

SUMMER INTERNSHIP PROGRAM

At

NATIONAL HEALTH MISSION, CHANDIGARH (U.T)

06/05/2024 to 04/07/2024

A REPORT BY

SHIVANGI SHARMA

Master of Business Administration

Hospital and Health Management

2023-25

under the Mentorship of

Mr. Arindam Das (PhD)





National Health Mission

Chandigarh Administration

STATE PROGRAMME MANAGEMENT UNIT

4th Floor, Administrative Block, Govt. Multi Specialty
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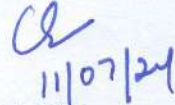


Memo No: NHM-UT/ 3535

Dated 11/07/2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Dr. Shivangi Sharma D/o Sh. Rajesh Sharma student of MBA (Hospital and Health Management) 2023-25 at Indian Institute of Health Management Research, IIHMR Jaipur has successfully completed her Internship Training from 06.05.2024 to 04.07.2024 in National Health Mission-U.T, Chandigarh. During this period, her performance was found to be Excellent.


11/07/24
for Nodal Officer
Mission Director
National Health Mission, U.T,
4th Floor, Administrative Block,
GMSH-16, Chandigarh 



नानी-दादी की है पुकार, माँ का दूध सम्पूर्ण ।

IIHMR University Faculty Mentor Approval

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

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

Date:

A handwritten signature in blue ink that reads 'Arindam Das'.

Arindam Das, PhD

Professor

IIHMR University Jaipur



ANALYSIS OF AAM MAULI VILLAGE AND AAM RAMDARBAR, CHANDIGARH (U.T)

ABOUT NATIONAL HEALTH MISSION, CHANDIGARH

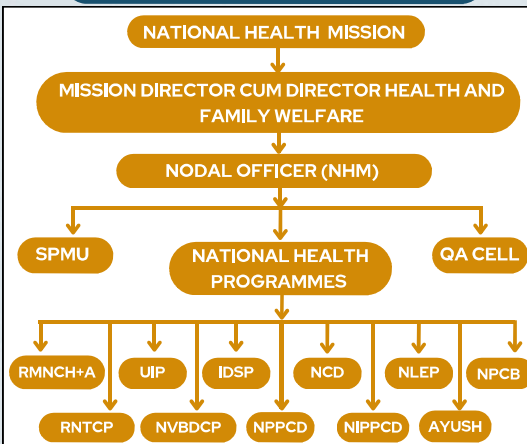
The National Health Mission (NHM) in Chandigarh is dedicated to provide comprehensive healthcare services to the residents of the Union Territory, with a strong focus on ensuring universal access to equitable, affordable, and high-quality healthcare.

Key objectives include strengthening health infrastructure, enhancing the availability of skilled healthcare professionals, and improving health management systems. NHM Chandigarh prioritizes (RMNCH+A) to improve health outcomes for mothers and children.

“ Achievement of universal access to equitable, affordable & quality health care services that are accountable and responsive to people's needs. ”

-VISION OF NATIONAL HEALTH MISSION, CHANDIGARH

ORGANISATION STRUCTURE



SWOT ANALYSIS

STRENGTHS

- Affordable and accessible medical treatment, diagnostics and drugs.
- Services are linked with health portals.
- Periodic health talks for community awareness are conducted.
- Routine Yog Sessions.

WEAKNESS

- Certain essential medical diagnostics and drugs are unavailable leading to increase in OOPe.
- Long waiting queues.
- Inadequate Human Resource and infrastructure.

OPPORTUNITY

- Mandatory Training sessions for staff to enhance their digital portal entry skills.
- Strengthening of drug supply chain management and drug inventory.
- Introduction of token system in OPD.
- Introduction of Open Gyms

THREATS

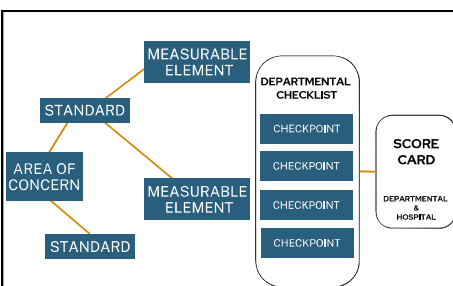
- Private hospitals and local practitioners.
- Long waiting queues and insufficient drugs and diagnostics causes patient dissatisfaction.
- Burnout of overburdened staff leads to unsatisfactory results.

OBJECTIVE

A comprehensive analysis of Ayushman Arogya Mandirs (AAMs) located in Mauli Village and Ramdarbar, Chandigarh using the National Quality Assurance Standards (NQAS) checklist. The key objectives –

- Identification of gaps that could potentially hinder the quality of care provided at these facilities
- To suggest feasible solutions aimed at enhancement of quality of care.

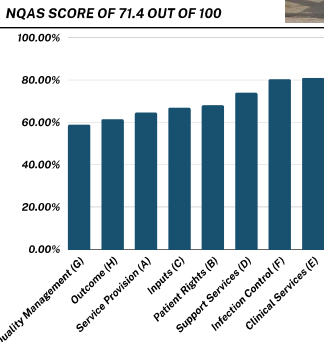
The study was cross sectional and observational in nature. Analysis of 12 Departments of NQAS Checklist to find the gaps if any.



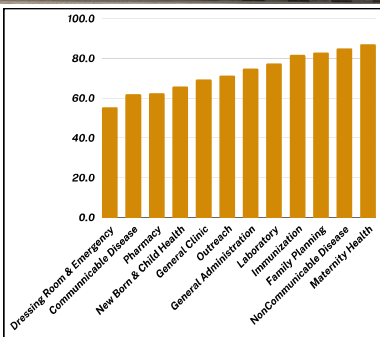
STANDARD	AREA OF CONCERN	DEPARTMENTS OF NQAS												TOTAL
		GENERAL CLINIC	MATERNITY HEALTH	NEWBORN & CHILD HEALTH	IMMUNIZATION	FAMILY PLANNING	COMMUNICABLE DISEASE	LABORATORY	PHARMACY	OUTREACH	GENERAL ADMIN	LABORATORY	SCORE	
A	Service Provision	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME
B	Patient Rights	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME
C	Inputs	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME
D	Support Services	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME
E	Clinical Services	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME
F	Infection Control	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME
G	Quality Management	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME
H	Outcome	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME	CP	ME
TOTAL		54	104	49	123	40	97	37	98	47	95	36	126	147
TOTAL ME = 626														
TOTAL CP = 8452														

METHODOLOGY

AAM MAULI VILLAGE

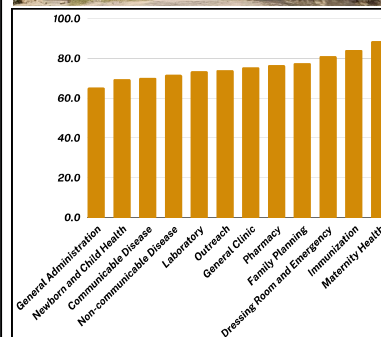


NQAS SCORE BASED ON AREAS OF CONCERN

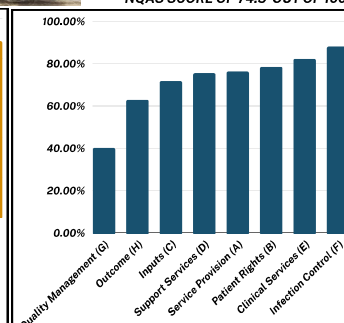


INDIVIDUAL SCORE OF 12 DIFFERENT DEPARTMENTS UNDER NQAS

AAM RAMDARBAR



INDIVIDUAL SCORE OF 12 DIFFERENT DEPARTMENTS UNDER NQAS



NQAS SCORE BASED ON AREAS OF CONCERN

CHALLENGES

- Certain Measurable Elements such as MVA procedures, MAS, ASHA are not valid in AAMs of Chandigarh UT. The absence of these elements decreases the overall facility score.
- Staff shows reluctance and does not acclimatize to required changes and protocols promptly.
- Healthcare facilities do not possess the full spectrum of necessary diagnostics and therapeutic interventions.
- Both health facilities exhibit deficiencies in core administrative functions. Defined roles are not adequately fulfilled, and underdeveloped infrastructure further impedes their overall effectiveness.
- Both facilities exhibit a critical gap in quality control measures. Standardized Operating Procedures (SOPs) are conspicuously absent across all twelve departments.

LEARNINGS

- By utilizing provided checklists, I conducted a gap analysis in current practices against established standards and identified non compliant areas which were presented to Nodal Officer. Solutions were also provided to overcome these gaps.
- I interacted with the community through engaging health talks which enhanced my interpersonal and communication skills.
- I extensively worked on the NCD portal in addition to learning about other health portals such as RCH and U-WIN.
- I learned the process of generation of ABHA IDs for patients, as well as its seeding with other health portals.

SUGGESTIONS

- ENHANCEMENT OF INFRASTRUCTURE
 - Construction of disability-friendly infrastructure, including ramps and accessible toilets in both facilities.
 - Introduction of Dressing and Emergency room, dedicated area for laboratory and sample collection in Mauli Village.
- ESTABLISHMENT OF SOPs IN ALL 12 DEPARTMENTS IN BOTH THE FACILITIES
- IMPLEMENTATION OF A RESILIENT DRUG SUPPLY CHAIN SYSTEM
- ENHANCING THE LABORATORY SERVICES TO PROVIDE ALL THE NECESSARY DIAGNOSTICS
- PROVIDING TIMELY TRAINING TO THE STAFF REGARDING THE HEALTH PROGRAMS AND PORTALS.



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at

NHM, CHANDIGARH

06/05/2024 to 04/07/2024

Weekly Compiled Report

Name of the Organisation: National Health Mission, Chandigarh

Area/ Department/ Project of Summer Internship Program: AAM, Mauli Village

Name of the Student: Shivangi Sharma

Roll no: 1874

Stream: Hospital and Health Management

Activity Done	• Recognizing and monitoring the volume and caliber of entries on public health portals, such as RCH and NCD. • As well as closely monitored entries made on the Ayushman Arogya Mandir of Mauli Village's e-hospital portal. • Prepared presentations on Ayushman Arogya Mandir, Drugs and Diagnostics, and Human Resource for Health at a regional government of India workshop in Srinagar, along with the Nodal Officer, DHS of NHM.
Linking theory (Classroom learning) with practice at your organisation	• Understood organisational structure and hierarchy. • Identified Human Resources of AAM and collaborated with them to enhance health care delivery systems via government portals.
Gaps identified on the working area.	Concerning : • Quality of infrastructure • Lack of Human Resource • IT and connectivity All leading to increase patient waiting time
Suggestions for improvement	• Improvements to the OPD seating area • Maintaining internet connectivity is necessary for prompt portal entry. • Expansion of human resources, particularly for ANM workers.
Plans for next week	• ABHA ID seeding with other portals • Field visit



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Name of the Student: Shivangi Sharma

Roll no: 1874

Stream: Hospital and Health Management

Activity Done	• Field work for immunization in collaboration with ANM and Anganwadi Workers. • NCD and RCH portals updated.
Linking theory (Classroom learning) with practice at your organisation	• Enhancement of healthcare delivery through field work • Collaboration with human resources
Gaps identified on the working area.	Concerning : • Lack of digital literacy among the people of Mauli Village. • Refusal of creation of ABHA IDs by the people.
Suggestions for improvement	• Camps should be conducted for creation of ABHA IDs as well as updation of other portals
Plans for next week	• ABHA ID seeding with other portals • Demographic analysis



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Name of the Student: Shivangi Sharma

Roll no: 1874

Stream: Hospital and Health Management

Activity Done	● National Quality Assurance Standards Checklist filled pertaining to quality standards of AAM, Mauli Village. ● Indian Public Health Standards Checklist filled out. ● ABHA Accounts generated, ● NCD portal updated. ● Conducting health talk for people of Mauli.
Linking theory (Classroom learning) with practice at your organisation	● Analysis of how AAM, Mauli Village manage their resources. ● Management of supplies, inventory, and logistics. ● Supervising management of medication.
Gaps identified on the working area.	Concerning : ● Infrastructural quality affecting quality of care. ● Lack of training of ANMs. ● Quality of IEC material.
Suggestions for improvement	● Mandatory training exercises for ANMs should be conducted monthly. ● Improvement in IEC material.
Plans for next week	● Organisation of JAS Meeting. ● Fabrication of Final report of AAM, Mauli Village ● Immunization drive in the community with ANM and Angawadi



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Name of the Organisation: National Health Mission

Area/ Department/ Project of Summer Internship Program: AAM, Ramdarbar

Name of the Student: Shivangi Sharma

Roll no: 1874

Stream: Hospital and Health Management

Activity Done	● Gap analysis of AAM Ramdarbar through NQAS and IPHS checklists to assess the quality of care provided by the facility. ● Updated entries in the NCD portal. ● Monitored the quantity of data entry on RCH portals.
Linking theory (Classroom learning) with practice at your organisation	● Analysis of how AAM, Ramdarbar manage their resources. ● Management of supplies, inventory, and logistics. ● Supervising management of medication.
Gaps identified on the working area.	● Limited Digital Literacy among patients and staff. ● Staff shows reluctance and does not acclimatize to required changes and protocols promptly
Suggestions for improvement	● Training sessions of staff for digital portals to increase their efficiency. ● Better use of health portals of NCD and DVDMS System.
Plans for next week	● Brainstorming solutions for filling gaps of NQAS and IPHS Checklists. ● Identifying other gaps and presenting the same to Nodal Officer.



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Area/ Department/ Project of Summer Internship Program: AAM, Ramdarbar

Name of the Student: Shivangi Sharma

Roll no: 1874

Stream: Hospital and Health Management

Activity Done	● Implemented solutions for filling gaps of NQAS and IPHS Checklists which included, increasing infection control, enhancing IEC activities and material for patient awareness. ● Focused on ABHA registration
Linking theory (Classroom learning) with practice at your organisation	● Interdepartmental communication. ● Brainstorming creative solution for filling up existing gaps.
Gaps identified on the working area.	● Staff's inadequate prioritization of health portal data entry compromises data integrity. ● Staff shows reluctance and does not acclimatize to required changes and protocols promptly.
Suggestions for improvement	● Camps with collaboration with E-Sampark Officers for ABHA ID creation. ● Training sessions for staff regarding health portals.
Plans for next week	● Organisation of ARSH clinic day in the health facility. ● Acquiring missing documentations which are essential as per NQAS checklist.



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Area/ Department/ Project of Summer Internship Program: AAM, Ramdarbar

Name of the Student: Shivangi Sharma

Roll no: 1874

Stream: Hospital and Health Management

Activity Done	• Completed NQAS and IPHS checklists to assess the quality of care provided by AAM, Ramdarbar. • Updated entries in the NCD portal. • Identified gaps in resources and materials to meet NQAS standards in AAM, Ramdarbar. • Monitored the quantity of data entry on RCH portals • Analysing time taken for OPD registration and quality of treatment service
Linking theory (Classroom learning) with practice at your organisation	• Analysis of how AAM, Ramdarbar manage their resources. • Management of supplies, inventory, and logistics. • Supervising management of medication.
Gaps identified on the working area.	Concerning : • Infrastructural limitations • Lack of training of ANMs. • Lack of IEC material. • Long time taken for OPD registration and treatment services
Suggestions for improvement	• Improvement in IEC material. • Introducing the missing items in NQAS checklists
Plans for next week	• Outreach Programme with ANM and Angawadi regarding ARSH. • Organisation of JAS Meeting. • Making Final report of AAM, Ramdarbar



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Area/ Department/ Project of Summer Internship Program: AAM, Ramdarbar

Name of the Student: Shivangi Sharma

Roll no: 1874

Stream: Hospital and Health Management

Activity Done	- Completed final report of Ayushman Arogya Mandir, Ramdarbar. - Outreach Programme with ANM and Angawadi regarding ARSH.
Linking theory (Classroom learning) with practice at your organisation	Interaction with the community through IEC materials and activities.
Gaps identified on the working area.	- The updated and newer IEC material is not available. Materials of certain health programmes such as National Mental Health Programme are not available. - Distribution of all material specified in NQAS is not distributed, including sanitary napkins for women, mosquito nets for prevention of vector borne diseases.
Suggestions for improvement	- Acquiring necessary materials specified in NQAS which are absent in the health facility. - Increasing focus on Outreach services
Plans for next week	- Presentation of Final Report of AAM Ramdarbar and Mauli Village to the Nodal Officer. - Organisation of Training session for ANMs, MPHs for BLS, CPR, and management of shock in collaboration with Medical Officer.



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Name of the Organisation: National Health Mission

Area/ Department/ Project of Summer Internship Program: AAM, Ramdarbar

Name of the Student: Shivangi Sharma

Roll no: 1874

Stream: Hospital and Health Management

Activity Done	• Final Presentation of reports of Ayushman Arogya Mandir Mauli Village and Ramdarbar to Nodal Officer. • Analysis of waiting time of patients in AAM Ramdarbar.
Linking theory (Classroom learning) with practice at your organisation	• Corelation of IPHS and NQAS checklist with implementation.
Gaps identified on the working area.	• Connectivity issues, power outages, absence of token system leads to long waiting queues in AAM, Ramdarbar.
Suggestions for improvement	• Establishment of a robust IT system. • Implementation of token system
Plans for next week	-

Compiled Report

Name of the Organization: NHM, Chandigarh

Area/ Department/ Project of Summer Internship Program: Quality Management of AAMs

Name of the Student: Shivangi Sharma

Roll no: 1832

Stream: MBA Hospital and Health Management

Activity Done	• Analyzed and filled out the NQAS Checklist for AAM Mauli and AAM Ramdarbar • Filled Out Indian Public Health Standards (IPHS) Checklist • Ayushman Arogya Mandir Departmental Checklist • Extensive Updation of NCD Portal • Engaged with the Community through health talks
Linking theory (Classroom learning) with practice at your organisation	• Understood organisational structure and hierarchy. • Identified Human Resources of AAM and collaborated with them to enhance health care delivery systems via government portals. • Understood the Hub and Spoke Model of AAMs
Gaps identified on the working area	• Prolonged Patient Waiting Time • Issues in Creation of Abha Account • Infrastructural Deficiency
Suggestions for improvement	• Camps For ABHA ID Creation • Introduction Of Open Gym • Token System For OPD • Enhancement Of Infrastructure

Signature of the Student

Approved by the IIHMR University's Mentor