

INTERNSHIP REPORT



The IIHMR University, Jaipur

For the partial fulfillment for the award of the degree of
Master of Business Administration (MBA)

in

Health and Hospital Management

by

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Under the supervision & Guidance of

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1.Introduction:

During the summer of 2024, I had the amazing opportunity to intern with National Health Mission Jaipur Rajasthan, focused on improving healthcare access and delivery across the country, especially targeting vulnerable populations and underserved regions. For three months, from 18th March 24 to 18th June 24, this internship allowed me to put my academic knowledge into practice and gain invaluable experience in the Health sector.

National Health Mission was launched by the Government of India with the objective of addressing India's malnutrition crisis. This mission subsumed 2 other malnutrition missions that already existed with the aim of targeting rural population and urban population. This mission was launched in the year 2013 and is implemented by the Ministry of Health and Family Welfare. This article covers the 4 main components of the mission, major objectives, goals, major initiatives and some of the successes of the National Health Mission.

My main goal during this internship was to understand how development work is carried out and to contribute to National Health Mission's ongoing projects. I was involved in several initiatives aimed at improving the lives of marginalized communities. These projects included promoting sustainable farming practices, enhancing health and nutrition awareness, and facilitating educational programs for both children and adults. Throughout my time at National Health Mission, I participated in fieldwork, interacted with community members, and attended workshops and training sessions. These experiences allowed me to apply what I had learned in school while developing important skills like project management, data collection and analysis, and community engagement.

This report will provide an overview of my internship experience with National Health Mission. It starts with a brief introduction to the organization and its mission, followed by a detailed account of the tasks and projects I was involved in. Additionally, I will discuss the challenges I encountered, how I addressed them, and the key lessons I learned. Through this narrative, I hope to share the depth of learning and professional growth I experienced during this internship and offer insights into how development theories and practices can be applied in real-world situations.

2.Objectives of Internship:

During my internship, I had several key objectives that guided my experience and learning journey:

1. I wanted to take the theories and concepts I learned in my classes and see how they work in real-life development projects.
2. I aimed to gain a deeper understanding of the various challenges that communities in developing areas face, such as Reach and Coverage, Accessibility of Services, Quality of Health Screenings, Referral and Follow-up, Community Engagement, Data Management and Monitoring
3. My goal was to develop essential skills like project management, data analysis, community engagement, and writing reports. I also aimed to improve my communication, teamwork, and problem-solving skills through hands-on experience.
4. I wanted to learn about how Health organizations operate, and government bodies. Understanding the policies, practices, and frameworks that drive development work was a key objective.
5. Building a professional network with experts and stakeholders in the health sector was important to me. I sought mentorship and career guidance from experienced professionals to help shape my future career path.
6. I aimed to make a meaningful contribution to projects focused on improving the quality of life for underserved populations. Supporting sustainable development goals (SDGs) through active participation in programs addressing issues like poverty, education, health, and the environment was a key objective.
7. Learning how to monitor and evaluate the impact of health projects and programs was an important objective. I aimed to assess the effectiveness and sustainability of interventions and suggest improvements where necessary.

3.Organizational Profile:

The National Health Mission (NHM) Jaipur, Rajasthan, operates under the overarching National Health Mission of India, dedicated to improving healthcare access and outcomes across the region. Established to address the diverse healthcare needs of both rural and urban populations, NHM Jaipur plays a crucial role in enhancing health infrastructure, implementing disease control programs, and promoting community health initiatives.

Vision:

"To ensure equitable access to quality healthcare services for all residents of Jaipur, Rajasthan, thereby promoting health and well-being across communities."

Mission:

NHM Jaipur is dedicated to enhancing maternal and child health through initiatives promoting institutional deliveries, prenatal and postnatal care, immunization, and nutritional support. It strengthens healthcare infrastructure by upgrading existing facilities and establishing new ones, including PHCs, CHCs, and district hospitals with modern amenities. Disease prevention efforts encompass malaria control, tuberculosis treatment, HIV/AIDS prevention, and hygiene promotion. Community engagement is fostered through the ASHA scheme, health awareness, and improved healthcare access. Continuous capacity building for healthcare professionals and robust monitoring ensure quality service delivery. Collaborations with diverse partners optimize resources and innovation, aiming to achieve health equity and improved well-being in Jaipur, Rajasthan.

Objectives:

National Health Mission – Goals

Total Fertility Rate (TFR) – Reduce it to 2.1.

Infant Mortality Rate (IMR) – Reduce it to 25 per 1000 live births.

Maternal Mortality Rate (MMR) – Reduce it to 1 per 1000 live births.

Bring down the malaria cases to less than 1 per 1000 population.

Geographical coverage:

NHM Jaipur's initiatives cover the entire geographical expanse of Rajasthan, aiming to enhance healthcare access and outcomes across urban and rural areas alike. Efforts span from remote villages to urban centers, ensuring comprehensive healthcare services reach every resident. This expansive coverage includes the establishment and upgrading of healthcare facilities such as PHCs, CHCs, and district hospitals across the state. Through partnerships and community engagement, NHM Jaipur addresses diverse health needs and challenges, striving for equitable health outcomes and improved well-being throughout Rajasthan.

4.Services Provided by Organization:

The National Health Mission (NHM) Jaipur, Rajasthan provides a wide range of essential healthcare services aimed at improving health outcomes across the region:



Maternal and Child Health Services: Promoting institutional deliveries, prenatal and postnatal care, immunization programs, and nutritional support for mothers and infants.



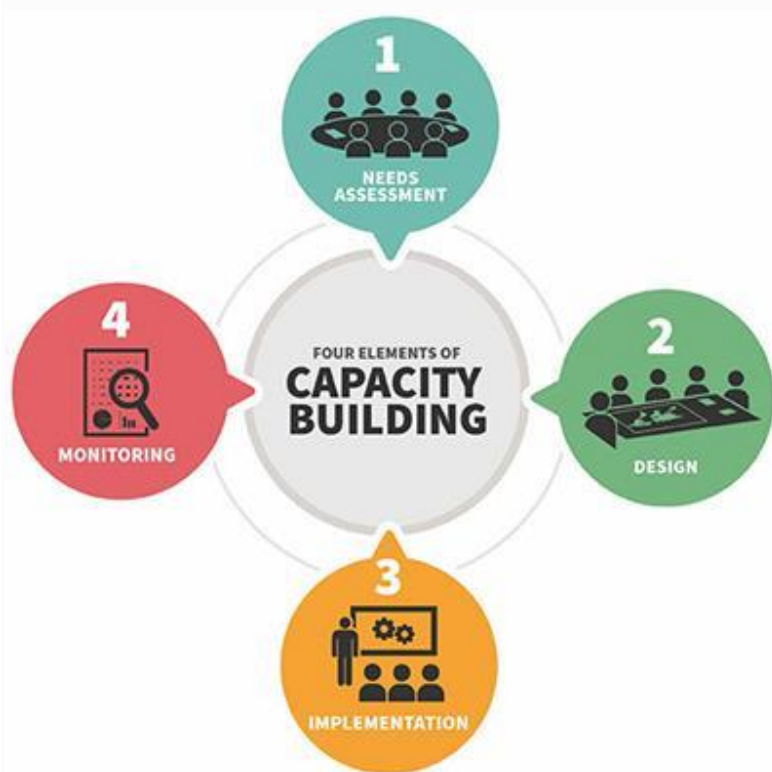
Healthcare Infrastructure Development: Upgrading and establishing healthcare facilities including Primary Health Centers (PHCs), Community Health Centers (CHCs), and district hospitals equipped with modern medical amenities.



Disease Prevention and Control: Implementing programs for malaria control, tuberculosis treatment, HIV/AIDS prevention, and promoting hygiene and sanitation practices.



Community Engagement: Facilitating health awareness and access through initiatives like the Accredited Social Health Activist (ASHA) scheme, ensuring responsiveness to community health needs.



Capacity Building: Continuous training and skill enhancement for healthcare professionals to deliver quality services effectively.



Monitoring and Evaluation: Employing robust mechanisms to monitor health indicators, assess program impact, and ensure accountability in service delivery.



Partnerships and Collaborations: Collaborating with government agencies, NGOs, private sector partners, and international organizations to leverage resources and expertise for advancing healthcare delivery.

5.Key Activities/ Projects undertaken other than Dissertation:

I was appointed as Project Intern at National Health Mission, Ministry of Health Family Welfare, Govt of Rajasthan. My primary activities during the internship included the following:

- Initially, I focused on understanding the organization's goals, objectives, vision, and mission.
- After one week, I had the opportunity to assist in creating a baseline report for the financial year and attended the annual review meeting.
- Subsequently, I contributed to the development of various reports and formats, which constitute the main responsibilities within the RBSK department.
- I visited different intervention areas of the organization and participated in the monthly and weekly meetings of the implementation unit
- As part of my tenure with RBSK at NHM, I undertook a significant dissertation project focusing on mitigating the vulnerability of migrating populations, particularly tribal youth in South Rajasthan. The dissertation, titled "A study of holistic approaches to migration: Building socio-economic resilience for tribal youth in South Rajasthan," involved defining objectives, determining sample sizes, developing research tools, conducting thorough analysis, and compiling comprehensive reports for both academic and organizational purposes.

6.Key Learnings from Internship:

- I learned about the organization's goals, vision, and mission, which helped me understand its overall direction and purpose.
- I gained hands-on experience in developing baseline reports, learning how to gather and analyze data to support the organization's planning and evaluation processes.
- I improved my skills in creating various types of reports and documentation, ensuring they were clear, accurate, and met the organization's standards.
- Visiting different project sites gave me practical insights into how projects are implemented and the real-world challenges they face.
- Attending monthly and weekly meetings helped me improve my communication and teamwork skills, as I interacted with different departments and stakeholders.
- For my dissertation, I worked on a project aimed at to improve the overall quality of the life of children, enable a systematic approach to Child health screening and early intervention. This initiative ensures free management and treatment including surgical interventions at tertiary level through National Health Mission.. I was involved in endline stage/survey, from setting objectives to analyzing data and writing reports, which enhanced my research and project management skills and from this a chosen my dissertation topic which is "Assessment of annual progress of child health screening and early intervention services under Rashtriya bal swasthya karyakram".
- Participating in a One week training session by National Health Mission provided me with valuable knowledge on organizational development and team training.