



Action Plan For Ayushman Arogya Mandir Using Departmental ,NQAS & IPHS ODK Checklists.



NATIONAL HEALTH MISSION

Mission :The mission is to strengthen health systems, promote public health, reduce maternal and child mortality, control communicable and non-communicable diseases, and build healthcare provider capacity for improved health outcomes.

Vision: NHM Chandigarh aims to ensure universal access to quality healthcare services for all residents, with a focus on health equity and comprehensive care.

DIFFERENCE BETWEEN THEORETICAL AND PRACTICAL LEARNING

Theoretically, continuous work maximizes efficiency by emphasizing standardized protocols and technical skills. However, breaks are crucial for productivity and well-being. Practically, I observed abstract ideas in action, learned through mentorship, and improved my skills. Local language skills enhance communication and service delivery, fostering trust. I gained real-world expertise, boosting my interpersonal, time-management, and communication skills.

LEARNING AND VALUE

I gained valuable skills in creating ABHA IDs , entering NCD data , conducting surveys , and running successful campaigns , and recognized public concerns about the digitalization of health. I gained knowledge of useful resources that are necessary for efficient service delivery and quality control, such as IPHS, NQAS, and departmental checklists

USEFULLNESS OF INTERNSHIP

- Gained insights into how government operations and decision – making processes works.
- Built professional networks.
- Dual perspective analysis.
- Acquire time management skills
- Increased Self-Confidence

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ORGANIZATION MENTOR NAME- DR. CHARRU SINGLA
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OBJECTIVES

To increase the IPHS & NQAS ranking and overall basic services of the Ayushman Arogya Mandir of CHANDIGARH(U.T.)

METHODOLOGY

Two Ayushman Arogya Mandirs (AAM) were visited for quality assessment using three departmental checklists: National Quality Assurance Standards (NQAS) and Indian Public Health Standards (IPHS). Gaps were identified, and an action plan along with suggestions was prepared.

SWOT ANALYSIS

STRENGTHS:

- Comprehensive Healthcare Service.
- Experienced Medical Staff.
- Regular Training Of Staff.
- Division Of work.
- Modern Infrastructure.

WEAKNESS:

- Limited Awareness.
- Lack of mutual understanding.
- Interpersonal Conflict.
- Excessive workload.
- Changes in government policies.
- Inadequate facilities

SWOT

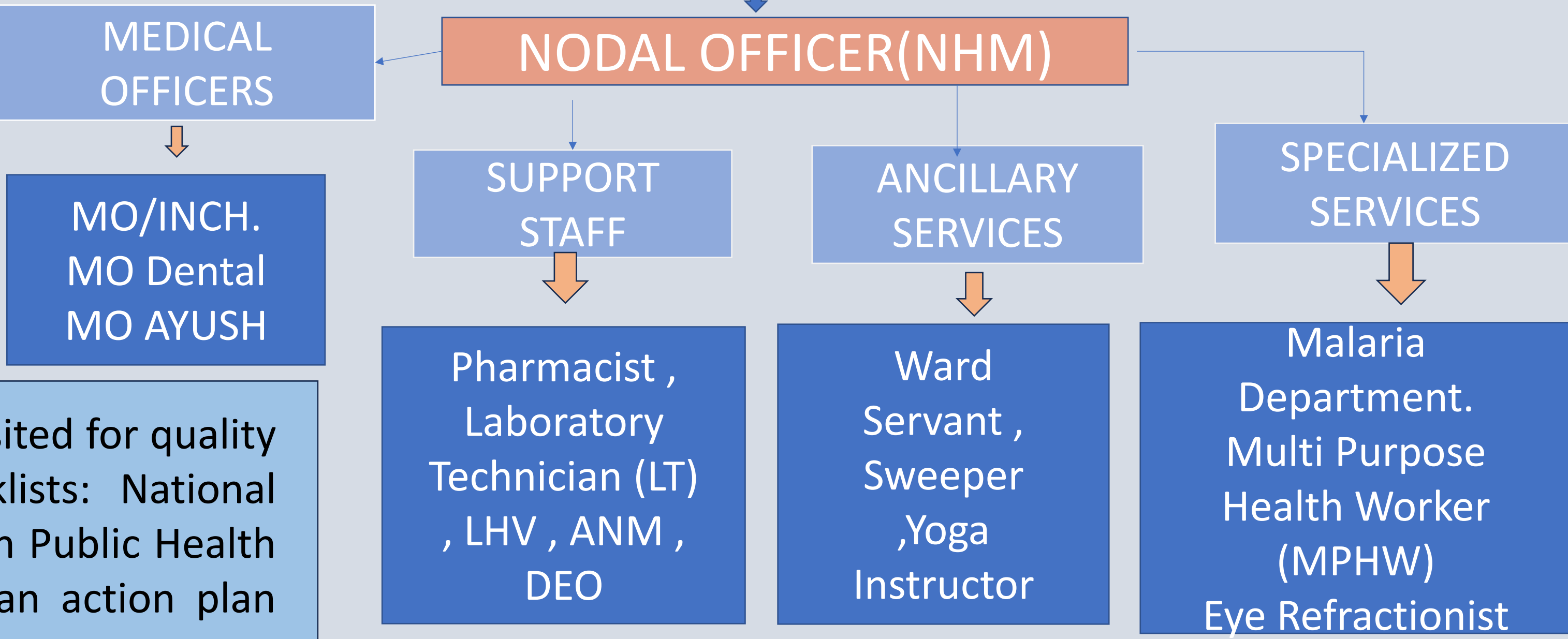
OPPORTUNITY

- Health Education.
- Enhancing health care delivery system
- Prevention of disease
- Digitalization of healthcare service
- Tracking Health Status

THREATS

- Environmental Risks
- Population growth
- Policy Changes
- Public perception
- Private opposition

ORGANIZATIONAL STRUCTURE



ABOUT NQAS & IPHS

- NQAS:Ensures healthcare quality through systematic assessment and continuous improvement.
- IPHS:Sets standards for quality healthcare services and infrastructure nationwide.

CHALLENGES FACED DURING INTERNSHIP

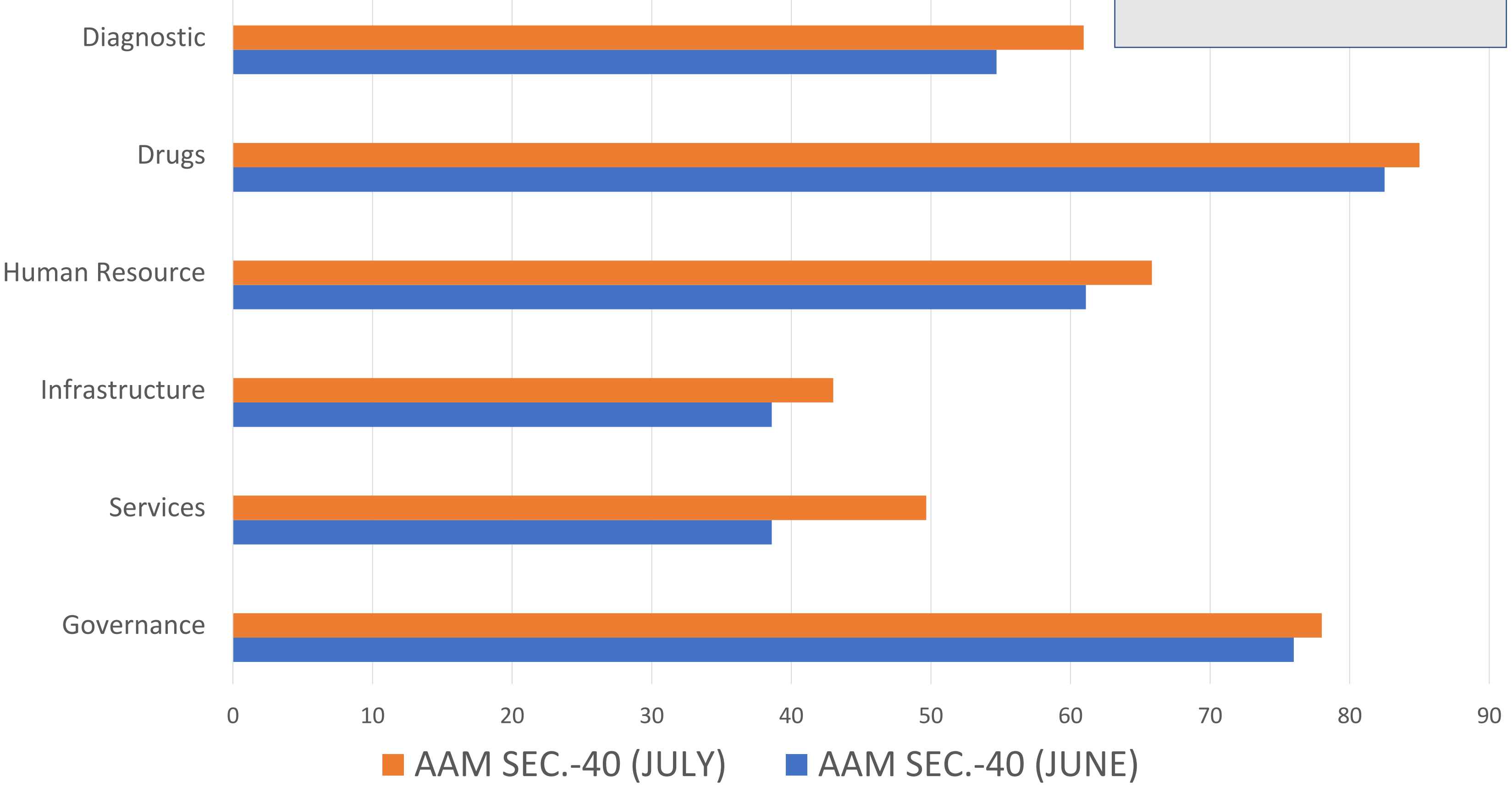
- Having problems in inspiring employees.
- Difficulties cause by unfavorable weather conditions.
- The impact of workforce shortages on service delivery.
- Inadequate opportunity for staff members to gain knowledge and skills through training.
- Insufficient knowledge of Standard Operating Procedures (SOPs).
- Bureaucratic Process & Stakeholder Management.

SUGGESTION

- Limit the supply of medication to maximum number of days necessary regardless of the patient's age or seniority.
- Set clear SOPs and policies for every service.
- Develop Sustainable Models of organization.
- First install the CCTV cameras and then set up AC and other appliances.
- Ensure that the existing service is fully optimized.
- Create a supportive work environment and respect everyone task.

IPHS SCORECARD AAM SEC.-40

IPHS(JUNE)- 58.5
IPHS(JULY)-63.5



NQAS SCORECARD AAM SEC.-35

