



SUMMER INTERNSHIP PROGRAM

AT

QUALITY ASSURANCE

AYUSHMAN AROGYA MANDIR

NHM CHANDIGARH

From 6th May 2024 to 5th July 2024

A REPORT BY

PANKAJ

MBA (HOSPITAL AND HEALTH MANAGEMENT)

2023-25

Under the Mentorship of

DR. SANDESH KUMAR SHARMA

(ASSOCIATE PROFESSOR)





National Health Mission

Chandigarh Administration

STATE PROGRAMME MANAGEMENT UNIT

4th Floor, Administrative Block, Govt. Multi Specialty
Hospital, Sector-16, Chandigarh

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Memo No: NHM-UT/ 3723

Dated 19/7/24

TO WHOMSOEVER IT MAY CONCERN

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

19/7/24
for Nodal Officer
Mission Director
National Health Mission, U.T,
4th Floor, Administrative Block,
GMSH-16, Chandigarh
A



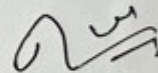
नानी-दादी की है। पुकार, माँ का दूध सम्पूर्ण।

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Pankaj** of academic year 2023-2025 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared a poster with respect to his summer internship held during May – June 2024.

He has carried out work as per the guidelines. His poster is approved for presentation.

Date-

A handwritten signature in black ink, appearing to be 'Dr. Sandesh Kumar Sharma'.

(Signature of Faculty Mentor)

Dr. Sandesh Kumar Sharma

Associate Professor

IIHMR University, Jaipur



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 THEORICAL 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

USEFULNESS 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

NAME- PANKAJ, 1776, HM 28TH

FACULTY MENTOR NAME-
DR. SANDESH KUMAR SHARMA

ORGANIZATION MENTOR NAME-
DR. CHARRU SINGLA
(Nodal Officer NHM, UT Chandigarh)

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

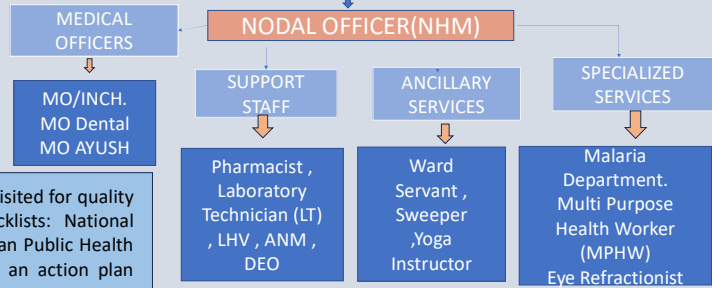
OPPORTUNITY

- 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.

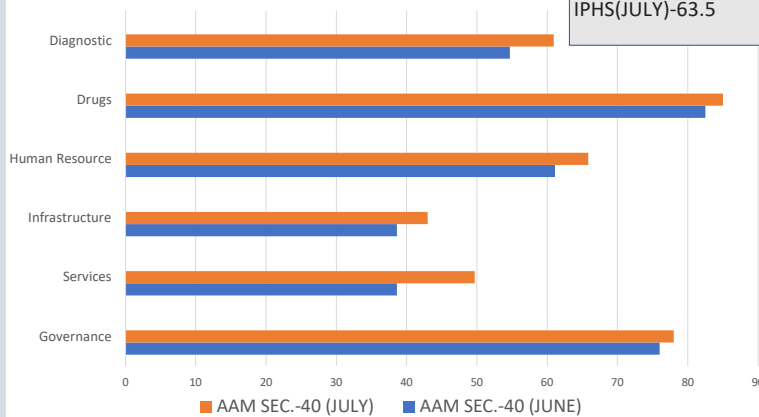
CHALLENGES FACED DURING INTERNSHIP

- 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

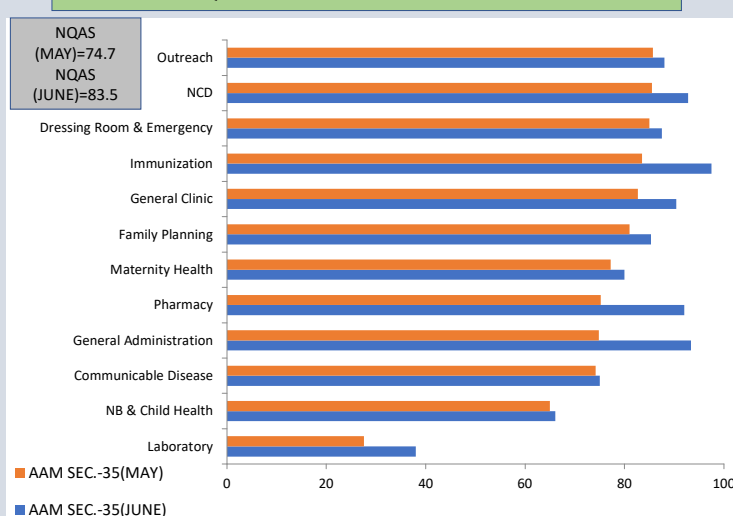
- Limit the supply of medication to maximum number of days necessary regardless of the patient's age or seniority.
- Set clear SOPs and policies for every service.
- Develop Sustainable Models of organization.
- First install the CCTV cameras and then set up AC and other appliances.
- Ensure that the 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



WEEKLY REPORT

WEEK - 1

Name of the Organization: NHM, Chandigarh

Area/ Department/ Project of Summer Internship Program: Not yet allotted.

Name of the Student: Pankaj

Roll no. 1776

Stream: MBA Hospital & Health Management

Week no: 1

From: 6th May 2024 to 11th May 2024

Activity Done	- Assisted in ABHA card making process - Registered patients in E-sanjeevani platform - Completed entries in nursing register - Conducted BP measurements Learned about Basic Life Support (BLS) procedures
Linking theory (Classroom learning) with practice at your organization	Describe how the internship activities relate to your academic studies and learning objectives.
Gaps identified on the working area.	Highlight any deficiencies or areas for improvement observed during the internship
Suggestions for improvement	Provide recommendations to address the identified gaps and enhance the organization's effectiveness.
Plan for the next week	Outline your goals and tasks for the upcoming week of the internship.

Signature of the Student

Approved by the IIHMR University

WEEKLY REPORT

WEEK-2

Name of the Organization: NHM, Chandigarh

Area/ Department/ Project of Summer Internship Program: Not yet allotted.

Name of the Student: Pankaj

Roll no. 1776

Stream: MBA Hospital & Health Management

Week-2

From: 13th May 2024 to 18th May 2024

Activity Done	During this week, my primary activities included entering data for Non-Communicable Diseases (NCDs) and gaining an understanding of the e-Sanjeevani portal. I conducted an audit of the medical equipment to identify which items required repairs. Additionally, I assessed the availability of medicines and medical tests at Ayushman Arogya Mandir. Fieldwork involved analyzing the population demographics in the service area and creating a comprehensive report on the facility's operations. I also evaluated the functionality of various healthcare portals
Linking theory (Classroom learning) with practice at your organization	This week provided an excellent opportunity to apply theoretical knowledge from my classroom studies in a practical setting. Understanding the e-Sanjeevani portal bridged the gap between health informatics and real-world application. Conducting equipment audits and assessing medicine availability leveraged my knowledge of healthcare management and supply chain logistics. Fieldwork and demographic analysis allowed me to use statistical and analytical skills learned in my coursework, while evaluating healthcare portals emphasized the importance of IT in health services
Gaps identified on the working area.	• Some medical equipment requires urgent repair to ensure optimal functionality. • Certain essential medicines are currently out of stock, which may impact patient care. • The availability of medical tests is limited, necessitating referrals to external facilities. • Health care portals occasionally experience technical issues, affecting service delivery
Suggestions for improvement	• Establish a regular maintenance schedule for medical equipment to prevent unexpected breakdowns. • Implement a robust inventory management system to track and order essential medicines proactively. • Expand in-house medical testing capabilities to reduce reliance on external laboratories. • Improve the IT support for healthcare portals to ensure consistent and reliable operation.
Plan for the next week	Next week, I plan to focus on developing a maintenance checklist for equipment, assisting in the procurement process for medicines, and working on

	strategies to enhance in-house testing facilities. Additionally, I will coordinate with the IT department to address the recurring issues with the healthcare portals. I also aim to engage in further fieldwork to gather more detailed demographic data to support better healthcare planning.
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Signature of the Student

Approved by the IIHMR University's Mentor

WEEKLY REPORT

WEEK-3

Name of the Organization: NHM, Chandigarh

Area/ Department/ Project of Summer Internship Program: Not yet allotted.

Name of the Student: Pankaj

Roll no. 1776

Stream: MBA Hospital & Health Management

Week no: 3

From: 20th May 2024 to 25th May 2024

Activity Done	- Accompanied the malaria inspection team to check for unwanted water storage areas. - Collaborated with the infection control team to ensure organizational safety precautions are in place. - Conducted population score surveys.
Linking theory (Classroom learning) with practice at your organization	- Public Health Practices: Applied theoretical knowledge of epidemiology and public health principles during malaria inspections to understand the practical aspects of disease prevention and control. - Safety Protocols: Utilized classroom learning on health and safety regulations to assess the infection control measures within the organization. - Survey Methods: Implemented survey techniques learned in research methodology classes to gather accurate and reliable population data.
Gaps identified on the working area	Insufficient Regular Checks: Observed that regular checks for stagnant water were not consistently conducted, leading to potential breeding grounds for mosquitoes.

	• Lack of Updated Safety Protocols: Noted that some safety protocols were outdated or not strictly enforced, posing a risk to the organization's health standards. • Incomplete Survey Coverage: Identified that the population surveys did not cover all demographic segments, potentially skewing the results.
	• Enhance Survey Methodology: Implement Regular Inspections: Establish a routine schedule for malaria inspections to ensure that all potential water storage areas are regularly monitored and treated. • Update and Enforce Safety Protocols: Review and update the infection control protocols periodically and ensure strict adherence through regular training sessions. • Expand the scope of population surveys to include diverse demographic groups and improve the accuracy of the data collected.
Plan for the next week	• Continue with Malaria Inspections: Further assist the malaria inspection team and ensure comprehensive coverage of all areas. • Review Safety Precautions: Work with the infection control team to update safety protocols and conduct training sessions for staff. • Analyze Survey Data: Begin analyzing the collected survey data to identify trends and areas for improvement. • Develop Improvement Strategies: Propose strategies based on survey findings to address identified gaps and enhance public health outcomes. Continue with Malaria Inspections: Further assist the malaria inspection team and ensure comprehensive coverage of all areas. • Review Safety Precautions: Work with the infection control team to update safety protocols and conduct training sessions for staff. • Analyze Survey Data: Begin analyzing the collected survey data to identify trends and areas for improvement. • Develop Improvement Strategies: Propose strategies based on survey findings to address identified gaps and enhance public health outcomes.

Signature of Student

Approved by the IIHMR University's Mentor

WEEKLY REPORT

WEEK-4

Name of the Organization: NHM, Chandigarh

Area/ Department/ Project of Summer Internship Program: Quality Assurance.

Name of the Student: Pankaj

Roll no. 1776

Stream: MBA Hospital & Health Management

Week-4

From: 27th May 2024 to 1th June 2024

Activity Done	• Worked with the antenatal care team. • Inspected tablet availability in the store. • Assisted in IPHS compliance and conducted departmental surveys to identify requirements and problems. • Supported the NQAS inspection process
Linking theory (Classroom learning) with practice at your organization	• Applied maternal health and patient care protocols in antenatal care. • Utilized inventory control concepts for tablet inspection. • Used public health standards (IPHS) and quality assurance (NQAS) knowledge in surveys and inspections
Gaps identified on the working area	• Lack of educational materials and follow-up for high-risk pregnancies. • Inconsistent stock levels and inefficient inventory tracking. • Variable IPHS adherence and gaps in equipment/infrastructure. • Documentation and compliance gaps with NQAS standards
Suggestions for improvement	• Develop educational materials and a follow-up system for antenatal care. • Introduce an automated inventory system and conduct regular stock audits. • Standardize IPHS compliance and address critical infrastructure gaps. • Enhance documentation and conduct regular NQAS training sessions.
Plan for the next week	• Pilot antenatal educational materials and set up a digital follow-up system. • Implement the automated inventory system and conduct a stock audit. • Develop an IPHS compliance checklist and address critical gaps. • Organize an NQAS training session and improve documentation practices.

Signature of Student

Approved by IIHMR Mentor

WEEKLY REPORT

WEEK-5

Name of the Organization: NHM, Chandigarh

Area/ Department/ Project of Summer Internship Program: Quality Assurance

Name of the Student: Pankaj

Roll no. 1776

Stream: MBA Hospital & Health Management

Week-5

From: 3rd June 2024 to 8th June 2024

Activity Done	• Prepared NQAS and IPHS checklist • Conducted dental room examinations • Observed dispensary operations
Linking theory (Classroom learning) with practice at your organization	• Applied theoretical knowledge of NQAS (National Quality Assurance Standards) and IPHS (Indian Public Health Standards) to real-world settings. • Conducted dental examinations as per theoretical guidelines learned in classroom settings. • Used theoretical concepts of problem identification and strategic planning during dispensary observation.
Gaps identified on the working area	• Some services, such as Root Canal Treatment (RCT), are not being performed. • Other unidentified gaps related to the fulfillment of NQAS standards.
Suggestions for improvement	• Report identified gaps to mentor for guidance on fulfilling NQAS requirements to achieve certification. • Implement strategies to address the identified problems in the dispensary.
Plan for the next week	• Follow up on the reported gaps with mentor and take steps to address them. • Develop a detailed action plan for implementing improvements in the dispensary based on observations. • Continue monitoring the dental room and dispensary to ensure the implementation of suggested improvements.

Signature of Student

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WEEKLY REPORT

WEEK-6

Name of the Organization: NHM, Chandigarh

Area/ Department/ Project of Summer Internship Program: Quality Assurance

Name of the Student: Pankaj

Roll no. 1776

Stream: MBA Hospital & Health Management

Week-6

From: 10th June 2024 to 15th June 2024

Activity Done	• Joint new dispensary • Observation and assessment of the services provided
Linking theory (Classroom learning) with practice at your organization	• Application of Knowledge: Understanding how theoretical concepts of healthcare management and patient care apply in real-world dispensary settings
Gaps identified on the working area	• Space Issues: Limited space available, impacting the efficiency and comfort of both patients and staff. • MO's Training Schedule: Medical Officers (MOs) receive training during working hours, which can lead to patients being turned away or experiencing delays. • Dental Care: Patients not receiving adequate dental treatment
Suggestions for improvement	• Space Optimization: Explore possibilities for better space utilization or expansion to alleviate space issues. • Training Schedule Adjustment: Implement training sessions for MOs outside of peak hours or use rotational schedules to ensure continuous patient care. • Enhance Dental Services: Improve the dental care system by ensuring proper training and resources for dental doctors, or by increasing the number of dental professionals available
Plan for next week	• Space Assessment: Conduct a detailed assessment of the current space usage and identify potential areas for optimization. • Training Program Review: Collaborate with the training coordinators to discuss possible changes to the training schedule. • Dental Service Enhancement: Meet with dental care providers to understand their challenges and explore ways to improve patient treatment.

Signature of Student

Approved by IIHMR Mentor

WEEKLY REPORT

WEEK-7

Name of the Organization: NHM, Chandigarh

Area/ Department/ Project of Summer Internship Program: Quality Assurance

Name of the Student: Pankaj

Roll no. 1776

Stream: MBA Hospital & Health Management

Week-7

From: 17th June 2024 to 22th June 2024

Activity Done	• Solar Panel: Installed but non-functional. • Ventilation: ANM room ventilation status unclear. • Services Offered: Maternal health, child care, vaccinations. • Facilities and Interactions: Infrastructure needs improvement; mixed interactions with healthcare workers.
Linking theory (Classroom learning) with practice at your organization	• During my visit to the healthcare facility, I observed and analyzed various aspects of the healthcare services and infrastructure.
Gaps identified on the working area	• Non-Functioning Solar Panel: • Observation: The solar panel is installed but not operational. • Impact: This can lead to unreliable power supply, especially in remote areas where solar energy could be crucial. • Ventilation in ANM (Auxiliary Nurse Midwife) Rooms: • Observation: It needs to be confirmed whether proper ventilation is available. • Impact: Poor ventilation can affect the health and efficiency of healthcare workers and patients. • Availability and Accessibility of Healthcare Services: • Types of Services Offered: 1. Maternal Health: Prenatal, postnatal care, and safe delivery services. 2. Child Care: Routine check-ups, growth monitoring, and treatment of common illnesses. • Vaccinations: Immunization programs for various age groups. • Condition of Health Facilities and Infrastructure: 1. Observation: Need to assess the cleanliness, maintenance, and adequacy of medical equipment. • Interactions Between Healthcare Workers and Beneficiaries: 1. Positive Aspects: Dedication and empathy of healthcare workers. • Areas for Improvement: Communication skills, patient education, and timely service delivery.
Suggestions for improvement	• Solar Panel Activation:

	1. Coordinate with technical experts to repair and activate the solar panel. 2. Regular maintenance schedule to ensure continuous operation. • Ventilation Enhancement: 1. Conduct a ventilation assessment in ANM rooms. 2. Install additional windows or ventilation systems if necessary. • Healthcare Services Optimization: 1. Increase awareness and accessibility of available services through community outreach programs. 2. Regular training for healthcare workers to improve communication and service delivery. • Enhance infrastructure by ensuring cleanliness, adequate medical supplies, and proper maintenance of equipment.
Plan for the next week	Follow-Up on Solar Panel: • Contact the responsible department or personnel to address the non-functioning solar panel. • Schedule a visit with a technician to assess and repair the solar panel. Ventilation Assessment: • Inspect ANM rooms for ventilation adequacy. • Document findings and propose necessary improvements. Service and Infrastructure Review: • Conduct detailed assessments of maternal health, child care, and vaccination services. • Evaluate the condition of health facilities, focusing on cleanliness and equipment. Observe and record interactions between healthcare workers and beneficiaries to identify specific areas for training and improvement

Signature of Student

Approval of IIHMR University Mentor

WEEKLY REPORT

WEEK-8

Name of the Organization: NHM, Chandigarh

Area/ Department/ Project of Summer Internship Program: Quality Assurance

Name of the Student: Pankaj

Roll no. 1776

Stream: MBA Hospital & Health Management

Week-8

From: 24th June 2024 to 29th June 2024

Activity Done	• Training Workshops: Conducted interactive training sessions to apply theoretical knowledge in practical healthcare settings, focusing on improving patient care and operational efficiency. • Implementation of Protocols: Introduced and implemented new protocols based on classroom theories to streamline processes and enhance healthcare delivery quality. • Feedback and Assessment: Gathered feedback from healthcare professionals on the effectiveness of applied theories, facilitating continuous improvement and adaptation in daily practices.
Linking theory (Classroom learning) with practice at your organization	• Adapted Theoretical Concepts: Applied theoretical knowledge from academic courses directly into operational practices, focusing on enhancing efficiency and quality of healthcare services. • Hands-on Training and Workshops: Organized practical workshops and training sessions that allowed healthcare staff to implement learned theories in real-world scenarios, fostering skill development and effective application of knowledge.
Gaps identified on the working area	• Identify specific shortages and their impact on operations. • Evaluate the level of awareness and understanding beneficiaries have about the programs offered. • Identify any misconceptions or lack of information.
Suggestions for improvement	• Propose strategies to enhance the effectiveness and reach of specific health programs. • Suggest methods to increase awareness and understanding of programs among beneficiaries. • Recommend solutions to address identified shortages in infrastructure or staffing.
Plan for the next week	• Conducting additional assessments or observations. • Implementing suggested improvements. • Engaging with more beneficiaries to gather feedback. • Collaborating with healthcare workers to refine practices

Pankaj

Signature of Student

Approval of IIHMR University Mentor

Compiled Reporting Format

Name of the Organization: NHM, Chandigarh

Department: Quality Assurance

Name of the Student: Pankaj

Roll no: 1776

Stream: MBA (Hospital and Health Management)

Activity Done	• Applied NQAS and IPHS standards in real-world settings. • Conducted dental examinations. • Used problem identification and strategic planning during dispensary observations. • Entered NCD data. • Understood the e-Sanjeevani portal. • Conducted a medical equipment audit. • Checked availability of medicines and medical tests at Ayushman Arogya Mandir. • Analyzed population demographics and created a facility operations report. • Observed services such as maternal health, child care, and vaccinations. • Noted non-functional solar panels and unclear ventilation in ANM rooms. • Mixed interactions with healthcare workers. • Participated in malaria inspections and infection control. • Conducted population score surveys and worked with the antenatal care team. • Inspected tablet availability and assisted in compliance and departmental surveys. • Supported NQAS inspections and prepared relevant checklists. • Observed and assessed dispensary operations.
Linking theory (Classroom learning) with practice at your organization	1. Theoretical Knowledge Application: * Applied inventory control concepts during tablet inspections. * Used IPHS and NQAS knowledge in surveys and inspections. * Conducted dental examinations and dispensary observations. 2. Data Entry and Audits: * Entered NCD data and understood the e-Sanjeevani portal. * Identified items needing repair through medical equipment audits.

	* Checked medicine and medical test availability at Ayushman Arogya Mandir. * Analyzed population demographics and created reports. 3. New Dispensary Participation: * Observed and assessed maternal health, child care, and vaccinations. * Noted non-functional solar panels and unclear ANM room ventilation. * Identified infrastructure needs and mixed interactions with healthcare workers. 4. Workshops and Feedback: * Conducted interactive training workshops. * Gathered feedback from healthcare professionals. * Organized practical workshops for staff.
Gaps identified on the working area	* Lack of educational materials and follow-up for high-risk pregnancies. * Inconsistent stock levels and inefficient inventory tracking. * Gaps in IPHS compliance and medical equipment maintenance. * Limited availability of medical tests, requiring external referrals. * Technical issues with healthcare portals. * Irregular malaria inspections and outdated safety protocols. * Incomplete population surveys. * Gaps in dental services, such as lack of Root Canal Treatments (RCT). * Space constraints and need for improved training schedules.

	* Non-functional solar panels and unclear ventilation in ANM rooms. * Mixed interactions with healthcare workers, requiring better communication and service delivery.
Suggestions for improvement	Suggestions for Improvement: 1. Educational and Follow-up Systems: Develop educational materials and a follow-up system for antenatal care. 2. Inventory Management: Introduce an automated inventory system and conduct regular stock audits. 3. Standards Compliance: Standardize IPHS compliance and address infrastructure gaps Enhance documentation and conduct regular NQAS training sessions 4. Equipment and Testing: Establish a regular maintenance schedule for medical equipment. Expand in-house medical testing to reduce reliance on external labs 5. IT and Safety: Improve IT support for healthcare portals. Update and enforce safety protocols through regular training. 6. Survey and Space Optimization: Expand survey scope to include diverse demographic groups Optimize space utilization and

	adjust training schedules for continuous patient care. 7. Dental and Infrastructure Improvements: Enhance dental services through proper training and resources. Repair non-functional solar panels and assess ANM room ventilation. Increase awareness and accessibility through community outreach. 8. Overall Service Optimization: Provide regular training for healthcare workers to improve communication. Ensure infrastructure cleanliness and adequate medical supplies. Propose strategies to enhance health programs and address infrastructure or staffing shortages.
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Signature of Student

Approval by IIHMR University mentor