

DISSERTATION

ON

**Addressing Operational Challenges in the
Implementation of the Ayushman Bharat Digital
Mission(ABDM): Insights from a Healthcare
Consultancy Firm.**

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Addressing Operational Challenges in the Implementation of the Ayushman Bharat Digital Mission(ABDM): Insights from a Healthcare Consultancy Firm.

Introduction:

The Ayushman Bharat Digital Mission (ABDM) is a flagship initiative from the government of India which aims to create a comprehensive digital health ecosystem. This mission seeks to digitise healthcare data, facilitate seamless exchange of information, and promote the use of digital technologies in healthcare delivery. However, the implementation of ABDM has encountered various operational challenges, ranging from technical issues to stakeholder engagement and adoption. This research explores these operational challenges to identify potential solutions and best practices.

Research Question:

What are the major operational challenges faced in implementing the Ayushman Bharat Digital Mission (ABDM), and how those challenges can be addressed effectively?

Objectives:

1. To identify and analyse the key operational challenges faced in implementing the Ayushman Bharat Digital Mission (ABDM) across different regions and healthcare settings in India
2. To assess the current level of interoperability between various healthcare information systems and technologies involved in the ABDM implementation.
3. To evaluate the factors influencing user adoption of ABDM and related digital health technologies among healthcare professionals, patients, and other stakeholders.
4. To explore potential technical solutions, policy interventions, and capacity-building initiatives that can be leveraged to overcome the identified operational challenges.
5. To develop a comprehensive framework or set of recommendations for healthcare consultancy firms and policymakers to address the operational challenges and enhance the effectiveness of ABDM implementation.

Material and Methods:

Study Design: A mixed-methods approach will be employed, combining qualitative and quantitative research methods.

Setting: The study will be conducted in collaboration with ENIRA consultancy and other personnel involved in the implementation of ABDM across multiple states in India.

Study Population: The study population will comprise various stakeholders involved in the implementation of the Ayushman Bharat Digital Mission (ABDM) across different regions and healthcare settings in India, including key stakeholders, healthcare professionals (doctors, nurses, administrators), policymakers and government officials from health ministries, technical experts and software developers.

Duration of Study: 3 months

Sample Size: The qualitative component will involve in-depth interviews with 20-25 key stakeholders, including healthcare professionals, policymakers, and technical experts.

Sampling Technique: Purposive sampling will be used to identify and recruit participants who have relevant knowledge and experience related to the implementation of ABDM.

Data Collection Procedure: Semi-structured in-depth interviews and focus group discussions will be conducted using interview guides developed based on the research objectives and existing literature. The interviews and discussions will be audio-recorded and transcribed verbatim for analysis.

Operational Definitions:

- **Operational challenges:** Obstacles or barriers that hinder the effective implementation, adoption, and utilisation of ABDM.
- **Interoperability:** The ability of different healthcare information systems and technologies to exchange data and information seamlessly.
- **User adoption:** The extent to which intended users embrace and utilise ABDM and related digital health technologies.

Data Analysis Plan:

The qualitative data collected through interviews and focus group discussions will be analysed using thematic analysis techniques. The analysis can be conducted using qualitative data analysis software to facilitate data management.

Ethical Considerations:

The study will follow ethical guidelines for research involving human participants, including obtaining informed consent, maintaining confidentiality, and ensuring data privacy.

Implications of Research:

The findings of this qualitative research will provide in-depth insights into the operational challenges faced in the implementation of ABDM from the perspective of various stakeholders. These insights can inform policymakers, healthcare professionals, and stakeholders in developing targeted strategies and interventions to overcome these challenges, thereby enhancing the efficiency and effectiveness of the digital health ecosystem in India.