

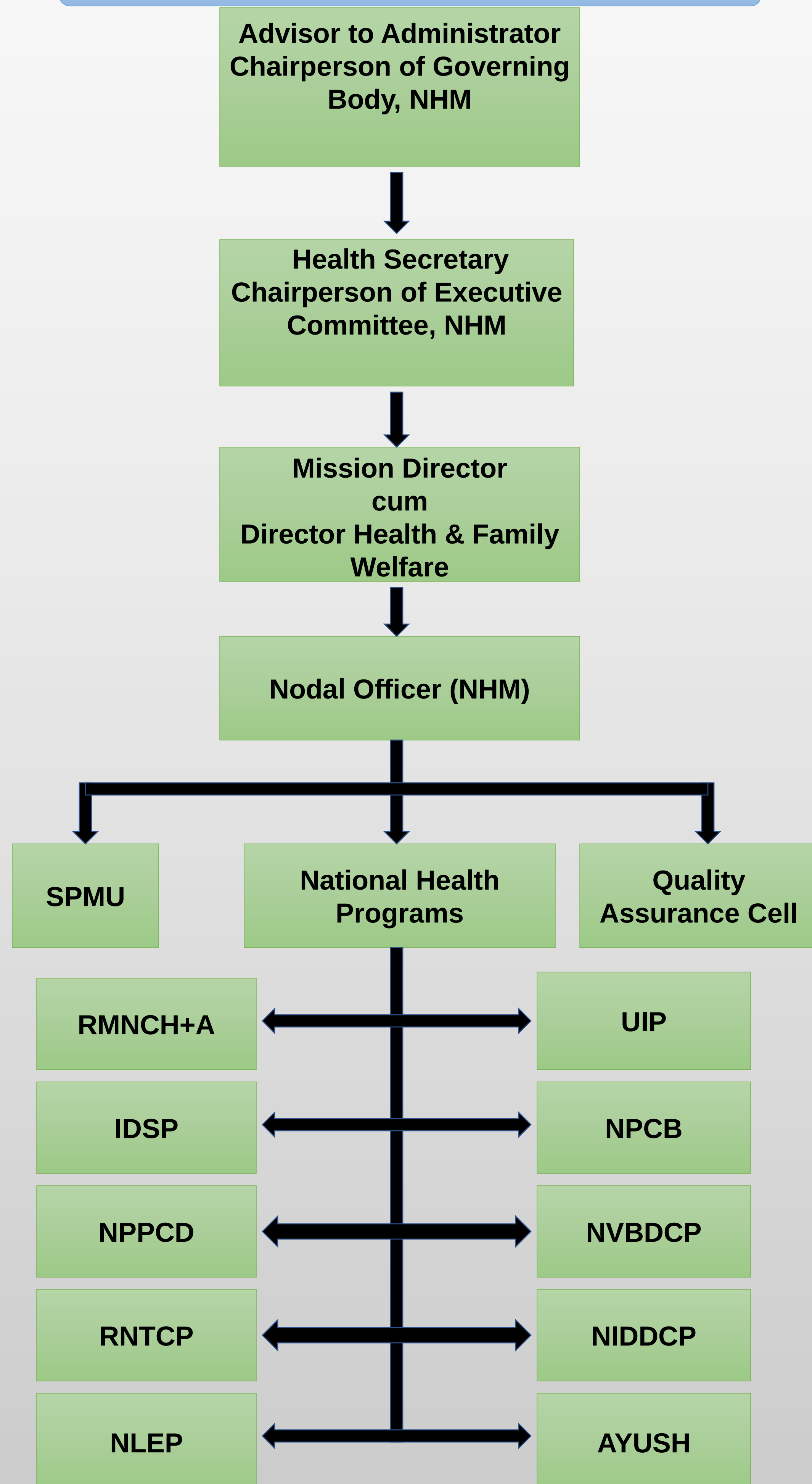
ORGANIZATION PROFILE

The National Health Mission was launched by Government of India on April 12, 2005, to provide rural people, particularly vulnerable groups, with accessible, affordable, and high-quality health care.

Vision: To emerge as the preferred healthcare provider among all public and private health facilities in tricity.

Mission: To Strengthen the health of our community by providing accessible, compensate quality health care through a team of committed and value based professional.

ORGANIZATIONAL STRUCTURE-NHM



ABOUT HWC

•HWC are envisaged to deliver expanded range services that go beyond Maternal and child health care services to include care for non - communicable diseases, palliative and rehabilitative care, Oral, Eye and ENT care, mental health and first level care for emergencies and trauma , including free essential drugs and diagnostic services

•Existing Sub Health Centers covering a population of 3000-5000 would be converted to Health and Wellness Centers (HWC), with the principle being "time to care"- to be no more than 30 minutes. Primary Health Centers in rural and urban areas would also be converted to HWCs.

•29th December, 2022- India operationalized 1.5 lakh HWCs.

PROJECT - GAP ANALYSIS AT HWC DARIA AND HWC RAMDARBAR UNDER NHM U.T. CHANDIGARH

OBJECTIVES

- To analyze gaps between the existing condition as assessed by observation and expected according to the Ayushman Bharat guidelines for HWC Dara and HWC Ramdarbar
- To facilitate smooth implementation of Ayushman Bharat Digital Mission at the allocated HWCs by supporting ABHA enrollment of maximum visiting patients and its seeding to various portals

METHODOLOGY

Formulation of checklist for gap analysis according to the Ayushman Bharat guidelines for HWC

Primary data collection through observation and staff interview

Analysis and interpretation of the data collected in comparison to the expected values derived from OPD values

Preparation and presentation of the report to Mission Director, NHM, U.T. Chandigarh

SUGGESTIONS

FOR HWC DARIA

- Proper infrastructure
- Separate refrigerator with pharmacist for storage of injections
- Provision of giving Lab test results to patients at the earliest
- A separate hall/space on rent for yoga sessions
- Delegation of responsibility to pharmacist/MPHW for ABHA ID generation of every visiting patient
- Looking into the working of ANMOL App and U-WIN Portal Integration of Anmol App, U-WIN and RCH portals Involvement of general members from in JAS committee

FOR HWC RAMDARBAR

- Regular Yoga sessions before or after OPD timings
- Announcements in community for bringing Aadhaar card/ABHA card along whenever they visited dispensary
- Integration of ANMOL App, U-WIN and RCH portals

LEARNINGS AND VALUE ADDITIONS

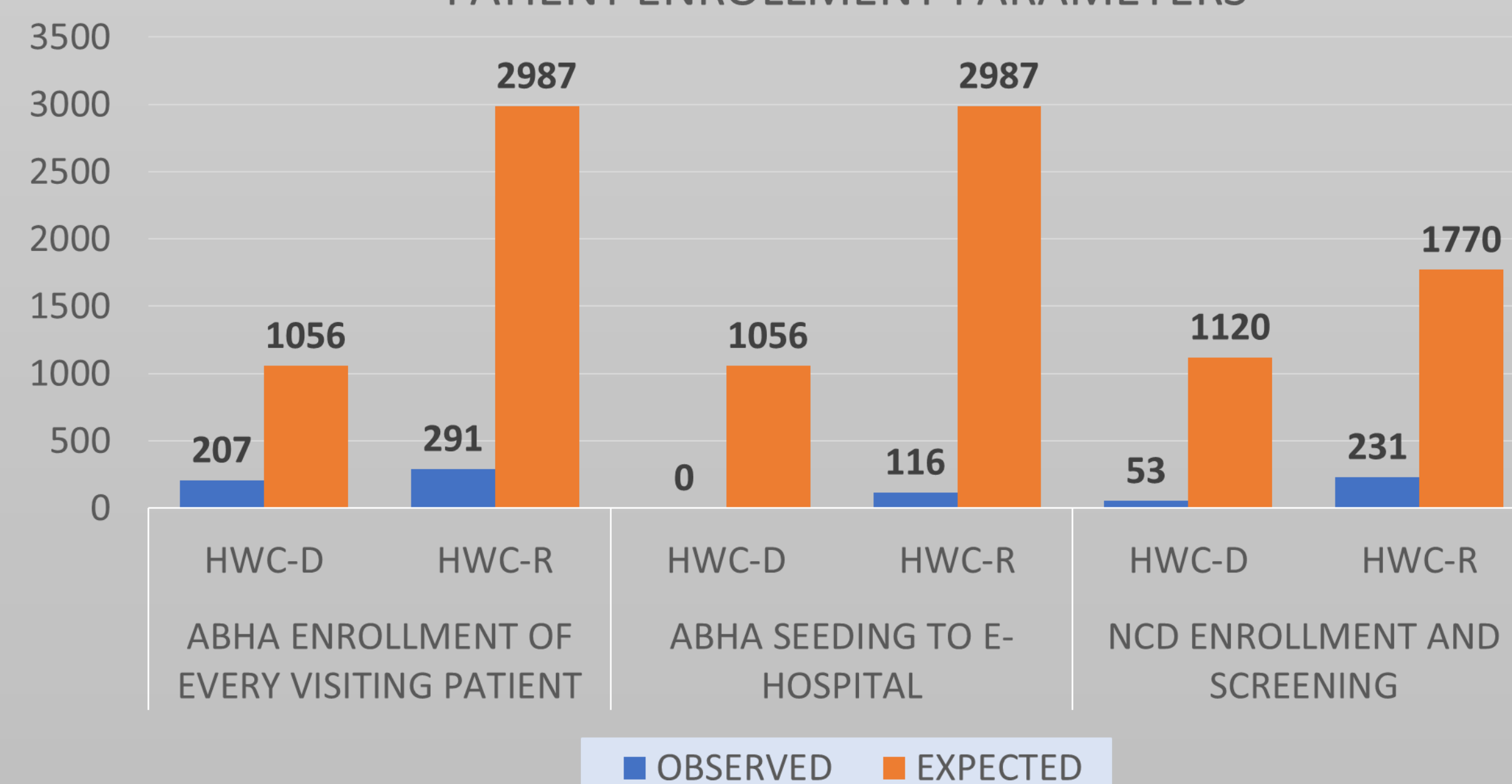
- I learned how to create a checklist for gap analysis according to the Ayushman Bharat guidelines.
- Worked on the implementation of Ayushman Bharat Digital Mission (ABDM)-ABHA IDs generation and seeding
- Learnt about the working of various IT portals and shared my learnings with all the medical and program officers under NHM, U.T. Chandigarh through a virtual training session which helped me improve my interpersonal skills
- Got to know about various health initiatives of the government like PMSMA, JAS, Health Mela
- I was able to gain self-confidence by combining practical and theoretical principles in the field.

CHALLENGES

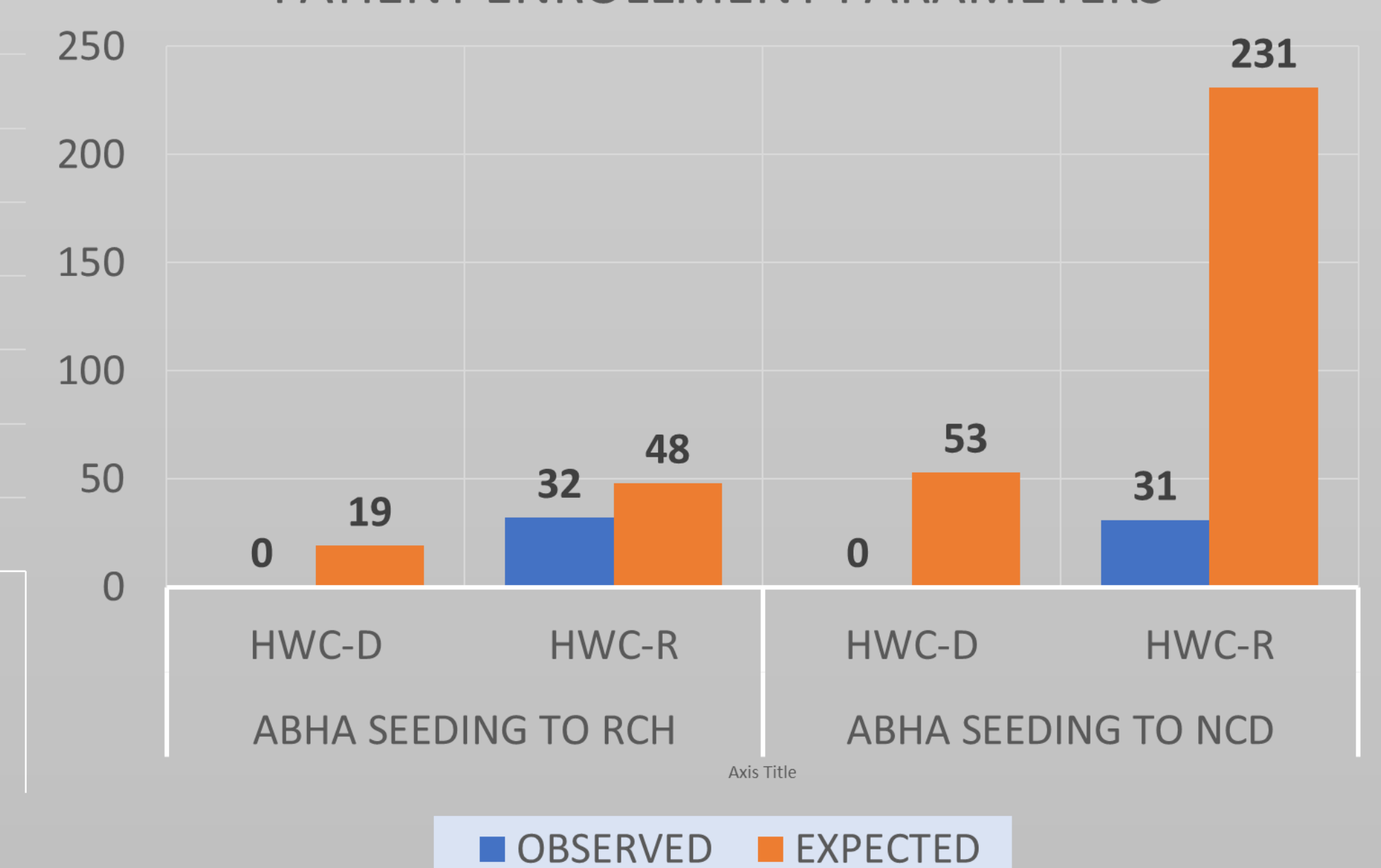
- Time constraints to sustain the changes implemented
- Hesitation of the HWC staff to adapt to new health schemes and initiatives
- Lack of technical proficiency with the staff
- Staff members lack proper understanding of importance and what impact a health initiative they are working for can make at ground level

ANALYSIS AND INTERPRETATION

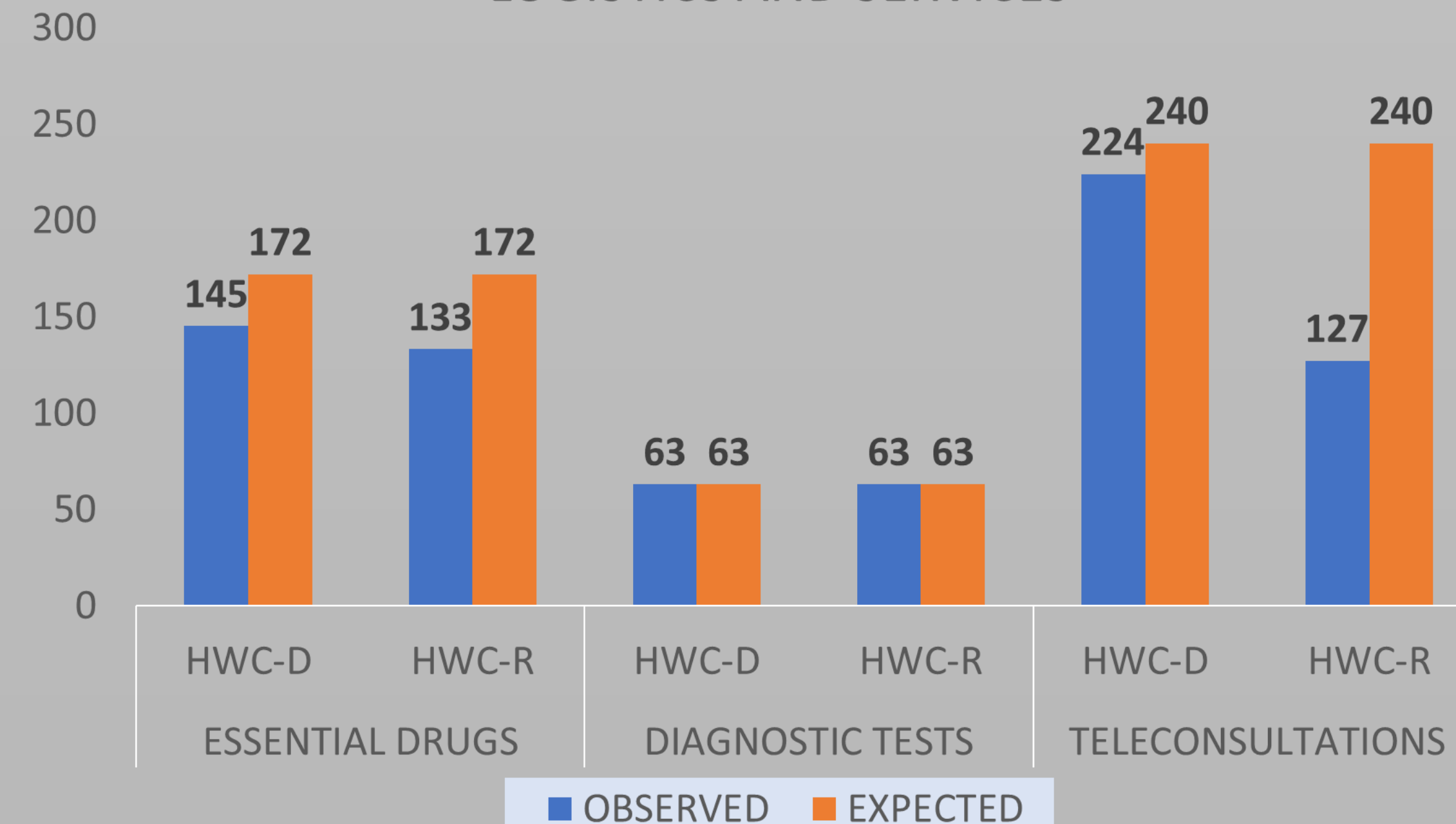
PATIENT ENROLLMENT PARAMETERS



PATIENT ENROLLMENT PARAMETERS



LOGISTICS AND SERVICES



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STRENGTHS

- Affordability due to availability of free drugs and diagnostics
- Easy access because of proximity to community
- Wide range of services including oral, eye, ENT, mental health ailments and emergency care

WEAKNESSES

- Lack of adequate HR in comparison to the patients visiting the facility leading to long queues and waiting time
- Diagnostic test samples are collected only once a week and patient has to wait one entire week for results.
- Some essential drugs are out of stock which patient has to buy from outside

SWOT Analysis HWCs under NHM U.T. Chandigarh

- Better management of Human Resources.
- Proper orientation of health workers regarding various health initiatives e.g-ABHA
- Making all essential drugs available

- Local private practitioners
- ANMs strike due to workload and insufficient pay.
- Patient dissatisfaction due to long waiting time
- Unable to adapt with technological advancement.

OPPORTUNITIES

THREATS