

INTERNSHIP REPORT

Submitted to



The IIHMR University, Jaipur

For the partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

In

Hospital and Health Management

By

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Internship Organization



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2025

INTERNSHIP REPORT

INTRODUCTION

As part of my academic training in public health, I had the opportunity to undertake an internship at the National Health Systems Resource Centre (NHSRC), New Delhi—an apex technical support institution under the Ministry of Health and Family Welfare (MoHFW), Government of India. Working under the Knowledge Management Division, I was exposed to NHSRC's multifaceted role in strengthening India's public health systems through policy support, research, monitoring, evaluation, and evidence dissemination. During the course of the internship, I engaged in policy and framework analysis, contributed to responses for parliamentary questions, and participated in field-based assessments in different states, focusing on state-specific healthcare initiatives under good and replicable practices. This experience not only deepened my understanding of national health programs and systems but also enhanced my skills in documentation, data collection, stakeholder engagement, and policy analysis. The internship served as a valuable platform to apply theoretical knowledge in real-world settings, contributing meaningfully to ongoing public health initiatives while aligning with NHSRC's broader vision of achieving equitable and quality healthcare for all.

OBJECTIVES OF INTERNSHIP

1. To develop proficiency in data collection, organization, and analysis across diverse public health settings, ensuring accuracy, reliability, and relevance of information.
2. To actively engage with key stakeholders involved in the implementation and oversight of national-level health programs through structured interviews and professional interactions, in order to gain insights into programmatic challenges and strategies.
3. To acquire hands-on experience in assessing the operational efficiency and service quality of public health facilities using standardized tools and evaluative frameworks.
4. To assist in the evaluation of national health programs by analyzing primary and secondary data related to program performance, outputs, and health outcomes, thereby contributing to evidence-based decision-making.
5. To contribute to the organization's knowledge management processes by synthesizing field data, and presenting findings in structured formats for dissemination to relevant stakeholders.

ORGANIZATIONAL PROFILE

The National Health Systems Resource Centre (NHSRC) has been set up under the National Rural Health Mission (NRHM) of the Government of India to serve as an apex body for technical assistance.

Established in 2006, the National Health Systems Resource Centre's mandate is to assist in policy and strategy development in the provision and mobilization of technical assistance to the states and in capacity building for the Ministry of Health and Family Welfare (MoHFW) at the center and in the states. The goal of this institution is to improve health outcomes by facilitating governance reform, health systems innovations, and improved information sharing among all stakeholders at the nation, state, district, and sub-district levels through specific capacity development and convergence models.

It has a 23-member Governing Body, chaired by the Secretary of the MoHFW, Government of India, with the Mission Director of the NRHM as the Vice Chairperson of the GB and the Chairperson of its Executive Committee. Of the 23 members, 14 are ex-officio senior health administrators, including four from the states. Nine are public health experts, from academics and management experts. The Executive Director, NHSRC, is the Member Secretary of both the governing body and the Executive Committee. NHSRC's annual governing board meeting sanctions its work agenda and its budget.

The NHSRC currently consists of seven divisions: Community Processes, Healthcare Financing, Healthcare Technology, Human Resources for Health, Public Health, Administration, Knowledge Management Division, and Quality Improvement in Healthcare.

NHSRC has a branch office in the northeast region of India. The Northeast Regional Resource Center (NERRC) has functional autonomy and implements a similar range of activities.

Vision

Universal access to equitable, affordable, and quality health care that is accountable and responsive to the people of India.

Mission

Enable technical support and capacity building to strengthen public health systems, generate evidence from the field to formulate and evaluate policies and strategies, with a focus on decentralization, equity, and quality to meet the goals of the National Health Policy 2017.

SERVICES PROVIDED BY ORGANIZATION

- **Policy development and analysis:** NHSRC contributes to the formulation and analysis of health policies at the national level in India.
- **Technical assistance and capacity building:** They provide technical expertise and capacity-building support to various stakeholders in the healthcare sector.
- **Research and Documentation:** NHSRC conducts research studies and documents best practices in healthcare delivery and management.
- **Monitoring and Evaluation:** They undertake monitoring and evaluation of health programs and initiatives to ensure effectiveness and efficiency.
- **Knowledge management:** NHSRC manages health-related knowledge resources and disseminates information to stakeholders.
- **Training Programs:** They organize training programs for healthcare professionals and stakeholders to enhance skills and knowledge.
- **Advisory Services:** NHSRC offers advisory services to the Ministry of Health and Family Welfare and other organizations on public health issues.

The services collectively contribute to strengthening health systems and improving healthcare delivery across India. For the most accurate and updated information, I recommend visiting NHSRC's official website or contacting them directly.

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

Policy and Framework Analysis

- Reviewed and prepared a two-page summary on the National Rural Health Mission (NRHM) framework.
- Studied frameworks and documents related to the National Urban Health Mission (NUHM) and community processes to understand urban health system structures.

Engagement with Parliamentary Questions (PQs)

Analyzed and synthesized information for multiple PQs related to healthcare delivery across states:

- PQ Dy No. 13160 – *National Rural Health Mission in Maharashtra*
- PQ Dy No. 12888 – *Healthcare Facilities in Uttar Pradesh*
- PQ Dy No. 12738 – *National Health Mission in Gorakhpur, Uttar Pradesh*
- PQ Dy No. 13242 – *Strengthening of Public Healthcare System*
- PQ Dy No. 13435 – *Health Services for Women*

Learned to track and maintain records for PQs, improving administrative documentation skills.

Field-Based Research and Observation

Jharkhand Visit:

- Participated in a field visit to **Khunti District** to assess **Jan Arogya Samitis (JAS)** and **community participation** in health governance.
- Developed a field checklist and later submitted a comprehensive draft report based on observations.

Madhya Pradesh Visit:

Conducted a qualitative study on the **Anand Diwas initiative** under Good and Replicable Practices:

- Assessed implementation at cold chain points.
- Evaluated its influence on vaccine storage, infrastructure, and immunization outcomes.

- Identified enablers and operational challenges across facilities.

Studied the **Immunization Wheel** model and its impact on improving vaccination coverage.

Dissertation Development

- Identified a dissertation topic on cold chain vaccine management and the impact of structured monitoring (Anand Diwas).
- Continuously engaged in literature review, synthesis of WHO guidelines, national cold chain manuals, and relevant research to support dissertation writing.

Technical Knowledge Building

Read and analyzed:

- Routine Immunization Manual for Health Workers
- National Immunization Schedule
- National Cold Chain Vaccine Management Guidelines
- WHO protocols on vaccine storage and transportation.

Contributions to Strategic Discussions

Submitted **talk notes on ‘Health Innovation and Challenges.’**

Provided written inputs on:

- Vision document for **Beyond Pills and Procedures—2047 Healthcare Metaverse.**
- Draft document on **association and causation** and **issues in measurement** in public health research.

KEY LEARNINGS FROM INTERNSHIP

- **Data Collection and Management:** Learned effective methods for collecting, organizing, and managing data crucial for public health research and policymaking.
- **Stakeholder Engagement:** Gained experience in conducting interviews with stakeholders of national-level health programs, understanding their perspectives, and aligning their feedback with organizational goals.
- **Facility Assessment Skills:** Developed skills in assessing healthcare facilities, identifying strengths and weaknesses, and identifying areas for improvements to enhance service delivery.
- **Knowledge Management:** Learned about knowledge management practices in the healthcare sector, including dissemination of research findings and best practices to relevant stakeholders.
- **Policy Analysis:** Insights into policy analysis and development processes within the public health sector, understanding the implications of policies on healthcare delivery.
- **Adaptability and Problem Solving:** To develop skills in adapting to different public health settings and solving problems encountered during data collection and facility assessment.