

Dissertation / Synopsis

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Title- Gap Analysis and Action Plan for Ayushman Arogya Mandir in Chandigarh: AAM Dhanas, AAM Maloya, and AAM Kaimbwala

Background of Health and Wellness Centres

Health and Wellness Centres (HWC) are a cornerstone of the health initiatives under the Ayushman Bharat program in India. Launched in 2018, Ayushman Bharat aims to transform primary healthcare through these centres by expanding their scope beyond maternal and child health services to include comprehensive primary healthcare. AAMs focus on preventive, promotive, rehabilitative, and curative services, thus addressing a broad spectrum of healthcare needs. They emphasize wellness by integrating aspects like lifestyle changes and preventive care to manage non-communicable diseases. The goal is to bring healthcare closer to the community, ensuring accessibility, affordability, and quality care for all, especially the underprivileged.

Introduction: Chandigarh's Health and Wellness Centers (HWCs) represent a vital component of the primary healthcare system, serving as the first point of contact for many individuals seeking medical assistance. These centers are pivotal in delivering essential healthcare services, promoting preventive care, and addressing the healthcare needs of the community. However, to ensure their effectiveness and relevance in meeting the evolving healthcare demands, it is imperative to conduct a comprehensive gap analysis of these centers. This synopsis aims to outline a structured approach to identify and address operational gaps in three key AAMs in Chandigarh: AAM Dhanas, AAM Maloya, and AAM Kaimbwala.

Research Question:

The primary research question guiding this study is:

What are the key operational gaps in AAM Dhanas, AAM Maloya, and AAM Kaimbwala, and how can these gaps be effectively addressed to enhance healthcare service delivery? This overarching question encapsulates the core

focus of the research, which is to identify areas for improvement within the selected health and wellness centers and develop actionable strategies to bridge these gaps.

Objectives:

1. **Identification of Operational Gaps:** The first objective of this study is to identify and analyze the operational gaps and challenges faced by AAM Dhanas, AAM Maloya, and AAM Kaimbwala. This involves conducting a thorough assessment of various aspects of center operations, including infrastructure, staffing, service delivery, and patient engagement.
2. **Development of Actionable Recommendations:** Based on the findings of the gap analysis, the second objective is to propose actionable recommendations and strategies to address the identified gaps effectively. These recommendations will be tailored to the specific needs and challenges faced by each AAM, with the aim of enhancing overall center functioning and service delivery.

Hypothesis:

It is hypothesized that there exists a significant disparity between the current operational status of AAMs in Chandigarh and the desired standards of primary healthcare delivery. However, through the implementation of targeted interventions and action plans, it is expected that measurable improvements in service provision and patient satisfaction can be achieved.

Material and Methods:

- **Study Design:** A mixed-methods approach will be employed, combining qualitative and quantitative techniques to gather comprehensive data on center operations and patient experiences.
- **Setting:** The study will focus on three primary AAMs in Chandigarh: AAM Dhanas, AAM Maloya, and AAM Kaimbwala. These centers represent

diverse geographical areas and serve populations with varying healthcare needs.

- **Study Population:** The study population will include healthcare staff, administrators, and patients associated with the selected AAMs. Participants will be selected through convenience sampling to ensure representation from diverse demographics and perspectives.
- **Data Collection Methods:** Data will be collected through a combination of structured interviews, surveys, and observational assessments. Interviews will be conducted with key stakeholders, including healthcare providers and administrators, to gain insights into center operations and challenges. Surveys will be administered to patients to assess their experiences and satisfaction with the services provided by the AAMs. Additionally, observational assessments will be conducted to evaluate various aspects of center infrastructure, cleanliness, and adherence to clinical protocols.
- **Data Analysis:** Qualitative data from interviews and surveys will be analyzed using thematic analysis to identify common themes and patterns related to operational gaps and challenges. Quantitative data will be analyzed using descriptive statistics to provide a quantitative overview of patient experiences and satisfaction levels. The findings from both qualitative and quantitative analyses will be synthesized to develop actionable recommendations for each AAM.

Ethical Considerations:

Ethical considerations will be paramount throughout the research process. Informed consent will be obtained from all participants, and measures will be implemented to ensure confidentiality and privacy of collected data. Additionally, ethical approval will be sought from the relevant institutional review board before commencing data collection.

Implications of Research: The findings of this study are expected to have significant implications for the healthcare delivery system in Chandigarh. By identifying and addressing operational gaps in AAM Dhanas, AAM Maloya, and AAM Kaimbwala, the study aims to enhance the overall quality and effectiveness of primary healthcare services provided by these centers. The proposed action plan and recommendations have the potential to improve

patient outcomes, increase patient satisfaction, and contribute to the overall well-being of the community.