

SUMMER INTERNSHIP PROGRAM

at

NHM, Chandigarh

From 06th May 2024 to 4th July 2024

A REPORT BY

Aishwarya Suresh

Master of Business Administration

Hospital and Health Management

2023-25

under the Mentorship of

Mrs. Seema Mehta





National Health Mission

Chandigarh Administration

STATE PROGRAMME MANAGEMENT UNIT

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Memo No: NHM-UT/

3449

Dated

5/7/2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Dr. Aishwarya Suresh D/o Sh. Suresh Kumar student of MBA (Hospital and Health Management) 2023-25 at Indian Institute of Health Management Research, IIHMR Jaipur has successfully completed her Internship Training from 06.05.2024 to 04.07.2024 in National Health Mission-U.T, Chandigarh. During this period, her 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 प्यार, माँ का दूध सम्पूर्ण।

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Aishwarya Suresh** of academic year 2023 – 25 of **Institute of Health Management Research** has prepared a poster with respect to her summer internship held during May-June 2024.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 24.07.2024

A handwritten signature in blue ink, appearing to read 'Seema Mehta', written over a light blue circular stamp.

Dr. Seema Mehta

Professor
IIHMR University, Jaipur

A STUDY ON THE NATIONAL QUALITY ASSURANCE STANDARDS (NQAS) SCORE OF AAM SECTOR 26 & AAM SARANGPUR, U.T., CHANDIGARH

ABOUT ORGANISATION

The National Health Mission was launched by the Government of India on April 12, 2005, to provide rural people, particularly vulnerable groups, with accessible, affordable, and high-quality health care.

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

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

ABOUT AAM & NQAS

National Health Mission, UT Chandigarh, operates 44 AYUSHMAN AROGYA MANDIRs, categorized into 29 AB HWCs (renamed as AYUSHMAN AROGYA MANDIRs) for comprehensive health and preventive care, and 15 Urban AYUSHMAN AROGYA MANDIRs under PM-ABHIM for urban health services.

Launched in 2013, the Ministry of Health & Family Welfare's NQAP recognizes high-performing health facilities with certification based on National Quality Assurance Standards (NQAS) across eight Areas of Concern.

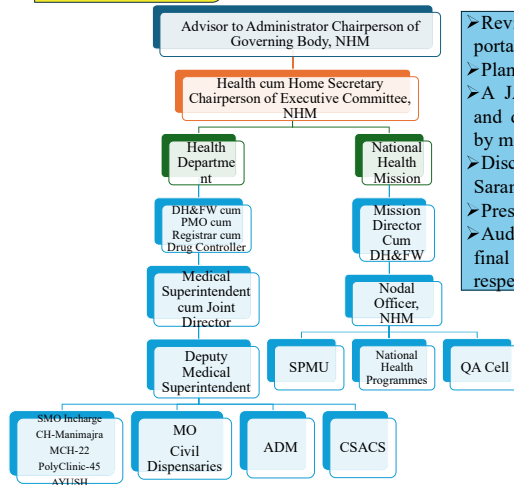
ABOUT PROJECT

AIM- Aimed to conduct a comprehensive analysis of AAM located in U.T., Chandigarh using NQAS, IPHS, and departmental checklists.

OBJECTIVES

- To identify current gaps in AAM SECTOR 26 & AAM SARANGPUR.
- To give suggestions to rectify such gaps before the external NQAS assessment

ORGANOGRAM



ACTIVITIES DONE

- Reviewed data and their entries for various government portals.
- Planned an ABHA ID awareness campaign.
- A JAS meeting where identified dispensary shortcomings, and departments were given some improvement suggestions by me.
- Discussed with MO the disposal of old, torn IEC materials at Sarangpur AAM.
- Presented on the 3-bucket system and spill management.
- Audited the drug & diagnostic inventory and presented the final report of both the AAM to the Nodal Officer and respective MO.

METHODOLOGY

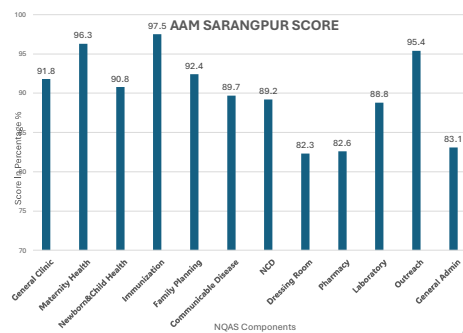
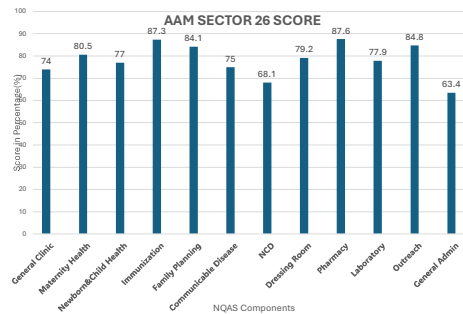
Study Design

A descriptive cross-sectional study was conducted to evaluate adherence to NQAS and departmental standards in two AAMs in Chandigarh.

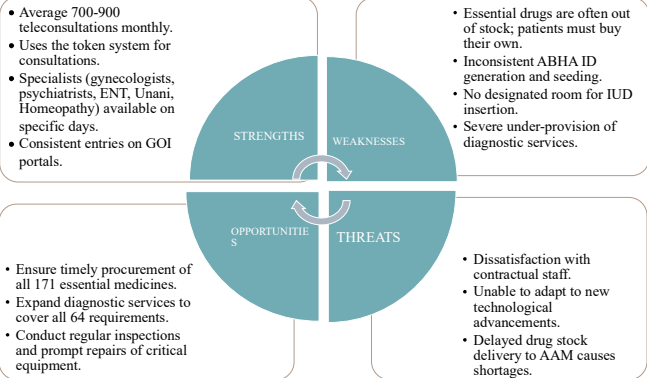
Data Collection Methods

- Observation: Direct observation of health center facilities, processes, and practices.
- Interviews: Semi-structured interviews with staff and patients.
- Records Review: Reviewed records across various GOI portals and registers for the current and previous month in two units. This included OPD, emergency, RCH, U-WIN, E-WIN, NCD, NIKSHAY, immunization, AEFI, MCH, pharmacy inventory, referral, and training records

ANALYSIS & INTERPRETATION



SWOT ANALYSIS OF AAM SECTOR 26 & SARANGPUR



CHALLENGES IN INTERNSHIP

- Staff hesitant to adopt new health initiatives.
- Insufficient incentives for ANMs and contractual staff, leading to feeling overburdened.
- Delayed responses from higher authorities on medicine stock, equipment, and repairs.
- Time constraints to sustain implemented changes.
- Lack of staff understanding of the initiative's importance and impact.

LEARNINGS & VALUE ADDITIONS

- Gained insights into the functioning of various IT portals and programs under NHM.
- Observed the ground-level operations of government organizations.
- Built self-confidence by giving presentations and advising leaders on improving their work habits.
- Learned about the daily operations of AAM and the communication hierarchy between authorities.

RECOMMENDATIONS

- Recruit adequate staff for all 12 expanded services.
- Provide refresher training and clear guidelines for comprehensive exams.
- Procure essential equipment, allocate budget, explore loan/rental options, and train staff on usage and maintenance.
- Install gender-sensitive and disability-friendly toilets at AAMs.
- Customize the NQAS checklist to align with state policies.

DIFFERENCE B/W THEORETICAL & PRACTICAL EXPOSURE

Theoretical Exposure

- Understanding protocols and the structure of government health organizations.
- Overview of various government health portals and their functions.

Practical Exposure

- Evaluate to uncover program strengths, flaws, and gaps, enabling targeted improvements.
- Understanding successes and shortcomings enhances outreach to disadvantaged communities and addresses emerging issues.



HOSPITAL QUALITY SCORE CARD			
AREA OF CONCERN WISE			
Service Provision	Patient Rights	Inputs	Support Services
86.7%	64.6%	87.3%	84.3%
AAM SECTOR 26 HOSPITAL SCORE			
76.9%			
Clinical Services	Infection Control	Quality Management	Outcome
83.3%	73.7%	31.7%	73.3%

HOSPITAL QUALITY SCORE CARD			
AREA OF CONCERN WISE			
Service Provision	Patient Rights	Inputs	Support Services
93.7%	86.2%	85.9%	91.3%
AAM SARANGPUR HOSPITAL SCORE			
89.4%			
Clinical Services	Infection Control	Quality Management	Outcome
94.1%	100.0%	69.5%	83.3%

SIP Weekly Report-1

Name of Organization: NHM Chandigarh

Area/Project of SIP: Quality work at AAM sector 26, Chandigarh

Name of student: Aishwarya Suresh

Roll No. – 1669

Stream: MBA Hospital & Health Management

Week no:1

From:06/05/24 To:11/05/24

Activity Done	• Had the induction round and gained insights into NHM Chandigarh. • Got allocated in sector 26 AAM for the 1st month. • Started the week with a detailed interaction with the MO In charge. • Filled out the standard quality checklist from NHM for AAM sector 26. • Introduced myself to the staff and got to know their working patterns. • Checked the data for various govt. portals filled out the entries.
Linking theory with practice in your organization	• Classroom learning about govt. organizational structures and their protocols directly applied through department briefings. • Classroom learning about the ANMs' and their working pattern is seen and understood more thoroughly on-site.
Gaps identified	• No punctuality among the staff. • Poor internet connectivity as the tower wire keeps breaking down due to animals. • Lack of cooperation between departments.
Suggestions for improvements	• Proper scheduling routines would lead to more productivity. • Weekly meetings of staff to discuss certain agendas and to speak what's on the mind.
Plan for next week	• Observing the school and field checkups with ANMs'. • Checking data records of all health portals.

Signature of Student: Aishwarya Suresh

Approved by the IIHMR University's Mentor

SIP Weekly Report-2

Name of Organization: NHM Chandigarh

Area/Project of SIP: Quality work at AAM sector 26, Chandigarh

Name of student: Aishwarya Suresh

Rollno:1669

Stream: MBA Hospital & Health Management

Week no:2

From:13/05/24 To:18/05/24

Activity Done	• Helped to fill out entries on various portals. • Aided the staff of AAM to acquire materials for their use in the dispensary from NHM. • Planning a campaign for awareness of ABHA ID. • Carried out child immunizations.
Linking theory with practice in your organization	• Classroom learning about govt. program RMNCH+A and their various sections are seen closely yet not fully. • Classroom learning about the govt. portals and their working are seen and understood more thoroughly on-site.
Gaps identified	• No biometric attendance for 2 regular staff members. • Whenever MO is on leave no provision of substitute from NHM.
Suggestions for improvements	• Discussing campaign awareness regarding ABHA ID among patients.
Plan for next week	• Observing the school and field checkups with ANMs and RBSK MO. • Fill out the NQAS 12 sheets and various others.

Signature of Student: Aishwarya Suresh

Approved by the IIHMR University's Mentor

SIP Weekly Report-3

Name of Organization: NHM Chandigarh

Area/Project of SIP: Quality work at AAM sector 26, Chandigarh

Name of student: Aishwarya Suresh

Rollno:1669

Stream: MBA Hospital & Health Management

Week no:3

From:20/05/24 To:25/05/24

Activity Done	• Started making the official report for NHM on AAM Sector 26. • Planning a campaign for awareness of ABHA ID. • Continuously filling out the IPHS – UPHC and NQAS assessment form.
Linking theory with practice in your organization	• Classroom learning about govt. program RMNCH+A and their various sections are seen closely yet not fully. • Classroom learning about the govt. workers and their work seen and understood more thoroughly on site.
Gaps identified	• Contract workers are excessively grilled more than regular workers. • Whenever MO is on leave no provision of substitute from NHM.
Suggestions for improvements	• Discussing campaign awareness regarding ABHA ID among patients. • Talking about installing an RO water facility for patients.
Plan for next week	• Fill out the NQAS 12 sheets and various others.

Signature of Student: Aishwarya Suresh

Approved by the IIHMR University's Mentor

SIP Weekly Report-4

Name of Organization: NHM Chandigarh

Area/Project of SIP: Quality work at AAM sector 26, Chandigarh

Name of student: Aishwarya Suresh

Rollno:1669

Stream: MBA

Hospital & Health
Management

Week no:4

From:27/05/24 To:01/06/24

Activity Done	• The official report for NHM on AAM Sector 26 is almost complete. • Informed the distinct departments about their shortcomings and provided suggestions on how to improve them.
Linking theory with practice in your organization	• Classroom learning about communication planning methods was greatly used here this week.
Gaps identified	• According to the NQAS checklist numerous gaps are found in every department.
Suggestions for improvements	• Discussing to engage all staff to help one another when patient footfall is huge.
Plan for next week	• Planning a JAS meeting next week.

Signature of Student: Aishwarya Suresh

Approved by the IIHMR University's Mentor

SIP Weekly Report-5

Name of Organization: NHM Chandigarh

Area/Project of SIP: Quality work at AAM sector 26, Chandigarh

Name of student: Aishwarya Suresh

Roll No.- 1669

Stream: MBA Hospital & Health Management

Week no:5

From:03/06/24 To:08/06/24

Activity Done	• The official report for NHM on AAM Sector 26 is almost complete. • A JAS meeting took place where various shortcomings in the dispensary were discussed and a conclusion. • Informed the distinct departments about their shortcomings and provided suggestions on how to improve them.
Linking theory with practice in your organization	• Classroom learning about communication planning methods was greatly used here this week. • Especially counseling process and audience analysis strategies.
Gaps identified	• According to the NQAS checklist numerous gaps are found in every department.
Suggestions for improvements	• Discussing to engage all staff to help one another when patient footfall is huge.
Plan for next week	• Submitting a final report on AAM 26 to NHM to Dr. Charru Singla, Nodal officer. • Planning to join the next AAM.

Signature of Student: Aishwarya Suresh

Approved by the IIHMR University's Mentor

SIP Weekly Report-6

Name of Organization: NHM Chandigarh

Area/Project of SIP: Quality work at AAM Sarangpur, Chandigarh

Name of student: Aishwarya Suresh

Rollno:1669

Stream: MBA

Hospital & Health
Management

Week no:6

From:10/06/24 To:15/06/24

Activity Done	• Official report for NHM on AAM Sector 26 complete. • Joined the next AAM in Sarangpur. • Discussed with MO about the plans. • Observed gaps in the MCH room and prepared for its rectification for the AEFI surveillance team.
Linking theory with practice in your organization	• Classroom learning about communication planning methods was greatly used here this week. • Especially counseling process and audience analysis strategies.
Gaps identified	• Too soon to tell.
Suggestions for improvements	• Instructing the cleaning of the clutter of the MCH room. • Discussed with MO regarding discarding all old, torn IEC materials.
Plan for next week	• Starting to fill the NQAS checklist.

Signature of Student: Aishwarya Suresh

Approved by the IIHMR University's Mentor

SIP Weekly Report-7

Name of Organization: NHM Chandigarh

Area/Project of SIP: Quality work at AAM Sarangpur, Chandigarh

Name of student: Aishwarya Suresh

Rollno:1669

Stream: MBA Hospital & Health Management

Week no:7

From:17/06/24 To:22/06/24

Activity Done	• Filled out the NQAS checklist. • Conveyed the gaps to MO and certain action plans taken. • Gave a presentation about the 3-bucket system and spill management.
Linking theory with practice in your organization	• Classroom learning about the Three - theories was greatly used here this week. • Especially counseling process and audience analysis strategies.
Gaps identified	• Numerous gaps were found via the NQAS checklist.
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.

Signature of Student: Aishwarya Suresh

Approved by the IIHMR University's Mentor

SIP Weekly Report-8

Name of Organization: NHM Chandigarh

Area/Project of SIP: Quality work at AAM Sarangpur, Chandigarh

Name of student: Aishwarya Suresh

Rollno:1669

Stream: MBA Hospital & Health Management

Week no:8

From:24/06/24 To:29/06/24

Activity Done	• Audited the drug & diagnostic inventory and presented the report to the nodal officer and MO. • Organized yoga day. • Made a new complaint box and with MO's permission a place was designated for it.
Linking theory with practice in your organization	• Classroom learning about the Three - theories was greatly used here this week. • Especially counseling process and audience analysis strategies.
Gaps identified	• Numerous gaps were found via the NQAS checklist.
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 Sarangpur to NHM.

Signature of Student: Aishwarya Suresh

Approved by the IIHMR University's Mentor

SIP Compiled Report

Name of Organization: NHM Chandigarh

Area/Project of SIP: Quality work at AAM sector 26 & Sarangpur, Chandigarh

Name of student: Aishwarya Suresh

Rollno:1669

Stream: MBA

Hospital & Health
Management

Activity Done	Week 1 (From: 06/05/24 To: 11/05/24) • Induction Round: Participated in an induction round at NHM Chandigarh to gain insights into the organization's operations and protocols. • Allocation: Assigned to work at Sector 26 AAM for the first month. • Interaction with MO In Charge: The week began with a detailed discussion with the medical officer to understand the operational structure and ongoing issues. • Quality Checklist: Completed the standard quality checklist from NHM specific to AAM Sector 26. • Staff Introduction: I introduced myself to the staff and observed their working patterns to understand the workflow and dynamics. • Data Checking: Reviewed data entries for various government portals to ensure accuracy and completeness. Week 2 (From: 13/05/24 To: 18/05/24) • Portal Entries: Assisted in filling out entries on various government health portals, ensuring data accuracy. • Material Acquisition: Helped the staff of AAM to acquire necessary materials for the dispensary from NHM, facilitating resource availability. • Campaign Planning: Planned a campaign to raise awareness about ABHA ID among patients and community members. • Child Immunizations: Participated in the immunization program, administering vaccines to children and ensuring adherence to protocols. Week 3 (From: 20/05/24 To: 25/05/24) • Report Preparation: Started drafting the official report for NHM on the quality work being done at AAM Sector 26.
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- Campaign Planning Continuation: Continued planning the ABHA ID awareness campaign, detailing strategies for effective outreach.
- Assessment Forms: Continuously filled out the IPHS – UPHC and NQAS assessment forms to document compliance and identify gaps.

Week 4 (From: 27/05/24 To: 01/06/24)

- Report Completion: The official report for NHM on AAM Sector 26 was nearing completion.
- Feedback and Suggestions: Provided feedback to various departments about their performance and suggested improvements based on observed gaps.
- Communication Planning: Applied classroom learning on communication planning methods to enhance staff engagement and coordination.

Week 5 (From: 03/06/24 To: 08/06/24)

- Finalizing Report: Finalized the official report for NHM on AAM Sector 26.
- JAS Meeting: In the JAS meeting where various shortcomings in the dispensary were discussed, and some solutions were formulated.
- Staff Engagement: Engaged with different departments, providing suggestions for improvement and encouraging collaboration to handle high patient footfall.

Week 6 (From: 10/06/24 To: 15/06/24)

- Report Submission: Completed the official report for NHM on AAM Sector 26 and submitted it.
- Joining AAM Sarangpur: Joined the next AAM project in Sarangpur.
- Plan Discussion with MO: Discussed plans with the MO at Sarangpur to align goals and expectations.
- Gap Observation: Observed gaps in the Maternal and Child Health (MCH) room and began preparing for rectifications needed by the AEFI surveillance team.

	Week 7 (From: 17/06/24 To: 22/06/24) • NQAS Checklist: Filled out the NQAS checklist to assess quality standards. • Gap Communication: Communicated the identified gaps to the MO and initiated certain action plans to address these gaps. • Presentation: Gave a presentation about the 3-bucket system and spill management to educate staff on proper waste management practices. Week 8 (From: 24/06/24 To: 29/06/24) • Inventory Audit: Audited the drug and diagnostic inventory and presented the report to the nodal officer and MO to ensure proper stock management. • Yoga Day Organization: Organized a yoga day event to promote health and wellness among the staff and community. • Complaint Box Installation: Created a new complaint box and designated a place for it with the MO's permission, encouraging patient feedback and improving service delivery.
Linking theory with practice in your organization	• The organizational structures and protocols learned in the classroom were directly applied through department briefings. This helped in understanding the hierarchy and functioning of NHM Chandigarh. • Theoretical knowledge about the roles and responsibilities of ANMs and their working patterns were practically observed and understood in more detail on-site. This includes their routine activities, patient interactions, and administrative responsibilities, providing a comprehensive view of their operational dynamics. • Classroom learning about the RMNCH+A (Reproductive, Maternal, Newborn, Child, and Adolescent Health) program and its various sections were seen closely, though not fully. This involved understanding the comprehensive nature of the program and its practical challenges. • Theoretical knowledge about government portals and their operations was practically applied by assisting in data entry and understanding the workflow of maintaining accurate records. • Classroom learning about the RMNCH+A program and its sections was observed in a practical setting, providing deeper insights into the program's implementation and impact.

	• The practical observation of government workers and their tasks offered a real-world understanding of public health management, including challenges and effective practices. • Classroom learning about communication planning methods was greatly used this week. This included strategies for effective communication, feedback mechanisms, and conflict resolution among staff. • Classroom learning about communication planning methods was greatly used this week, especially in the context of counseling processes and audience analysis strategies. This helped in effectively communicating the identified gaps and proposed solutions to the staff. • Classroom learning about the three theories was greatly used this week, especially in counseling processes and audience analysis strategies. This theoretical knowledge helped in effectively communicating the importance of the 3-bucket system and spill management.
Gaps identified	Week 1: • No punctuality among the staff. • Poor internet connectivity due to frequent tower wire breakdowns caused by animals. • Lack of cooperation between departments. Week 2: • No biometric attendance for two regular staff members. • No provision for a substitute MO when the regular MO is on leave. Week 3: • Contract workers are excessively grilled more than regular workers. • Persistent issue of no substitute provision for the MO when on leave. Week 4 & 5: • Numerous gaps are found in every department according to the NQAS checklist. Week 6:

	- Observed clutter in the MCH room and the presence of old, torn IEC materials. Week 7: - Numerous gaps were identified through the NQAS checklist in various areas of the dispensary. Week 8: - Gaps found via the NQAS checklist, indicating areas needing improvement.
Suggestions for improvements	- Implement proper scheduling routines to enhance productivity. - Conduct weekly staff meetings to discuss agendas and provide a platform for staff to voice their concerns. - Discuss campaign awareness regarding ABHA ID among patients. - Install an RO water facility for patients. - Engage all staff to assist one another during periods of high patient footfall. - Instruct the cleaning of the MCH room. - Discard old and torn IEC materials. - Address each identified gap point-by-point within operational limits. - Ensure the printing of new IEC materials. - Continue to rectify identified gaps within operational constraints.

Signature of Student: Aishwarya Suresh

Approved by the IIHMR University's Mentor