

NHM, Gujarat: Hospital & Patient Care Improvement Mission (HPCIM)

Enhancing maternal & child health facilities in DH of Gujarat



Presented By: Dr. Riyaben Shah ; Roll no: 1821

University Mentor: Dr. Susmit Jain ; Organisation Mentor: Mrs. Yashaswini Jethva

Brief History

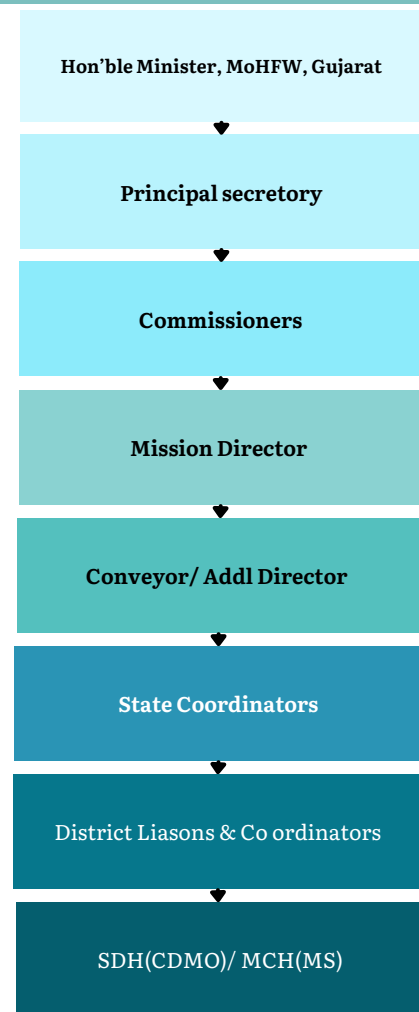
The **National Health Mission (NHM) Gujarat**, launched in 2013, integrates the National Rural Health Mission and National Urban Health Mission to provide accessible, affordable, and quality healthcare. It focuses on strengthening health systems, improving maternal and child health, and addressing diseases. NHM Gujarat emphasizes decentralization and community participation to enhance service delivery.

Mission & Vision

The **Government of Gujarat launched - Hospital & Patient Care improvement Mission in 2022**, to enhance patient care in secondary and tertiary public health facilities, aligning with the National Health Policy 2017's goal to increase public health facility utilization by **50% by 2025**. This initiative focuses on identifying and addressing gaps, mobilizing resources & building staff capacity. Vision: The mission aims to create state-of-the-art public healthcare facilities that provide patient care at par with the private sector, **achieving quality accreditation through NABH and NQAS** programs. Efforts include ensuring chaos-free entrances, encroachment-free campuses, and patient-centric, respectful care.

Organisation Structure

Mission Objectives



Theoritical v/s Practical Exposure

Theoritical learnings

- Procedures and processes appear straightforward and quick.
- Learned about different Quality accreditation(NQAS, LaQshya, MusQan, SaQushal) to improve the services.
- Gained Knowledge about EHRs
- Theoritical knowlege provide foundation to work more efficiently on field.

Practical Exposure

- Implementation Phase is time comsuming and have extensive discussions.
- Observed that staff is planning facilities per the checklist, but maintenance of standards post-accreditation is uncertain.
- On ground there are challenges for EHRs as boarding data entry operator, monitors of upgraded version, connectivity issues, adaptability by professionals.

SWOT Analysis of DH under HPCIM

STRENGTHS

- Strong **government backing**.
- Existing network** of district government hospitals across Gujarat.
- Potential for leveraging** digital technologies and telemedicine.
- Availability of **skilled healthcare professionals** in the region.



OPPORTUNITIES:

- Expanding the use of **telemedicine** and remote monitoring technologies
- Collaborating** with private healthcare providers and NGOs to share best practices
- Leveraging government schemes and funding for hospital upgrades and modernization



WEAKNESS

- Aging infrastructure & equipment** in some government DH.
- Limited budgets** and resources for continuous improvement initiative.
- Inconsistent quality of care** and patient experience across different hospitals.
- Lack of robust **data management** and performance tracking systems.

THREATS

- Resistance to change** among some healthcare providers and administrators
- Competing priorities** and limited government funding for the healthcare sector
- Potential **disruptions** caused by natural disasters or fire emergencies.
- Concerns about data privacy and **cybersecurity** in the digital health ecosystem

Challenges Faced

- Hospital's quality circle being unavailable whenever in need.
- Travelling 134 kms for two weeks in an extreme hot weather.
- Difficult to visit other health facilities and departments in such short period of 2 months.
- Need to navigate government internal dynamics to get the work done.

Activities Done by me under HPCIM

- Conducted a **gap analysis for MusQan accreditation** at the GMERS-attached General Hospital in Gandhinagar.
- Performed **root cause analysis** and surveyed key factors influencing women's perspectives on childbirth-related facilities in tertiary care government hospitals, at GMERS-attached General Hospital in Himmatnagar.
- Suggested **CAPA** to improve Gynae department at DH in Himmatnagar.
- Held discussions on **Telemedicine, ABDM** (Ayushman Bharat Digital Mission), LaQshya and SaQushal initiatives.

Artifacts



Learnings

- Gained insights to **effectiveness** of Quality improvement initiatives by MoHFW, GOI.
- Operational Insights** as hospital management, staff workflows, objectives of higher authorities.
- Understood **patient's needs**.
- Acquired more knowlwge about **ABHA and telemedicine**.

Usefulness of internship- Value additions

- Networking** with the higher authorities of MoH of Gujarat.
- Got an **opportunity to work in new mission**.
- Real life experience** to deal with challenges faced by administrative personnels and learnings from mentors.
- My resume will have **NHM tag**.

Suggestion to organisation

- Feedback-Based Incentives:** Implement a feedback-based incentive system to reduce staff's harsh behavior.
- Dignity Seminars: Conduct seminars to treat patients with **dignity and respect**.
- Foster a **collaborative environment** where the entire hospital ecosystem works as one team with mutual respect.
- Patient Counselling:** Organize a counselling room with CCTV for procedure explanations.
- Streamlined Processes: Streamline planning and implementation phases to reduce time.
- Implement digital health records and increase telemedicine outreach.