

SUMMER INTERNSHIP PROGRAM
AT
QUALITY ASSURANCE
AYUSHMAN AROGYA MANDIR
NATIONAL HEALTH MISSION, CHANDIGARH

From 6th May 2024 to 5th July 2024

A REPORT BY
Mukesh Kumar Dudi
Roll No 1756
MBA (HOSPITAL AND HEALTH MANAGEMENT)

2023-25

Under the Mentorship of
DR. NUTAN P. JAIN
(ASSOCIATE PROFESSOR)





National Health Mission

Chandigarh Administration

STATE PROGRAMME MANAGEMENT UNIT

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Memo No: NHM-UT/

3447

Dated

5/7/24

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Mukesh Kumar Dudi S/o Sh. Sahab Ram 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.

for

Nodal Officer
Mission Director
National Health Mission, U.T,
4th Floor, Administrative Block,
GMSH-16, Chandigarh

Nodal Officer
State Health Society
National Health Mission
U.T., Chandigarh



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

IIHMR University Faculty Mentor Approval

This is to certify that Mr. Mukesh Kumar Dudi of academic year 2023-25 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: 22/07/2024

A handwritten signature in blue ink, appearing to read 'Hav', written over the printed name of the faculty mentor.

(Signature of Faculty Mentor)

Dr. Nutan P. Jain

Professor

IIHMR University, Jaipur

WEEKLY REPORT

WEEK - 1

Name of the Organization: NHM, Chandigarh

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

Name of the Student: Mukesh KUMAR Dudi

Roll no. 1756

Stream: MBA Hospital & Health Management

Week no: 1

From: 6th May 2024 to 11th May 2024

ACTIVITY DONE	• Analyzed the numbers and credibility of data entries done on public health portals like RCH, NCD, DVDMS. • Observed working of AAM-Daddu Majra, interacted with the community and the staff members for a better understanding and gap finding. • Partially filled the checklist for field visit of AAMs. • Generated ABHA ID
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	• Understood the organizational structure along with hierarchy. • Identified the key personnel at AAM and enquired about the area served and population structure, Daily OPD registrations with both medical and AYUSH officers, number of beneficiaries under each ANM and the services they provide. • Compared the numbers of diagnostic tests and drugs available at the AAM with the list to identify the missing numbers.
GAPS IDENTIFIED ON THE WORKING AREA	• Inadequate infrastructure contributing to patient dissatisfaction and reduced numbers seeking preventive care. • High workload on ANMs and poor internet connectivity leading to incomplete entries on health portals. • Device for making entries are not working properly.

SUGGESTIONS FOR IMPROVEMENT	• Improved and effective internet connectivity to conduct teleconsultations and data entry on portals. • More staff to be provided to AAM and reduce workload of ANMs to get quality data on portals. • Area for wellness activities to be cleaned appropriately and made presentable for maximum participation. • Inform higher authorities about devices
PLAN FOR THE NEXT WEEK	• Field visit • Understanding other portals like Next Gen e-Hospital, U-WIN, e-WIN, HMIS, and HWC. • Understanding the quality standards of AAMs and filling checklists.

WEEKLY REPORT

WEEK-2

Name of the Organization: NHM, Chandigarh

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

Name of the Student: Mukesh kumar Dudi

Roll no. 1756

Stream: MBA Hospital & Health Management

Week-2

From: 13th May 2024 to 18th May 2024

ACTIVITY DONE	• Facilitated entries on NCD portal. • Filled up IPHS checklists for Kayakalpa, laboratory, PHARMACY with the help of Medical officer, LHV, ANMs, MPHW, Pharmacist, Lab technician etc.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	• The NQAS have been crafted to meet the distinct needs of public health facilities, incorporating global best practices. These standards apply to District Hospitals (DHs), Community Health Centers (CHCs), Primary Health Centers (PHCs), and Urban Primary Health Centers (UPHCs). They are designed to help providers evaluate and enhance the quality of their services according to predefined criteria, ultimately guiding facilities towards certification.
GAPS IDENTIFIED ON THE WORKING AREA	• Poor condition of tabs, along with poor or no internet connectivity. • Unavailability of both medical officers of the area on the same day as per duty rosters. (AAM-Daddu Majra), causing inconvenience to patients. • Water supply system is not properly maintained at staff washroom.
SUGGESTIONS FOR IMPROVEMENT	• If the tabs are not working, mobile phones or other devices should be registered for continuous workflow. • Duty rosters to be carefully monitored so that at least one Medical Officer is available every day in the area in case of emergency. • Displaying posters for ABHA and EHRs to make patients aware of the benefits. • Asking patients to get their Aadhar cards and linked mobile numbers while coming for OPD visits compulsorily.
PLAN FOR THE NEXT WEEK	• Completing NQAS and IPHS checklists

WEEKLY REPORT

WEEK-3

Name of the Organization: NHM, Chandigarh

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

Name of the Student: Mukesh kumar Dudi

Roll no. 1756

Stream: MBA Hospital & Health Management

Week no: 3

From: 20th May 2024 to 25th May 2024

ACTIVITY DONE	• Completed various checklists of NQAS- family planning, communicable diseases, general clinic, immunization, maternity health, dressing room and emergency and outreach • Facilitating health camp, increasing the reach by announcement at public gatherings. • Completed IPHS checklists.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	• Majorly all NQAS and IPHS requirements are being complied to at AAM and the functions expected to be performed are being done well. • Most facilities are available as specified in standards.
GAPS IDENTIFIED ON THE WORKING AREA	• Manual Vacuum Aspiration (MVA) service and its equipment not available. • Leprosy drugs and services are not available. • Unavailability of X-ray view box. • No procedure for preservation of samples of MLC cases. • Unavailability of fixtures. • Emergency drug tray doesn't contain all the drugs and is not well labelled. • Mahila Arogya Samiti has not been formed and the functions are not being performed.
SUGGESTIONS FOR IMPROVEMENT	• Emergency drug tray should be regularly checked and well labelled to avoid any hassle at the time of emergency. • Mock drills and fire safety training of staff to be conducted.
PLAN FOR THE NEXT WEEK	• Preparation of final report. • Outreach programme

WEEKLY REPORT

WEEK-4

Name of the Organization: NHM, Chandigarh

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

Name of the Student: Mukesh kumar Dudi

Roll no. 1756

Stream: MBA Hospital & Health Management

Week-4

From: 27th May 2024 to 1th June 2024

Activity Done	• The official NHM report on AAM Dadu Majra is almost finished. • Told the various departments about their inadequacies and offered recommendations for how to make them better.
Linking theory with practice at your organization	• This week, there has been a lot of class room learning on the communication planning process
Gaps identified	• Unavailability of at least one disabled-friendly toilet. • Power audit of the facility has not been conducted.
Suggestions for improvements	• Talking about getting all of the staff involved in helping one another when patient traffic is high.
Plan for next week	• Arranging for next week's JAS meeting.

WEEKLY REPORT

WEEK-5

Name of the Organization: NHM, Chandigarh

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

Name of the Student: Mukesh kumar Dudi

Roll no. 1756

Stream: MBA Hospital & Health Management

Week- 5

From: 3rd June 2024 to 8th June 2024

Activity Done	• The official NHM report on Aam Dadu Majra is almost finished. • Told the various departments about their inadequacies and offered recommendations for how to make them better.
Linking theory with practice at your organization	• This week's classroom lesson focused on the communication planning strategy that is heavily utilized here.
Gaps identified	• Not all equipment is covered under AMC, including preventive maintenance (biochemistry analyzer not working). • Unavailability of generator/UPS for power backup is limited to only one unit.
Suggestions for improvements	• Holding talks to get all employees involved in supporting one another during high patient traffic.
Plan for next week	• Planning a JAS meeting next week.

WEEKLY REPORT

WEEK-6

Name of the Organization: NHM, Chandigarh

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

Name of the Student: Mukesh kumar Dudi

Roll no. 1756

Stream: MBA Hospital & Health Management

Week-6

From: 10th June 2024 to 15th June 2024

Activity Done	• The official NHM report on AAM Dadu Majra is finished. • Joined Kajheri sector upcoming AAM. • Talked with MO about the next plans. • Noted any gaps in the MCH room and got ready to fix them so the AEFI monitoring crew could see them.
Linking theory with practice at your organization	• This week, there has been a lot of class room learning on the communication planning process. especially audience analysis techniques and the counseling process.
Gaps identified	• Conduct a thorough review of current operations and compare them against the NQAS standards. • Engage with staff to identify areas where improvements are needed. • Create a detailed report outlining the gaps and potential solutions.
Suggestions for improvements	• Practice giving the order to clear the MCH room of any clutter. • Talked with MO about getting rid of all the old, ripped IEC materials.
Plan for next week	• Filling up the NQAS checklist initially.

WEEKLY REPORT

WEEK-7

Name of the Organization: NHM, Chandigarh

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

Name of the Student: Mukesh kumar Dudi

Roll no. 1756
Management

Stream: MBA Hospital & Health

Week-7

From: 17th June 2024 to 22th June 2024

Activity Done	• Completed the checklist for NQAS. • Communicated the shortcomings to MO and implemented specific action strategies. • Gave a talk on spill control and the three-bucket system.
Linking theory with practice at your organization	• This week's classroom instruction on the Three-Needs Theory has been heavily utilized. • In particular the counseling process and techniques for audience analysis
Gaps identified	• There is no proper arrangement for the identification and referral of common mental illnesses. • No kits are available for testing salt for the presence of iodine through salt testing kits.
Suggestions for improvements	• Point by point each gap identified would be carefully rectified within limits. • Printing of new IEC materials is in place.
Plan for next week	• Planning to go to an outreach session with ANM.

WEEKLY REPORT

WEEK-8

Name of the Organization: NHM, Chandigarh

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

Name of the Student: Mukesh kumar Dudi

**Roll no. 1756
Management**

Stream: MBA Hospital & Health

Week-8

From: 24th June 2024 to 29th June 2024

Activity Done	• Audited the drug & diagnostic inventory and presented the report to the nodal officer and to MO. • Organized yoga day. • Made a new complaint box and with MO's permission a place was designated for it.
Linking theory with practice at your organization	• Classroom learning about Three - needs theory greatly used here in this week. • Especially counselling process and audience analysis strategies.
Gaps identified	• Workbenches are not chemical-resistant. • No training of laboratory technicians on the EQA module. • Glassware is unavailable. • Instruments for biochemistry are not functional
Suggestions for improvements	• Point by point each gap identified would be carefully rectified within limits.
Plan for next week	• Planning to submit the 2nd report of the AAM Kajheri to NHM.

Compiled Reporting Format

Name of the Organization: NHM, Chandigarh

Department: Quality Assurance

Name of the Student: Mukesh Kumar Dudi

Roll no: 1756
Management

Stream: MBA in Hospital & Health

Activity Done	• Data Analysis and Interaction: Analyzed data entries on RCH, NCD, and DVDMS portals, observing the operations at AAM-Daddu Majra. Engaged with staff and the community to identify gaps. Generated ABHA IDs, facilitated NCD portal entries, and completed various IPHS checklists with the support of medical officers, ANMs, and other staff. • Checklists and Health Camps: Completed checklists for NQAS (family planning, communicable diseases, general clinic, immunization, maternity health, dressing room, emergency, and outreach). Facilitated health camps, increasing participation through public announcements. Almost completed the official NHM report on AAM Dadu Majra, identified and communicated gaps to departments, and joined Kajheri's upcoming AAM. • Inventory and Events: Audited the drug and diagnostic inventory, presenting the report to the nodal officer and MO. Organized Yoga Day and established a new complaint box with MO's permission. Conducted talks on spill control and the three-bucket system.
Linking theory (Classroom learning) with practice at your organization	• Organizational Understanding: Gained insights into the organizational structure and hierarchy. Identified key personnel at AAM, understanding the area served, population structure, daily OPD registrations, and services provided by ANMs. Compared diagnostic tests and drug availability with standards to identify gaps. • NQAS and IPHS Compliance: Utilized NQAS and IPHS standards, which incorporate global best practices tailored for public health facilities, to ensure compliance. These standards help providers assess and improve their quality of services. Applied classroom learning on communication planning, audience analysis techniques, and the Three-Needs Theory. • Communication and Coordination: Focused on improving communication within the organization. This week's classroom learning emphasized communication planning processes and audience analysis, which were heavily utilized in practice. Encouraged staff collaboration, particularly during high patient traffic, to enhance service delivery.
Gaps identified on the working area.	• Infrastructure and Connectivity: Inadequate infrastructure leading to patient dissatisfaction and reduced preventive care. Poor internet connectivity and malfunctioning devices resulting in incomplete data entries. Unavailability of MVA services and equipment, leprosy drugs, X-ray view box, and procedures for preserving MLC case samples. Poor water supply maintenance in staff

	washrooms. • Staffing Issues: High workload on ANMs, unavailability of medical officers as per duty rosters causing patient inconvenience, and lack of staff coordination. Emergency drug trays were not well-labeled and lacked necessary drugs. Mahila Arogya Samiti not formed and its functions not performed.
Suggestions for improvement	• Enhancing Connectivity and Infrastructure: Improve internet connectivity for teleconsultations and data entry on portals. Provide functional devices for continuous workflow. Clean and present wellness activity areas for maximum participation. Maintain proper water supply in staff washrooms. • Staffing and Coordination: Increase staff to reduce the workload on ANMs, ensuring quality data entries on portals. Carefully monitor duty rosters to ensure the presence of at least one medical officer daily. Encourage staff to support one another during high patient traffic. Display posters for ABHA and EHRs to raise patient awareness of their benefits. Ensure patients bring Aadhar cards and linked mobile numbers for OPD visits. • Emergency Preparedness and Compliance: Regularly check and label emergency drug trays to avoid issues during emergencies. Conduct mock drills and fire safety training for staff. Practice clearing the MCH room of clutter and discuss discarding old IEC materials with the MO. Form Mahila Arogya Samiti and ensure its functions are performed. • Ongoing Improvements: Communicate shortcomings to the MO and implement specific action strategies. Use mobile phones or other devices if tabs are not working to ensure workflow continuity. Engage with staff to identify areas for improvement and create detailed reports outlining gaps and potential solutions. Print new IEC materials and ensure they are up-to-date and relevant