



Process Integration and Single Window System Implementation under MAA Yojna at SMS Hospital

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Brief history and description of the organization

One of Jaipur, Rajasthan's top government hospitals is Sawai Man Singh (SMS) Hospital. It was founded in 1936 and has ties to SMS Medical College. With over 6,000 beds, it is one of the biggest hospitals in the state and provides a variety of medical services, such as advanced surgeries, super-specialties, and emergency care. An important center for healthcare and education in North India, SMS Hospital sees thousands of patients every day from Rajasthan and neighboring states.

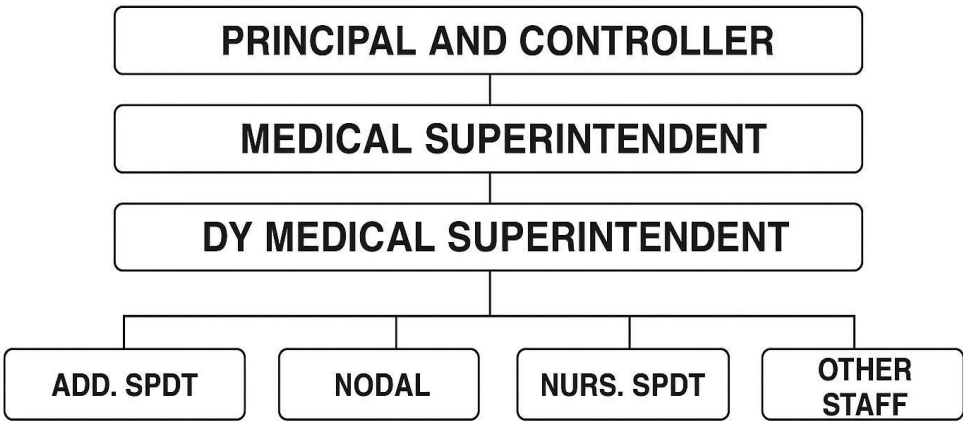
MISSION

To be a hub for medical education and healthcare, providing the community with high-caliber, morally sound, and compassionate services.

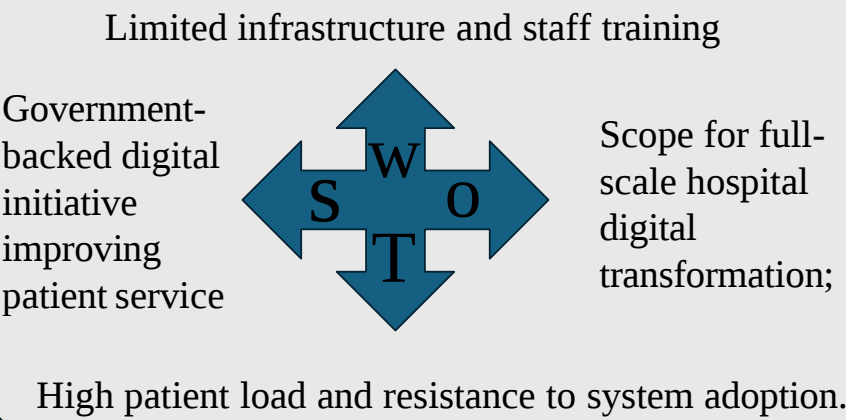
VISION

Offer cutting-edge, reasonably priced, and easily accessible healthcare. With SMS Medical College, you can train qualified medical professionals. To improve patient care, encourage hospital services to become more innovative and digital.

ORGANISATION STRUCTURE



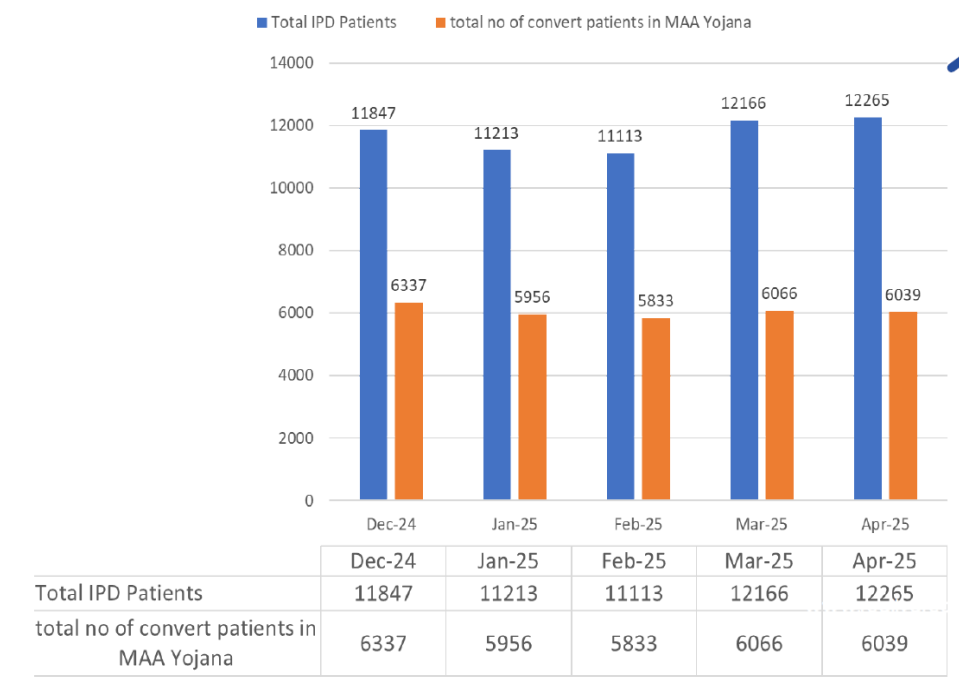
SWOT



Through Process Integration and the **Maay Yojna's** Single Window System implementation, SMS Hospital will be able to provide healthcare services more efficiently. This will allow for quicker patient registration, centralized access to diagnostics and treatment, shorter wait times, and increased patient satisfaction through the use of digital tools and interdepartmental coordination.

MAA YOJANA

- MAA Yojna is a flagship health insurance scheme of the Rajasthan Government offering coverage up to Rs. 25 lakhs per family per year through empaneled hospitals.
- This scheme is a merger of Ayushman Bharat and BSBY, aiming to reduce the financial burden of hospitalization for the people of Rajasthan.
- Implemented through the RASHA portal (Rajasthan State Health Assurance Agency)
- It supports paperless and digital claim processing.



SUGGESTION

- Regular staff training on digital systems
- Improve internet and digital infrastructure
- Strengthen interdepartmental coordination
- Create patient help desks and awareness boards
- Use feedback and monitoring tools for improvement

METHODOLOGY

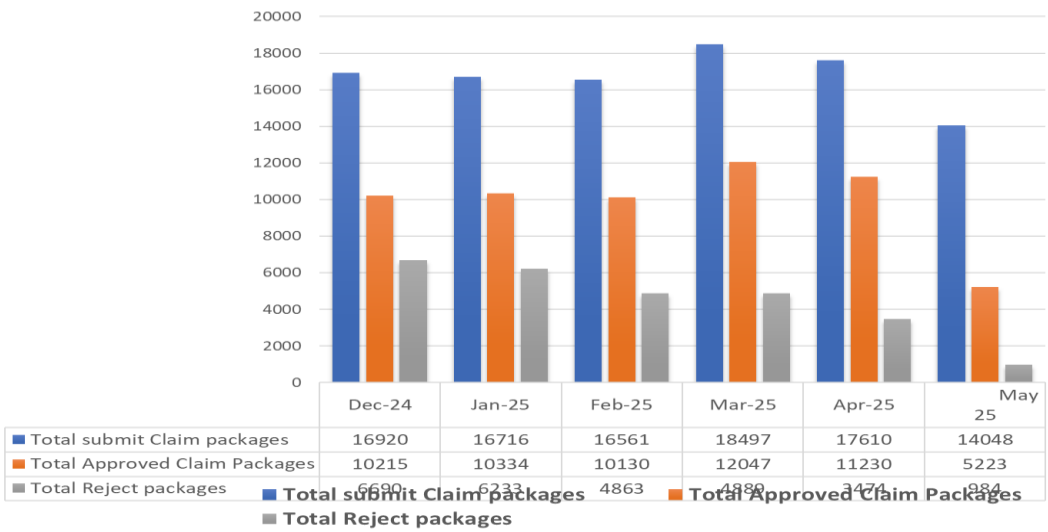
Observation: Direct observation of hospital workflow, patient registration, and service delivery under the single window system.

Interaction: Discussions with hospital staff, IT team, and administrative personnel to understand practical challenges and system usage.

Data Collection: Collected data on patient flow, registration time, and department coordination.

Analysis: Studied gaps in integration, service delays, and areas needing improvement.

Documentation: Compiled findings into reports, noting key issues, feedback, and practical suggestions.



CHALLENGES

- High Patient Load** Managing large volumes of patients daily makes system efficiency and coordination difficult.
- Lack of Staff Training** Insufficient training on digital tools leads to slow adoption and operational errors.
- Poor Interdepartmental Coordination** Delays occur when departments are not well-synched under the integrated system.
- Technical & Infrastructure Limitations** Issues like network downtime and shortage of digital equipment affect system performance.
- Low Patient Awareness** Many patients are unaware or unable to use the digital single-window services effectively.

THEORETICAL EXPOSURE

Learned the concepts of process integration, single window systems, and **MAA Yojna** aimed at digitalizing hospital services. Gained knowledge about hospital IT systems, interdepartmental coordination, and the importance of streamlined patient care in public health setups.

PRACTICAL EXPOSURE

Observed the implementation of the single window system at SMS Hospital, studied departmental coordination, and interacted with staff. Identified real-world challenges like technical issues, patient handling, and training gaps during system usage.

Learning & Usefulness of Internship

- Gained hands-on experience in hospital process integration and digital health systems under the MAA Yojna at SMS Hospital.
- Improved skills in data management, workflow analysis, and interdepartmental coordination.
- Understood real-time challenges in implementing single window systems in a high-load public hospital setting.
- Enhanced problem-solving, communication, and observation skills by interacting with medical and administrative staff.
- The internship provided a practical understanding of how digital healthcare models are transforming public hospitals.