



INTERNSHIP REPORT

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

Abhishek Rewaskar

Internship Organization



Organization : **National Health Systems Resource Centre, New Delhi**

Organization Mentor: Ms. Nasarin Nikhat Khan

Faculty Mentor: Dr. Sudhinder Singh Chowhan

2024

Internship Certificate



National Health Systems Resource Centre

Technical Support Institution with National Health Mission
Ministry of Health & Family Welfare, Government of India



F.No.NHSRC/HR/0910/Rectt./Placement/Vol-3

Dated: 02nd July 2024

To

Mr. Abhishek Rewaskar

Intern- Quality and Patient Safety (Drug Cell)

NHSRC, New Delhi

Dear Mr. Abhishek Rewaskar,

This refers to your Summer Internship from 29th April 2024 to 28th June 2024 in National Health Systems Resource Centre (NHSRC).

You are relieved from the post of Intern- Quality and Patient Safety (Drug Cell) w.e.f 28th June 2024 (A/N), on completion of your internship. We would like to thank you and wish all success in your future endeavors.



Brig. Sanjay Baweja
Principal Administrative Officer

OBJECTIVES OF INTERNSHIP

As part of my MBA program in Pharmaceutical Management, I had the opportunity to intern at NHSRC, a Government Public Health Organization of India. This internship allowed me to immerse myself in diverse public health management projects. The following objectives outline the key areas of focus and learning that were integral to my internship experience, providing a structured pathway to apply my academic knowledge in practical, impactful ways.

1. To acquire practical experience in public health management by engaging in diverse projects focused on applying theoretical knowledge to real-world public health scenarios.
2. To enhance analytical and research competencies by conducting comprehensive research and data analysis to support project objectives and preparing reports and presentations that effectively communicate findings and recommendations to National Health Mission Government of India.
3. To collaborate with multidisciplinary teams by working alongside professionals from various backgrounds to gain a holistic understanding of healthcare consulting and contributing to team discussions to develop innovative solutions to public health challenges.
4. To improve project management skills by assisting in managing project timelines, deliverables, prioritizing tasks, and managing multiple projects simultaneously in a fast-paced health serving environment.
5. To reflect on professional growth and learning by regularly assessing personal progress and identifying areas for improvement, and seeking feedback from mentors and colleagues to continuously enhance skills and knowledge

ORGANIZATION PROFILE

National Health Systems Resource Centre (NHSRC) has been set up under the National Rural Health Mission (NRHM) of Government of India to serve as an apex body for technical assistance.

Established in 2006, the National Health Systems Resource Centre's mandate is to assist in policy and strategy development in the provision and mobilization of technical assistance to the states and in capacity building for the Ministry of Health and Family Welfare (MoHFW) at the centre and in the states. The goal of this institution is to improve health outcomes by facilitating governance reform, health systems innovations and improved information sharing among all stake holders at the national, state, district and sub-district levels through specific capacity development and convergence models.

It has a 23-member Governing Body, chaired by the Secretary, MoHFW, Government of India with the Mission Director, NRHM as the Vice Chairperson of the GB and the Chairperson of its Executive Committee. Of the 23 members, 14 are ex-officio senior health administrators, including four from the states. Nine are public health experts, from academics and Management Experts. The Executive Director, NHSRC is the Member Secretary of both the Governing body and the Executive Committee. NHSRC's annual governing board meet sanctions its work agenda and its budget.

The NHSRC currently consists of seven divisions - Community Processes, Healthcare Financing, Healthcare Technology, Human Resources for Health, Public Health Administration, Knowledge Management Division, Quality Improvement in Healthcare

The NHSRC has a branch office in the north-east region of India. The North East Regional Resource Centre (NE RRC) has functional autonomy and implements a similar range of activities.

Other than North East Regional Resource Centre (NE RRC), there is no other regional office of NHSRC in any State of India or outside India territory.

Mission and Vision:

Enable technical support and capacity building to strengthen public health systems, generate evidence from field to formulate and evaluate policies and strategies; with a focus on decentralization, equity, and quality to meet the goals of the National health Policy 2017.

Universal access to equitable, affordable, and quality health care that is accountable and responsive to the people of India.

Policy Statement

The National Health Systems Resource Centre works closely with policy makers, practitioners, and researchers to provide technical and implementation support based on experiential learning, build sustainable partnerships to develop knowledge networks; strengthen technical strategies and management approaches to enable people centred, strengthened health systems.

Values

- **Equity & Inclusiveness:** NHSRC works to promote health equity & well-being for all people and populations.
- **Inter-sectoral:** NHSRC promotes engagement & partnership approach across sectors to foster research in contributing to policies and strategies.
- **Quality:** Assuring and improving public health functions through continuous monitoring, supportive supervision and helping the states in meeting the standards.
- **People-centred:** Strengthens, supports, and mobilises communities to improve health.
- **Excellence:** NHSRC is committed to high standards of excellence, professional ethics and integrity in all that we do.

SERIVCES PROVIDED BY ORGANIZATION

Core Services

Community Processes- Comprehensive Primary Health Care:

- Community Process - ASHA
- Comprehensive Primary Health Care
- Workshops And Events

Administration:

- Secretariat NHSRC
- Rights To Information (RTI)
- MoA, Rule, Regulations and ByLaws

Health Financing:

- National Health Accounts
- Evaluation And Studies

Healthcare Technology:

- Free Diagnostics Service Initiative
- Biomedical Equipment Management and Maintenance Program
- Health Technical Assessment
- Technical Resource
- MATERIOVIGILANCE PROGRAMME OF INDIA (MvPI)

Human Resources for Health and Health Policy and integrated Planning:

- Policy And Guidelines
- Studies And Evaluations
- Partnership / Empanelment

Knowledge Management Division (KMD):

- Research And Studies
- Tribal Health
- Innovation And Best Practices
- Cross Division Activities



- Publications

Quality and Patient safety:

- Quality assurance Framework
- LaQshya
- QA Under National Urban Health Mission
- Patient Safety
- Free Drug Service Initiative
- Quality Scores & Key Performance Indicators

Public Health Administration:

- Public Health
- NUHM
- COVID-19
- Policy, Guidelines & field Visit Reports

Innovation and Best Practices:

The Ministry of Health & Family Welfare, Government of India holds National Summit on Good, Replicable Practices and Innovations in Public Healthcare Systems in India since 2013 to recognize, showcase and document various best practices and innovations adopted by States and UTs for addressing their public health challenges and to improving their health outcomes through better implementation of programmes under National Health Mission.

Through these summits, the MoHFW endeavours to foster cross learning amongst the State Governments, NGOs, Healthcare organizations and other academic institutions so that these work in concordance to achieve the overarching public health goals.

Summit has participation from all States and Union Territories with Principal Secretaries (Public Health), Secretaries Health, Mission Directors (National Health Mission) and Director (Health & FW) from States along with programme officers, officials from Government of India along-with heads of programme divisions, MoHFW, Development Partners, Civil Society representatives and other healthcare organizations as key participants.

The National Healthcare Innovation Portal (NHiNP) was launched in 2015 where States/UTs can upload their good practices and innovations which is reviewed and scientifically assessed prior to shortlisting it for presentation at the national summit. It represents the Ministry of Health and Family Welfare's unstinting effort towards identifying and nurturing good practices and innovations.

Corporate Responsibility and Sustainability:

The National Health Systems Resource Centre (NHSRC) is committed to promoting public health and enhancing the health system's performance in India. As a part of the Ministry of Health and Family Welfare (MoHFW), it focuses on providing technical support and capacity-building initiatives to strengthen health systems. NHSRC emphasizes sustainable healthcare by:

- **Promoting Environmental Health:** Integrating environmental considerations into health policies and programs to ensure a healthier population and a sustainable environment.
- **Capacity Building:** Conducting training programs and workshops to enhance the skills of healthcare professionals, ensuring the sustainability of healthcare improvements.
- **Health Equity:** Ensuring that health interventions reach underserved and marginalized populations, promoting social equity and justice.

Diversity and Inclusion:

NHSRC recognizes the importance of diversity and inclusion in creating an effective and equitable healthcare system. Their approach includes:

- **Inclusive Policies:** Developing policies that address the diverse needs of different population groups, including women, children, the elderly, and those with disabilities.
- **Cultural Sensitivity:** Promoting culturally sensitive healthcare practices that respect the unique needs of various communities.
- **Gender Equity:** Focusing on gender equity in healthcare access and outcomes, ensuring that women and men receive appropriate and effective healthcare services.

Awards and Recognition:

NHSRC has been recognized for its contributions to the health sector in India through various awards and accolades. These recognitions highlight its dedication to improving public health and strengthening health systems.

1. Committed to supporting the highest quality and safety of care in health facilities through the implementation of standards, the Quality Improvement division undertook the first accreditation with IEEA in 2016 for the NQAS Standards.
2. IEEA Accreditation is granted for four years. The most recent IEEA assessment was held in April 2020, and we were successful in maintaining our accreditation for another four years.
3. External Assessors Training program under NQAS is the only IEEA accredited Surveyor Training Program from India since 2018.
4. IsQua Accreditation: National Quality Assurance Standards for Public Health Facilities
5. IsQua Accreditation: Surveyor Training Programme

Highlight about their Healthcare consulting Experience

Overview:

NHSRC plays a pivotal role in enhancing India's public healthcare system. Key highlights include:

- **Strategic Planning and Transformation:** NHSRC supports the development of strategic health plans and policies, facilitating the transformation of healthcare delivery. This includes working with state governments to implement national health programs and initiatives effectively.

- **Operational Improvements:** The organization focuses on streamlining healthcare operations to improve efficiency and effectiveness. This includes optimizing resource allocation, improving healthcare infrastructure, and enhancing service delivery at the grassroots level.
- **Digital Improvements:** NHSRC leverages digital technologies to transform healthcare delivery. This includes implementing electronic health records, telemedicine services, and health information systems to improve access to and quality of care.
- **Population Health Management:** The organization emphasizes population health management by addressing the social determinants of health, promoting preventive care, and managing chronic diseases. This approach ensures better health outcomes for the population through coordinated and comprehensive healthcare services.

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

1. Mapping of Essential Medicines List (EML)

- **Task:** Mapped the EML list of various states in India with the IPHS 2022 EML.
- **Outcome:** Compiled the data collected into a comprehensive report to support the senior consultants. This report provided a state-wise analysis of compliance with the IPHS 2022 EML.
- **Impact:** Helped in identifying gaps and areas for improvement in the availability of essential medicines across different states.

2. Compilation of Data for State-wise Reports

- **Task:** Assisted in the creation of detailed reports for each state by compiling and organizing the mapped data.
- **Outcome:** Produced structured reports that provided clear insights into the status of EML compliance across the states.
- **Impact:** Facilitated the senior consultants in making informed decisions and **recommendations for improving the healthcare system.**

3. Mapping of States and Union Territories (UT) ROPs

- **Task:** Mapped the Record of Proceedings (ROP) for states and UTs to extract financial budgets allocated for public health activities related to drugs and logistics.
- **Outcome:** Created a comprehensive financial overview that highlighted the budget distribution for various public health initiatives.
- **Impact:** Enabled better financial planning and allocation for essential public health services, ensuring efficient use of resources.

4. District Hospital Visit and Checklist Audit

- **Task:** Visited Guru Teg Bahadur Hospital in Delhi to conduct a checklist audit in the pharmacy department.
- **Role:** Participated as a facilitator alongside the team of 36th NQAS External Assessors training personnel.

- **Outcome:** Conducted a thorough audit that assessed the pharmacy department's compliance with quality standards.
- **Impact:** Provided valuable insights into the operational strengths and areas for improvement, contributing to the hospital's overall quality enhancement efforts.

KEY LEARNINGS FROM INTERNSHIP

- Building and maintaining effective communication to understand and fulfil the organization's needs.
- Analyzing large datasets and tagging activities for better understanding, informing decision-making, and reporting.
- Engaging myself in training sessions for team alignment and sharing knowledge to ensure mutual understanding among team members.
- Preparing detailed reports, concept notes, and guidelines with an emphasis on clarity, detail, and precision.

THANK YOU