

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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Under the Supervision and Guidance of

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2024

Introduction:

This internship report details my experience working at the Indo-German Programme on Universal Health Coverage (IGUHC). During my internship period (1st April to 30th June 2024), I had the privilege of immersing myself in the organization's mission of improving healthcare access and quality for all Indians. Witnessing firsthand IGUHC's dedication to strengthening the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) program, a cornerstone of India's ambitious journey towards Universal Health Coverage (UHC), was an incredibly rewarding experience.

Objectives of Internship:

1. To gain practical experience in the implementation of large-scale health insurance programs
2. To understand the challenges and strategies in achieving universal health coverage in India
3. To learn about capacity development initiatives in the healthcare sector
4. To observe the technical assistance provided to states in implementing health schemes
5. To understand the role of quality assurance in healthcare delivery

Organizational Profile:

IGUHC is a joint program between the Indian government and German development cooperation. It works closely with the National Health Authority (NHA) and State Health Agencies (SHAs) to support the implementation of AB PM-JAY and related health initiatives. The organization plays a crucial role in enhancing the quality, scope, and availability of health services in India.

Services Provided by Organization:

1. Technical assistance to states implementing AB PM-JAY and Ayushman Bharat Digital Mission (ABDM)

2. Capacity development for national and state-level officials
3. Support in quality certification and improvement of healthcare facilities
4. Assistance in developing standard treatment guidelines
5. Implementation support for digital health infrastructure

Key Activities/Projects Undertaken Other than Dissertation:

1. Implementation Support for AB PM-JAY:

- Assisted in the rollout of the world's largest health assurance scheme
- Participated in efforts to expand coverage to over 500 million families

2. Ayushman Bharat Digital Mission:

- Contributed to the development of integrated digital health infrastructure
- Observed the creation of digital highways connecting healthcare stakeholders

3. Capacity Development Initiatives:

- Engaged in the Professional Programme for Health Protection (PPHP)
- Assisted in identifying and training young professionals for placement in health agencies

4. Quality Assurance in Healthcare:

- Participated in the Quality Certification (QC) system implementation
- Observed the collaboration between NHA and Quality Council of India (QCI)

5. Technical Assistance to States:

- Contributed to training and capacity building activities
- Assisted in research and evaluation of state-level implementation of health schemes

Key Learnings from the Internship:

1. Understanding of Universal Health Coverage: Gained insights into the complexities of implementing a large-scale health insurance program and its impact on achieving universal health coverage.
2. Importance of Capacity Building: Learned the critical role of developing human resources in the healthcare sector, especially through programs like PPHP.
3. Quality Assurance in Healthcare: Understood the significance of maintaining quality standards in healthcare delivery and the processes involved in hospital certification.
4. Digital Health Infrastructure: Gained knowledge about the importance of digital solutions in connecting various stakeholders in the healthcare ecosystem.
5. Collaborative Approach: Observed the value of collaboration between different agencies (national, state, and international) in achieving health coverage goals.
6. Policy Implementation Challenges: Learned about the challenges in implementing health policies at the grassroots level and strategies to overcome them.
7. Data-driven decision-making: Understood the importance of research, evaluation, and data analytics in shaping health policies and implementation strategies.
8. Financial Models in Healthcare: Gained insights into health financing mechanisms and their impact on reducing out-of-pocket expenses for citizens.

My internship at IGUHC has been a fulfilling experience that provided me with valuable knowledge and practical skills relevant to the healthcare sector. Witnessing IGUHC's dedication to improving access to quality healthcare for all Indians has been truly inspiring. The learnings and insights gained during this internship will undoubtedly benefit my future endeavors in the healthcare field.