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About the Organization: Ayushman Arogya Mandir

Ayushman Arogya Mandir aims to provide comprehensive health services, including preventive, promotive, curative, rehabilitative, and palliative care. With 1,50,000 centers offering universal, free primary healthcare, it emphasizes wellness and community-based services. These centers offer expanded services including non-communicable diseases, mental health, emergency care, and free essential drugs and diagnostics.

Mission and Vision

Mission: "Provide comprehensive, accessible, and affordable healthcare to the community".

Vision: "To be a leading healthcare facility known for quality care and community outreach." (Ref.-<https://ab-hwc.nhp.gov.in/>)

SWOT Analysis

STRENGTHS:

- Comprehensive Healthcare
- Universal and Free Services
- Integrated Services
- Essential Drugs and Diagnostics

WEAKNESS:

- Resource Constraints
- Training and Capacity Building
- Staff motivation challenges

OPPORTUNITIES:

- Technological Integration
- Partnerships
- Health Promotion

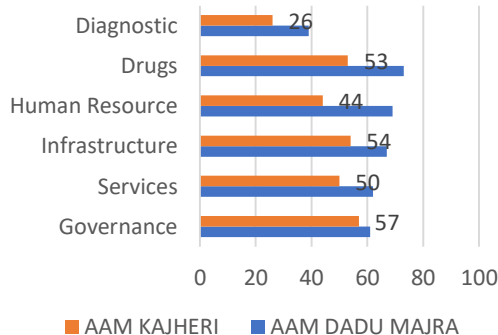
THREATS:

- Funding and Sustainability
- Epidemics and Pandemics
- Competition

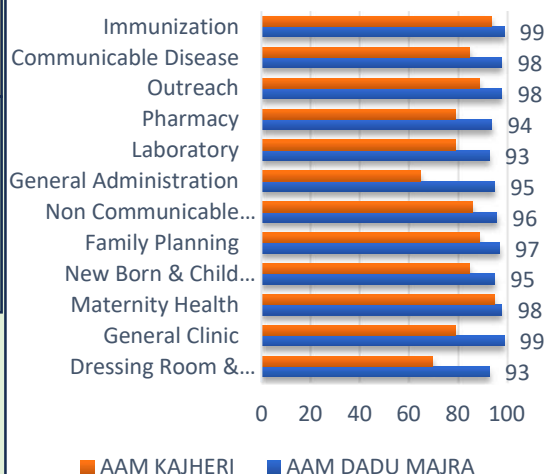
METHODOLOGY

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). The assessment identified gaps and an action plan along with suggestions was prepared.

IPHS SCORECARD



NQAS SCORECARD



USEFULLNESS OF INTERNSHIP

- Gained practical skills.
- Developed problem-solving abilities.
- Built professional connections.
- Developed communication skills.
- Interactions with colleagues and supervisors

LEARNINGS VALUE ADDITION

- Enhanced critical thinking and problem-solving abilities by addressing various challenges.
- Gained proficiency in using Departmental NQAS & IPHS tools efficiently
- Obtained practical experience through direct fieldwork
- Acquired expertise in planning, executing, and managing projects
- Refined communication skills through regular interactions with colleagues, clients, and supervisors.

CHALLENGES FACED

- Challenges in motivating staff to consistently participate in quality improvement efforts.
- Staff shortages leading to compromised service delivery and heightened workloads.
- Limited opportunities for staff training and skill development.
- Insufficient familiarity with Standard Operating Procedures (SOPs).
- Difficulty in integrating new technologies or practices into existing workflows.

SUGGESTIONS

- Install clear and visible signage throughout the campus to assist in navigation and improve accessibility for all visitors.
- Implement a rainwater harvesting system to conserve water and promote sustainable practices within the facility.
- Install fire alarm systems
- Implement a multi-channel feedback system to gather patient insights and regularly act on the feedback.
- Perform a technical audit on ANM TABS and establish a technical support team for prompt issue resolution.

Organisation Structure

