

# **INTERNSHIP REPORT**

**Internship Location:** National Health Mission, Chandigarh

**Tenure:** 18-03-2024 to 15-06-2024

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## INTRODUCTION

In alignment with the National Health Mission's (NHM) vision of providing accessible and affordable healthcare services across India, Ayushman Arogya Mandirs (AAMs) play a crucial role in delivering primary healthcare at the grassroots level. Chandigarh, as a union territory, adheres to this mission by establishing and operating several HWCs aimed at enhancing healthcare accessibility and quality for its residents.

This internship aimed to delve into a comprehensive gap analysis of three selected Ayushman Arogya Mandirs Dhanas, Maloya and Kaimbwala in Chandigarh under the National Health Mission. The objective is to assess the current operational status of these centers against the Ayushman Bharat guidelines. By identifying gaps and challenges encountered in their functioning, this report aims to provide strategic recommendations to improve their efficacy and impact on community health.

## OBJECTIVES

- Identify and analyze gaps between the current operational performance of the AAMs and the benchmarks set by the Ayushman Bharat guidelines.
- Evaluate the effectiveness and efficiency of healthcare services provided by the AAMs, including preventive, promotive, and curative healthcare services, to determine areas of improvement.
- Conduct a detailed assessment of the operational status of three selected Health and Wellness Centers in Chandigarh, focusing on infrastructure, facilities, and resources available for healthcare delivery.
- Based on the gap analysis findings, formulate specific and actionable recommendations to address identified gaps and enhance the operational efficiency and effectiveness of the AAMs.
- Contribute insights and data-driven recommendations that can inform policy decisions and strategic planning at the local and state levels to improve healthcare delivery through AAMs

# ORGANISATIONAL PROFILE

## **National Health Mission (NHM), Chandigarh**

The National Health Mission (NHM) was launched by the Government of India in 2005 with the goal of providing accessible, affordable, and quality healthcare services to all sections of society, especially those residing in rural and underserved areas. The mission integrates multiple national health programs under one umbrella, aiming to strengthen health systems and improve health outcomes across the country.

### **Objectives of NHM:**

- To reduce infant mortality rate (IMR) and maternal mortality ratio (MMR)
- To ensure universal access to equitable, affordable, and quality healthcare services
- To address the healthcare needs of urban and rural populations through a decentralized approach
- To enhance the capabilities of the public health system to respond to healthcare challenges effectively

### **Ayushman Arogya Mandirs (AAMs)**

- Under the NHM, Ayushman Arogya Mandirs (AAMs) serve as the cornerstone of primary healthcare delivery. These centres are designed to provide comprehensive healthcare services at the grassroots level, focusing on preventive, promotive, and curative healthcare. Each HWC aims to cater to a defined population, offering a range of essential services such as maternal and child health, non-communicable disease management, basic diagnostics, and essential drugs.

## KEY ACTIVITIES

- Conducted a thorough literature review on the National Health Mission (NHM) guidelines, policies, and objectives related to Ayushman Arogya Mandirs (AAMs).
- Gathered quantitative data on each selected AAM, including infrastructure details (facilities, equipment), staffing levels (doctors, nurses, support staff), patient demographics (age, gender, socio-economic status), and service utilization (number of patients served, types of services provided).
- Collected qualitative data through interviews with healthcare providers, administrators, and community members to understand perspectives on healthcare access and service quality.
- Conducted a comprehensive gap analysis comparing the data collected from each AAM against Ayushman Bharat guidelines.
- Developed actionable recommendations to address identified gaps and improve the performance of each AAM.

## KEY LEARNINGS

- Gain a deep understanding of the Ayushman Bharat Mission's guidelines and standards for Ayushman Arogya Mandirs, including their objectives, service delivery models, and performance indicators.
- Also learned about the Ayushman Bharat Digital Mission and the role of ABHA in the future of healthcare in India.
- Developed insights into the specific challenges faced by urban Ayushman Arogya Mandirs, such as population density, diverse healthcare needs, infrastructure limitations, and resource allocation.
- Recognized the significance of stakeholder engagement in healthcare planning and improvement initiatives.
- Understood the role of community participation and engagement in enhancing healthcare delivery outcomes.
- Developed skills in formulating actionable recommendations and creating an implementation plan to address identified gaps and improve healthcare services.