



SUMMER INTERNSHIP PROGRAM

at

QUALITY ASSURANCE

NHM, RAJASTHAN

From 6th May 2024 to 5th July 2024

A REPORT BY

Amrit Raj Kar

MBA (HOSPITAL AND HEALTH MANAGEMENT)

2023-25

under the Mentorship of

DR. DEEPTI SHARMA

(ASSOCIATE PROFESSOR)





Government of Rajasthan
National Health Mission, Rajasthan
Department of Medical, Health & FW, Swasthya Bhawan, Jaipur
Tel.No.0141-2229108, Email ID: spm_raj.nrhm@yahoo.com

No. F 2 (153) NHM/SPM/2024/ 841

Dated: 5/7/24

CERTIFICATE

This is to certify that **Mr Amrit Raj Kar**, student of MBA, Indian Institute of Health Management Research (IIHMR University, Jaipur) has successfully completed his Summer Training at National Health Mission, Rajasthan from 06/05/2024 to 05/07/2024. He has worked on the project-

ASSESSMENT OF PHC GONER, JAIPUR II UNDER QUALITY ASSURANCE PROGRAM BY USING PRE-DEFINED STRUCTURED CHECKLIST

His performance was found satisfactory. We extend him good wishes for a bright and successful career ahead.

(Dr Jitendra Kumar Soni)
Mission Director, NHM
Special Secretary

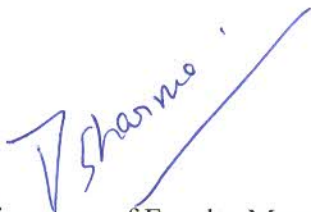
Medical Health & Family Welfare

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. AMRIT RAJ KAR** of academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEACH** as 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 25/07/24



(Signature of Faculty Mentor)

Dr. Deepti Sharma

**Associate Professor
IIHMR UNIVERSITY**

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



ABOUT NQAS

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

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

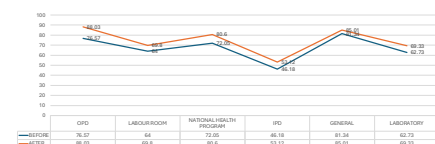
- Challenges posed by harsh environmental conditions.
- Difficulty in motivating staff to consistently engage in quality improvement activities.
- Budget constraints hindering upgrades, maintenance, and staff incentives.
- Staff shortages impacting service delivery and increasing staff workload.
- Insufficient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



PHC Score Card Before			PHC Score Card After		
OPD	PHC GONER SCORE	LABORATORY	OPD	PHC GONER SCORE	LABORATORY
76.57	70.58	62.73	83.03	70.58	77.35
LABOUR ROOM		NATIONAL HEALTH PROGRAM	LABOUR ROOM		NATIONAL HEALTH PROGRAM
64		72.05	69.8		80.6
IPD		GENERAL	IPD		GENERAL
46.18		77.5	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 Management	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**

Weekly Report

Week 1

Name of the Organisation: NHM, Rajasthan

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

Name of the Student: Amrit Raj Kar

Roll no: 1674

Stream: MBA Hospital & Health Management

Week no: 1

From: 6th May 2024 to 9th May 2024

Activity Done	• The week started with the Orientation of different National Health programs that are operational in the state of Rajasthan. • Directors or State Program Officers generally introduce and teach about the concerned National Health Programs. Following is the day wise list of programmes introduced: • 1st Day: Family Welfare, Immunization & Supply Chain, Mobile Medical Units, Ayushman Arogya Manthan, Pre-Conception and Pre-Natal Diagnostic Techniques Act. • 2nd Day: Quality Assurance, Community Health, Mukhyamantri Nishulk Dava Yojna, Mukhyamantri Nishulk Jaanch Yojna, Maternal Health • 3rd Day: National Programme for Prevention and Control of Non-Communicable Diseases, National Vector Borne Disease Control Programme. • 4th Day: Integrated Disease Surveillance Programme
Linking theory (Classroom learning) with practice at your organisation	• Different aspects of Public Health studied in the classroom helped develop a better understanding of the National Health Programs along with the issues prevailing in the society. • Epidemiology and Demography was widely used to discuss the disease prevalence of different districts of Rajasthan. • The knowledge of the structure and working of public health Systems and several other Health institutions helped to better understand the framework.
Gaps identified on the working area.	• Till now we haven't performed any gap analysis to figure out the gaps as still the orientation is going on.

	• But from the lectures that we have received on different health programs we have figured out that despite efforts by the govt., are some the gaps that are hindering the success of these National Health Programs: a) Behaviour/perspectives of population b) Lack of technology integration due to technical limitations c) Lack of intersectoral coordination d) Lack of proper training and knowledge e) Resistance to change
Suggestions for improvement	NA
Plan for the next week	• The orientation would continue for the first two days of the week. • Then we'll be asked to choose a program of Interest and then we'll start working in our respective areas.

Anrit Raj Kar

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Week 2

Name of the Organisation: NHM, Rajasthan

Department: Quality Assurance

Name of the Student: Amrit Raj Kar

Roll no: 1674

Stream: MBA Hospital & Health Management

Week no: 2

From: 13th May 2024 to 17th May 2024

Activity Done	- The week started with the Orientation of different National Health programs that are operational in the state of Rajasthan. Following is the day wise list of programmes introduced: 1st Day: RBSK, RKSK, NPCB, NIDDCP, NPPCF. 2nd Day: NUMH, ASHA, DEO-FW, NOHP, NTEP. 3rd Day: Assigned to Quality Assurance Department. And brief about the department. 4th Day: Trained about the reporting system and database of the NQAS. 5th Day: Visit to the UPHC.
Linking theory (Classroom learning) with practice at your organisation	- Different aspects of Public Health studied in the classroom helped develop a better understanding of the National Health Programs along with the issues prevailing in the society. - Epidemiology and Demography was widely used to discuss the disease prevalence of different districts of Rajasthan. - The knowledge of the structure and working of public health Systems and several other Health institutions helped to better understand the framework.
Gaps identified on the working area.	Till now we haven't performed any gap analysis to figure out the gaps as still the orientation is going on.
Suggestions for improvement	NA

Plan for the next week	The visit to the PHC or UPHC.
-------------------------------	---

Amrit Raj Kar

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Week 3

Name of the Organisation: NHM, Rajasthan

Department: Quality Assurance

Name of the Student: Amrit Raj Kar

Roll no: 1674

Stream: MBA Hospital & Health Management

Week no: 3

From: 20th May 2024 to 24th May 2024

Activity Done	1st Day: Visit to the UPHC. For the review the NQAS Checklist. 2nd Day: Research Paper review on NQAS hospital in India. 3rd Day: Prepare Literature Review on 10 different research paper of NQAS & KAYAKALP certified hospital. 4th Day: Trained about the SOPs of the PHCs. 5th Day: Trained about the Checklist of the PHCs.
Linking theory (Classroom learning) with practice at your organisation	- Different aspects of Public Health studied in the classroom helped develop a better understanding of the National Health Programs along with the issues prevailing in the society. - The knowledge of the structure and working of public health Systems and several other Health institutions helped to better understand the framework.
Gaps identified on the working area.	Till now we haven't performed any gap analysis to figure out the gaps as still the orientation is going on.
Suggestions for improvement	NA
Plan for the next week.	The visit to the PHC

Amrit Raj Kar

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Week 4

Name of the Organisation: NHM, Rajasthan

Department: Quality Assurance

Name of the Student: Amrit Raj Kar

Roll no: 1674

Stream: MBA Hospital & Health Management

Week no: 4

From: 27th May 2024 to 31st May 2024

Activity Done	• 1st Day: Visit to the UPHC Khokhawas. For the review the NQAS Checklist. • 2nd Day: Visit to the PHC Bilwa. For the review the NQAS Checklist. • 3rd Day: Visit to the PHC Goner. For the review the NQAS Checklist. • 4th Day: Meeting & reporting to the Organisation Mentor. • 5th Day: Provided training to the staff of the PHC Goner about the NQAS checklist.
Linking theory (Classroom learning) with practice at your organisation	• Different aspects of Public Health studied in the classroom helped develop a better understanding of the National Health Programs along with the issues prevailing in the society. • The knowledge of the structure and working of public health Systems and several other Health institutions helped to better understand the framework.
Gaps identified on the working area.	• Till now we haven't performed any gap analysis to figure out the gaps as still the orientation is going on.
Suggestions for improvement	NA
Plan for the next week.	• The visit to the PHC Goner.

--	--

Amrit Raj Kar

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Week 5

Name of the Organisation: NHM, Rajasthan

Department: Quality Assurance

Name of the Student: Amrit Raj Kar

Roll no: 1674

Stream: MBA Hospital & Health Management

Week no: 5

From: 3rdMay 2024 to 7thMay 2024

Activity Done	• 1st Day: Visit to the PHC Goner. Provided training to the staff about the NQAS checklist. • 2nd Day: Internal assessment Done in the Laboratory as per the NQAS Checklist. • 3rd Day: Internal assessment Done in the Laboratory as per the NQAS Checklist. • 4th Day: Internal assessment Done in the OPD as per the NQAS Checklist. • 5th Day: Internal assessment Done in the OPD as per the NQAS Checklist.
Linking theory (Classroom learning) with practice at your organisation	• Different aspects of Public Health studied in the classroom helped develop a better understanding of the National Health Programs along with the issues prevailing in the society. • The knowledge of the structure and working of public health Systems and several other Health institutions helped to better understand the framework.
Gaps identified on the working area.	• They were not provided with proper commodities to meet required National Qualities Assurance Standard. • This is creating a negligence from their side to observe and undertake required National Qualities Assurance Standard
Suggestions for improvement	Government Should address this concern seriously to meet Required NQAS certification standards.
Plan for the next week.	• The visit to the PHC Goner.

--	--

Amrit Raj Kar

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Week 6

Name of the Organisation: NHM, Rajasthan

Department: Quality Assurance

Name of the Student: Amrit Raj Kar

Roll no: 1674

Stream: MBA Hospital & Health Management

Week no: 6

From: 10th May 2024 to 14th May 2024

Activity Done	• 1st Day: Internal assessment Done in the Labour room as per the NQAS Checklist. • 2nd Day: Internal assessment Done in the Indoor as per the NQAS Checklist. • 3rd Day: Internal assessment Done in the NHP as per the NQAS Checklist. • 4th Day: Internal assessment Done in the NHP as per the NQAS Checklist. • 5th Day: Internal assessment Done in the General Admin as per the NQAS Checklist.
Linking theory (Classroom learning) with practice at your organisation	• Different aspects of Public Health studied in the classroom helped develop a better understanding of the National Health Programs along with the issues prevailing in the society. • The knowledge of the structure and working of public health Systems and several other Health institutions helped to better understand the framework.
Gaps identified on the working area.	• They were not provided with proper commodities to meet required National Qualities Assurance Standard. • This is creating a negligence from their side to observe and undertake required National Qualities Assurance Standard
Suggestions for improvement	Government Should address this concern seriously to meet Required NQAS certification standards.
Plan for the next week.	• The visit to the PHC Goner.

--	--

Amrit Raj Kar

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Week 7

Name of the Organisation: NHM, Rajasthan

Department: Quality Assurance

Name of the Student: Amrit Raj Kar

Roll no: 1674

Stream: MBA Hospital & Health Management

Week no: 7

From: 18th May 2024 to 21st May 2024

Activity Done	• 1st Day: Action taken to full fill the gaps in the INDOOR and Labour room as per the NQAS Checklist. • 2nd Day: Action taken to full fill the gaps in the General Admin & LAB as per the NQAS Checklist. • 3rd Day: Action taken to full fill the gaps in the NHP & OPD as per the NQAS Checklist. • 4th Day: Reporting to the Organization mentor about the action taken and the regarding the university poster.
Linking theory (Classroom learning) with practice at your organisation	• Different aspects of Public Health studied in the classroom helped develop a better understanding of the National Health Programs along with the issues prevailing in the society. • The knowledge of the structure and working of public health Systems and several other Health institutions helped to better understand the framework.
Gaps identified on the working area.	• They were not provided with proper commodities to meet required National Qualities Assurance Standard. • This is creating a negligence from their side to observe and undertake required National Qualities Assurance Standard
Suggestions for improvement	Government Should address this concern seriously to meet Required NQAS certification standards.

Plan for the next week.

- The visit to the PHC Goner.

Amrit Raj Kar

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Week 8

Name of the Organisation: NHM, Rajasthan

Department: Quality Assurance

Name of the Student: Amrit Raj Kar

Roll no: 1674

Stream: MBA Hospital & Health Management

Week no: 8

From: 24th May 2024 to 28th May 2024

Activity Done	• 1st Day: Prepared a detailed report in the reporting system of the organization for further working. • 2nd Day: Submission of report and meeting with organizational mentor regarding findings. • 3rd Day: Collection of data for preparation of report. • 4th Day: Preparation of report and submission of finding. • 5th Day: Presentation and further processing and photography.
Linking theory (Classroom learning) with practice at your organisation	• Different aspects of Public Health studied in the classroom helped develop a better understanding of the National Health Programs along with the issues prevailing in the society. • The knowledge of the structure and working of public health Systems and several other Health institutions helped to better understand the framework.
Gaps identified on the working area.	• They were not provided with proper commodities to meet required National Qualities Assurance Standard. • This is creating a negligence from their side to observe and undertake required National Qualities Assurance Standard
Suggestions for improvement	Government Should address this concern seriously to meet Required NQAS certification standards.

Plan for the next week.	Reporting to the university.

Amrit Raj Kar

Signature of the Student

Approved by the IIHMR University's Mentor

Compiled Reporting Format

Name of the Organisation: NHM, Rajasthan

Department: Quality Assurance

Name of the Student: Amrit Raj Kar

Roll no:1674

Stream: MBA (Hospital and Health Management)

Activity Done	This week commenced with a comprehensive orientation on various National Health programs operational in Rajasthan, led by Directors and State Program Officers. They provided in-depth knowledge about the programs, enhancing our understanding of their implementation and significance. Then we visited two Urban Primary Health Centres (UPHC) to evaluate their performance using the National Quality Assurance Standards (NQAS) checklist. These evaluations were crucial in assessing the quality of services provided and identifying areas for improvement. Additionally, we conducted reviews of the NQAS checklist at three different Primary Health Centres (PHC) in Jaipur, further expanding our quality assessment efforts. A significant part of the week involved providing training to the staff at PHC Goner on the NQAS checklist, equipping them with the necessary skills and knowledge to maintain high standards of healthcare delivery. Following the training, we conducted an internal assessment at PHC Goner, utilizing the NQAS checklist across six departments: OPD, Pharmacy, Laboratory, Indoor, General, and National Health Programs. This thorough assessment helped identify gaps and areas needing attention. To ensure continuous improvement, we took immediate action to address the gaps found during the internal assessment. By focusing on these gaps, we aim to enhance the quality of services in each department, ensuring better healthcare outcomes for the community. This week has
----------------------	---

	been instrumental in reinforcing the importance of quality assurance and continuous improvement in healthcare facilities across Rajasthan.
Linking theory (Classroom learning) with practice at your organisation	• Different aspects of Public Health studied in the classroom helped develop a better understanding of the National Health Programs along with the issues prevailing in the society. • The knowledge of the structure and working of public health Systems and several other Health institutions helped to better understand the framework. • Effective patients' communication plays an important role in medical centre. Communication theories such as the transition model of communication can help me to improve between healthcare professionals and patients. • Classroom learning including material development for information education and communication has been applied to practical activities within the hospital. • The health belief model is theoretical framework that may be utilised for analysing the patient's behaviour views and satisfaction.
Gaps identified on the working area.	A shortage of IEC (Information, Education, and Communication) materials, lack of patient privacy, and inadequately trained staff. Additionally, needles were being broken on tables without using cotton or spirit, which was unavailable. There was a lack of a lab technician available round the clock and no mobile medical unit. Necessary rooms were not maintaining the required temperatures, and there was a notable unavailability of fire extinguishers despite periodic training on their use. Poor hygiene practices were observed, and most staff were not trained or aware of the procedures outlined in the SOPs. These gaps underscore the urgent need for improvements to ensure quality healthcare delivery.
Suggestions for improvement	• Develop and distribute a comprehensive IEC material supply plan, partnering with health education organizations to create, print, and integrate digital IEC tools for broader reach. • Organize regular training sessions and workshops to improve staff skills and knowledge and develop a continuous professional development program focusing on practical skills and updated procedures. • Ensure at least one lab technician is available 24/7 by implementing a shift system, recruiting additional lab technicians if needed, and creating a rotational duty roster to cover all hours. • Install fire extinguishers in all critical areas, ensure they are regularly inspected, and conduct periodic fire safety drills and training sessions for all staff members.

	• Implement strict hygiene protocols, conduct regular cleanliness audits, provide adequate cleaning supplies, and train staff on proper hygiene practices. .
--	--

Signature of the Student

Approved by the IIHMR University's Mentor