SUMMER INTERNSHIP PROGRAM

at

NHM, Odisha

From 1st May 2024 to 29th June

A REPORT BY

Ashmin Pattanaik

Master of Business Administration

(Hospital& health management)

2023-25

under the Mentorship of

DR. Alok Mathur

IIHMR UNIVERSITY

Completion Certification from the Organization

CERTIFICATE

This is to certify that Dr./Mr./Ms. Ashmin Pattanaik of HM-28th (batch) of IIHMR University (Name of the department/institute) has worked with our organization for his/her summer internship from 1st May, 2024 to 29th June, 2024 (date). The overall performance shown by him/her during the period was good. This certificate is being issued to meet the requirements of the IIHMR University.

Date: 15/07/2024

Biswajit Modak.

(Signature of organization Mentor)

Name: Dr. Biswajit Modak

Designation: Sr. Training Consultant
SHSRC, NHM - Odisha

Seal/Stamp of the Organization

ORISSA STATE HEALTH & F.W. SOCIETY

IIHMR UNIVERSITY

IIHMR University Faculty Mentor Approval

This is to certify that **MR. ASHMIN PATTANAIK** 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.

July 23, 2024

(Signature of Faculty Mentor)
Dr. Alok Kumar Mathur
Associate Professor
IIHMR UNIVERSITY JAIPUR

Date: 23rd July 2024

NHM Odisha E-Sanjeevani programme

Name-Ashmin Pattanaik, Roll No:1690, MBA HM 2023-25, Batch 28
University Mentor-Dr. Alok Kumar Mathur Organizational Mentor- Dr. Biswajit Modak

1.National Health Mission

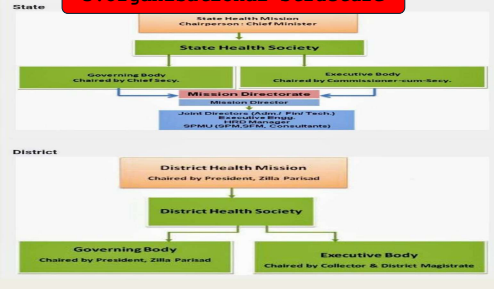
NHM is an initiative by the Government of India to provide universal access to affordable ,equitable and quality healthcare services. It was launched in the year 2013. It aims to provide superior health services to every age group and gender. E-Sanjeevani facilitates quick and easy access to doctors and medical specialists from smartphones. It can also access quality health services remotely via E-Sanjeevani by visiting the nearest Ayushman Bharat Health & Wellness Centre

2.Vision/ Mission

Attainment of universal access to equitable, affordable & quality health care service, accountable & responsive to people s needs, with effective inter sectoral convergent action to address the wider social determination of health

To improve availability and access to healthcare and universal access to public health services such as women's health, child health ,water sanitation, nutrition and immunization

3.Organisational structure



4. Difference between Practical exposure & Theoretical Understanding

PRACTICAL EXPOSURE

- Reviewed the hierarchy of healthcare delivery system.
- Primary data collection from diverse districts regarding E-sanjeevani
- Analyse collected data
- Discussion with private stakeholders(Jhpiego) to know the problem and challenges in E-Sanjeevani

THEORETICAL UNDERSTANDING

Gain practical exposure on E-Sanjeevani learned from Digital health module
Make research design ,data collection, and data analysis which I learned learned from research methodology module.

5.SWOT

Strength

- Easy access to doctors through smartphone or nearer HWC sub centre.
- Affordable
- Cost effective
- Specialist doctor treatment to remote patient

Weakness

- Poor internet facility.
- Lack of coordination among Sub-Hub, hub & spoke.
- Lack of training to healthcare professional.
- Same physician are not available in next day for check up

Opportunity

- Keeping virtual prescription of E-sanjeevani i.e. EMR, HER
- Geo location of patient should preserve to reduce the outbreak..
- Virtual prescription should consider in medical hospital for further check-up.

Threat

- Maintain the digital records to avoid the medico –legal matter.
- Maintain the privacy of the patient during the tele consultation process

6.Challenges faced during the internship

- Difficult to visit sample place in defined time period.
- Unavailability of staff.
- Lack of data provided for the initial study.

7. Learnings During Internship

- Learn the role of every point of health care delivery system.
- Learn research design, data collection & data analysis.

8. Usefulness of Internship

- grasp fresh experience regarding health care.
- Interaction with healthcare professional
- Closely monitor E-sanjeevani
- Learn about various stake holder and their collaboration.

9..Suggestion

•Coordinate inter-departmentally to address internet issues in Kandhamal.
•Provide hand holding support to spokes, sub-hubs, and hubs for smooth E-Sanjeevani operations.
•Offer regular orientation and training sessions.
•Determine patient load monthly based on internet connectivity.
•Upgrade the E-Sanjeevani portal to fix audio-visual issues and include syrup and medicine unit options.

Annexure-E

Reporting Format

(Weekly)

Name of the Organisation: NHM,Odisha

Area/ Department/ Project of Summer Internship Program: E-Sanjivani

Name of the Student: Ashmin Pattanaik

Roll no: 1690 **Stream:** MBA (Health &Hospital management)

Week no: 1st week **From:**……1-05-24……**to**……04-05-24……

Activity Done	• Went to the DPM &Epidemiologist to know the ground reality of the E-Saanjeebani • Then went to the CHC and talk to the developing partner Jhepigo to know the actual ground reality reality of E-
Linking theory (Classroom learning) with practice at your organisation.	• Hierarchy of the health delivery system. • E-sajeebani Advantage & dis-advantage
Gaps identified on the working area.	• Managemental issue • Administrative issue • Financial issue
Suggestions for improvement.	• We are working on the issue. I need more data to clarify and articulate the whole issue
Plan for the next week.	• Convey the problem statement to the organisational mentor. • Discuss for the filed visit for the data collection

Signature of the Student

Approved by the IIHMR University's Mentor

On the last day of every week report in the above format should be submitted to the faculty mentor. Submission of total 8 reports in 8 weeks is compulsory. Each report should not be more than 2 pages.

Annexure-E

Reporting Format
(Weekly)

Name of the Organisation: NHM,Odisha

Area/ Department/ Project of Summer Internship Program: E-Sanjivani

Name of the Student: Ashmin Pattanaik

Roll no: 1690 **Stream:** MBA (Health &Hospital management)

Week no: 2nd week **From:**06-05-24 **to**11-05-24

Activity Done	• Went to another CHC for more clarification regarding the issue. • Create the Research question ,Objective, Indicator for the final report . • Reviewing the various report about the E-Sanjeevani.
Linking theory (Classroom learning) with practice at your organisation.	• Hierarchy of the health delivery system. • E-sajeebani Advantage & dis-advantage from digital health • Research methodology (Research question, Objective,literature review)
Gaps identified on the working area.	• Operational issue(un-availbilityof doctor in portal,drug availability in PHC,etc) • Administrative issue(Monitoring,Supervision issue) • Financial issue (Incentive of personnel) • Patient satisfaction (unavailability of drug etc)
Suggestions for improvement.	• We are working on the issue. I need more data to clarify and articulate the whole issue
Plan for the next week.	• Meeting with E-sanjeevani officer of NHM for more clarification • Prepare Indicator, questionnaire for the data collection

Signature of the Student

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Annexure-E

Reporting Format

(Weekly)

Name of the Organisation: NHM,Odisha

Area/ Department/ Project of Summer Internship Program: E-Sanjivani

Name of the Student: Ashmin Pattanaik

Roll no: 1690 **Stream:** MBA (Health &Hospital management)

Week no: 3rd week **From:**11-05-24 **to**17-05-24

Activity Done	• Went to another Super hub, PHC &HWC for more clarification regarding the issue and talk to the CHO and staff nurse and accounts manager. • Create the Research questionnaire for the data collection. • Reviewing guidelines issued by the state govt. about the E-Sanjeevani.
Linking theory (Classroom learning) with practice at your organisation.	• Hierarchy of the health delivery system. • E-sajeebani Advantage & dis-advantage from digital health. • Research methodology (Research question, literature review)
Gaps identified on the working area.	• Operational issue (un-availability of doctor in portal, un-availability drug availability un-availability of camera in PHC for E-Sanjeevani etc) • Administrative issue (Monitoring, Supervision issue) • Financial issue (Incentive of personnel)
Suggestions for improvement.	• Requirement of Monitoring in the higher official for the smooth function • Upgradation in the guidelines (Clarification required regarding the guidelines) • Feedback system from the lower end to higher end which will multiply the output.
Plan for the next week.	• Received official letter for the primary data collection. • Plan for the field visit tour to **kandhamal tribal** area in odisha for the primary data collection and secondly **Cuttack** , **urban** area for the comparison study regarding the major challenges in pre-existing system of E-Sanjeevani.

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Annexure-E

Reporting Format

(Weekly)

Name of the Organisation: NHM,Odisha

Area/ Department/ Project of Summer Internship Program: E-Sanjivani

Name of the Student: Ashmin Pattanaik

Roll no: 1690 **Stream:** MBA (Health &Hospital management)

Week no: 4th week **From:**17-05-24 **to**25-05-24

Activity Done	• Complete all the question regarding the personal interview for the primary data collection. • Submit the official report to the DPM &CDMO for the primary data collection • Due to the election I scheduled for the coastal district cutack instead of kandhamal
Linking theory (Classroom learning) with practice at your organisation.	• Hierarchy of the health delivery system. • Research methodology (Research question, literature review, Data collection)
Gaps identified on the working area.	• Operational issue (un-availability of doctor in portal, un-availability drug availability un-availability of camera in PHC for E-Sanjeevani etc) • Administrative issue (Monitoring, Supervision issue, Hand holding system) • Financial issue (Incentive of personnel)
Suggestions for improvement.	• Requirement of Monitoring in the higher official for the smooth function • Upgradation in the guidelines (Clarification required regarding the guidelines) • Feedback system from the lower end to higher end which will multiply the output.
Plan for the next week.	• Went to the 2HWC-2PHC-2CHC-DHH -Medical college & hospital of cuttack to gather the data for the project of E-Sanjeevani. • In next phase I will travelled for the kandhamal for gather the data following the same place as I follow for the cuttack.

Signature of the Student

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Annexure-E

Reporting Format

(Weekly)

Name of the Organisation: NHM,Odisha

Area/ Department/ Project of Summer Internship Program: E-Sanjivani

Name of the Student: Ashmin Pattanaik

Roll no: 1690 **Stream:** MBA (Health &Hospital management)

Week no: 5th week **From:**25-05-24 **to**1-06-24

Activity Done	• Due to the election I scheduled for the coastal district Cuttack instead of kandhamal. • I completed my field visit in Cuttack and collect the primary data form two block. • Went to 2CHC,2PHC,2SC-HWC of peripheral block of Cuttack i.e. tangi,Bentkar
Linking theory (Classroom learning) with practice at your organisation.	• Hierarchy of the health delivery system. • Primary data collection. • Seeing practical challenges to provide the comprehensive primary health care.
Gaps identified on the working area.	• Operational issue (un-availability of doctor in portal, un-availability drug availability un-availability of camera in PHC for E-Sanjeevani etc) • Administrative issue (Monitoring, Supervision issue, Hand holding system) • Patient satisfaction (unavailability of drug etc)
Suggestions for improvement.	• Requirement of Monitoring by the higher official for the smooth function • Upgradation in the guidelines (Clarification required regarding the guidelines) • Feedback system from the lower end to higher end which will multiply the output.
Plan for the next week.	• Analyze the data collected from the cuttack • Travel for the another district kandhamal for the data collection.

Signature of the Student

Approved by the IIHMR University's Mentor

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Annexure-E

Reporting Format

(Weekly)

Name of the Organisation: NHM,Odisha

Area/ Department/ Project of Summer Internship Program: E-Sanjivani

Name of the Student: Ashmin Pattanaik

Roll no: 1690 **Stream:** MBA (Health &Hospital management)

Week no: 6th week **From:** 1-06-24 **to** 8-06-24

Activity Done	• Analyze the data collected from cuttack • Complete my data collection at Berhampur,Ganjam Odisha (superhub of E-Sanjeebani). • Travel to Phulbani for further data collection
Linking theory (Classroom learning) with practice at your organisation.	• Hierarchy of the health delivery system. • Primary data collection. • Seeing practical challenges to provide the comprehensive primary health care.
Gaps identified on the working area.	• Overburden employee by the various meetings and in program execution. • Lack of punctuality in the work . • unavailability of infrastructure in various point of health care delivery system including Sub-center and PHC.
Suggestions for improvement.	• Requirement of Monitoring by the higher official for the smooth function • Upgradation in the guidelines . (Clarification required regarding the existing guidelines). • Feedback system from the lower end to higher end which will multiply the output.
Plan for the next week.	• Travel for another district kandhamal for the data collection. • Analyze the data collection. • Prepare for the presentation

Signature of the Student

Approved by the IIHMR University's Mentor

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Annexure-E

Reporting Format

(Weekly)

Name of the Organisation: NHM,Odisha

Area/ Department/ Project of Summer Internship Program: E-Sanjivani

Name of the Student: Ashmin Pattanaik

Roll no: 1690 **Stream:** MBA (Health &Hospital management)

Week no: 7th week **From:** 8-06-24 **to** 15-06-24

Activity Done	• Complete my data collection at Berhampur, Ganjam Odisha (superhub of E-Sanjeebani). • Travel to Phulbani for further data collection. • Complete my primary data collection at Phulbani
Linking theory (Classroom learning) with practice at your organisation.	• Hierarchy of the health delivery system. • Primary data collection. • Seeing practical challenges to provide the comprehensive primary health care.
Gaps identified on the working area.	• Unavailability of internet service. • Lack coordination between in the hub sub hub &spoke. • unavailability of infrastructure in various point of health care delivery system including Sub-center and PHC & lack of supervision
Suggestions for improvement.	• Requirement of Monitoring and handholding support by the higher official for the smooth function • Feedback system from the lower end to higher end which will multiply the output. • Coordinating body is necessary to run the system
Plan for the next week.	• Analyze the data collection. • Prepare for the presentation(Experience sharing).

Signature of the Student

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Annexure-E

Reporting Format

(Weekly)

Name of the Organisation: NHM,Odisha

Area/ Department/ Project of Summer Internship Program: E-Sanjivani

Name of the Student: Ashmin Pattanaik

Roll no: 1690 **Stream:** MBA (Health &Hospital management)

Week no: 8th week **From:**15-06-24 **to**22-06-24

Activity Done	• Complete all my primary data collection (Qualitative &quantitative data) • Analyse the mix data • Preparing for the experience sharing meeting (ppt . Presentation) • Preparing the report for the final submission
Linking theory (Classroom learning) with practice at your organisation.	• Hierarchy of the health delivery system. • Primary data collection. • Experiencing how the guidelines are violates in bock level
Gaps identified on the working area.	• Unavailability of internet service. • Lack coordination between in the hub sub hub &spoke. • unavailability of infrastructure in various point of health care delivery system including violating the guidelines in block level .
Suggestions for improvement.	• Requirement of Monitoring and handholding support by the higher official for the smooth function • Feedback system from the lower end to higher end which will multiply the output. • Coordination need to be strengthen and avoding standard target
Plan for the next week.	• Prepare report for the final submission

Signature of the Student

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Annexure-E

Reporting Format

(Weekly)

Name of the Organisation: NHM,Odisha

Area/ Department/ Project of Summer Internship Program: E-Sanjivani

Name of the Student: Ashmin Pattanaik

Roll no: 1690 **Stream:** MBA (Health &Hospital management)

Week no: 9th week **From:**22-06-24 **to**29-06-24

Activity Done	• Analyse the data • Prepare the final report • Experience sharing of 2 months internship at head office. • Submit the final report to TL.
Linking theory (Classroom learning) with practice at your organisation.	• Hierarchy of the health delivery system. • Primary data collection. • Experiencing how the guidelines are violates in bock level
Gaps identified on the working area.	• Unavailability of internet service. • Lack coordination between in the hub sub hub &spoke. • Unavailability of infrastructure in various point of health care delivery system including violating the guidelines in block level .
Suggestions for improvement.	• Requirement of Monitoring and handholding support by the higher official for the smooth function • Feedback system from the lower end to higher end which will multiply the output. • Coordination need to be strengthen and avoding standard target
Plan for the next week.	NA

Signature of the Student

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Compiled Reporting Format

Name of the Organization: NHM, Odisha

Area/ Department/ Project of Summer Internship Program:

Name of the Student: Ashmin Pattanaik

Roll no:1690 **Stream: Hospital &health management**

Activity Done	❖ Initially, the organization assigned me to identify major gaps in E-Sanjeevani in existing system in Odisha. I chose three goals: ♦ Financial issues ♦ Administrative issue ♦ Operational issue in order to complete my assignment. ❖ visited several medical colleges, CHCs, PHCs, and sub-centres to create my research indicator and a systematic questionnaire for gathering primary data.i studied various guidelines issued by the state government regarding E-Sanjeevani. ❖ Utilizing the purposive sample approach, I collected qualitative data from many healthcare delivery system points, including medical colleges, community health centres (CHCs), PHCs, and sub-centres, in two districts: coastal Cuttack and tribal area Kandhamal. ❖ Upon completion, I evaluate and distil the principal discoveries and their suggestions. and provide the final report to the company in hard copy to the team leader (TL) as well as through a presentation.
Linking theory (Classroom learning) with practiceat your organisation	I specially linked with E-Sanjeevani regarding the uses for the NCD disease from the digital health module. Secondly, I linked with health care delivery system. In this I get to learn the designated position in block level CHC and how they deal with the various program and their related data along with financial implication in the system. Thirdly I linked with research methodology basically basic technique like introduction, literature review, data collection, results.
Gaps identified on the working area.	There are several gaps identified as follows Lack of coordination among Hub, Sub-hub &spoke which lagging E Sanjeevani at kandhamal. (one of a area of my sample size) The poor internet connectivity at tribal district kandhamal which is a major hindrance to execute E-Sanjeevani. There are several CHO&MO does not have login credential for the There is following gaps in E-sanjeevani portal • In E-sanjeevani no scope to mention about syrup as an option of medication. • It is observed that in the portal schedule of consumption of drugs are not available. • In the portal medicine list is not exhaustive in nature. • Unit of medicine should be mentioned in place of Tsp

Suggestions for improvement	• Inter-departmental coordination &priority intervention may be taken to address the internet issue • There should be hand holding support to spokes, Sub-hub, hub to ensure smooth operation of E-Sanjeevani initiatives. • Based on internet connectivity patient load on the monthly may be decided. • Video calling should be mandatory during the tele-consultation.

Signature of the Student

Approved by the IIHMR University's Mentor