

SUMMER INTERNSHIP PROGRAM

At

**NATIONAL INSTITUTE OF HEALTH & FAMILY WELFARE,
NEW DELHI**

From 01st May 2024 to 28th June 2024

A REPORT BY

Sanskruti Gujar

Master of Business Administration

Hospital & Health Management

2023-25

under the Mentorship of

Dr Sanjay Gupta



राष्ट्रीय स्वास्थ्य एवं परिवार कल्याण संस्थान

(स्वास्थ्य एवं परिवार कल्याण विभाग, भारत सरकार के अधीन एक स्वायत्तकारी संस्थान)



The National Institute of Health and Family Welfare

(An Autonomous Institute under Ministry of Health & Family Welfare, Government of India)

बाबा गंगनाथ मार्ग, मुनीरका, नई दिल्ली-110067

दूरभाष (कार्यालय): 91-11-26165959, 26166441, 26166485, 26107773

फैक्स: 91-11-26101623, ई.मेल: info@nihfw.org

वेब साईट: www.nihfw.org

Baba Gangnath Marg, Munirka, New Delhi-110067

Phones: 91-11-26165959, 26166441, 26166485, 26107773

Fax: 91-11-26101623, E Mail: info@nihfw.org

Web Site: www.nihfw.org

F.No. A-33012/5/2007-Acad.

Dated: 28/06/2024

TO WHOM SO EVER IT MAY CONCERN

This is to certify that Dr. Sanskruti Gujar, currently enrolled in the MBA (Hospital and Health Management), student from IIHMR University, Jaipur has successfully completed her Summer Training/ Internship programme on the Project Report entitled– "**Planning and Coordination of Training Course**" at The National Institute of Health and Family Welfare, New Delhi for the period from 1st May, 2024 to 28th June, 2024 under the guidance of Dr. Ankur Yadav.

Her conduct during the Summer Training Programme was good and I wish her a bright career ahead.

(Dr. V.K. Tiwari)
प्रो. वी.के. तिवारी / Prof. V.K. Tiwari,
Dean of Studies

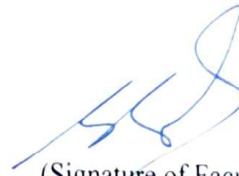
राष्ट्रीय स्वास्थ्य एवं परिवार कल्याण संस्थान /
The National Institute of Health & Family Welfare
मुनीरका, नई दिल्ली / Munirka, New Delhi-110067.

IIHMR UNIVERSITY FACULTY MENTOR APPROVAL

This is to certify that Dr Sanskruti Gujar of the academic year 2023-25 of Institute of Health Management Research, Jaipur has prepared a poster with respect to her summer internship held from 1 May 2024 to 28 June 2024.

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

Date: 24 / 07 / 2024

A handwritten signature in blue ink, appearing to be 'S. Gupta', written over a horizontal line.

(Signature of Faculty Mentor)

DR SANJAY GUPTA

PROFESSOR AND DEAN IHMR

IIHMR UNIVERSITY, JAIPUR



Summer Internship Program at The National Institute of Health and Family Welfare



About National Institute of Health and Family Welfare (NIHFW)

The NIHFW, an autonomous organization, under the Ministry of Health and Family Welfare, Government of India, acts as an 'apex technical institute' as well as a 'think tank' for the promotion of health and family welfare programs in the country.

NIHFW was established on 9th March 1977 by the merger of two national level institutions, viz. the National Institute of Health Administration and Education (NIHAE) and the National Institute of Family Planning (NIFP).

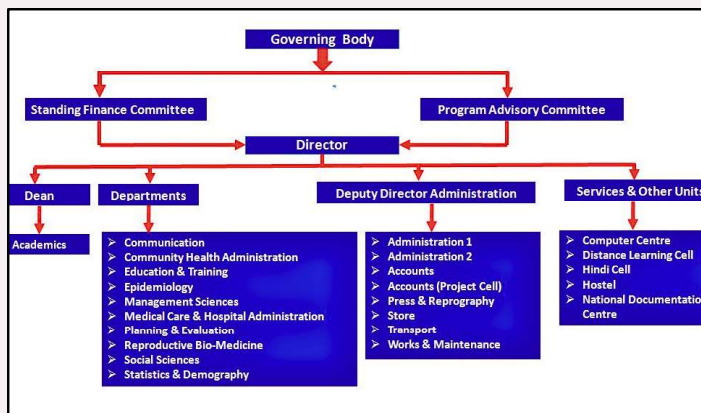
Vision

NIHFW is to be seen as an Institute of global repute in public health & family welfare management.

Mission

To act as think tank, catalyst & innovator for management of public health and related health & family welfare programs by pursuing multiple functions of Education & Training, Research & Evaluation, Consultancy & Advisory services as well as provision of specialized services through inter-disciplinary teams.

Organization Structure



SWOT Analysis of Internship

Strengths	Weakness
- Diverse Training Topics - Practical Insights - Skill Development - Expert Guidance	- Repetition of tasks - Limited Duration - Lack of Live Projects
Opportunity	Threat
- Understand the working of 2 National level Organizations - Advanced Training Modules - Networking	- Resource Limitations - Overload of Information



Fig. Participation in various NHA trainings (ToT) on AB PM-JAY, ABDM and PMAM

Difference between practical exposure and theoretical understanding

Practical exposure - Participated and coordinated in trainings by National Health Authority. Planning and coordinating for future trainings, developing content for the Institute's website.

Theoretical Understanding - Learning in depth about Ayushman Bharat Pradhan Mantri Aarogya Yojna, Ayushman Bharat Digital Mission

Challenges faced during internship

- Limited time
- Repeated topic of trainings
- No live projects for interns.

Learnings during internship

- Planning and coordination of trainings.
- Working of National level Organizations
- Effective Communication skills
- Presentation skills
- Writing skills - Drafting letters of nomination for trainings, Detailed Report writing of the trainings, drafting emails for coordination

Usefulness of internship

- Real time exposure to Public Health Initiatives.
- Better understanding of the organization structure and behavior of Government system
- Skill Development
- Enhancement of knowledge.

Suggestions to Institute

- Need to improve and update the clinic inside the campus.
- Need for more interactive sessions apart from the mentor.
- Need to improve connectivity issues as that interferes with trainings.

Weekly Report 1

Name of the Organisation: National Institute of Health and Family Welfare

Area/ Department/ Project of Summer Internship Program: Communication Department

Name of the Student: Dr Sanskruti Gujar

Roll no:1712 **Stream:** Hospital and Health Management

Week no: 1 From: 1 May 2024 to 3 May 2024

Activity Done	1. Reported at NIHFW and to Department of Communications my mentor – Dr Ankur Yadav sir. 2. Participated in 1st regional consultation on NAFU, Claim Adjudication and Standard Treatment Guidelines under AB PM-JAY by NHA, organized by GIZ. (date – 1,2&3 May 2024) 3. Attended seminars on Disaster Management (by CHA student) and National Oral Health Program (by Dr Ashutosh Bharadwaj PGDPHM)
Linking theory (Classroom learning) with practice at your organisation	1. Can link all the concepts from Communication Planning and Management. 2. Can link learnings from National Health Programs.
Gaps identified on the working area.	Nil
Suggestions for improvement	Nil
Plan for the next week.	Work on research topic.

Signature of the Student: Dr Sanskruti Gujar

Approved by the IIHMR University's Mentor:

Weekly Report 2

Name of the Organisation: National Institute of Health and Family Welfare

Area/ Department/ Project of Summer Internship Program: Communication Department

Name of the Student: Dr Sanskruti Gujar

Roll no:1712

Stream: Hospital and Health Management

Week no: 2

From: 6 May 2024 to 10 May 2024

Activity Done	1. Figuring out the topic for research work. 2. Studied about how to conduct systematic review. 3. Working on the NIHFW website – planning changes to update the information of various departments on the website and comparing the data available on different national level institutes. 4. Attended seminar on “Digital health technology in management of NCD”.
Linking theory (Classroom learning) with practice at your organisation	1. Can link the practical aspects of Research methodology taught by Neetu ma’am and Anoop Khanna sir. 2. Can link Digital health lectures.
Gaps identified on the working area.	Difficulty finding Research topic.
Suggestions for improvement	Need more guidance regarding the same.
Plan for the next week.	Work on research topic.

Signature of the Student: Dr Sanskruti Gujar

Approved by the IIHMR University’s Mentor:

Weekly Report 3

Name of the Organisation: National Institute of Health and Family Welfare

Area/ Department/ Project of Summer Internship Program: Communication Department

Name of the Student: Dr Sanskruti Gujar

Roll no:1712

Stream: Hospital and Health Management

Week no: 3

From: 13 May 2024 to 17 May 2024

Activity Done	1. Report on 1st Regional consultation on standard treatment guidelines, claim adjudication and NAFU submitted to the department. 2. Planned and coordinated for NIHFW website development. 3. Coordinated and assisted for conduction of training of State Master Trainers on Ayushman Bharat Digital Mission (15 to 17th May 2024) 4. Attended orientation session by Sharad Sir of MCTFC Call Centre.
Linking theory (Classroom learning) with practice at your organisation	1. Can link Report writing taught in Alok Mathur Sir's Business Communication Classes. 2. Can link digital health classes to HMIS and other things related to ABDM from Swapnil Sir and Health systems taught by Sanjay Gupta sir
Gaps identified on the working area.	Difficulty finding Research topic. No live project for interns.
Suggestions for improvement	Need more guidance regarding the same.

Plan for the next week.	Work on research topic. Attend orientation session of skills lab by Dr Geetanjali maam Submit report on State Master Trainers on Ayushman Bharat Digital Mission
--------------------------------	--

Signature of the Student: Dr Sanskruti Gujar

Approved by the IIHMR University's Mentor:

Weekly Report 4

Name of the Organisation: National Institute of Health and Family Welfare

Area/ Department/ Project of Summer Internship Program: Communication Department

Name of the Student: Dr Sanskruti Gujar

Roll no:1712

Stream: Hospital and Health Management

Week no: 4

From: 20 May 2024 to 24 May 2024

Activity Done	1. Submitted report on training of State Master Trainers on Ayushman Bharat Digital Mission (15 to 17th May 2024) 2. Attended Stakeholders meeting for Revision of course modules for Distance Learning Courses (21 – 22 May 2024) 3. Attended orientation program by Dr Geetanjali at National Skill Lab DAKSH.
Linking theory (Classroom learning) with practice at your organisation	1. Can link Report writing taught in Alok Mathur Sir's Business Communication Classes. 2. OB by Neetu Maam. 3. POM by Alok sir 4. RMNCHA+ in NHP module by Dr Mamta maam during skill lab visit.
Gaps identified on the working area.	Difficulty finding Research topic.
Suggestions for improvement	Need more guidance regarding the same.
Plan for the next week.	Work on research topic. Attend orientation session planned by NIHFW.

Signature of the Student Dr Sanskruti Gujar

Approved by the IIHMR University's Mentor:

Weekly Report 5

Name of the Organisation: National Institute of Health and Family Welfare

Area/ Department/ Project of Summer Internship Program: Communication Department

Name of the Student: Dr Sanskruti Gujar

Roll no:1712

Stream: Hospital and Health Management

Week no: 5

From: 27 May 2024 to 31 May 2024

Activity Done	1. Attended centre for health Informatics orientation by Mr Gaurav Sharma. 2. Attended LMIS Orientation by Dr D.K. Yadav. 3. Attended NCCVMRC Orientation by Professor Renu Shahrawat
Linking theory (Classroom learning) with practice at your organisation	1. Can relate with NHP classes by Dr Mamta Maam and Dr Varsha Tanu Maam 2. Can relate with Digital Health Classes. 3. Can link Health Care Delivery System Classes by Dr Sanjay Gupta Sir.
Gaps identified on the working area.	nil
Suggestions for improvement	nil
Plan for the next week.	Attend orientation session planned by NIHFW. Help with departmental work.

Signature of the Student: Dr Sanskruti Gujar

Approved by the IIHMR University's Mentor:

Weekly Report 6

Name of the Organisation: National Institute of Health and Family Welfare

Area/ Department/ Project of Summer Internship Program: Communication Department

Name of the Student: Dr Sanskruti Gujar

Roll no:1712

Stream: Hospital and Health Management

Week no: 6

From: 3 June 2024 to 7 June 2024

Activity Done	1. Attended Distance Learning Session 2. Attended Hindi Kaaryashala session. 3. Coordinated with Guest Faculty for Scheduled Training sessions.
Linking theory (Classroom learning) with practice at your organisation	
Gaps identified on the working area.	nil
Suggestions for improvement	nil
Plan for the next week.	1. Attend training for 2nd regional consultation on Standard Treatment Guidelines, Claim Adjudication and NAFU from 10th June to 12th June 2024. 2. Help with departmental work.

Signature of the Student: Dr Sanskruti Gujar

Approved by the IIHMR University's Mentor:

Weekly Report 7

Name of the Organisation: National Institute of Health and Family Welfare

Area/ Department/ Project of Summer Internship Program: Communication Department

Name of the Student: Dr Sanskruti Gujar

Roll no:1712

Stream: Hospital and Health Management

Week no: 7

From: 10 June 2024 to 14 June 2024

Activity Done	1. Attended 2nd regional consultation on Standard Treatment Guidelines, Claim Adjudication and NAFU from 10th June to 12th June 2024 2. Submitted report for the same to mentor and in NHA. 3. Helped in department work – drafting and sending emails for training coordination, drafting letters of nomination for future trainings, making brochure for the same, making lists for nominations etc. 4. Attended fire safety drill at NIHFW 5. Attended the Journal Club on the topic covid 19 vaccines and adverse events of special interest.
Linking theory (Classroom learning) with practice at your organisation	1. Report writing, Letter writing and Brochure making by Alok Mathur sir in Business Communication
Gaps identified on the working area.	Nil
Suggestions for improvement	Nil
Plan for the next week.	1. Attend training on PMAM from 19 to 21 June 2024

Signature of the Student: Dr Sanskruti Gujar

Approved by the IIHMR University's Mentor:

Weekly Report 8

Name of the Organisation: National Institute of Health and Family Welfare

Area/ Department/ Project of Summer Internship Program: Communication Department

Name of the Student: Dr Sanskruti Gujar

Roll no:1712

Stream: Hospital and Health Management

Week no: 8

From: 18 June 2024 to 21 June 2024

Activity Done	1. Attended training of trainers on PMAMs under AB PM-JAY from 19 to 21 June 2024 2. Submitted report for the same to mentor and NHA. 3. Helped in department work
Linking theory (Classroom learning) with practice at your organisation	1. Report writing by Alok Mathur sir in Business Communication
Gaps identified on the working area.	Nil
Suggestions for improvement	Nil
Plan for the next week.	1. Attend training on ABDM from 26 to 28 June 2024 2. Write final summer internship report.

Signature of the Student: Dr Sanskruti Gujar

Approved by the IIHMR University's Mentor:

Weekly Report 9

Name of the Organisation: National Institute of Health and Family Welfare

Area/ Department/ Project of Summer Internship Program: Communication Department

Name of the Student: Dr Sanskruti Gujar

Roll no:1712

Stream: Hospital and Health Management

Week no: 9

From: 24 June 2024 to 28 June 2024

Activity Done	1. Attended 2nd batch of Training of State Master Trainers on Ayushman Bharat Digital Mission from 26 June to 28 June 2024 2. Submitted report for the same to mentor and NHA. 3. Helped in department work 4. Wrapped up summer internship program
Linking theory (Classroom learning) with practice at your organisation	1. Report writing by Alok Mathur sir in Business Communication
Gaps identified on the working area.	Nil
Suggestions for improvement	Nil
Plan for the next week.	Nil

Signature of the Student: Dr Sanskruti Gujar

Approved by the IIHMR University's Mentor:

COMPILED REPORT

Name of the Organisation: National Institute of Health and Family Welfare

Area/ Department/ Project of Summer Internship Program: Communication Department

Name of the Student: Dr Sanskruti Gujar

Roll no:1712

Stream: Hospital and Health Management

Activity done	• Reported at NIHFW and to Department of Communications my mentor – Dr Ankur Yadav sir. • Participated in 1st regional consultation on NAFU, Claim Adjudication and Standard Treatment Guidelines under AB PM-JAY by NHA, organized by GIZ. (date – 1,2&3 May 2024) • Report of the same submitted to the department. • Studied about how to conduct systematic review. • Worked on the NIHFW website – planning changes to update the information of various departments on the website by comparing the data available on different national level institutes. Planned and coordinated for NIHFW website development. • Coordinated and assisted for conduction of training of State Master Trainers on Ayushman Bharat Digital Mission (15 to 17th May 2024) • Submitted report for the same to mentor. • Attended Stakeholders meeting for Revision of course modules for Distance Learning Courses (21 – 22 May 2024) • Coordinated with Guest Faculty for Scheduled Training sessions. • Attended 2nd regional consultation on Standard Treatment Guidelines, Claim Adjudication and NAFU from 10th June to 12th June 2024 • Submitted report for the same to mentor and in NHA.
----------------------	--

	• Learned about how to plan and design for trainings that are conducted at NIHFW. Understood the framework. • Helped in department work – drafting and sending emails for training coordination, drafting letters of nomination for future trainings, making brochure for the same, making lists for nominations etc. • Attended fire safety drill at NIHFW • Attended training of trainers on PMAMs under AB PM-JAY from 19 to 21 June 2024 • Submitted report for the same to mentor and NHA. • Attended 2nd batch of Training of State Master Trainers on Ayushman Bharat Digital Mission from 26 June to 28 June 2024 • Submitted report for the same to mentor and NHA. • Helped in department work • Submitted a write up about Public Health Communication and Social and Behaviour Change Communication • Attended the following orientation programs: a) By Sharad sir at MCTFC (mother & child tracking facilitation center) b) Dr. Geetanjali at the National Skill Lab c) Mr. Gaurav Sharma at CHI (Communication health information) d) Dr. D.K. Yadav at LMIS (Learning management information system) about SAKSHAM (Stimulated Advanced Knowledge for Sustainable Health Management) portal & app e) Prof. Renu Shahrawat at NCCVMRC (National cold chain & vaccine management Resource center) f) DLS (distance learning session) at NIHFW
--	--

	• Attended the following seminars: 1) National Oral Health Program 2) Digital technology in NCD management in India 3) Disaster Management • Attended the Journal Club on the topic covid 19 vaccines and adverse events of special interest.
Linking theory (classroom learning) with practice in your organization	A) Business communication by Dr. Alok Mathur sir & Dr. Neetu Purohit helps in making communication more formal & fruitful with the organization mentor and others. It also helped with coordination during training, report writing, letter writing for nominations, making brochures, etc. B) Can relate to National oral health program which was taught in National Health Programs by Dr. Varsha Tanu & Dr. Mamta Chauhan. C) Can relate to AB PM-JAY and ABDM trainings through National Health Programs taught by Dr Mamta Chauhan Maam and Dr Varsha Tanu maam. D) Can link digital health classes to HMIS and other things related to ABDM from Swapnil Sir and Health systems taught by Sanjay Gupta sir E) Organization Behaviour by Dr. Neetu Purohit helps to understand the organization. F) Can relate to trainings and capacity building from Human Resource Management by Dr Deepti Sharma maam
Gaps identified in the working area.	A) No Live projects for interns B) I found it difficult to work on research.
Suggestion for	a) There should be better guidance regarding selection of

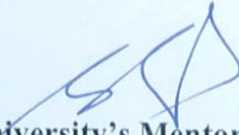
improvement	research topic, how to write research.
--------------------	--

Signature of the student: Dr Sanskruti Gujar

Approved by the IIHMR university's Mentor

improvement	research topic, how to write research.
-------------	--

Signature of the student: Dr Sanskruti Gujar



Approved by the IIHMR university's Mentor