

Assessment of Performance Based Incentive of ASHAs in Jaipur Urban block of Jaipur I district, Rajasthan.

A Dissertation Synopsis

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Introduction

Accredited Social Health Activists (ASHA) are community level health workers whose role as a health care facilitator, a service provider and to generate awareness on health issues. Besides delivering key services to maternal, child health and family planning, she also renders important services under the National Disease Control Programmed. ASHA gets incentives by providing services under various health schemes.

Research Question

What are the facilitating and hindering factors in performance-based incentives for ASHAs during the incentivization process of claims?

Objectives

- To review the guidelines, roles, and responsibilities of ASHAs.
- To study the incentivization processes.
- To study facilitating and hindering factors.
- To suggest possible ways to minimize hindering factor, if any.

Material and Methods

The study methods will use the following steps:

Step 1: Study area: Jaipur I district was convenient for study and Jaipur Urban block was selected because it has the highest registration 515 of ASHAs in Jaipur I district on digital ASHA platform.

Step 2: Selection of ASHAs

Selection of ASHAs will be based on the Community Health Integrated Platform (CHIP), as well as Digital ASHA Platform. ASHAs are registered on these platforms.

Step 3: Sampling and Sample Size

Total number of ASHAs in Jaipur Urban are 515 and the Intern has taken 10% of it as sample size, which comes around 50 excluding no response.

To select the ASHAs, a list of 515 ASHAs will be prepared according to the percentage of completion of Digital Household Survey to categorize in to two: the highest and the lowest,

Step 4: Data collection methods:

- Review guidelines, roles, and responsibilities,
- Review of CHIP data
- Process mapping of incentivization process
- Interview with the ASHAs

Step 5: Data collection Tools

- Checklist for reviewing the guidelines.
- Data sheet
- Process mapping.

- Interview schedule for ASHAs.
- Consent forms.

Step 6: Data Collection Process

Step 6.1 A list with details (village, contact number, population covered) of ASHAs will be prepared for the highest and lowest cohorts.

Step 6.2 The Intern will call each selected ASHA, and if she receives the call, they will be briefed about the study, and approximate time to be taken. If she consented, she would be interviewed over telephone only. If she does not receive a call, she will be called again after some time but on the same day. Asha will be called only two time ,if she fails in connecting then she will be excluded from the interview. If she receives a call but is not free that time, she will be approached later as per the mutually suggested timings.

Step 6.3 Assuming that the Intern will be able to interview five ASHAs per day (considering no response, making repeated calls, and documenting the interviews) and accordingly 10 working days will be required to complete the interviews of 50 ASHAs.

Step 7: Data Analysis

The data will be analyzed using descriptive analysis.

Duration of Study

The study period is 3 months from 1 April 2024 to 15 June 2024

Implications of Research

Identifying facilitating and hindering factors of the incentivization process for ASHA.

Expected Outcome

1. Roles and Responsibilities Review:

- Clear documentation of the roles and responsibilities of ASHA in relation to claims processing.
- Identification of any gaps or ambiguities in the existing roles and responsibilities framework.

2. Incentivization Processes Analysis:

- Comprehensive understanding of the current incentivization processes for ASHAs related to claims processing.
- Evaluation of the effectiveness of these incentivization processes in motivating ASHAs and improving their performance.

References

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