

INTERNSHIP REPORT

Name of the Student: Pragya Verma

Roll No.: 1564

Batch: MBA-HM 27

Duration: 15th March To 14th June (3 months)

Organization: National Health Systems Resource Centre (NHSRC)

Introduction

The internship report documents my professional experience at the National Health Systems Resource Centre (NHSRC) in Delhi, where I served in the Executive Director (Secretariat).

This internship provided a unique opportunity to apply theoretical knowledge in a practical setting, contribute to healthcare management, and understand the intricacies of healthcare services and administration.

The NHSRC plays a pivotal role in supporting the Ministry of Health and Family Welfare in policy and strategy development, program implementation, and monitoring of health programs.

The internship provided an invaluable opportunity to immerse myself in the administrative and strategic operations of a leading health institution, bridging the gap between academic learning and practical application.

Objective

The objectives of this internship report are as follows:

1. To document the practical experiences and tasks performed during the internship at NHSRC, Delhi.
2. To evaluate the operational and administrative functions of the ED department at NHSRC.
3. To reflect on personal and professional development achieved through the internship and outline future career goals in health management.

Organisation Profile

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

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 Northeast Regional Resource Centre (NERRC) has functional autonomy and implements a similar range of activities.

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.

Activity Done	• Assessment of Ayushman Arogya Mandir (AAM): 1. Study tool preparation 2. AAM workshop 3. Field visit to AAM in Meghalaya and Karnataka. 4. AAM Field visit presentation. 5. AAM state report submission 6. AAM report compilation of all the states (compilation of IT systems and good practices of states). 7. Thesis submission on AAM assessment • Inputs on role of water as a determinant of health for Jal Jeevan Mission and evaluation of water initiatives taken by India. Attended JJM meeting. • Critical analysis of document of EY: Decoding India's Health Landscape. • Supported presentation of National Public Health Act. • Inputs on Registration of Births and Death Act (RBD Act). • Inputs on universal health coverage. • Work done for World Health Assembly 77 1. Speech preparation 2. Economics of health for all 3. Inputs on agenda 11.1(UHC) and 11.2(NCD). • Inputs on USAID/Jhpiego case studies. • Inputs on article titled "Revolutionizing Healthcare Delivery in India" • Inputs on WHO case stories. • Worked on material for economic survey. • Inputs on Social determinants of health. • Attended Sattara- smart PHCs meeting by PATH. • Inputs on 151st Report of DRPSC on implementation of Ayushman Bharat. • Talking points on blended finance (climate change and health) • Worked on visit summary of Jammu & Kashmir visit. • Inputs on 10 days work and NCC contribution to health.
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Learnings	• Research and Analytical Skills: Developed research and analytical skills through preparing study tools, reading and researching for preparing inputs, and compiling inputs and reports. • Fieldwork Experience: Field visits to Ayushman Arogya Mandir (AAM) in different states provided practical insights into on-ground health assessments, challenges of implementing health programs in diverse settings and gain understanding on implications of health policies. • Gained knowledge on various subjects like healthcare financing, health legislation, determinants of health, national health programs and policies, climate change and health. • Policy and Legislative Understanding while reading and working on health policies and acts, such as the National Public Health Act, Registration of Births and Deaths Act, and Universal Health Coverage, provided insights about legislative and regulatory frameworks governing public health. • Learned about documentation work and technical writing while creating inputs for various documents, articles, and reports. • Improved Communication Skills while preparing presentations, speeches, and reports, as well as participating in workshops and meetings. It helped to understand how to effectively communicate complex information to various stakeholders in concise and specific words. • Collaboration and teamwork
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