

**To assess the availability and accessibility of
Expanded Health Package Services at Ayushman
Aarogya Mandir in Jaipur, Rajasthan**

Internship Report Submitted to



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INTRODUCTION

Accessibility and availability of healthcare are essential elements for an effective healthcare delivery system. Ensuring that healthcare services reach all segments of the population, particularly the economically disadvantaged, is a fundamental goal of public health initiatives worldwide. In India, the Ayushman Bharat scheme, launched by the Government of India, represents a significant step towards achieving this objective. This ambitious program aims to provide comprehensive healthcare services to the economically disadvantaged sections of society, significantly transforming the healthcare landscape of the country.

As part of the Ayushman Bharat scheme, Ayushman Aarogya Mandirs have been established across various regions. These centers are designed to deliver a wide range of essential health services to the community, ensuring that even the most vulnerable populations have access to necessary medical care. The Ayushman Aarogya Mandirs serve as a crucial point of contact for individuals seeking medical assistance, thereby playing a vital role in the overall healthcare infrastructure.

This study focuses on a detailed assessment of the availability and accessibility of 12 designated health package services at an Ayushman Aarogya Mandir in Jaipur, Rajasthan. The research is aimed at understanding how well these services are being delivered and identifying any gaps that may exist in the service provision.

The primary objectives of this study include assessing the extent to which the 12 health package services are available and accessible to the population served by the Ayushman Aarogya Mandir in Jaipur. Additionally, the study aims to identify any gaps in service delivery and suggest potential improvements. By doing so, the research contributes to a better understanding of how healthcare policies are implemented at the ground level and offers recommendations for enhancing the effectiveness of these initiatives.

OBJECTIVES OF INTERNSHIP

The internship at the National Health Mission (NHM) in Rajasthan was designed to provide a multifaceted understanding of healthcare delivery systems. The primary objectives of this internship were as follows:

1. To Gain Practical Experience in the Functioning of Healthcare Delivery Systems

Under the National Health Mission, Rajasthan: This objective was aimed at providing firsthand experience in the day-to-day operations and strategic initiatives of NHM Rajasthan. By engaging directly with the organization, the goal was to understand the complexities and challenges involved in delivering healthcare services to a diverse population. This included observing how NHM programs are managed, executed, and monitored to ensure they meet their objectives.

2. To Understand the Operational Aspects of Ayushman Aarogya Mandirs: The Ayushman Aarogya Mandirs are a key component of the Ayushman Bharat scheme, serving as the primary contact points for healthcare services. The objective here was to delve into the operational mechanics of these centers, understanding their structure, the roles of healthcare professionals, patient flow, and the overall management of health services. This understanding would provide insights into the efficiency and effectiveness of the services offered at these centers.

3. To Assess the Availability and Accessibility of 12 Designated Health Package

Services: A key focus of the internship was to evaluate how well the 12 health package services designated under the Ayushman Bharat scheme are being provided at the Ayushman Aarogya Mandir in Jaipur. This assessment involved examining the range of services available, their accessibility to the population, and the extent to which these services are utilized by the community. The goal was to identify strengths and weaknesses in service provision.

4. To Identify Any Gaps in Service Delivery and Suggest Potential Improvements: Based on the assessment of service availability and accessibility, the objective was to identify any gaps or shortcomings in the delivery of healthcare services. This included pinpointing areas where services might be lacking, not reaching the intended population, or where operational inefficiencies might exist. Following this identification, the aim was to develop actionable recommendations to address these gaps and enhance the overall effectiveness of the healthcare delivery system.

5. To Develop a Comprehensive Understanding of Healthcare Policies and Their Implementation at the Ground Level: The final objective was to gain a thorough understanding of the healthcare policies that guide the operations of NHM and Ayushman Aarogya Mandirs. This involved studying how these policies are formulated, the strategic intent behind them, and their practical implementation on the ground. The goal was to appreciate the policy framework's role in shaping healthcare delivery and the real-world challenges faced in executing these policies effectively.

ORGANIZATIONAL PROFILE

The National Health Mission (NHM) was launched nationwide on 1st May 2013, by the Government of India. It comprises two sub-missions: the National Rural Health Mission (NRHM), initiated in 2005, and the National Urban Health Mission (NUHM), launched in 2013. The primary objective of the NHM is to enhance the accessibility, affordability, and quality of healthcare services for populations in both urban and rural areas, with a particular focus on women, children, and the economically disadvantaged.

The NHM encompasses various initiatives aimed at improving public health and reducing health disparities. Key areas of focus include maternal and child healthcare, immunization programs, and the provision of essential health services. The mission operates through local health organizations at the state level and collaborates with state governments. It receives funding from the central government as well as international organizations. The NHM strives to achieve the health-related goals set by the United Nations, ensuring that essential healthcare services are accessible to all individuals, regardless of their socioeconomic status or geographical location.

Components of NHM:

1. RMNCH+N
2. Health System Strengthening
3. Non Communicable Disease Control Programmes
4. Communicable Disease Control Programme
5. Infrastructure Maintenance

SERVICES PROVIDED BY THE ORGANIZATION

1. Maternal and Child Health
2. Immunization
3. Family Planning
4. Communicable Disease Control
5. Healthcare Infrastructure Development
6. Human Resources for Health
7. Health Systems Strengthening
8. Information, Education, and Communication
9. Community Participation
10. Non-Communicable Disease Control

- **Maternal and Child Health:** The NHM works to improve the health and well-being of mothers and children. It provides essential healthcare services during pregnancy, childbirth, and postnatal care to ensure safe pregnancies and healthy child development.
- **Immunization:** NHM plays a crucial role in implementing immunization programs. It focuses on increasing vaccination coverage and ensuring that individuals receive necessary vaccines to protect against diseases such as polio, measles, hepatitis, and others.
- **Family Planning:** NHM promotes family planning services, which include providing information and access to contraception methods. It empowers individuals and couples to make informed choices about their reproductive health and helps them plan their families based on their preferences and needs.
- **Communicable Disease Control:** NHM works to prevent and control communicable diseases such as tuberculosis, malaria, HIV/AIDS, and other infectious diseases. It emphasizes early detection, timely treatment, and preventive measures to reduce the spread of these diseases within the population.
- **Healthcare Infrastructure Development:** NHM focuses on improving healthcare infrastructure by constructing and upgrading healthcare facilities such as hospitals, health centers, and clinics. This ensures better access to healthcare services, especially in remote or underserved areas.

- **Capacity Building:** NHM aims to enhance the skills and capabilities of healthcare providers. It offers training programs and workshops to improve their knowledge and expertise, enabling them to deliver high-quality healthcare services.
- **Health Systems Strengthening:** NHM works on strengthening the overall healthcare system. It focuses on improving healthcare governance, management, and quality assurance. This helps ensure efficient and effective delivery of healthcare services to the population.

KEY ACTIVITIES

During my internship with the National Health Mission (NHM) in Rajasthan, I was involved in several key activities and projects that provided practical insights and hands-on experience in the healthcare sector. These activities are detailed below:

1. **Community Health Surveys:** I participated in conducting health surveys across various facilities in Jaipur. These surveys aimed to assess the health needs, service utilization, and health outcomes of the population. By collecting and analyzing data on common health issues, access to healthcare services, and patient satisfaction, we were able to identify gaps in service delivery and areas needing improvement. These surveys were crucial in providing a clear picture of the community's health status and the effectiveness of existing health programs.
2. **Training Programs for Healthcare Workers:** I was involved in training sessions for Community Health Officers (CHOs) and other healthcare workers. These training programs focused on enhancing their skills and knowledge in various aspects of healthcare delivery, including patient care, data management, and the implementation of health policies. This experience underscored the importance of continuous professional development for healthcare workers to ensure they are well-equipped to provide high-quality care.
3. **Data Collection:** As part of the internship, I was tasked with collecting and analyzing health-related data from various facilities. This activity emphasized the critical role of data in evidence-based decision-making and program evaluation.
4. **Community Engagement and Health Promotion:** I engaged in various community outreach activities to promote health awareness and education. This included organizing health education sessions, distributing informational materials, and conducting interactive

workshops on topics such as hygiene, nutrition, and disease prevention. These efforts were aimed at empowering community members with the knowledge and resources to make informed health decisions and adopt healthier lifestyles.

5. Evaluation of Health Package Services: A significant part of my internship was dedicated to evaluating the availability and accessibility of 12 designated health package services at the Ayushman Aarogya Mandir. This involved assessing the infrastructure, service delivery processes, and patient satisfaction. By identifying the strengths and weaknesses of the current system, I was able to suggest potential improvements to enhance the quality and reach of healthcare services.

Overall, these key activities and projects provided a comprehensive understanding of the healthcare delivery system, the operational dynamics of health programs, and the importance of community engagement. They also highlighted the critical role of data and evidence-based practices in improving health outcomes. These experiences will significantly contribute to the depth and quality of my dissertation on assessing health services at Ayushman Aarogya Mandir in Jaipur, Rajasthan.

KEY LEARNINGS FROM INTERNSHIP

The internship at the National Health Mission (NHM) in Rajasthan was an enriching experience that offered profound insights and practical knowledge in the field of healthcare. The key learnings from this experience are elaborated below:

1. Comprehensive Healthcare Systems Understanding: Through the orientation in various departments, I gained a broad perspective on how different components of NHM interconnect to form a cohesive healthcare delivery system. This included understanding the specific roles and functions of departments such as Maternal and Child Health, Communicable Disease Control, Non-Communicable Disease Management, Quality Assurance, AAM, NUHM, RBSK, RKSK, & IDSP.

2. Understanding Health Systems: This internship gave me a detailed look at how the healthcare delivery system operates. I learned about the different parts of the system, how they work together, and the challenges faced in providing healthcare services. This included understanding how services are organized and delivered, especially under the NHM and Ayushman Bharat scheme.

3. Operational Insights: Observing the daily operations at Ayushman Aarogya Mandirs helped me understand the practical side of managing health programs. I learned about the importance of coordination among different stakeholders, including healthcare workers, and administrative staff. This coordination is essential for ensuring that services are delivered smoothly and efficiently. I also learned about resource allocation, patient management, and the importance of effective communication and teamwork in healthcare settings.

4. Data-Driven Decision Making: During my internship, I realized the critical role of data in healthcare management. I learned how data is used to plan, monitor, and evaluate health programs. Working with health data helped me understand the importance of accurate and timely data collection and analysis. This experience showed me how data-driven decision-making can improve the efficiency and effectiveness of health interventions and lead to better health outcomes.

5. Community Engagement: The internship highlighted the importance of involving the community in health initiatives. I learned how community engagement can impact the success of health programs. This included understanding the role of awareness and education in shaping health behaviors and outcomes. I observed various strategies used to engage communities, such as health camps, educational sessions, and community surveys. These experiences demonstrated the importance of involving community members in planning and implementing health programs to ensure they meet the community's needs. This involvement is essential for building trust and ensuring the sustainability of health interventions.