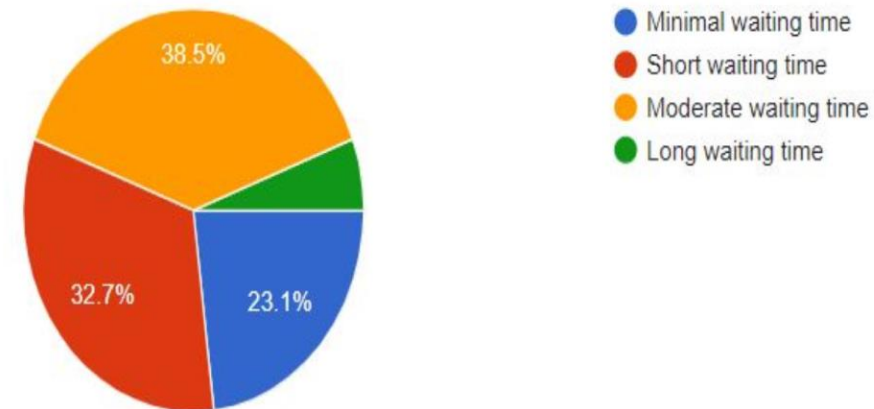
- What is the approximate percentage of female patients at Mohalla Clinics in Delhi?

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?

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



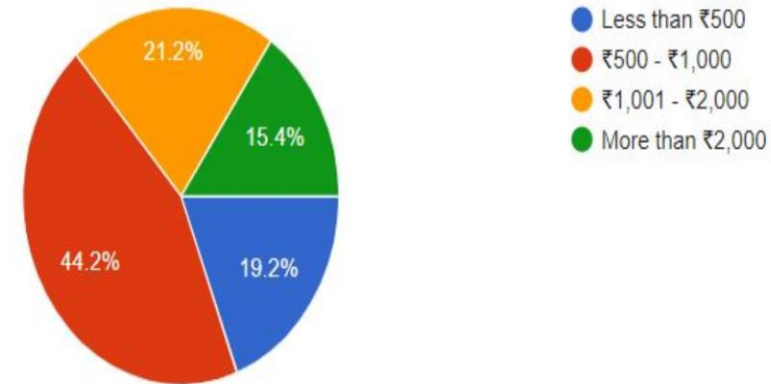
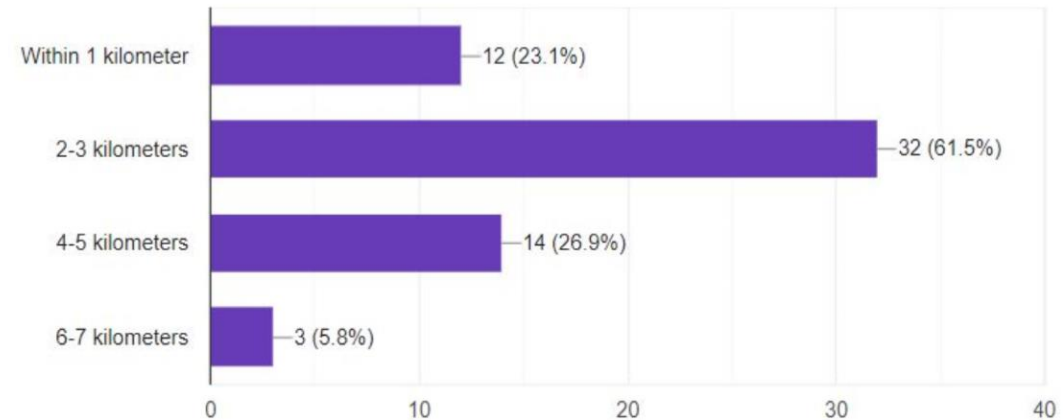


- What distances do patients typically come from to visit Mohalla Clinics in Delhi?
(Select all that apply)

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?

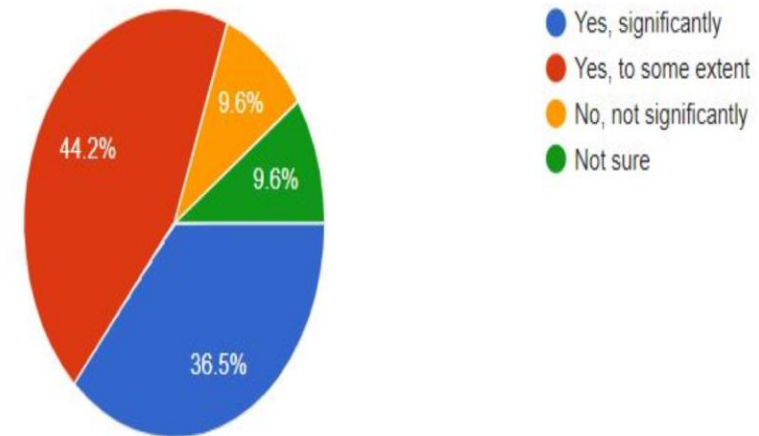
The majority of patients informed that they are saving around 500-1000 rupees, while some are saving 1001-2000, followed by less than 500 rupees and some said that they can save more than 2000 rupees.





- 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 fewer members said no and were not sure about it.



CONCLUSION



- In conclusion, the services and facilities of Aam Aadmi Mohalla Clinics have been providing countless benefits to the residents of Delhi for the last 8 years and the establishment of Mohalla Clinic has led to a significant boost in primary healthcare services.
- 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.
- 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. Furthermore, the digital initiatives taken by Mohalla Clinics and the friendly behaviour of the staff members have also been appreciated by patients.
- This study has highlighted the positive impact of the Aam Aadmi Mohalla Clinic initiative on the overall healthcare ecosystem. By alleviating the burden on tertiary care hospitals and reducing overcrowding in emergency departments, these clinics have played a vital role in decongesting the healthcare system.

*Thank
you!*

