

SUMMER INTERNSHIP REPORT
at
NATIONAL HEALTH MISSION, GUJARAT

From: 6TH MAY, 2024 to 5th JULY, 2024

A REPORT BY

Aakriti Nirala

Master of Business Administration

Health and Hospital Management

2023-25

under the Mentorship of

Nutan Prabha Jain, PhD, MPH (UNC-CH)
Professor- SDG SPH





Certificate of Internship

This is to certify that Mr./Miss. Dr. Aakriti Nirala student of IIHMR University, Jaipur has successfully completed the Internship of MBA (Hospital and Health Management) from

06.05.2024 to 05.07.2024 at RBSK - CoH, Gandhinagar.

During the period of his/her internship programme with us, He/She has been exposed to different processes and was found diligent, hardworking & inquisitive.

We wish him/her every success in life & career.

Mrs. K.M. Sheth, OAS

Programme Officer (Admin)

National Health Mission, Gujarat

Remya Mohan, IAS

Mission Director,

National Health Mission, Gujarat

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Aakriti Nirala** 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.

A handwritten signature in blue ink, appearing to read 'Jain', written over a horizontal line.

(Signature of Faculty Mentor)

Date: 22/07/2024

Dr. Nutan Prabha Jain

Professor

IIHMR University Jaipur



SCHOOL HEALTH-RASHTRIYA BAL SWASTHYA KARYAKRAM(SH-RBSK) in GUJARAT

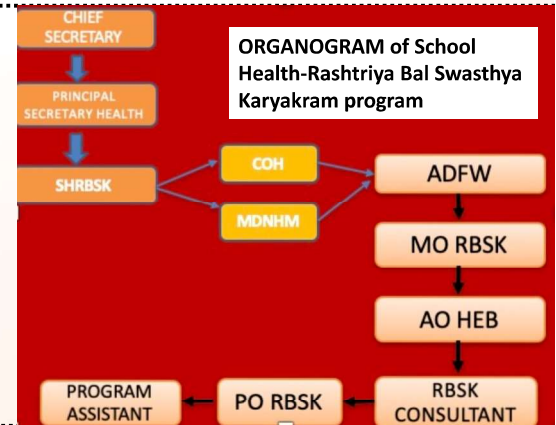
LIHMR UNIVERSITY
Faculty Mentor: Dr.Nutan P.Jain
Organization Mentor: Dr.Mansi Mankiwala
Presented by: Dr.Aakriti Nirala (1658)

About School Health Rashtriya Bal Swasthya Karyakram in Gujarat:

-Rashtriya Bal Swasthya Karyakram (RBSK) is a program to improve the overall quality of life of children and provide comprehensive care to all the children in the community. This program involves screening children from birth to 18 years of age for four Ds: defects at birth, diseases, deficiencies, and developmental delays, spanning 32 common health conditions for early detection and free treatment and management, including surgeries at the tertiary level. Children diagnosed with identified health conditions are provided early intervention services and follow-up care at the district level.

-The objective includes ensuring accessible and affordable health screening of newborn, infants, children, and adolescents up to 18 years of age for early intervention for diagnosis and management including surgeries at the tertiary level, free of cost. The program covers more than 1.6 Cr beneficiaries every year, where RBSK Mobile Health Team provide proactive health check-up to children going to Anganwadi Center (AWC) Twice a year and to School going children once a year.

Reference: <https://nhm.gujarat.gov.in/rbsk.htm>



SWOT analysis of School Health Rashtriya Bal Swasthya Karyakram Program(SH-RBSK)

STRENGTH:

Early identification and intervention for children from birth to 18 years; Strong government support

WEAKNESS:

Unhygienic washroom, No special washroom for disabled children
;Shortage of trained personnel
;Low awareness among parents about program's benefits

SWOT

OPPORTUNITY:

Expansion of training programs for healthcare workers; Utilizing telemedicine and mobile health technologies can improve screening and follow-up services

THREAT:

Poor healthcare facilities; Lack of medical equipments, and limited access to specialized services

LEARNING & VALUE ADDITIONS

-The internship provided me the opportunity to work in the healthcare sector
-Provided me the exposure of the ground level working of the Rashtriya Bal Swasthya Karyakram in Gujarat

PRACTICAL EXPOSURE VS THEORETICAL UNDERSTANDING

-Theoretical understanding provides the foundation of knowledge
-Practical exposure helps in understanding the implementation of theoretical knowledge and also understanding of challenges and complexities

CHALLENGES FACED DURING INTERNSHIP

-Language barrier
-Extreme hot weather conditions(45 degree celsius and above)
-Unhygienic washrooms

USEFULNESS OF THE INTERNSHIP

-Practical exposure of how a government organization functions
-Skills development like communication skills, data analysis, program evaluation
-Practical exposure of working of national health program at grass-root level

Title of the study:

Assessment of adherence to Early Intervention Services for Developmental Delays diagnosed in children: Insights from a Parental survey

OBJECTIVE:

-To assess parental adherence to prescribed early intervention services for children diagnosed with developmental delays

STUDY AREA:

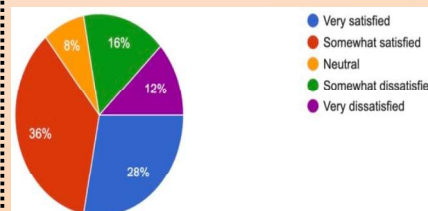
Government Spine Institute, Ahmedabad

SAMPLE SIZE:

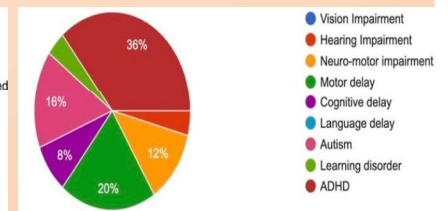
-25 participants (parents) were interviewed, out of whom 17 were mothers & 8 were fathers

RESULTS:

-68% of the children dealing with developmental delays showed drastic improvements since their parents were regular with their therapies



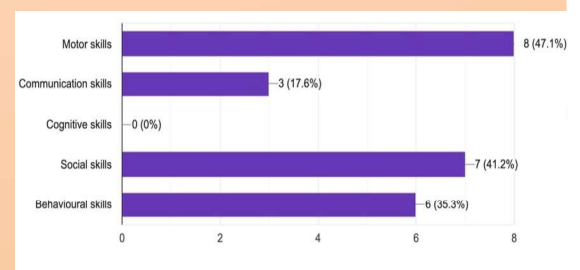
-% satisfaction of parents by their overall satisfaction with improvements



-% Various diagnosed developmental delays in children

SUGGESTIONS

- 1) Parents should be made aware of the debilitating effects of the developmental delays, if not treated or managed, by organizing regular workshops and seminars for parents, to educate them about the signs of developmental delays and the importance of early intervention
- 2) Implementing a digital platform system for regular follow-ups with parents to monitor the progress of children undergoing early intervention services.
- 3) Producing short educational videos featuring healthcare professionals explaining developmental delays, early signs, and intervention strategies.



-Children who adhered to the rehabilitative protocols and were taking their therapies on a regular basis showed improvements in these skills



Weekly Reports

(Week- 1)

Name of the Organisation: **National Health Mission, Gujarat**

Area/ Department/ Project of Summer Internship Program: **Rashtriya Bal Swasthya Karyakram Program**

Name of the Student: **Dr.Aakriti Nirala**

Roll no: **1658**

Stream: **MBA Hospital and Health Management**

Week no: **1**

From: **May 6-10, 2024**

Activity Done	1.Got introduced to the working of the National Health Mission 2. Read in-depth about the RBSK and DEIC guidelines
Linking theory (Classroom learning) with practice at your organisation	National Health Programs taught by Dr.Mamta ma'am and Dr.Varsha Tanu ma'am
Gaps identified on the working area	1.Inadequate infrastructure 2.Limited awareness among parents and caregivers about the program
Suggestions for improvement	Investment in building and upgrading healthcare infrastructure in rural areas & launching targeted awareness campaigns to educate parents and caregivers about the importance of early screening and intervention for child health issues.
Plan for the next week	Choosing the focus area within the RBSK program and working on it, performing data analysis

Signature of the Student- **Dr.Aakriti**

Approved by the IIHMR University's Mentor

(Week- 2)

Name of the Organisation: **National Health Mission, Gujarat**

Area/ Department/ Project of Summer Internship Program: **Rashtriya Bal Swasthya Karyakram Program**

Name of the Student: **Dr.Aakriti Nirala**

Roll no: **1658**

Stream: **MBA Hospital and Health Management**

Week no: **2**

From: **May 13-18,2024**

Activity Done	1.Visited an Angwandi in Gandhinagar,did 4 Home Based Newborn Care visits with a MO 2.Visited DEIC,Gandhinagar
Linking theory (Classroom learning) with practice at your organisation	National Health Programs taught by Dr.Mamta ma'am and Dr.Varsha Tanu ma'am Principles of Management by Dr.Alok Mathur sir
Gaps identified on the working area.	1.Lack of human resource such as Speech Therapist and Audiometrists at the DEIC 2.Lack of follow-up from the children suffering from developmental delays 3.Limited awareness among parents and caregivers about the programs
Suggestions for improvement	Ensuring proper human resource such as speech therapists and audiometrists at DEIC Launching targeted awareness campaigns to educate parents and caregivers about the importance of early screening and intervention for child health issues.
Plan for the next week	Visit to Govt. Spine Institute, Ahmedabad to observe the management and interventions of children with developmental delays under RBSK program.

Signature of the Student- **Dr.Aakriti**

Approved by the IIHMR University's Mentor

(Week- 3)

Name of the Organisation: **National Health Mission, Gujarat**

Area/ Department/ Project of Summer Internship Program: **Rashtriya Bal Swasthya Karyakram Program**

Name of the Student: **Dr.Aakriti Nirala**

Roll no: **1658**

Stream: **MBA Hospital and Health Management**

Week no: **3**

From: **May 20-24,2024**

Activity Done	Conducted home visits to observe patients dealing with developmental delays specifically Cerebral Palsy who have been getting early intervention treatments under the RBSK program; visited U-PHC and observed its functioning Attended a meeting on telespeech therapy services to be implemented in the districts of Gujarat; drafted meeting minutes for the same Prepared a questionnaire related under developmental delays to be asked by the patients to assess the gaps in the awareness of the RBSK program Visited Govt. Spine Institute, Ahmedabad and assessment of early interventions in developmental delays in children under RBSK program
Linking theory (Classroom learning) with practice at your organisation	National Health Programs taught by Dr.Mamta ma'am and Dr.Varsha Tanu ma'am Communication Planning and Management taught by Dr. Alok sir and Dr. Neetu ma'am
Gaps identified on the working area.	1.Unhygienic washrooms present at the U-PHC 2.Lack of awareness about the School Health Program amongst parents 3.Language barrier since I am not fluent with Gujarati language and all the participants/professionals speak only Gujarati which gets difficult for me to understand at times
Suggestions for improvement	-Establish a routine schedule for cleaning and disinfecting washrooms multiple times a day - Employ local assistants or volunteers who are fluent in Gujarati to help administer the questionnaire and facilitate communication with participants/professionals -Launching targeted awareness campaigns to educate parents and caregivers about the importance of early screening and intervention for child health issues.
Plan for the next week	Visit to Govt. Spine Institute, Ahmedabad for next 15 days to carry out the survey about the evaluation of effectiveness and awareness of early interventions of developmental delays in children under RBSK program

Signature of the Student- **Dr.Aakriti**

Approved by the IIHMR University's Mentor

(Week- 4)

Name of the Organisation: **National Health Mission, Gujarat**

Area/ Department/ Project of Summer Internship Program: **Rashtriya Bal Swasthya Karyakram Program**

Name of the Student: **Dr.Aakriti Nirala**

Roll no: **1658**

Stream: **MBA Hospital and Health Management**

Week no: 4

From: 27th May 2024 to 1st June 2024

Activity Done	Visited Govt. Spine Institute, Ahmedabad for the entire week and conducted a questionnaire to evaluate the effectiveness and parental awareness of early interventions in developmental delays in children Observed how early interventions are effective in developmental delays in children Observed that parental awareness is there amongst the parents about their child not achieving developmental milestones Observed that referral system is strong as patients are being referred to Govt.Spine Institute from DEIC for further therapies for overall development of children
Linking theory (Classroom learning) with practice at your organisation	Research methods by Dr.Neetu Purohit ma'am and Dr.Anoop Khanna sir Essentials of hospital services by Dr.Col.Mahendra Kumar sir
Gaps identified on the working area.	Language barrier since I am not fluent with Gujarati language and all the participants/professionals speak only Gujarati which gets difficult for me to understand at times
Suggestions for improvement	Employ local assistants or volunteers who are fluent in Gujarati to help administer the questionnaire and facilitate communication with participants/professionals

Signature of the Student- **Dr.Aakriti**

Approved by the IIHMR University's Mentor

(Week- 5)

Name of the Organisation: **National Health Mission, Gujarat**

Area/ Department/ Project of Summer Internship Program: **Rashtriya Bal Swasthya Karyakram Program**

Name of the Student: **Dr.Aakriti Nirala**

Roll no: **1658**

Stream: **MBA Hospital and Health Management**

Week no: 5

From: **June 3-7, 2024**

Activity Done	Prepared a proposal draft ppt for the Resident Medical Officer of the Govt. Spine Institute, Ahmedabad for his project Analysed the data collected at Govt. Spine Institute, Ahmedabad Prepared a SOP for tele-speech rehabilitation services to be implemented in the districts of Gujarat Made a presentation on my research findings(aims, objectives, key findings, gaps)
Linking theory (Classroom learning) with practice at your organisation	Research methods by Dr.Neetu Purohit ma'am and Dr.Anoop Khanna sir Communication Planning Management by Dr.Alok Mathur sir and Dr.Neetu Purohit ma'am
Gaps identified on the working area.	Lack of awareness of the DEICs among parents of children dealing with developmental delays
Plan for the next week	Presentation in front of the RBSK team at National Law University, Gandhinagar on the the key findings and gaps.

Signature of the Student- **Dr.Aakriti**

Approved by the IIHMR University's Mentor

(Week- 6)

Name of the Organisation: **National Health Mission, Gujarat**

Area/ Department/ Project of Summer Internship Program: **Rashtriya Bal Swasthya Karyakram Program**

Name of the Student: **Dr.Aakriti Nirala**

Roll no: **1658**

Stream: **MBA Hospital and Health Management**

Week no: 6

From: **June 10-15, 2024**

Activity Done	Presented the key findings of the research done by me at Govt. Spine Institute, Ahmedabad Attended a review meeting of RBSK held at Gujarat National Law University, Gandhinagar and presented key findings of the survey before the Nodal officers, Community health officers, Additional Director of Family Welfare Wrote a script for the short video (IEC material) about raising awareness amongst people about the effectiveness of being consistent with the rehabilitation/therapy sessions for the developmental delays of the children Analysed SH-RBSK reports on Refractive Errors & 4-D screening at schools/anganwadis from TECHO platform
Linking theory (Classroom learning) with practice at your organisation	Communication Planning Management by Dr.Alok Mathur sir and Dr.Neetu Purohit ma'am
Gaps identified on the working area.	In the data analysis about the Refractive errors screening(TECHO report) I found out that a higher percentage of school children were screened and suspected for refractive errors and vision impairments compared to Anganwadi children
Suggestions for improvement	1.Expand screening programs in areas with lower coverage 2.Enhance training for ASHA Workers and Health Staff on detecting vision impairments and refractive errors to ensure early identification, especially in Anganwadi centers
Plan for the next week	Extensive analysis of RBSK 4-D report from TECHO platform

Signature of the Student- **Dr.Aakriti**

Approved by the IIHMR University's Mentor

(Week- 7)

Name of the Organisation: **National Health Mission, Gujarat**

Area/ Department/ Project of Summer Internship Program: **Rashtriya Bal Swasthya Karyakram Program**

Name of the Student: **Dr.Aakriti Nirala**

Roll no: **1658**

Stream: **MBA Hospital and Health Management**

Week no: **7**

From: **June 17-21, 2024**

Activity Done	-Visited Health & Wellness centre and Anganwadi to observe Mamta diwas. -Observed child immunisation by female health workers at HWC & Anganwadi
Linking theory (Classroom learning) with practice at your organisation	National Health Programmes by Dr.Mamta Chauhan ma'am & Dr.Varsha Tanu ma'am
Gaps identified on the working area.	During screening at Anganwadis by the mobile health team, if any condition is detected in a child and the patient is referred to district hospitals for further treatment, it was observed that most of the parents didn't take the children to the referral centres for further treatment and were not serious about their child's condition
Suggestions for improvement	Raising awareness about the 4D's (defects at birth, diseases in children, deficiencies in children, developmental delays) amongst parents and its complications if not treated/managed on time through campaigns, IEC materials
Plan for the next week	Field visits

Signature of the Student- **Dr.Aakriti**

Approved by the IIHMR University's Mentor

(Week- 8 & 9)

Name of the Organisation: **National Health Mission, Gujarat**

Area/ Department/ Project of Summer Internship Program: **Rashtriya Bal Swasthya Karyakram Program**

Name of the Student: **Dr.Aakriti Nirala**

Roll no: **1658**

Stream: **MBA Hospital and Health Management**

Week no: 8 & 9

From: 24th June 2024 to 5th July 2024

Activity Done	-Made poster and compiled the final report -Went to observe school health screening under RBSK at Motipura and Motishiholi Government schools.If any child is detected for any condition which needs immediate treatment, a Sandarbh card was given for referral to the child which included all the cost of the treatment, diagnostic tests.
Linking theory (Classroom learning) with practice at your organisation	-Research Methods by Dr.Neetu Purohit ma'am and Dr.Anoop sir
Gaps identified on the working area.	Prevalence of anemia and CHDs amongst school children was found Maternal habits like tobacco chewing can be the potential risk factors for CHDs amongst children
Suggestions for improvement	Counselling parents about effects of tobacco can be done Counselling school children about IFA supplements can be done
Plan for the next week	Attend RBSK screening sessions at schools

Signature of the Student- **Dr.Aakriti**

Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organisation: **National Health Mission, Gujarat**

Area/ Department/ Project of

Summer Internship **Rashtriya Bal Swasthya Karyakram**

Program:

Name of the Student: **Dr. Aakriti**

Nirala

Roll no: **1658**
Management

Stream: **MBA Hospital and Health**

Activity Done	1) Gained a comprehensive understanding of the working mechanisms of NHM. 2) Delved deeply into the guidelines and protocols of the Rashtriya Bal Swasthya Karyakram (RBSK) and District Early Intervention Centers (DEIC) Field Visits and Observations: 1) Visited an Anganwadi in Vasan, Gandhinagar and observed screening of children under RBSK by the mobile health team under the age group 6 weeks-6 years 2) Visited for Home-Based Newborn Care with a Medical Officer to observe how home screenings are done to assess the newborn and provide necessary support to the mothers 3) Visited home to observe children with developmental delays, saw cases of cerebral palsy who were receiving early intervention treatments at DEICs 4) Observed the functioning of the Urban Primary Health Centres (U-PHCs) 5) Observed Mamta Diwas (routine immunisation of the children and pregnant mothers) at Anganwadi Borij 6) Observed 2 school health screening at Motishiholi Government school and Motipura Government school where head to toe examination by RBSK MO was conducted of the school children for 4Ds. All the data entries were directly entered at the TECHO platform. If any child is detected for any condition which needs immediate treatment, a Sandarbsh card was given for referral to the child which included all the cost of the treatment, diagnostic tests. Meeting and Drafts: 1) Attended a meeting regarding the project implementation of telespeech therapy services across Gujarat and drafted the meeting minutes. 2) Developed a questionnaire to identify gaps in adherence to rehabilitative
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	services among parents of children with developmental delays Evaluation and Data Collection: Govt. Spine Institute, Ahmedabad 1) Conducted a survey to assess the gaps in adhering to the rehabilitative services and awareness of early intervention services for children with developmental delays. 2) Assessed parental awareness of their children's developmental milestones and the referral system. Analysis and Proposals: 1) Prepared a proposal PowerPoint presentation for the Resident Medical Officer at Govt. Spine Institute. 2) Analyzed the collected data to identify key findings and gaps. 3) Drafted a Standard Operating Procedure for tele-speech therapy services project to be implemented in the districts of Gujarat Presentations and Meetings: 1) Created and presented a comprehensive report on research findings, including aims, objectives, key findings, and identified gaps 2) Presented research findings at a review meeting of RBSK held at Gujarat National Law University, Gandhinagar, attended by nodal officers, community health officers, and the Additional Director of Family Welfare IEC Materials: Developed an awareness script for a short video (Information, Education, and Communication material) to raise awareness about the importance of consistent rehabilitation and therapy sessions for children with developmental delays Utilization of IT platform: Analyzed SH-RBSK reports on refractive errors and 4-D screening at schools and Anganwadis from the TECHO platform
Linking theory (Classroom learning) with practice at your organisation	1. National Health Programs (Dr. Mamta Ma'am and Dr. Varsha Tanu Ma'am) 2. Principles of Management (Dr. Alok Mathur Sir) 3. Research Methods (Dr. Neetu Purohit Ma'am and Dr. Anoop Khanna Sir) 4. Essentials of Hospital Services (Dr. Col. Mahendra Kumar Sir) 5. Essentials of Epidemiology (Dr. Anupam Mehrotra sir) 6. Digital Health (Dr. Swapnil sir)
Gaps identified on the working area	❖ Inadequate infrastructure at healthcare centers, such as unhygienic washrooms at U-PHCs. ❖ Lack of specialized human resources, such as Speech Therapists and Audiometrists at DEICs ❖ Poor follow-up from parents for children suffering from developmental delays, leading to missed opportunities for early

	intervention ❖ Anemia and CHDs prevalent among children as observed during school RBSK screening sessions, potentially linked to maternal habits like tobacco chewing ❖ Strong referral system of RBSK to tertiary hospitals but low compliance from parents, who often do not take children to referral centers for further treatment ❖ Language barriers affecting communication and understanding, as not being fluent in Gujarati posed challenges during interactions with participants and professionals. ❖ Lack of awareness about the School Health Program among parents. ❖ Limited knowledge of DEICs among the general population, as observed in data analysis from the Govt. Spine Institute
Suggestions for improvement	• Infrastructure Upgrade infrastructure at healthcare centers, ensuring clean and hygienic facilities, particularly washrooms at U-PHCs. Allocate additional funds for infrastructure improvements and ensure regular maintenance to meet healthcare standards. • Awareness and Follow-up Launch awareness campaigns targeting parents and caregivers about the importance of early intervention programs under RBSK and DEIC. Involve community leaders and health workers in educating parents about the benefits of early intervention and regular follow-ups. Conduct training sessions for healthcare providers on communication strategies to effectively educate parents about the importance of follow-up care. • Referral and Compliance Enhance the referral system by establishing a robust tracking mechanism to monitor patient follow-ups and outcomes. Provide incentives for parents who comply with referral recommendations, such as free transportation to referral centers or small financial rewards. Set up follow-up support services, including reminder calls and home visits, to ensure parents take their children to referral centers. • Language Barriers Hire bilingual staff or interpreters to assist with communication, ensuring language barriers do not hinder service delivery. • Program Awareness Increase dissemination of information about the School Health Program and DEICs through community meetings, school programs, and local media. Work closely with schools to integrate health education into the curriculum, making parents and students aware of available health programs and services. Leverage digital platforms and social media to spread awareness about health programs, ensuring wider reach and engagement.

Signature of the Student: Dr.Aakriti

Approved by the IIHMR University's Mentor

