

Internship report submitted to



The IIHMR University, Jaipur

For the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

by

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Internship Report

- **Objectives of internship:-**

1. To support organization growth and ensuring effectiveness as well as scalability of digital health solutions.
2. To conduct research for continuously improving CHIP platform based on feedback received from health workers and government officials.
3. Exposure to public health innovation in an area like:- Maternal and child health, Non-Communicable disease etc.

- **Organization Profile:-** Khushi baby is a non-profit organization that aims to revolutionize community healthcare through innovative digital solutions founded in 2014 as a classroom project at Yale University. Currently working as nodal technical support partner to the Department of Medical, Health and Family Welfare, Government of Rajasthan. Khushi Baby is at the forefront of designing, developing, and implementing an community health integrated platform. It is a combination of a team and technology that empowers over 75,000 community health workers and health officials, impacting over 45 million lives across Rajasthan. CHIP is a unified, offline, mobile health intervention to community health workers for accountable tracking of health records across India's longitudinal National Health Mission Programs.

- **Services provided by Organization:-**

1. Developing and implementing CHIP (Community Health Integrated Platform) that empowers community health workers and government health officials.
2. Enable data driven decision-making in public health areas like:- RMNCH+A, Non- Communicable disease etc.
3. Pioneering the development of India's first village-level climate vulnerability index.

4. Supporting special health campaigns like:- MR elimination and Covid-19 vaccination through digital health solutions.

- **Key activities undertaken in an organization:-**

1. **Engaged in preparing user flow document of citizen centric application:-**

Now a days patient centered care becomes more and more important in the changing healthcare environment. The aim of patient centered care is to change how patients interact with medical professionals, take control of their health and obtain medical information. The app will function as a comprehensive platform that integrates different health services promoting a holistic approach to patient care.

Need of citizen centric application:-

- a) Lack of access to health records due to fragmented digital health system.
- b) Compatibility issues between different healthcare systems.
- c) Lack of real time access to medical advice.

Benefits of citizen centric application:-

- a) Preventive care:- The application can encourage preventive healthcare by providing timely notification for checkup which can lead to reducing the burden of disease.
- b) Enhanced patient engagement:- The application can help in building better doctor patient relationship by scheduling appointment on flexible working hours based on patient need.
- c) Self-monitoring by individuals.
- d) Cost effective and time saving:- Reduction in waiting time reduces the follow-up and extra cost associated with it.

2. Engaged in preparing logical and validation sheet of E-Sushrut application

(HMIS) :- E-Sushrut application is a hospital management information system (HMIS) developed by Center for Development of Advanced Computing (C-DAC), Government of India. It was released in 2002 with the goal of integrating electronic medical record with hospital management functions and billing processes.

Need of E-Sushrut application:- Due to limited use of hospital information system which were primarily used for patient registration data only while most clinical records were still maintained on paper. It aimed to address the gap by providing a comprehensive EMR system.

Benefits of E-Sushrut application:-

- a) Accurate, real time electronic medical records of patients.
- b) Streamlined patient care and hospital administrative functions.
- c) Integrates with various medical equipment.
- d) Connects people, process and data in real time across hospital.

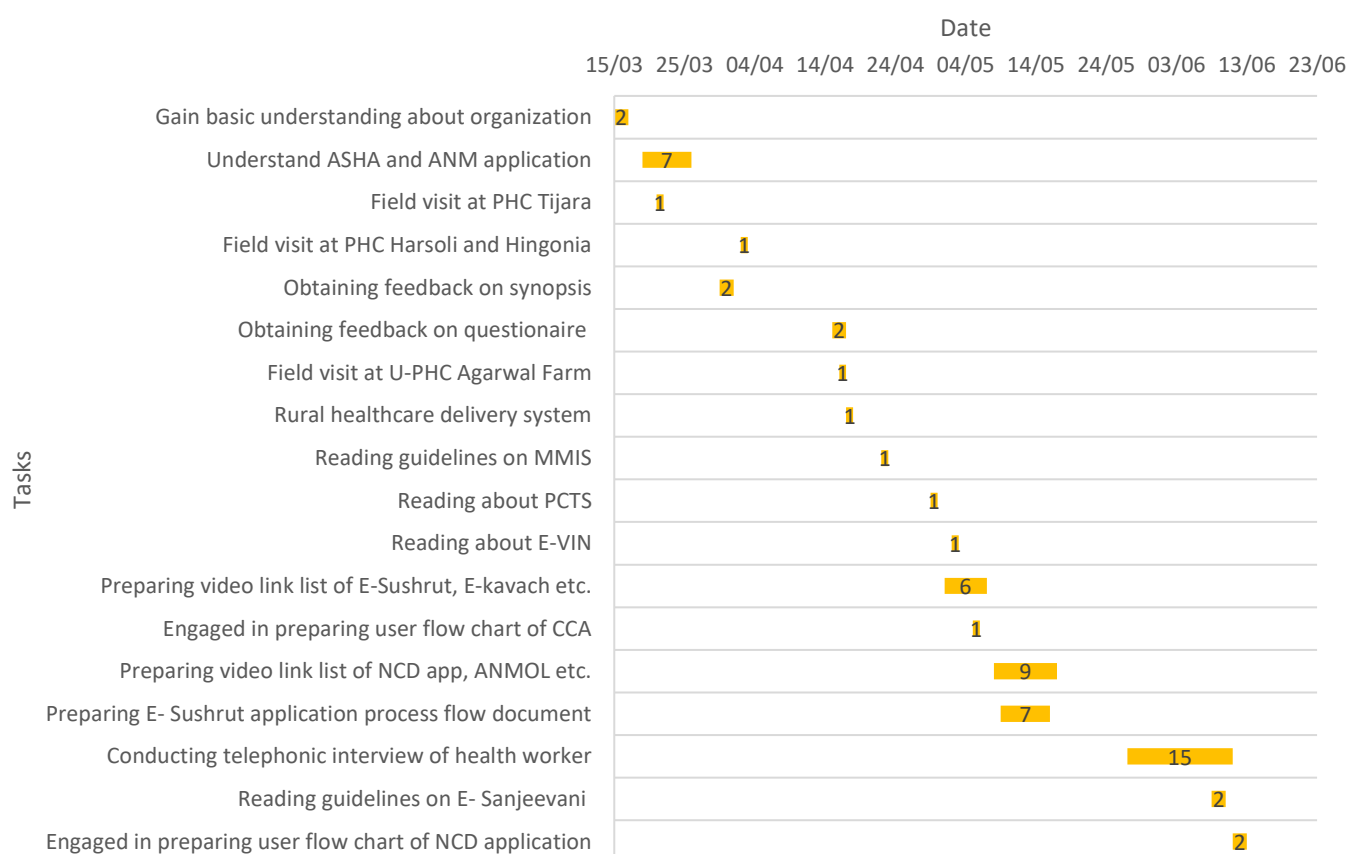
3. Conducted field visits for understanding existing claim form process:-

The existing claim form process consists of several steps which are given in following ways:-

- a) ASHA provides services to the beneficiaries throughout the month.
- b) ASHA fill claim form and submit claim form to ANM for verification.
- c) ANM verifies claim form of ASHA and submit claim form to data entry operator at PHC.

- d) Data entry operator enter claim form details in ASHA soft portal and send all the claim form details for verification from MO.
- e) MOIC review and sanction claim for each services.
- f) Payment is directly deposited into the bank account of ASHA worker.

Gantt Chart



- **Key Learnings from internship:-**

- a) Learned about designing and developing digital health applications for community health workers and citizens.
- b) Understand Khushi Baby's collaborative efforts with stakeholders.
- c) Gained hands on experience of CHIP applications and their challenges encountered by health workers.
- d) Preparing user flow diagrams with the help of Figma.