

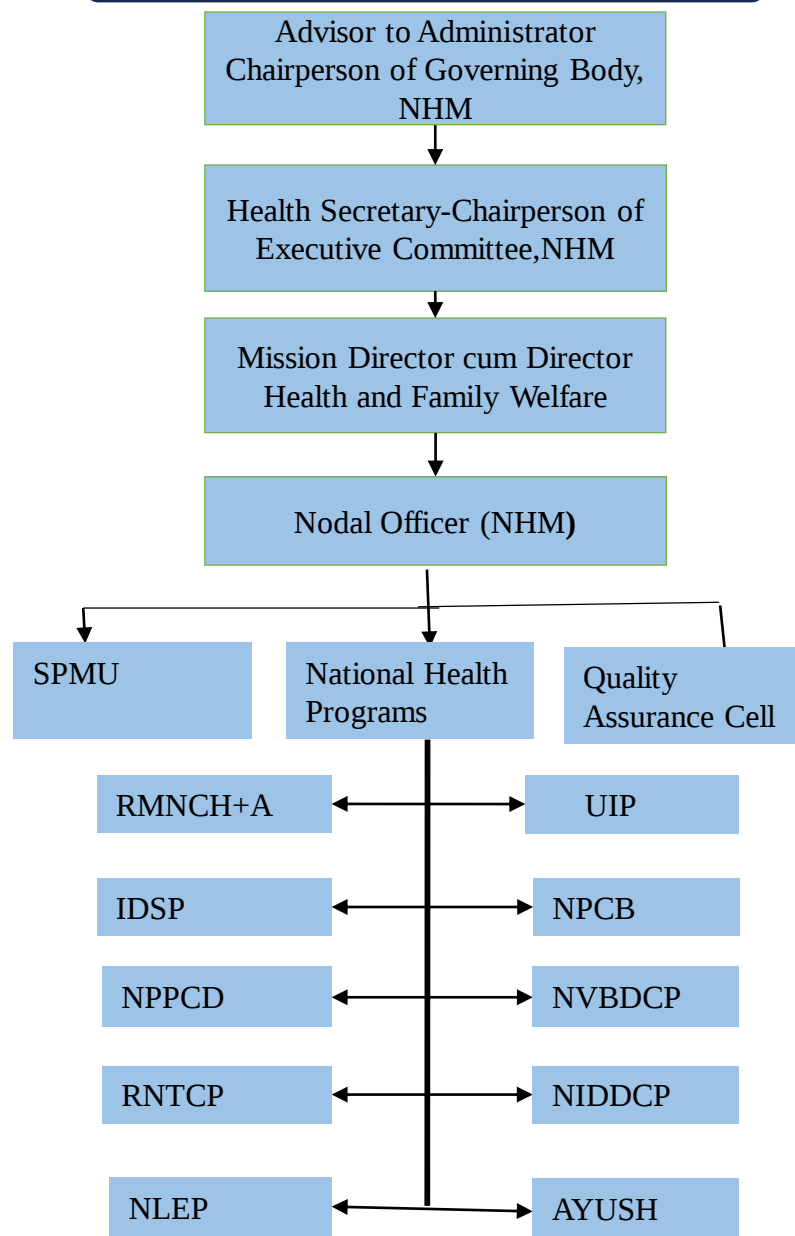
INTRODUCTION

The National Health Mission (NHM) was launched by the Government of India in 2013 after integrating the NRHM and NUHM. Its main aim is to enhance the overall quality of healthcare delivery in rural and urban areas.

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

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

ORGANIZATIONAL STRUCTURE-NHM



PROJECT- GAP ANALYSIS AT AYUSHMAN AROGYA MANDIR SECTOR-19 AND SECTOR-38 UNDER NHM U.T. CHANDIGARH

ABOUT AYUSHMAN AROGYA MANDIR



In February 2018, the government of India announced the creation of 1,50,000 Health and Wellness Centres (HWCs) by transforming existing Sub Centres and Primary Health Centres. These centres would deliver Comprehensive Primary Health Care bringing healthcare closer to the Doorstep of people covering both maternal and child health services and non-communicable diseases, including free essential drugs and diagnostic services

OBJECTIVES

- To identify current gaps in AAM for effective, efficient & quality patient healthcare to the patients
- To facilitate smooth implementation of Ayushman Bharat Digital Mission at the allocated AAM by supporting ABHA enrollment of maximum visiting patients and its seeding to various portals.
- To Promote more and more screening for NCDs

STRENGTH

- Availability and affordability of free drugs and diagnostics
- Easy access because of proximity to the community
- Wide range of services with primary management including oral, eye, ENT, mental health ailments

WEAKNESS

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

OPPORTUNITIES

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

SWOT Analysis

THREATS

- Dissatisfaction in Front Line Workers because Incentives are not provided in time.
- Patient dissatisfaction due to long waiting times & unavailability of diagnostic equipments.
- Unable to adapt to technical advancements

METHODOLOGY

Observational Study

We were provided with 3 checklists for Gap Analysis(NQAS, IPHS, Departmental checklist)

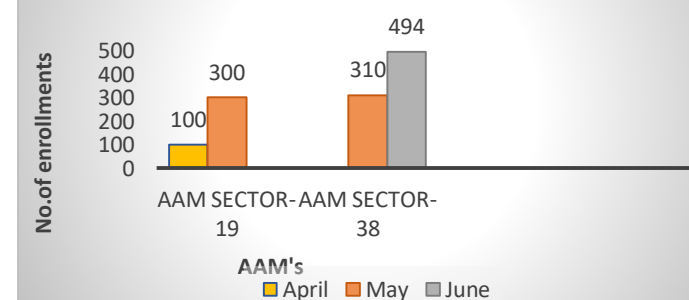
Primary Survey - Interviewed Front Line Workers with the help of checklists

Analysis and interpretation of the data collected

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



NCD OF AAM's



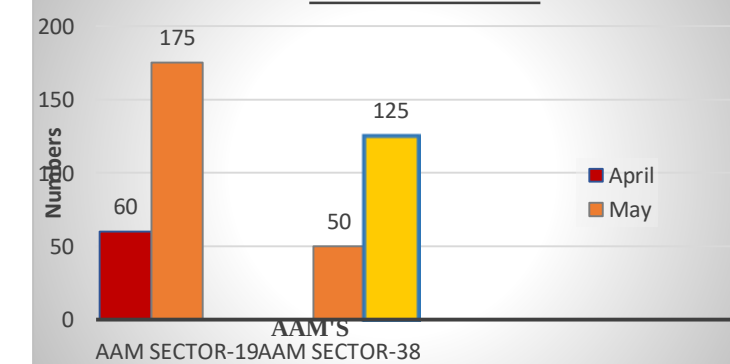
SUGGESTIONS

- Outreach sessions should be conducted effectively and timely
- Delegation of responsibility to Pharmacist/MPHW for ABHA ID generation of every visiting patient
- ANMs should be provided timely incentives for NCD screening
- Patients feedback need to be taken
- Suggestion box for patients should be installed
- Integration of U- WIN and RCH portals

LEARNINGS AND VALUE ADDITIONS

- Learnt about the functioning of HWCs
- Worked on implementing Ayushman Bharat Digital Mission (ABDM) - ABHA ID generation and seeding.
- Contributed in terms of Enhancing the number of NCD screenings by three-fold
- Learnt about the working of various IT portals and helped ANMs to learn more about the NCD portal which enabled me to improve my interpersonal skill
- Got to know about various health initiatives of the government like PMSMA, JAS, Health Mela

ABHA IDs OF AAM's



CHALLENGES

- Time constraints to sustain the changes implemented
- The hesitation of the HWC staff to adapt to new health schemes & initiatives.
- Unavailability of a personal mentor.
- Lack of technical proficiency with the staff
- Laid back attitude of the staff members which resulted in their underperformance