

SUMMER INTERNSHIP PROGRAM

at

NATIONAL HEALTH MISSION, RAJASTHAN

From 6 May 2024 to 5 July 2024

A REPORT BY

Simran Randhawa

Master of Business Administration
(Hospital and Health Management) **2023-25**

under the Mentorship of

Dr. Sanjay Gupta





Government of Rajasthan
National Health Mission, Rajasthan
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No. F 2 (153) NHM/SPM/2024/ 844

Dated: 5/7/24

CERTIFICATE

This is to certify that **Dr Simran Randhawa**, student of MBA, Indian Institute of Health Management Research (IIHMR University, Jaipur) has successfully completed her Summer Training at National Health Mission, Rajasthan from 06/05/2024 to 05/07/2024. She has worked on the project-

**UNDERSTANDING THE KNOWLEDGE OF CHO's TO MEET
THE OBJECTIVE OF COMPREHENSIVE PRIMARY HEALTH CARE**

Her performance was found satisfactory. We extend her good wishes for a bright and successful career ahead.

(Dr Jitendra Kumar Soni)
Mission Director, NHM

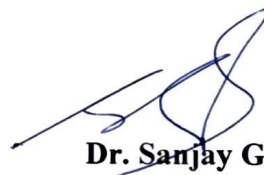
Special Secretary
Medical Health & Family Welfare

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Simran Randhawa** of the academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared a poster with respect to her summer internship held during May-June 2024.

She has carried out her work as per the guidelines. Her poster is approved for presentation.

Date: 22 July 2024

A handwritten signature in blue ink, appearing to read 'Dr. Sanjay Gupta', written over the printed name.

Dr. Sanjay Gupta

Professor & Dean

IIHMR University, Jaipur

Presented By- Dr. Simran Randhawa (MBA-HM28), 1844

MISSION: To improve the availability of and access to quality health care by people, with special focus on slum and vulnerable sections of the Society.

VISION: "Attainment of Universal Access to Equitable, Affordable & Quality health care services, accountable & responsive to people's needs, with effective inter-sectoral convergent action to address the wider social determinants of health."

- To analyse the general efficacy of the CHO post across sub-centres in Rajasthan.
- To examine the overall functional issues faced by the CHOs.
- To determine the factors involved in influencing the general effectiveness of CHOs.

[illegible]

- 73.9% CHOs said 'Yes' to having all 122 essential medicines whereas 10.2% agreed to having 50 or less, 6.8% agreed to having 80, 3.4% each agreed to having 60-70 and 100 medicines respectively. (See **fig. a**)
- Lack of resources is the major problem faced by CHOs (55.7%) which include essential medicines, diagnostic equipment, lack of infrastructure to name a few. (See **fig. b**)
- 78.4% CHOs do not have access to funds provided by JAS or the funds provided are not monitored.
- Most common health issue observed at SHCs was NCDs (55.7%) whereas maternal and child was 23.9% and communicable diseases was 15.9% while 4.5% constitutes general wellness and seasonal diseases. (See **fig. c**)
- Only 30.7% CHOs had completed their 12-day Expanded Package of Service Program but had been working for almost 2 years.
- Despite these challenges, most CHOs are actively engaged in community outreach programs, 64.8% CHOs conduct 10 wellness sessions per month. (See **fig. d**)



Reason	Percentage
Lack of resource	55.7%
Workload	25.0%
Administrative issues	19.3%

fig. b

Health Issue	Percentage
NCDs	55.7%
Communicable diseases	15.9%
Maternal and child	23.9%
General wellness	4.5%

fig. c

Number of Sessions	Percentage
10 sessions	64.8%
6-7 sessions	14.8%
8-9 sessions	8.0%
5 or less	12.5%
10 sessions	64.8%

fig. d

- **Research Design and Sampling:** A cross-sectional research was conducted using a convenience sample
- **Sample size:** 88 CHOs (Females- 49(55.7%) and Males -39(44.3%))
- **Data collection method:** CHOs were examined through a questionnaire.

- Strong government support and funding
- Effective community health programs

- Lack of proper infrastructure
- Limited financial and human resources

- Adopting telemedicine
- Training programs for healthcare workers

- Potential strain on health resources from pandemics
- Resistance to change among the population

- Effective communication with higher authorities.
- Understanding the NHM structure and hierarchy.
- Data analysis and reporting.

- Lack of inter-departmental coordination.
- Extreme weather conditions.

- Optimizing resource allocation.
- Developing robust logistics and supply chain systems.
- Expanding the use of digital health technologies.
- Increasing public health awareness.
- Proper training protocol should be followed.
- Funds provided by JAS to be monitored.

Weekly Report

(Week-1)

Name of the Organization: NHM, Rajasthan

Area/ Department/ Project of Summer Internship Program: Not selected yet

Name of the Student: Dr. Simran Randhawa

Roll no: 1844

Stream: MBA-HM

Week no: 1

From: 6th May to 10th May

Activity Done	Orientation done for the following departments- • Family welfare, Quality Assurance, Mobile medical unit, Ayushman Arogya Mandir, Pre-Conception and Pre-Natal Diagnostic Techniques. • Maternal health, Child health, Routine immunization, Mukhyamantri Nishulk Dava Yojna. • National programme for Prevention and Control of Non-Communicable Diseases, National Vector Borne disease control program • Integrated disease surveillance programme.
Linking theory (Classroom learning) with practice at your organization	• Learnt about different National Health Programs from the module which are implemented by GOI.
Gaps identified on the working area.	• No major gaps were identified this week.
Suggestions for improvement	• No suggestions for improvement this week.
Plan for the next week	Orientation to be done for- • NLEP, NPPCF, NIDDCP, NPCB, RBSK, RKSK • ASHA, DEO-FW, NUHM, NTEP, NMHP, NOHP

Signature of the Student:

Weekly Report

(Week-2)

Name of the Organization: NHM, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir (AAM)

Name of the Student: Dr. Simran Randhawa

Roll no: 1844

Stream: MBA-Hospital and Health Management

Week no: 2

From: 13th May, 2024 **TO** 17th May, 2024

Activity Done	Orientation completed for the following departments- • NTCP, NVHCP, NPPCF, RBSK, RKSK • NUHM, NLEP, NOHP, NRCP, NTEP, NMHP • Selected the department AAM (Ayushman Arogya Mandir) for the next 2 months. • Went on a field visit to SIHFW, Jhalana on 16th and 17th May to observe the 'Extended Induction Training Program' for CHOs.
Linking theory (Classroom learning) with practice at your organization	• Learnt about different National Health Programs from the module which are implemented by GOI. • Got the opportunity to learn about CHOs, their work and the impact they have on the community.
Gaps identified on the working area.	• Due to various reasons CHOs have not completed their 15 days Induction program but are working at their respective HWCs. • Some CHOs have completed their 12 Day (Expanded package of service program) but have not completed the 15 Day Induction program. • Whereas, the correct schedule is 1. 6 Months bridge program 2. 15 Days Extended Induction Training Program 3. 12 Days Expanded package of service Program • Some CHOs are over-reporting their OPD numbers for more incentive.

Suggestions for improvement	• CHOs should follow proper training schedule in sequence for better outcomes. • Measures should be taken by the government to oversee if proper sequence is followed or not. • Strict actions taken against those who over-report for more incentive.
Plan for the next week	• Project topic will be selected. • Further work will be done.

Signature of the Student:

Weekly Report

(Week-3)

Name of the Organization: NHM, Rajasthan

Area/ Department/ Project of Summer Internship Program: AAM

Name of the Student: Dr. Simran Randhawa

Roll no: 1844

Stream: MBA-Hospital and Health Management

Week no: 3

From: 20th May, 2024 to 24th May, 2024

Activity Done	- Went on a field visit to SIHFW, Jhalana from Monday to Wednesday to observe the Induction training program for CHOs. - Read about the different expectations and questions the CHOs had from the training. - Formed FAQs based on the questions raised by the CHOs. - Submitted the final draft of FAQs to my mentor.
Linking theory (Classroom learning) with practice at your organization	- Learnt about different National Health Programs from the module which are implemented by GOI. - Got the opportunity to learn about CHOs, their work and the impact they have on the community.
Gaps identified on the working area.	- While the CHOs have been working in their respective HWCs for almost 2 years, they still do not know about their roles and responsibilities. - Some CHOs have theoretical knowledge but don't know how to implement.
Suggestions for improvement	CHOs should be taught about the basics before they start working in the centres.
Plan for the next week	- Project topic will be selected. - Further work will be done.

Signature of the Student:

Weekly Report

(Week-4)

Name of the Organization: NHM, Rajasthan

Area/ Department/ Project of Summer Internship Program: AAM

Name of the Student: Dr. Simran Randhawa

Roll no: 1844

Stream: MBA-Hospital and Health Management

Week no: 4

From: 27th May, 2024 to 31st May, 2024

Activity Done	• Project topic selected as Improvement in the health system after CHOs are appointed and gaps identified in the same. • Research done on the internet regarding the work done by CHOs in the sub-centres.
Linking theory (Classroom learning) with practice at your organization	• Got the opportunity to learn about CHOs, their work and the impact they have on the community. • Learnt about different National Health Programs from the module which are implemented by GOI.
Gaps identified on the working area.	• Not enough information is available on the internet regarding the work of CHOs as it has been only 2 years since they have been appointed.
Suggestions for improvement	• CHOs should be given internet access and taught how to upload the data on the Ayushman Arogya Mandir-AB-HWC portal.
Plan for the next week	• Will get a chance to interact with CHOs and learn about their work.

Signature of the Student:

Weekly Report

(Week-5)

Name of the Organization: NHM, Rajasthan

Area/ Department/ Project of Summer Internship Program: AAM

Name of the Student: Dr. Simran Randhawa

Roll no: 1844

Stream: MBA-Hospital and Health Management

Week no: 5

From: 3rd June, 2024 to 7th June, 2024

Activity Done	• Field visit to SIHFW, Rajasthan to observe the training of CHOs and identify their problems and doubts. • Prepared a questionnaire for the CHOs to collect data and identify the difference in the SHCs after the appointment of their respective CHOs. • Questionnaire was prepared on topics including basic demographic information, professional background, training and skills, work environment and resources, patient care and community outreach, and challenges and suggestions.
Linking theory (Classroom learning) with practice at your organization	• Got the opportunity to learn about CHOs, their work and the impact they have on the community.
Gaps identified on the working area.	• Although, the CHOs have been working at their respective SHCs for almost 2 years, some of them lack basic knowledge about their roles and responsibilities.
Suggestions for improvement	• CHOs should be taught about the basics before they start working in the SHCs.
Plan for the next week	• Visit to SIHFW for a meeting with CHOs to help fill out the questionnaire. • Data analysis to be done from the information gathered by the questionnaire.

Signature of the Student:

Weekly Report

(Week-6)

Name of the Organization: NHM, Rajasthan

Area/ Department/ Project of Summer Internship Program: AAM

Name of the Student: Dr. Simran Randhawa

Roll no: 1844

Stream: MBA-Hospital and Health Management

Week no: 6

From: 10th June, 2024 to 14th June, 2024

Activity Done	• Questionnaire was prepared on topics including basic demographic information, professional background, training and skills, work environment and resources, patient care and community outreach, and challenges and suggestions. • Field visit to SIHFW, Rajasthan to observe the training of CHOs and asking them to fill out the questionnaire. • Data analysis done based on the answers from the questionnaire.
Linking theory (Classroom learning) with practice at your organization	• We got to learn about the roles and responsibilities of CHOs and medicinal, diagnostic and infrastructural requirements of PHCs.
Gaps identified on the working area.	• Some HWCs do not have their own building, while others do not have furniture, medical equipment and various diagnostic tools. • Incentive is not provided on time. • Funds provided by the JAS is not utilized by the CHOs whereas in some areas funds are not provided.
Suggestions for improvement	• There needs to be some protocol regarding the basic requirements of HWCs and it needs to be checked that these basic requirements are fulfilled.
Plan for the next week	• Field visit to SIHFW to collect more data. • Data analysis to be done for the collected data. • Visit to local UPHC, PHC and SCs.

Signature of the Student:

Weekly Report

(Week-7)

Name of the Organization: NHM, Rajasthan

Area/ Department/ Project of Summer Internship Program: AAM

Name of the Student: Dr. Simran Randhawa

Roll no: 1844

Stream: MBA-Hospital and Health Management

Week no: 7

From: 17th June, 2024 to 21st June, 2024

Activity Done	• Visit to two different UPHC (Urban primary health centre) located at Malviya Nagar. • Had a conversation with the medical officers and the other staff posted at the UPHC. • I asked them about the problems they might be facing and what are the major challenges. • Observed the working of the centres and what equipments are present there. • Asked them if they conduct health camps and if yoga is conducted regularly. • Observed the different IEC material they have on display.
Linking theory (Classroom learning) with practice at your organization	• Got to learn about the working a UPHC from the module.
Gaps identified on the working area.	• The major problem faced by the staff is lack of manpower. • Only 1 doctor has to attend to over 250 patients daily.
Suggestions for improvement	• Another doctor should be posted at UPHC so that patient flow can be regulated.
Plan for the next week	• Visit to SIHFW again for a meeting with the current CHOs who are currently under training there. • Make the final report to be submitted to the organization.

Signature of the Student:

Weekly Report

(Week-8)

Name of the Organization: NHM, Rajasthan

Area/ Department/ Project of Summer Internship Program: AAM

Name of the Student: Dr. Simran Randhawa

Roll no: 1844

Stream: MBA-Hospital and Health Management

Week no: 8

From: 24th June, 2024 to 28th June, 2024

Activity Done	• Data analysis done from the questionnaire. • Charts and pie charts prepared for the relevant data. • Final report made to be submitted to the organization.
Linking theory (Classroom learning) with practice at your organization	• Learned about the working of PHCs and the role of CHOs. • The module which really helped this week was research methodology.
Gaps identified on the working area.	• No major gaps were identified this week.
Suggestions for improvement	• Departmental cooperation is essential in any project which is lacking in my department.
Plan for the next week	• Submission of the final report. • Getting the report approved and submitted. • Receiving the internship completion certificate and the relieving letter.

Signature of the Student:

Compiled Report

Name of the Organization: National Health Mission, Rajasthan

Area/ Department/ Project of Summer Internship Program: Ayushman Arogya Mandir

Name of the Student: Dr. Simran Randhawa

Roll no: 1844

Stream: MBA-HM 28

Activity Done	• During the first two weeks orientation was conducted for all the different programs under National Health Mission. We were given a chance to select a department of our choice based on our interest and the field where we want to work. • Orientation done for the following departments during the first week- • Family welfare, Quality Assurance, Mobile medical unit, Ayushman Arogya Mandir, Pre-Conception and Pre-Natal Diagnostic Techniques. • Maternal health, Child health, Routine immunization, Mukhyamantri Nishulk Dava Yojna. • National programme for Prevention and Control of Non-Communicable Diseases, National Vector Borne disease control program • Integrated disease surveillance programme. • Orientation completed for the following departments during the second week- • National Tobacco control program, National Viral Hepatitis Control program, National program for prevention and control of fluorosis, Rashtriya bal swasthya karyakram, Rashtriya Kishor swasthya karyakram. • National urban health mission, National leprosy elimination program, National oral health program, National Rabies control program, National tuberculosis elimination program, National mental health program • Selected the department AAM (Ayushman Arogya Mandir) for the next 2 months. • Went on a field visit to State Institute of Health and Family Welfare (SIHFW),
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Jhalana on 16th and 17th May to observe the 'Extended Induction Training Program' for Community Health officers.

- During the third week we went on a field visit to SIHFW, Jhalana from Monday to Wednesday to observe the Induction training program for CHOs.
- Read about the different expectations and questions the CHOs had from the training.
- Formed FAQs based on the questions raised by the CHOs.
- Submitted the final draft of FAQs to my mentor.
- Project topic selected as Improvement in the health system after CHOs are appointed and gaps identified in the same.
- Research done on the internet regarding the work done by CHOs in the sub-centres.
- During the fifth week we had field visit to SIHFW, Rajasthan to observe the training of CHOs and identify their problems and doubts.
- Prepared a questionnaire for the CHOs to collect data and identify the difference in the SHCs after the appointment of their respective CHOs.
- Questionnaire was prepared on topics including basic demographic information, professional background, training and skills, work environment and resources, patient care and community outreach, and challenges and suggestions.
- During the sixth week, final draft of the questionnaire was finalized by our organization mentor.
- Field visit to SIHFW, Rajasthan to observe the training of CHOs and asking them to fill out the questionnaire.
- Data analysis done based on the answers from the questionnaire.
- During the seventh week we went on a field visit to two different UPHC (Urban primary health centre) located at Malviya Nagar.
- Had a conversation with the medical officers and the other staff posted at the UPHC.
- We asked them about the problems they might be facing and what are the major

	challenges. • Observed the working of the centres and what equipments are present there. • Asked them if they conduct health camps and if yoga is conducted regularly. • Observed the different IEC material they have on display. • Data analysis done from the questionnaire. • Charts and pie charts prepared for the relevant data. • Final report made to be submitted to the organization.
Linking theory (Classroom learning) with practice at your organization	• Learnt about different National Health Programs from the module which are implemented by GOI. • Got the opportunity to learn about CHOs, their work and the impact they have on the community. • We got to learn about the roles and responsibilities of CHOs and medicinal, diagnostic and infrastructural requirements of PHCs. • Got to learn about the working of a UPHC from the module. • Learned about the working of PHCs and the role of CHOs. • The module which really helped this week was research methodology. • National health policies helped me know about Ayushman Bharat and AB-PMJAY.
Gaps identified on the working area.	• Due to various reasons CHOs have not completed their 15 days Induction program but are working at their respective HWCs. • Some CHOs have completed their 12 Day (Expanded package of service program) but have not completed the 15 Day Induction program. Whereas, the correct schedule is • 6 Months bridge program • 15 Days Extended Induction Training Program • 12 Days Expanded package of service Program • Some CHOs are over-reporting their OPD numbers for more incentive. • While the CHOs have been working in their respective HWCs for almost 2 years, they

	still do not know about their roles and responsibilities. • Some CHOs have theoretical knowledge but don't know how to implement. • Not enough information is available on the internet regarding the work of CHOs as it has been only 2 years since they have been appointed. • Although, the CHOs have been working at their respective SHCs for almost 2 years, some of them lack basic knowledge about their roles and responsibilities. • Some HWCs do not have their own building, while others do not have furniture, medical equipment and various diagnostic tools. • Incentive is not provided on time. • Funds provided by the JAS is not utilized by the CHOs whereas in some areas funds are not provided. • The major problem faced by the staff in UPHC is lack of manpower. • Only 1 doctor has to attend to over 250 patients daily. • Departmental cooperation is essential in any project which is lacking in my department.
Suggestions for improvement	• CHOs should follow proper training schedule in sequence for better outcomes. • Measures should be taken by the government to oversee if proper sequence is followed or not. • Strict actions taken against those who over-report for more incentive. • CHOs should be taught about the basics before they start working in the centres. • CHOs should be given internet access and taught how to upload the data on the Ayushman Arogya Mandir-AB-HWC portal. • CHOs should be taught about their roles and responsibilities before they start working in the SHCs. • There needs to be some protocol regarding the basic requirements of HWCs and it needs to be checked that these basic requirements are fulfilled. • Another doctor should be posted at UPHC

so that patient flow can be regulated.

- While the working Departmental cooperation is essential in any project.

Signature of the Student:

Simran
Dr. SIMRAN RAUDHAWA

Approved by the IIHMR University's Mentor

