



**National Health Mission
Jaipur (Raj.)**

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Preface

The internship experience with the National Health Mission (NHM), Jaipur, Rajasthan, under the Ayushman Arogya Mandir (AAM) initiative, offered a unique opportunity to bridge the gap between theoretical public health education and practical implementation. The focus was on assessing the knowledge and competency of Community Health Officers (CHOs) post-training on Mental, Neurological, and Substance Use (MNS) disorders. This report presents a comprehensive summary of the internship experience, highlighting the key learnings, organizational structure, services provided, and other notable activities beyond the dissertation work. The contents of this report are the result of extensive field observations, interactions with stakeholders, data analysis, and continuous mentoring received from NHM officials and field workers. It is hoped that this documentation will reflect both the rigor of academic research and the depth of real-world public health work.

Table of Abbreviations

Abbreviation	Full Form
NHM	National Health Mission
AAM	Ayushman Arogya Mandir
CHO	Community Health Officer
MNS	Mental, Neurological, and Substance Use Disorders
PHC	Primary Health Centre
SHC	Sub Health Centre
HWCs	Health and Wellness Centres
PHQ-9	Patient Health Questionnaire-9
AUDIT	Alcohol Use Disorders Identification Test
MMSE	Mini Mental State Examination
RMNCH+A	Reproductive, Maternal, Newborn, Child, and Adolescent Health
NCD	Non-Communicable Diseases
ANM	Auxiliary Nurse Midwife
ASHA	Accredited Social Health Activist
OPD	Outpatient Department
IEC/BCC	Information, Education and Communication / Behaviour Change Communication
SPMU	State Program Management Unit
DPMU	District Program Management Unit
HWC	Health and Wellness Centre

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Introduction

During my internship with the National Health Mission (NHM) in Jaipur, Rajasthan, I was assigned to work under the Ayushman Arogya Mandir (AAM) initiative. My project was titled "Assessing Knowledge and Competency of Community Health Officers (CHOs) Post-MNS (Mental, Neurological, and Substance Use Disorders) Training under Ayushman Bharat-AAM." This internship provided valuable exposure to field-level operations, programmatic frameworks, and evaluation mechanisms that directly influence public health outcomes. The focus of my research was on evaluating the competency levels of CHOs after receiving the MNS module training, with the broader aim of identifying implementation gaps, training needs, and the practical use of tools like PHQ-9, AUDIT, and MMSE in primary healthcare settings.

Community Health Officers (CHOs) play a pivotal role in delivering comprehensive primary healthcare services at the grassroots level. Through this study, I attempted to understand how effectively the MNS training has been implemented and to what extent CHOs can manage mental health issues in their communities. The internship also enabled me to explore the functions of Ayushman Arogya Mandirs, understand their integration with the larger health mission, and evaluate their service delivery models.

Objectives of Internship

Internships serve as a bridge between academic learning and practical fieldwork. The core objectives of my internship were:

1. To gain hands-on experience in public health program implementation, especially under the Ayushman Arogya Mandir initiative.
2. To understand the operational structure of NHM and its various health missions at the district and state levels.
3. To study and assess the impact of mental health training under the MNS module on CHOs.
4. To identify gaps in training, referral systems, and awareness activities related to mental health.
5. To explore how Ayushman Arogya Mandirs are being operationalized and how they contribute to achieving universal health coverage.

Organizational Profile

National Health Mission (NHM) – Jaipur, Rajasthan

The National Health Mission (NHM) was launched by the Government of India in 2005, encompassing two sub-missions: the National Rural Health Mission (NRHM) and the National Urban Health Mission (NUHM). NHM aims to ensure universal access to equitable, affordable, and quality healthcare that is accountable and responsive to people's needs. The mission focuses on strengthening health systems and addressing gaps in healthcare delivery, especially in underserved and rural areas.

Vision: To attain universal access to quality and affordable healthcare services through effective inter-sectoral action and community engagement.

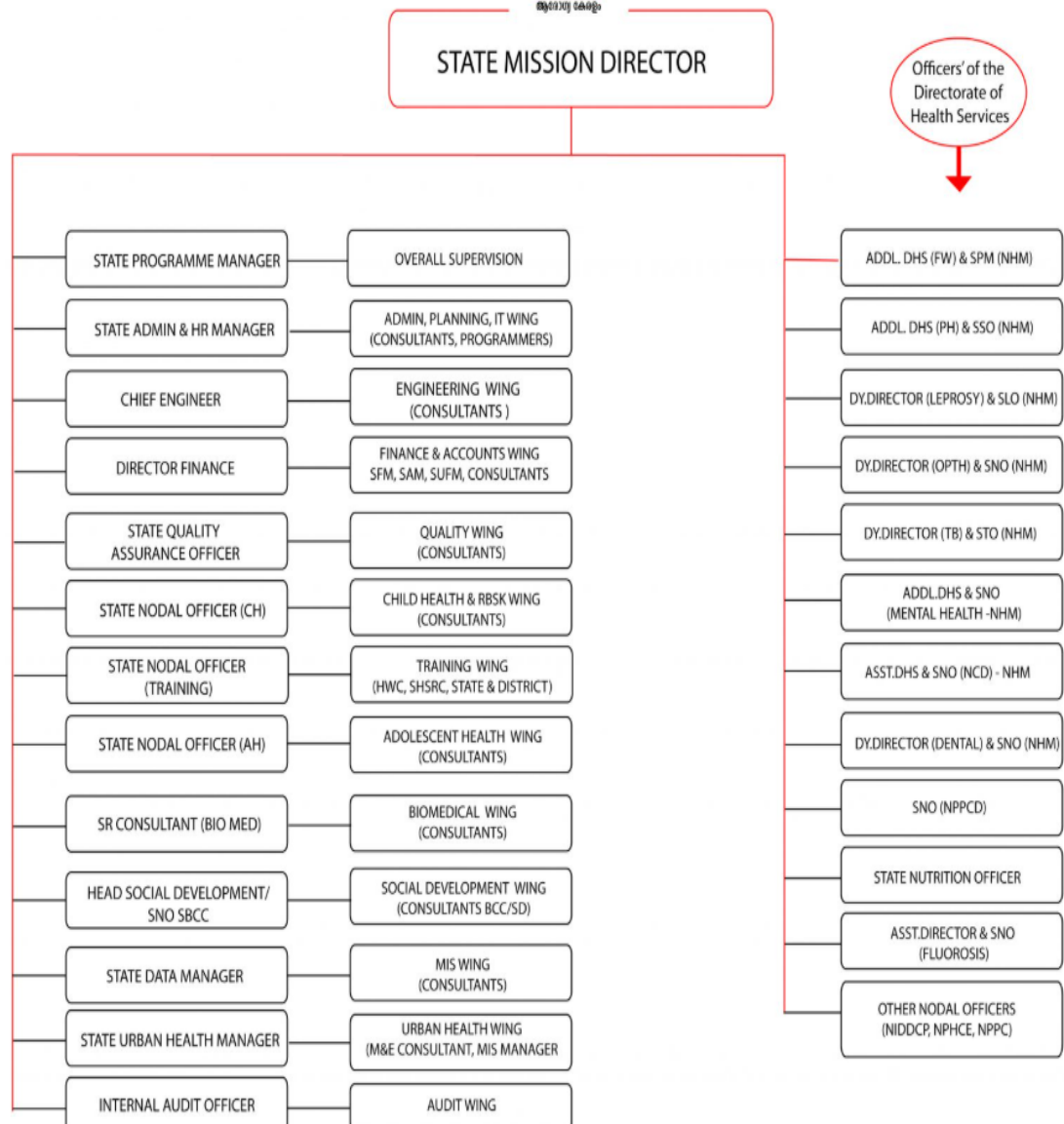
Goals of NHM:

- Reduction of Maternal Mortality Ratio (MMR), Infant Mortality Rate (IMR), and Total Fertility Rate (TFR)
- Prevention and management of communicable and non-communicable diseases
- Reduction in out-of-pocket expenditure
- Improved nutrition and reduction in anaemia among women and children
- Strengthening of health infrastructure and service delivery





ORGANOGRAM - NHM (AROYAKI)



Ayushman Arogya Mandir (AAM):

The Ayushman Arogya Mandir is a recent flagship initiative under Ayushman Bharat aimed at strengthening Sub Health Centres (SHCs) and Primary Health Centres (PHCs) as Health and Wellness Centres (HWCs). These centers are rebranded and upgraded to Ayushman Arogya Mandirs, offering comprehensive primary healthcare services. The initiative brings together preventive, promotive, curative, rehabilitative, and palliative care under one roof. AAMs serve as a critical point of contact for delivering universal health coverage, digital health services, and health promotion activities.



Services Provided by Organization

The National Health Mission delivers a wide array of healthcare services through its sub-missions and initiatives. The key services include:

1. Maternal and Child Health Services

- Antenatal and postnatal care
- Safe institutional deliveries
- Immunization programs
- Nutritional support to mothers and children

2. Reproductive Health Services

- Family planning and adolescent health programs
- Awareness and access to contraceptive methods

3. Disease Control Programs

- Tuberculosis, malaria, leprosy, HIV/AIDS, and vector-borne diseases
- Non-communicable disease screening and management

4. Primary Healthcare Services

- Health and Wellness Centres offering OPD services
- Basic emergency care and diagnostics

- Mental health services under the District Mental Health Programme

5. Public Health Education

- Health promotion, hygiene and sanitation awareness
- Community engagement in health planning

6. Digital and Support Services

- Telemedicine and mobile medical units
- Free drug and diagnostic services
- Monitoring and surveillance of disease outbreaks

Key Activities/ Projects Undertaken Other than Dissertation

During my internship at the National Health Mission (NHM), Jaipur, I was actively involved in a range of initiatives that went beyond my dissertation and provided practical exposure to public health administration. These experiences helped me build a multi-dimensional understanding of Rajasthan's primary healthcare system and strengthened my managerial and analytical skills.

1. Departmental Orientation

I participated in in-depth orientation sessions with key departments such as RMNCH+A, NCD, Communicable Diseases, and IEC/BCC. These sessions offered clarity on interdepartmental coordination and program implementation strategies in public health.

2. Facility Visits – Urban and Rural

I conducted comparative field visits to Urban Ayushman Arogya Mandirs (UAAMs) and Rural AAMs. These visits provided first-hand insight into the differences in service delivery, infrastructure, and community engagement between urban and rural health facilities.

3. Stakeholder Engagement

Regular interaction with Medical Officers, CHOs, ANMs, and ASHAs enabled me to better understand operational challenges, community-level health issues, and the practical application of national health schemes at the grassroots level.

4. Administrative Support for CHO Sanctioning

I contributed to a major administrative task using the **Raj Health Portal** to

facilitate the sanctioning of **6,310 CHO** positions across Rajasthan's districts. This involved coordination with the AAM team and ensured smooth documentation and approval processes.

5. Documentation and Meeting Participation

I attended key review and planning meetings with the Project Director and UAAM team, where I was entrusted with documenting minutes and converting discussions into actionable summaries. This helped in tracking accountability and follow-ups on decisions taken.

6. Peer Collaboration and Mentorship

I also supported first-year MBA students during their summer internship, guiding them in formulating project objectives and fieldwork strategies. This collaborative mentoring experience enhanced my leadership and communication skills.

7. Data Compilation and Reporting

I assisted program officers in organizing field-level data, verifying inconsistencies, and preparing visual and written summaries for district-level review meetings, contributing to informed decision-making.

8. Research and Policy Analysis

I conducted literature reviews and critically analysed national health guidelines, especially those aligned with mental health services under Ayushman Bharat, helping align our field strategies with current policy frameworks.

Key Learnings from Internship

My internship at NHM Jaipur was both enriching and enlightening. The following were the key takeaways from the experience:

- 1. Understanding Public Health Systems:** I developed a clear understanding of how state-level health departments function and how central programs are translated into regional implementation.
- 2. Field-Level Observations:** Observing CHOs in their real work settings helped identify practical gaps in the application of training modules and tools for mental health screening.
- 3. Policy and Program Integration:** I understood the interlinkages between different national programs and how they align under NHM's broader goals for comprehensive health coverage.

4. **Research Skills:** I improved my skills in qualitative research, questionnaire design, thematic analysis, and report writing.
5. **Digital Competency:** Learned to use tools like Google Forms for data collection and Google Sheets for data organization. I also gained familiarity with citations and report formatting.
6. **Soft Skills:** Enhanced communication, problem-solving, and critical thinking abilities by engaging with healthcare workers and program managers.
7. **Commitment to Public Health:** Most importantly, the internship deepened my passion for working in the public health sector and contributing to systemic improvements in healthcare delivery.

In conclusion, this internship provided me with practical exposure to the challenges and opportunities in public healthcare delivery and equipped me with the knowledge and skills needed to contribute meaningfully to health system strengthening efforts.