

NATIONAL HEALTH MISSION

Vision: To emerge as the preferred healthcare provider among all public and private health facilities in Rajasthan.

Mission : To Strengthen the health of our community by providing accessible , compensate quality health care through a team of committed and value based professional.

ORGANIZATION STRUCTURE



OBJECTIVE

to evaluate the overall performance and service quality of Primary Health Centre (PHC) Goner, Jaipur II by employing a pre-defined structured checklist.

USEFULNESS OF INTERNSHIP

- Internship confirmed my interest in a particular field and helped me realize it's the right fit.
- Made connections with industry professionals who could offer guidance or potential job leads.
- Internship experience makes me a more competitive job candidate.
- Learned to take initiative, manage my own workload and work independently.

LEARNING AND VALUE ADDITION

- Developed critical thinking and troubleshooting skills by tackling challenges.
- Learned to use the NQAS tools effectively.
- Acquired hands-on knowledge by working directly in the field.
- Gained experience in planning, executing, and delivering projects.
- Improved verbal communication skills through interactions with colleagues, clients, and supervisors.
- Built relationships with professionals in the field, leading to potential future job opportunities.

- Adherence to Standardized Practices.
- Improved Patient Outcomes.
- Increased Patient Satisfaction

- Limited Staff.
- Budget Constraints.
- Equipment Shortages

- Attracts Additional Funding.
- Enhances Recognition.
- Improves Resources

- Staff Motivation Challenges
- Insufficient Staffing
- Lack of Training Opportunities

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL LEARNING

- I observed the translation of theoretical concepts into practical actions.
- I gained insights from colleagues, mentors, and through observation.
- I made errors and learned valuable lessons that refined my skills.
- I experienced the application and sharing of practical knowledge within a team.
- I improved my communication, time management, and interpersonal abilities, essential for any workplace.

CHALLENGES FACED DURING INTERNSHIP

- Challenges posed by harsh environmental conditions.
- Difficulty in motivating staff to consistently engage in quality improvement activities.
- Budget constraints hindering upgrades, maintenance, and staff incentives.
- Staff shortages impacting service delivery and increasing staff workload.
- Insufficient training opportunities for staff to develop skills and knowledge.
- Lack of familiarity with Standard Operating Procedures (SOPs).

PHC Score Card Before

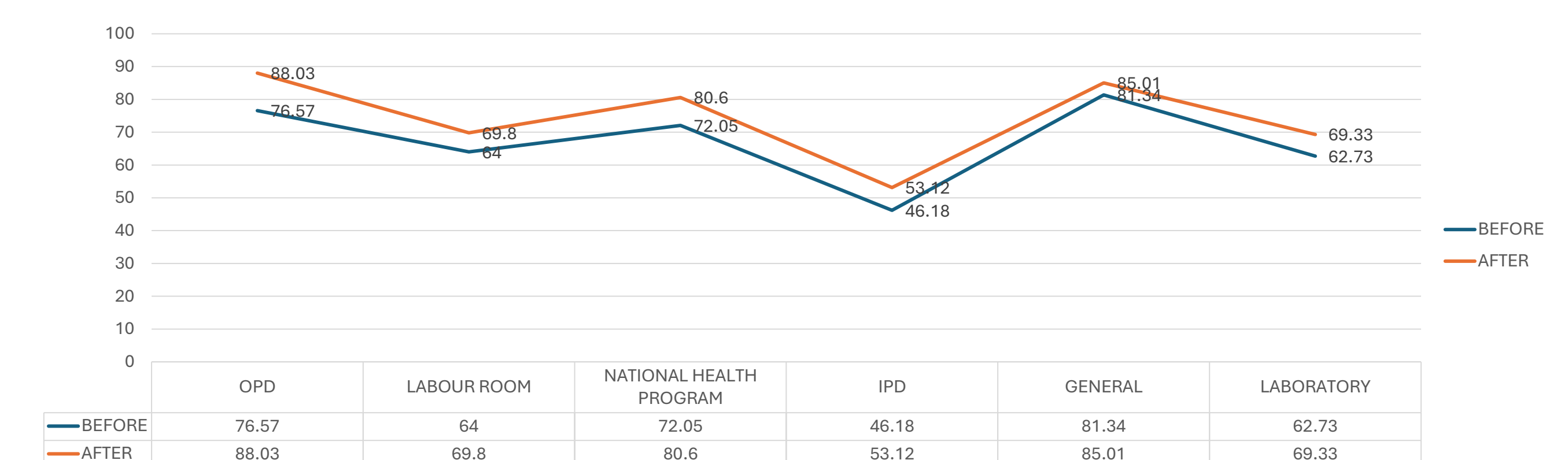
OPD	PHC GONER SCORE	LABORATORY
76.57	70.58	62.73
LABOUR ROOM		NATIONAL HEALTH PROGRAM
64		72.05
IPD		GENERAL
46.18		77.5

PHC Score Card After

OPD	PHC GONER SCORE	LABORATORY
83.03	70.58	77.35
LABOUR ROOM		NATIONAL HEALTH PROGRAM
69.8		80.6
IPD		GENERAL
53.12		85.1

Area of Concern wise Score

Service Provision	Patient's Right	Input	Support Services
69.82	66.46	66.21	81.25
Clinical Services	Hospital Infection Control	Quality Managemnt	Outcome
76.41	62.66	76.99	32.85



SUGGESTION / RECOMMENDATION

- Implement a system to recognize and reward staff for their efforts in quality improvement, including small bonuses, extra time off, or public acknowledgment.
- Motivate staff to take ownership of quality improvement initiatives and give them the autonomy to implement their ideas.
- Conduct regular training sessions provided by government agencies to keep staff updated.

Name: Amrit Raj Kar
Roll No. :1674
Stream: MBA Hospital & Health Management
Faculty Mentor: Dr. Deepti Sharma
Organization Mentor: Dr. Kiran Nagpal, state Nodal Officer, Quality Assurance)
Organization Name: **NHM Jaipur**

ABOUT NQAS

- Quality standard for public health facilities in India.
- Self-assessment for improvement and certification.
- Aims to improve public healthcare quality overall.

