

A. ORGANIZATION SECTOR PROFILE

- National health Mission was founded by the prime minister on April 12 2005.
- Further NHM was bifurcated into NUHM and NRHM by the approval of union Cabinet.
- Mission** : To Strengthen the health of our community by providing accessible, compensate quality health care through a team of committed and value based professional.
- Vision** : Empower community to become active participants in the process of attainment of highest possible levels of health.



Brief Description about Organization

- The core programmatic components of NHM are health system Maternal new born child and adolescent health , Communicable diseases and Non-communicable disease to both urban and rural population.
- NHM had come up with eSanjeevni teleconsultancy service to citizens of UT, Chandigarh for better health delivery .

eSanjeevni Works in Two Modes:

eSanjeevni.in :

- It is based on Hub and Spoke model, where virtual connection between beneficiary at the spoke and the doctor/Specialist at the Hub.
- An E-prescription generated at the end of the tele consultancy will be available .
- As many as 7734 patients were provided with eSanjeevni AB-HWC service in UT Chandigarh.

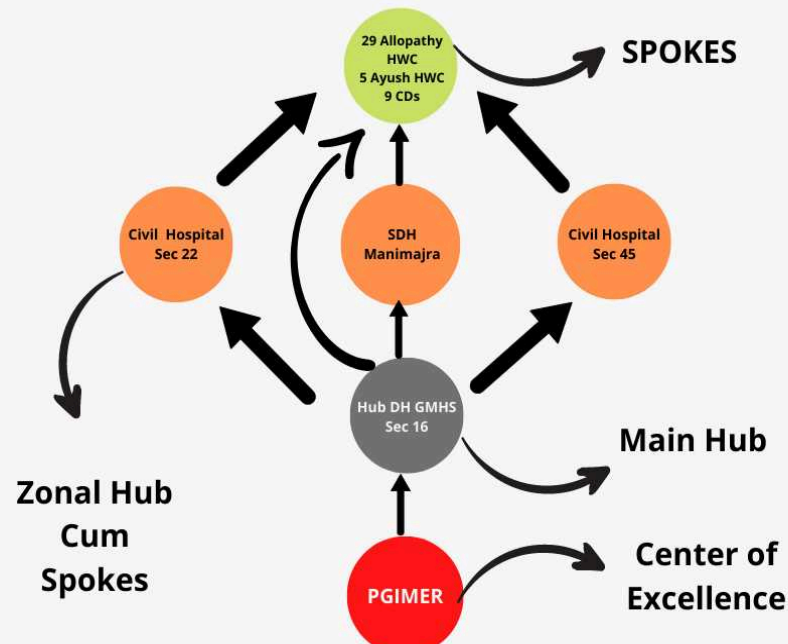
eSanjeevni OPD :

- It is a patients to doctor tele consultancy service to enable people to get outpatient services in the confines of their homes through eSanjeevni OPD Application, available at play store in mobiles.
- More than 4942 beneficiaries have availed the benefits through eSanjeevni OPD Platform.

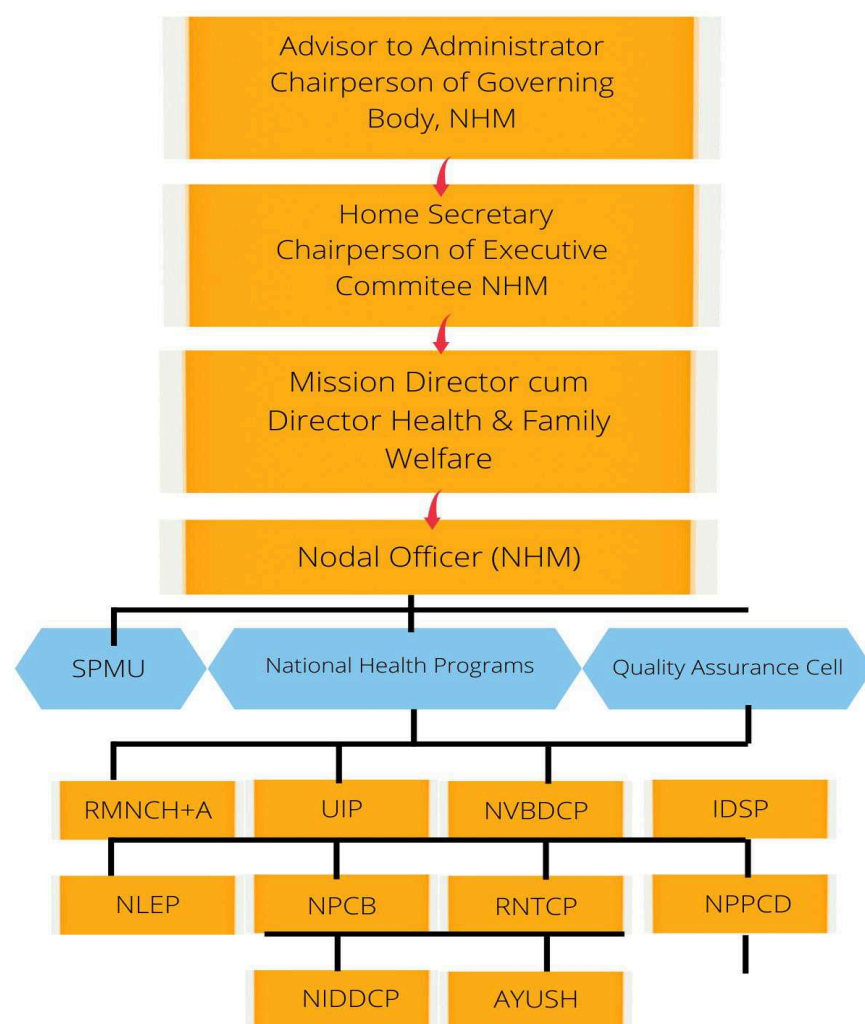
B. Learning And Value Additions

- An external assessment was conducted at HWC – Dadu Majra by the team of NQAS, so I worked in quality for 9 days .
- Able to Identify the Gaps and root cause analysis with (PDCA) Plan, DO, Check, Act of OPD Patients Satisfaction Survey and Prescription audit .
- I visited 20 HWCs in UT Chandigarh, where there was less tele consultancy, and able to make it working by assisting the Doctors.
- In many HWCs there was problem regarding identify the specialization of doctors and the status of their availability so I firstly understood the whole working by my seniors and then able to solve this problem by myself.
- Some professionals don't want to perform tele consultancy , so I brief them the benefits of using eSanjeevni and able to make at least 5 tele consultancy per day in many of the HWCs.
- Doctors are performing both physical consultancy as well as eSanjeevni tele consultancy, so I learned a lot about management of time from them.
- I worked on eSanjeevni in the month of April and May , in this duration a great increase in number of tele consultancy was seen due to continuous efforts by me and my senior staff.

E-SANJEEVNI HUB & SPOKES MODEL



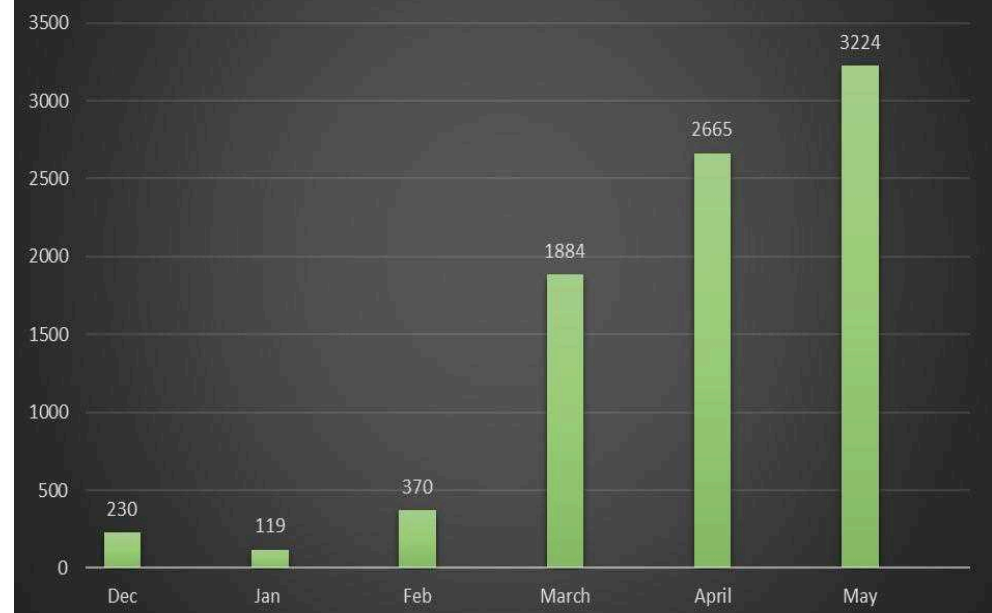
ORGANIZATION STRUCTURE OF NHM U.T CHANDIGARH



SWOT Analysis



Teleconsultation services in Chandigarh from December 2021 to May 2022



Practical Exposure Vs Theoretical Work

- Theoretically, I studied a lot about healthcare system, which when comes to practical implementation becomes a little difficult and more resource consumption as compared to written things.
- Theoretically it's easy to run any program in documents but practically at ground level it differs in criteria like the population where it's to be implemented ,place and behavior of the staff.
- Ground reality for real performance of any sector can be easily understood by practical aspects but theoretically it's only number can be analyzed which may or may not be same.
- Many of the schemes are provided to citizens by the government in documents but practically many of the things maybe missing.

Challenges During Internship

- First ever exposure to health care sector so, it was difficult to manage myself according to the norms of the organization.
- Field visit in the starting days was very new, so making communication with the professional and conveying the things was little difficult.
- It was difficult to handle many problems at a time and convey the things at the same time to higher authority.
- It was difficult to handle the staff at different HWCs if their problem not solved in time.

Usefulness of Internship

- Great learnings of discipline, communication skills, leadership skills and the working in organization with the senior staff and able to find out my weaknesses.
- Get to know the exact situation of healthcare sector by visiting field and meeting with different professionals.
- Able to have good connections with the staff from lower to higher position.
- Able to gain confidence by applying both practical and theoretical concepts in field.

C. Suggestions To Organization

- Problem of Doctors registrations and issues regarding internet connectivity, working of app should be monitored by monitoring committee.
- Doctors are facing the problem of more time consumption while making teleconsultancy in spokes so organization can increase the specialist in Hub.
- Weekly visit to all HWCs by a technical person to assist the doctors and can make them aware about all the functions of the application for more tele consultancy to beneficiary.
- There should be daily report of teleconsultancy forwarded to all the Spokes to make them aware about the highest and lowest teleconsultancy HWC, this makes a increase in the number of tele consultancy.
- eSanjeevni OPD consultation is low , so organization can make people aware about it through IEC activity.
- Should take feedback from doctors and patients about the working of eSanjeevni so that ground reality can be checked.

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Organization name: NHM UT, Chandigarh

Title of the poster: eSanjeevni tele-consultancy