

Internship Report

Dr. Deepshikha

Internship at National Health Mission, Jaipur



From 10th March 2025 to 31st May 2025

Under the Supervision and Guidance of
Dr. Pradeep Kumar Choudhary (Organization mentor)

Dr. Jagajeet Prasad Singh (University Mentor)

1. Introduction

As a part of the academic curriculum of MBA in Hospital and Health Management at IIHMR University, Jaipur, I undertook my internship at the Child Health Department of the National Health Mission (NHM), Rajasthan from March to May 2025. The internship served as a crucial bridge between theoretical learning and practical field experience, allowing me to work on real-world issues in public health. I was given the opportunity to understand the implementation status of the Home-Based Newborn Care (HBNC) program and examine the integrity of ASHA incentive-related data in Jaipur district. Under the mentorship of program officials, I conducted literature reviews, participated in field visits, analyzed program data, and contributed to operational insights. In addition to my dissertation, I was oriented toward various health programs run under NHM Rajasthan.

2. Objectives of Internship

- To understand the overall functioning and operations of the Child Health Division under NHM Rajasthan.
- To gain practical exposure to the implementation, supervision, and evaluation of key health programs.
- To study the implementation of the HBNC program and analyze data accuracy related to ASHA incentive claims.
- To support departmental activities including reporting, analysis, documentation, and comparative assessments.
- To enhance my skills in public health program management, data handling, communication, and teamwork.

3. Organizational Profile

The National Health Mission (NHM), Rajasthan is part of a nationwide initiative launched by the Ministry of Health and Family Welfare (MoHFW), Government of India. The mission aims to

provide accessible, affordable, and quality healthcare to the rural population, especially vulnerable groups including women and children.

NHM functions through various departments and verticals including Child Health, Maternal Health, Adolescent Health, Immunization, Communicable and Non-Communicable Disease Programs, and Infrastructure Strengthening. The Child Health Department focuses on improving neonatal and infant survival through programs like HBNC, FBNC, Immunization, Nutrition, and Integrated Management of Neonatal and Childhood Illness (IMNCI).

4. Services Provided by Organization

NHM Rajasthan delivers a broad array of health services through a decentralized model. These include:

- Primary Healthcare: Via Sub-Centers, PHCs, and outreach programs
- Secondary Care Services: Through Community and District Hospitals
- Reproductive, Maternal, Neonatal, Child and Adolescent Health (RMNCH+A)
- Family Planning and Contraceptive Services
- Disease Surveillance and Epidemic Response
- Nutrition Support Services
- Telemedicine and E-health Services
- Health Promotion and IEC/BCC Campaigns
- Capacity Building and Skill Development

5. Key Activities/Projects Undertaken Other than Dissertation

1. **Orientation and Initial Training:**

- Underwent structured orientation on the functioning of NHM Rajasthan and its departments.

- Attended detailed briefings and presentations on national programs related to child health, ASHA, immunization, and ambulance services.
- 2. **Guideline Review and Documentation:**
 - Studied operational guidelines on HBNC, ASHA supportive supervision, Mid-Level Managers, and Poshan Pakhwada 2025.
 - Prepared summaries and briefs for internal reporting.
- 3. **Comparative Analysis Task:**
 - Created a comparative factsheet of Child Health and Demographic Indicators from SRS 2018 and 2019 reports for both India and Rajasthan.
 - Analyzed trends in IMR, CBR, CDR, and TFR and presented findings to the Child Health team.
- 4. **Poshan Pakhwada Guidelines:**
 - Reviewed the 2025 guidelines for Poshan Pakhwada and supported dissemination of key action points for field staff.

6. Key Learnings from Internship

1. **Program Understanding:**
 - Gained detailed knowledge of HBNC protocols, ASHA responsibilities, and the importance of follow-up newborn care.
 - Understood implementation bottlenecks and challenges in rural and urban Jaipur blocks.
2. **Field Work Exposure:**
 - Conducted interviews with ASHA workers and supervisors.
 - Verified ASHA claim forms, HBNC home visit records, and assessed service gaps.
 - Observed real-time challenges such as documentation errors, delay in incentives, and community resistance.
3. **Research and Analysis Skills:**
 - Designed and administered a structured questionnaire for ASHAs and their supervisors.
 - Analyzed data using Microsoft Excel and prepared visual graphs and charts.
 - Interpreted findings and drew conclusions regarding data integrity and program effectiveness.
4. **Documentation and Presentation:**

- Drafted project reports, field summaries, and indicator briefs.
- Prepared PowerPoint presentations for departmental review.

5. Communication and Teamwork:

- Worked closely with Child Health Officers, Program Managers, and Data Entry Operators.
- Actively participated in review meetings and contributed to discussions on ongoing health initiatives.

6. Professional Development:

- Strengthened interpersonal communication, time management, problem-solving, and critical thinking abilities.
- Learned to navigate and respect organizational hierarchy, protocol, and documentation standards.

7. Conclusion

My internship at the Child Health Department, NHM Rajasthan was a professionally enriching and practically insightful experience. It offered me a holistic view of public health program implementation and helped build my competency in field-level program assessment, research, and data-driven decision-making. . It helped bridge the gap between theoretical classroom learning and real-time field application. It also reinforced the importance of grassroots workers like ASHAs and the systemic efforts needed to ensure their work is effectively supported and monitored. I am confident that the knowledge and experience gained during this internship will significantly contribute to my future role in public health management.