

INTERNSHIP REPORT

By Archana Koul (1471)



1.Introduction

This report documents my experiences and insights from a three-month internship at the National Health Mission (NHM) in Jammu and Kashmir. This internship was integral to fulfilling the requirements of my MBA in Health and Hospital Management. My internship at NHM was a transformative experience that provided a comprehensive understanding of public health systems and healthcare management. Throughout my internship at NHM Jammu, I engaged in various activities aimed at improving maternal and child health, disease prevention, and health promotion, allowing me to witness firsthand the challenges and achievements within the public health sector.

2. Objectives of Internship

As an intern, my key objectives included:

- i. To gain practical experience in public health practices and healthcare management within a government-run health mission.
- ii. To develop a comprehensive understanding of the structure, functioning, and challenges of public health systems at the regional level.
- iii. To enhance skills in areas such as data collection, health program implementation, and patient interaction, which are crucial for a career in public health.
- iv. To engage with local communities to understand their health needs, challenges, and the impact of NHM initiatives on improving health outcomes.
- v. To analyze the effectiveness of various health programs and policies implemented under the NHM and suggest potential improvements.
- vi. To work collaboratively with healthcare professionals, including doctors, nurses, and administrative staff, to gain insights from their experiences and expertise.
- vii. To assist in health promotion and education campaigns aimed at increasing awareness about important health issues and preventive measures among the public.
- viii. To contribute to initiatives aimed at improving the efficiency and effectiveness of healthcare delivery, particularly in underserved and rural areas.

3.Organizational Profile



The National Health Mission (NHM) was launched by the government of India in 2005 subsuming the National Rural Health Mission and National Urban Health Mission. It was further extended in March 2018, to continue until March 2020.

It is headed by Mission Director and monitored by National Level Monitors appointed by the Government of India

The NHM envisions a global approach to impartial, affordable, and condition healthcare services that are accountable for what they have done and quick to respond to human needs. The Mission's goal is to improve people's chances of and approaches to value health management, particularly for those who live or exist in fashionable countries, the weak, and female Women's physical, very young person physical, water, sanitary science & cleanliness, additional dose of vaccine and nutrition are all part of a universal approach to community health services

J&K under this Mission is focusing on empowerment of people through effective mechanism of Rogi Kalyan Samities, Decentralized planning and implementation, strengthening of physical infrastructure and ensuring fully functional facilities at the doorstep of the people not withstanding odds of topography & situational constraints.

3.1 Mission

To provide equitable, accessible, and quality healthcare services, with a special focus on maternal and child health, disease prevention, and health promotion, by strengthening healthcare infrastructure, capacity building, and community engagement.

3.2 Vision

To provide universal, accessible, affordable, high-quality preventive and curative health care that is accountable and responsive to people's needs.

3.3 Goals

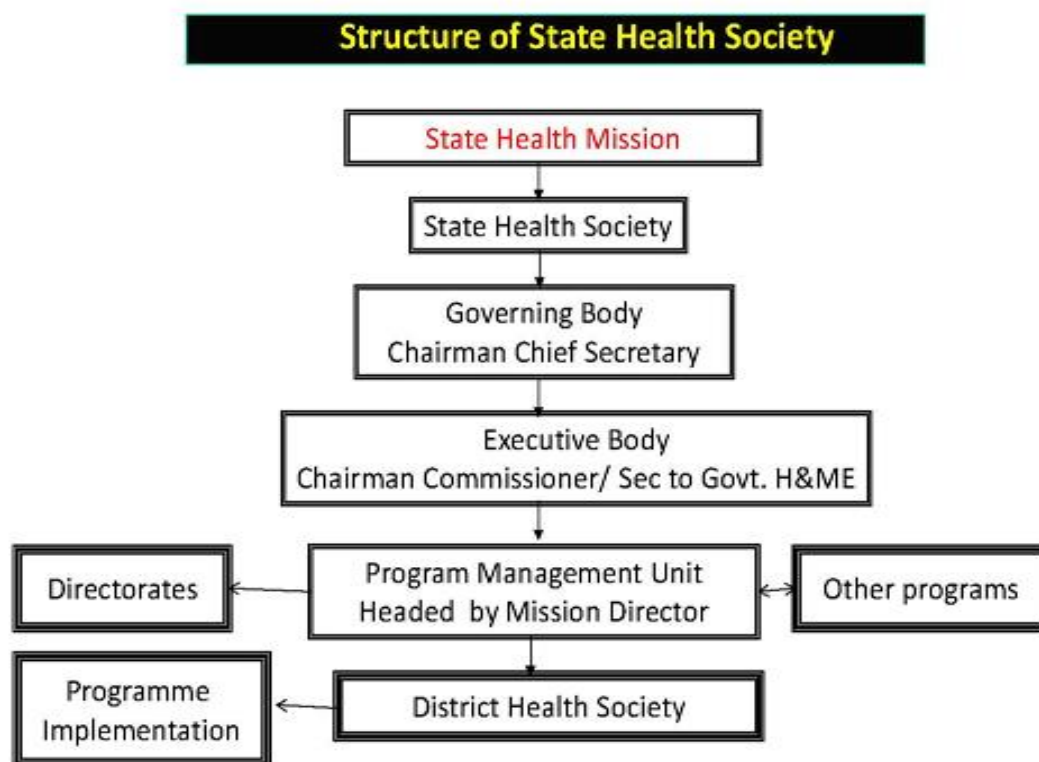
1. Reduce MMR to 1/1000 live births
2. Reduce IMR to 25/1000 live births
3. Reduce TFR to 2.1
4. Prevention and reduction of anaemia in women aged 15–49 years
5. Prevent and reduce mortality & morbidity from communicable, non-communicable; injuries and emerging diseases
6. Reduce household out-of-pocket expenditure on total health care expenditure
7. Reduce annual incidence and mortality from Tuberculosis by half
8. Reduce prevalence of Leprosy to <1/10000 population and incidence to zero in all districts
9. Annual Malaria Incidence to be <1/1000
10. Less than 1 per cent microfilaria prevalence in all districts

11. Kala-azar Elimination by 2015, <1 case per 10000 population in all blocks

3.4 Objectives

1. Reduction in Maternal and Infant Mortality.
2. Universal access to public health care services with emphasis on services addressing women's and children's health and universal immunization.
3. Prevention and control of communicable and non-communicable diseases including locally endemic diseases.
4. Access to integrate comprehensive primary health care.
5. Population stabilization, gender and demographic balance.
6. Revitalize local health traditions & mainstream AYUSH.
7. Promotion of healthy lifestyles.

3.5 Organogram



4. Services Provided by Organization

The National Health Mission (NHM) in Jammu and Kashmir provides a comprehensive range of services aimed at improving the health and well-being of the population. Here are the key services offered:

1. Maternal and Child Health Services:

- i. Antenatal care (ANC) and postnatal care (PNC)
- ii. Safe delivery services, including institutional deliveries
- iii. Immunization programs for children and pregnant women
- iv. Nutrition supplementation and counseling

2. Reproductive Health Services:

- i. Family planning services
- ii. Contraceptive distribution and counseling
- iii. Adolescent reproductive and sexual health services

3. Communicable Disease Control:

- i. Prevention and control of tuberculosis (TB)
- ii. Malaria control programs
- iii. HIV/AIDS prevention and treatment services
- iv. Leprosy eradication programs

4. Non-Communicable Disease Control:

- i. Screening and management of hypertension and diabetes
- ii. Cancer screening programs
- iii. Health education and promotion of healthy lifestyles

5. Primary Healthcare Services:

- i. Outpatient care for common illnesses
- ii. Basic diagnostic services
- iii. Essential medicines and treatments
- iv. Referral services for specialized care

6. Emergency and Referral Services:

- i. 24/7 emergency medical services
- ii. Ambulance services for patient transport
- iii. Referral transport services to higher healthcare facilities

7. Health System Strengthening:

- i. Capacity building and training for healthcare workers
- ii. Infrastructure development and upgradation of health facilities
- iii. Health management information systems (HMIS) for better data collection and analysis
- iv. Implementation of telemedicine services for remote areas

8. Community Health Initiatives:

- i. Village Health and Nutrition Days (VHNDs)
- ii. Accredited Social Health Activists (ASHAs) for community outreach
- iii. Health awareness and education campaigns

9. Ayushman Bharat Programs:

- i. Pradhan Mantri Jan Arogya Yojana (PM-JAY) for health insurance coverage
- ii. Health and Wellness Centers (HWCs) providing comprehensive primary healthcare

10. Nutrition Programs:

- i. Supplementary nutrition under the Integrated Child Development Services (ICDS)
- ii. Poshan Abhiyaan for tackling malnutrition

5. Key Activities/ Projects Undertaken Other than Dissertation

Was fortunate enough to be a part of District level ABDM(Ayushman Bharat Digital Mission) Capacity Building Programs which were held for District Reasi and Rambhan

The Workshops were organised in coordination with Mission Poshan, Department of Social Welfare, J&K, for the Supervisors and Anganwadi Workers of the Department

The training highlighted the fundamentals of ABDM Ecosystem, its building blocks, benefits and generation of Ayushmann Bharat Health Accounts (ABHA)

Duration of Workshop : 1 hour /batch

Date : 3rd (Udhampur and Reasi)

4th (Ramban)

- i. **Participation in Capacity Building Programs:** Actively participated in district-level Ayushman Bharat Digital Mission (ABDM) capacity building workshops for Districts Reasi and Rambhan.
- ii. **Collaborative Workshop Organization:** Coordinated the workshops in partnership with Mission Poshan and the Department of Social Welfare, J&K, targeting Supervisors and Anganwadi Workers.
- iii. **Training on ABDM Fundamentals:** Delivered comprehensive training sessions on the fundamentals of the ABDM ecosystem, including its core components, benefits, and the process of generating Ayushman Bharat Health Accounts (ABHA).
- iv. **Practical Skill Development:** Facilitated practical, hands-on training for staff on the spot, focusing on the generation and management of ABHA IDs.
- v. **Enhanced Staff Competency:** Significantly contributed to enhancing the competency of departmental staff in understanding and utilizing the ABDM ecosystem effectively.

- vi. **Support and Guidance:** Provided continuous support and guidance to ensure smooth implementation and adoption of ABDM processes among the staff, ensuring a successful training outcome.





6.Key Learnings from Internship

- i. Gained comprehensive knowledge of healthcare quality standards and protocols, including those related to patient safety and service delivery.
- ii. Experience the collaborative and supportive work environment at NHM Jammu.
- iii. Developed leadership and advocacy skills by participating in health campaigns and initiatives
- iv. Improved my ability to work collaboratively with a multidisciplinary team of healthcare professionals, fostering better communication, coordination, and problem-solving abilities in a public health setting.
- v. Understood the value of prioritizing tasks and managing time efficiently to meet deadlines and enhance productivity.
- vi. Learned to adapt to changing situations and remain flexible in problem-solving, demonstrating resilience in the face of challenges.
- vii. Recognized the importance of ongoing professional development, staying updated with the latest knowledge and best practices in public health.
- viii. Gained deep insights from LaQshya-certified initiatives at Gandhinagar district hospital and CHC Katra, Reasi. Also observed the critical role of infrastructure, human resources, and quality protocols.
- ix. Learned effective methods for engaging with diverse communities, understanding their health needs, and implementing health education and promotion strategies to improve public health outcomes