

INTERNSHIP REPORT

Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the
degree of Master of Business Administration

(MBA)

in

Hospital and Health Management

by

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Internship Organization



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2024

OBJECTIVES OF INTERNSHIP

During my internship at the National Health Systems Resource Centre (NHSRC), I had the opportunity to delve into the dynamic realm of public health management. Situated at the forefront of health policy and program implementation in India, NHSRC plays a crucial role in advising and supporting the Ministry of Health and Family Welfare. Within the Knowledge Management Division, I actively participated in diverse projects focused on data collection, stakeholder engagement through interviews, and comprehensive facility assessments across national health programs. This immersive experience not only deepened my understanding of public health challenges but also enriched my skills in research methodologies, analytical insights, and collaboration with frontline health workers like ASHA and Anganwadi workers. Following were the objectives of the internship:

1. To develop proficiency in systematic data collection, organization, and analysis from diverse public health settings.
2. To engage with stakeholders involved in national-level health programs through interviews and interactions.
3. To learn methods for assessing the operational effectiveness and quality of public health facilities.
4. To assist in evaluating national health programs by analyzing collected data on program performance and outcomes.
5. To understand the roles and challenges of frontline public health workers such as ASHA and Anganwadi workers through direct interaction and field visits.
6. To contribute to knowledge management efforts by synthesizing and presenting findings from data collection and interviews.
7. To participate in training programs aimed at enhancing skills in public health management and policy implementation.

ORGANIZATION PROFILE

National Health Systems Resource Centre (NHSRC) has been set up under the National Rural Health Mission (NRHM) of Government of India to serve as an apex body for technical assistance.

Vision

Universal access to equitable, affordable and quality health care that is accountable and responsive to the people of India.

Mission

Enable technical support and capacity building to strengthen public health systems, generate evidence from field to formulate and evaluate policies and strategies; with a focus on decentralization, equity and quality to meet the goals of the National health Policy 2017.

Policy Statement

The National Health Systems Resource Centre works closely with policy makers, practitioners and researchers to provide technical and implementation support based on experiential learning, build sustainable partnerships to develop knowledge networks; strengthen technical strategies and management approaches to enable people centred, strengthened health systems.

Values

Equity & Inclusiveness: NHSRC works to promote health equity & well-being for all people and populations.

Inter-sectoral: NHSRC promotes engagement & partnership approach across sectors to foster research in contributing to policies and strategies.

Quality: Assuring and improving public health functions through continuous monitoring, supportive supervision and helping the states in meeting the standards.

People-centred: Strengthens, supports, and mobilises communities to improve health.

Excellence: NHSRC is committed to high standards of excellence, professional ethics and integrity in all that we do.

Established in 2006, the National Health Systems Resource Centre's mandate is to assist in policy and strategy development in the provision and mobilization of technical assistance to the states and in capacity building for the Ministry of Health and Family Welfare (MoHFW) at the centre and in the states. The goal of this institution is to improve health outcomes by facilitating governance reform, health systems innovations and improved information sharing among all stake holders at the national, state, district and sub-district levels through specific capacity development and convergence models.

It has a 23 member Governing Body, chaired by the Secretary, MoHFW, Government of India with the Mission Director, NRHM as the Vice Chairperson of the GB and the Chairperson of its Executive Committee. Of the 23 members, 14 are ex-officio senior health administrators, including four from the states. Nine are public health experts, from academics and Management Experts. The Executive Director, NHSRC is the Member Secretary of both the Governing body and the Executive Committee. NHSRC's annual governing board meet sanctions its work agenda and its budget.

The NHSRC currently consists of seven divisions – Community Processes, Healthcare Financing, Healthcare Technology, Human Resources for Health, Public Health Administration, Knowledge Management Division, Quality Improvement in Healthcare

The NHSRC has a branch office in the north-east region of India. The North East Regional Resource Centre (NE RRC) has functional autonomy and implements a similar range of activities.

SERIVCES PROVIDED BY ORGANIZATION

- **Policy Development and Analysis:** NHSRC contributes to the formulation and analysis of health policies at the national level in India.
- **Technical Assistance and Capacity Building:** They provide technical expertise and capacity-building support to various stakeholders in the healthcare sector.
- **Research and Documentation:** NHSRC conducts research studies and documents best practices in healthcare delivery and management.
- **Monitoring and Evaluation:** They undertake monitoring and evaluation of health programs and initiatives to ensure effectiveness and efficiency.
- **Knowledge Management:** NHSRC manages health-related knowledge resources and disseminates information to stakeholders.
- **Training Programs:** They organize training programs for healthcare professionals and stakeholders to enhance skills and knowledge.
- **Advisory Services:** NHSRC offers advisory services to the Ministry of Health and Family Welfare and other organizations on public health issues.

These services collectively contribute to strengthening health systems and improving healthcare delivery across India. For the most accurate and updated information, I recommend visiting NHSRC's official website or contacting them directly.

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- **Development of Research Reports:** To contribute to the creation of comprehensive research reports based on collected data and analysis, presenting findings and recommendations for public health program improvements.
- **Supporting Knowledge Management Initiatives:** To assist in managing and organizing knowledge resources, including documentation of best practices, case studies, and research findings for dissemination and future reference.
- **Data Collection and Analysis:** To collect quantitative and qualitative data from various sources, including surveys, interviews, and field visits, to support ongoing research and program evaluations.
- **Stakeholder Interviews:** To conduct interviews with key stakeholders involved in national-level public health programs to gather insights and opinions on program effectiveness and areas for improvement.
- **Facility Assessment:** To evaluate the infrastructure, services, and operational efficiency of public health facilities, identifying strengths and weaknesses for further development.
- **Participation in Training Programs:** To assist in organizing and facilitating training sessions for public health professionals, including frontline workers like ASHAs (Accredited Social Health Activists) and Anganwadi workers, focusing on enhancing their skills and knowledge.

KEY LEARNINGS FROM INTERNSHIP

- **Data Collection and Management:** Learned effective methods for collecting, organizing, and managing data crucial for public health research and policymaking.
- **Stakeholder Engagement:** Gained experience in conducting interviews with stakeholders of national-level health programs, understanding their perspectives, and aligning their feedback with organizational goals.
- **Facility Assessment Skills:** Developed skills in assessing healthcare facilities, identifying strengths, weaknesses, and areas for improvement to enhance service delivery.
- **Training and Capacity Building:** Participated in training programs aimed at frontline health workers like ASHA and Anganwadi workers, contributing to their skill development in public health practices.
- **Knowledge Management:** Learned about knowledge management practices in the healthcare sector, including the dissemination of research findings and best practices to relevant stakeholders.
- **Policy Analysis:** Insight into policy analysis and development processes within the public health sector, understanding the implications of policies on healthcare delivery.
- **Interdisciplinary Collaboration:** Experience in collaborating across diverse teams and departments within NHSRC, fostering a holistic approach to public health initiatives.
- **Adaptability and Problem-Solving:** To develop skills in adapting to different public health settings and solving problems encountered during data collection and facility assessment

