

**To assess the availability and accessibility of 12 Health
Package Services at Ayushman Aarogya Mandir in
Jaipur, Rajasthan**

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INTRODUCTION:

The National Health Policy - 2017 recommended strengthening the delivery of Primary Health Care to provide affordable and effective path for India to achieve Universal Health Coverage. Ayushman Bharat Programme was launched in 2018 which comprised of two components- Pradhan Mantri Jan Arogya Yojana or PM-JAY which aims at providing a health cover of Rs. 5 lakhs per family per year for secondary and tertiary care hospitalization to over 12 crores poor and vulnerable families and Ayushman Bharat - Health and Wellness Centres (AB-HWCs) as the platform to deliver Comprehensive Primary Health Care (CPHC) including preventive, promotive, curative, rehabilitative and palliative care.

Health and Wellness Centers, also known as Ayushman Arogya Mandir, are a critical part of India's Ayushman Bharat program, designed to enhance the country's primary healthcare system and improve healthcare access for millions. These centers play a key role in preventive healthcare, early disease detection, and in reducing the pressure on secondary and tertiary care facilities. The Health and Wellness Centers are developed by converting existing Sub Health Centers and Primary Health Centers to offer Comprehensive Primary Health Care, which is a core component of Ayushman Bharat.

The delivery of comprehensive primary health care through Ayushman Arogya Mandir includes nine key elements that are:

1. Expanded Service Delivery
2. Continuum of care- Telehealth and Referral
3. Expanding HR- CHO and Multiskilling
4. Medicines and Expanding Diagnostics
5. Community Mobilization and Health Promotion
6. Robust IT System
7. Infrastructure
8. Partnerships for Knowledge and Implementation
9. Financing-Provider Payment Reforms.

India's work with these Health and Wellness Centers aligns with the United Nations' Sustainable Development Goals, specifically SDG-3, which promotes good health and well-being, and SDG-5, which focuses on gender equality.

These centers aim to offer healthcare services close to people's homes, providing free essential medicines and tests. They ensure that patients receive continuous care through established referral systems and teleconsultation with larger hospitals when needed. This approach is designed to support vulnerable populations and improve healthcare access for everyone.

This study focuses on Expanded Service Delivery along with Performance and Team Based Incentives that are assessed using 15 key indicators.

a) Expanded Service Delivery:

The National Health Mission (NHM), in the past, has primarily focused on providing Reproductive Maternal Newborn Child and Adolescent Health (RMNCH+A) services and combating communicable diseases like HIV/AIDS, malaria, and tuberculosis. However, changing demographics and an epidemiological transition require a broader focus that includes non-communicable diseases (NCDs) like hypertension, diabetes, and cancer.

With the establishment of Ayushman Bharat-HWCs in 2018 represent a paradigm shift from selective to comprehensive care, offering a wider range of health services, including:

1. Care in Pregnancy and Child-Birth.
2. Neonatal and Infant health care services.
3. Childhood and Adolescent health care services.
4. Family planning, Contraceptive services and other Reproductive Health Care services.
5. Management of Communicable diseases including National Health Programmes.
6. Management of Common Communicable Diseases and Outpatient care for acute simple illnesses and minor ailments.
7. Screening, Prevention, Control and Management of Non-Communicable diseases.
8. Care for Common Ophthalmic and ENT problems.
9. Basic Oral health care.
10. Elderly and Palliative health care services.
11. Emergency Medical Services.
12. Screening and Basic management of Mental health ailments.

b) Team & Performance Based Incentives:

One of the key features of the Ayushman Aarogya Mandir is the introduction of Team Based Incentive and Performance Based Incentive. This initiative under Ayushman Bharat Program, aims to enhance healthcare delivery by providing comprehensive services to the community. To improve efficiency and encourage quality care, team and performance-based incentives can play a crucial role.

Team Based Incentive:

To enhance the motivation and team-spirit, the HWC teams are provided annual/periodic monetary payments in the form of incentives i.e., known as team-based incentives, with the aim to enable identification of areas of performance improvement including the need for skill up gradation.

Performance Based Incentive:

A performance-based incentive is a system of rewarding healthcare providers based on achieving specific goals or benchmarks. These incentives are designed to motivate improved quality of care, greater efficiency, increased patient satisfaction, or expanded access to healthcare services within the Ayushman Bharat initiative.

RESEARCH QUESTIONS:

1. Are all 12 health package services offered at Ayushman Aarogya Mandir, and are they consistently available throughout the year?
2. How does expanding the range of services at Ayushman Aarogya Mandir affect community health needs/outcomes?
3. What is the level of knowledge among Community Health Officers (CHOs) of the different aspects of performance-based and team-based incentives in their workplace?

OBJECTIVE:

1. To assess the availability of expanding range of services.
2. To assess the accessibility of expanding range of services.
3. To assess the level of knowledge among CHOs on Performance Based Incentive and Team Based Incentive.

HYPOTHESIS:

1. All 12 health package services are consistently available at Ayushman Aarogya Mandir throughout the year.
2. Expanding services at Ayushman Aarogya Mandir leads to improved community health outcomes.
3. Expanded services at Ayushman Aarogya Mandir improve accessibility for the community.
4. CHOs are higher level of knowledge about performance-based and team-based incentives.

MATERIAL AND METHODS:

STUDY DESIGN: Quantitative & Qualitative Method

SETTING: AAM-SHC

STUDY POPULATION: The study population includes Community Health Officers (CHOs) and patients who have accessed the health services at Ayushman Aarogya Mandir in Rajasthan.

STUDY TOOLS: Structured Questionnaire

DURATION OF STUDY: 3 months (March to June 2024)

SAMPLE SIZE: The sample size will consist of 10 Community Health Officers (CHO) and 50 patients from various healthcare facilities. We will select one CHO and 5 patients, from each facility. This setup will ensure we get input from both healthcare providers and community members/patients, providing a balanced view.

SAMPLING TECHNIQUE: Convenient Sampling Technique

DATA COLLECTION PROCEDURE: Data is collected through Questionnaire, and Interviews.

DATA ANALYSIS PLAN: -

Collected data will be analyzed using Microsoft Excel & Statistical software (SPSS).
Results will be visualized using graphs and charts.

ETHICAL CONSIDERATIONS: - Informed consent from participants

- Confidentiality of data
- Respect for autonomy and privacy
- Equity and fairness in participant selection
- Compliance with relevant regulations and guidelines

IMPLICATIONS OF RESEARCH:

The findings from this study help give feedback to district and state health authorities about how accessible and available health services are at Ayushman Aarogya Mandir. With this feedback, these health officials can work to improve and expand the 12 health package services that these centers. By looking at the data, they can find out where services need to get better, making healthcare fairer and reaching more people in different areas. This could lead to changes that make health services work better and ensure they reach those who need them most.

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