

**SUMMER INTERNSHIP PROGRAM
AT
NATIONAL HEALTH MISSION
UT CHANDIGARH**

DATE: 12.05.2025-25.07.2025

**A report by
Shirsty Barnala
Hospital and Health Management
Batch-2024-26
Roll no. 2078**

**Under the mentorship of
Dr Ritu Vashishta**





National Health Mission

Chandigarh Administration

STATE PROGRAMME MANAGEMENT UNIT

4th Floor, Administrative Block, Govt. Multi Specialty
Hospital, Sector-16, Chandigarh

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Memo No: NHM-UT/ 3415

Dated 25/7/25

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Dr. Shristy Barnala, student of MBA (Hospital and Health Management), IIHMR University, Jaipur has successfully completed her Internship Training from 13.05.2025 to 25.07.2025 in National Health Mission-U.T, Chandigarh. During this period, her performance was found to be Excellent.

cl
25/07/25
for Nodal Officer
Mission Director
National Health Mission, U.T,
4th Floor, Administrative Block,
GMSH-16, Chandigarh *A*



नानी-दादी की है प्यार, माँ का दूध सम्पूर्ण।

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Shirsty Barnala** of academic year 2024-26 **Institute of Health Management Research** has prepared a poster with respect to his summer internship held during May-July 2025.

He has carried out work as per the guidelines. His poster is approved for presentation.

Date: 29/07/2025

A handwritten signature in blue ink, appearing to read 'Ritu Vashistha', written over a faint circular stamp.

Dr. Ritu Vashistha
Assistant Professor



AYUSHMANN AROGYA MANDIR MAULI JAGRAN UNDER NATIONAL HEALTH MISSION CHANDIGARH



Topic: Gap analysis
and action plan for
AAM Mauli Jagran

Population: 63166

GAPS (FINDINGS):

- Digital illiteracy of population
- inconsistency in record maintenance
- staff and infrastructure is not sufficient as compared to the amount of footfall the AAM receives
- Lack of training of staff on online portals

SUGGESTIONS:

- Improving access to technology for population
- Integrate digital education in schools
- Provide basic training
- Setting up of targets for staff to complete in time period
- Employment of more staff
- Capacity building of staff on the working of online portals on regular basis.

Name: Dr. Shirsty Barnala
Roll no. 2078

Faculty mentor: Dr. Ritu Vashistha
Stream: MBA-HM Section B

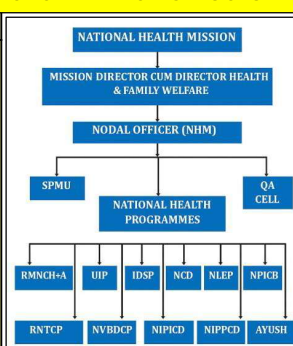
THEORITICAL

Understanding the requirements of checklists like NQAS, IPHS, and surveys like employee satisfaction survey, patient satisfaction survey and prescription audit

PRATICAL

Conducting the surveys and identifying the gaps and recommending measures to overcome those gaps

ORGANIZATION STRUCTURE



SWOT ANALYSIS

S- portals working, experienced staff, NQAS certified; community participation; uniform designated days

O- data driven decision making; avoiding dropouts; maximum reach of national programmes

W- staff: workload ratio disturbed, digital illiteracy of population, poor time management; infrastructure and HR are not adequate according to the footfall

T- burnout; digital programmes don't work properly; quality, performance, efficiency decreases; stress increases

MISSION:

provide accessible, affordable, and quality healthcare services, particularly to vulnerable populations in rural and urban areas

VISION:

the attainment of the highest possible level of health and wellbeing for all at all ages, through a preventive and promotive health care orientation in all developmental policies, and universal access to good quality health care services without anyone having to face financial hardship as a consequence

BRIEF HISTORY:

AAM, Mauli Jagran, was established in 2000 as an alternative medical unit to tackle the ever-growing patient load and assist in providing the utmost level of healthcare to the people of Mauli Jagran. It was upgraded from Health and Wellness Centre to AAM Mauli Jagran in 2023 to provide expanded range of services at ground level.

LEARNINGS

During this internship, I gained a deep understanding of the research process. I learned how to conduct surveys, collect and analyze data, and write research reports. I improved my skills in managing time, communicating effectively, and engaging with participants. I also learned how to use tools like MS Excel to create graphs and charts. This experience taught me how to handle challenges. Overall, this internship has given me valuable practical knowledge and prepared me for future work in the health sector.

CHALLENGES:

Necessary data was not available because of an inconsistency in record maintenance

METHODOLOGY:

- Data collection through surveys and audits
- Tools used are checklists like NQAS, IPHS, MS Excel
- Analysis through SWOT analysis and identify gaps, and develop action plans accordingly

Reporting Format (Weekly) 1

Name of the Organisation: NATIONAL HEALTH MISSION, CHANDIGARH

Area/ Department/ Project of Summer Internship Program: AYUSHMANN
AROGYA MANDIR- MAULI JAGRAN

Name of the Student: DR. SHIRSTY BARNALA

Roll no: 2078

Stream: HM-29

Week no: 1 From...SHIRSTY BARNALA..... **To**.....

RITU VASHISTHA

Activity Done	Reported to NHM Chandigarh and made to visit a model AAM at Sector 35, Chandigarh, and assigned Ayushmann Arogya Mandir, Mauli Jagran
Linking theory (Classroom learning) with practice at your organisation	Starting to relate to things learned in the classroom
Gaps were identified in the working area.	Repainting f facility Chips in plaster Broken tiles
Suggestions for improvement	Informed the gaps observed to the medical officer in charge of Mauli Jagran
Plan for the next week	No plans made

Signature of the Student DR. SHIRSTY BARNALA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly) 2

Name of the Organisation: NATIONAL HEALTH MISSION, CHANDIGARH

**Area/ Department/ Project of Summer Internship Program: AYUSHMANN
AROGYA MANDIR- MAULI JAGRAN**

Name of the Student: DR. SHIRSTY BARNALA

Roll no: 2078

Stream: HM-29

**Week no: 2 From:.....SHIRSTY.....to.....RITU
VASHISTHA**

Activity Done	OBSERVED THE IMPROVEMENT THAT NEEDS TO BE MADE TO MAKE IT A MODEL AYUSHMANN AROGYA MANDIR
Linking theory (Classroom learning) with practice at your organisation	LISTED THE THINGS WHICH SHOULD BE THERE AS LEARNED IN THE CLASSROOM
Gaps were identified in the working area.	SOME THINGS ARE NOT IN GOOD CONDITION NEEDS TO BE UPDATED
Suggestions for improvement	REPAINTING CHANGING OF THE OLD IEC MATERIAL
Plan for the next week	OBSERVE MORE GAPS

Signature of the Student DR. SHIRSTY BARNALA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly) 3

Name of the Organisation: NATIONAL HEALTH MISSION, CHANDIGARH

Area/ Department/ Project of Summer Internship Program: AYUSHMANN
AROGYA MANDIR- MAULI JAGRAN

Name of the Student: DR. SHIRSTY BARNALA

Roll no: 2078

Stream: HM-29

Week no: 3 From...SHIRSTY BARNALA..... **To**.....

RITU VASHISTHA

Activity Done	OBSERVED THE IMPROVEMENT THAT NEEDS TO BE MADE TO MAKE IT THE NEXT GEN MODEL AYUSHMANN AROGYA MANDIR. HELPED IN AEFI (ADVERSE EVENTS FOLLOWING IMMUNIZATION) INSPECTION
Linking theory (Classroom learning) with practice at your organisation	LISTED THE THINGS WHICH SHOULD BE THERE AS LEARNED IN THE CLASSROOM
Gaps were identified in the working area.	SOME THINGS ARE NOT IN GOOD CONDITION AND NEED TO BE UPDATED, LIKE CLEANLINESS, IEC MATERIAL, REPAINTING, DIGITAL ILLITERACY OF THE PUBLIC, THE AAM CARTERS TO MAINTAINING AAM AS NQAS CHECKLIST
Suggestions for improvement	REPAINTING CHANGING OF THE OLD IEC MATERIAL
Plan for the next week	OBSERVE MORE GAPS

Signature of the Student DR. SHIRSTY BARNALA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly) 4

Name of the Organisation: NATIONAL HEALTH MISSION, CHANDIGARH

Area/ Department/ Project of Summer Internship Program: AYUSHMANN
AROGYA MANDIR- MAULI JAGRAN

Name of the Student: DR. SHIRSTY BARNALA

Roll no: 2078

Stream: HM-29

Week no: 4 From...SHIRSTY BARNALA..... **To**.....

RITU VASHISTHA

Activity Done	OBSERVED THE IMPROVEMENT THAT NEEDS TO BE MADE TO MAKE IT THE NEXT GEN MODEL AYUSHMANN AROGYA MANDIR. IMPROVEMENT IN THE PHARMACY AND EMERGENCY ROOM ACCORDING TO NQAS CHECKLIST MADE KPI FOR BOTH
Linking theory (Classroom learning) with practice at your organisation	LISTED THE THINGS WHICH SHOULD BE THERE AS LEARNED IN THE CLASSROOM
Gaps were identified in the working area.	IEC MATERIAL IS OLD, REGISTERS NOT MAINTAINED Maintaining AAM AS NQAS CHECKLIST
Suggestions for improvement	REPAINTING CHANGING OF THE OLD IEC MATERIAL
Plan for the next week	OBSERVE MORE GAPS ACCORDING TO NQAS CHECKLIST

Signature of the Student DR. SHIRSTY BARNALA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly) 5

Name of the Organisation: NATIONAL HEALTH MISSION, CHANDIGARH

Area/ Department/ Project of Summer Internship Program: AYUSHMANN
AROGYA MANDIR- MAULI JAGRAN

Name of the Student: DR. SHIRSTY BARNALA

Roll no: 2078

Stream: HM-29

Week no: 5 From...SHIRSTY BARNALA..... **To**.....

RITU VASHISTHA

Activity Done	CONDUCTED THE PATIENT SATISFACTION SURVEY MADE KPI OF LAB
Linking theory (Classroom learning) with practice at your organisation	LISTED THE THINGS WHICH SHOULD BE THERE AS LEARNED IN THE CLASSROOM
Gaps were identified in the working area.	LONG WAITING TIME AT REGISTRATION AND MEDICINE DISPENSING COUNTER BECAUSE OF THE LESS STAFF IN THESE AREAS AS COMPARED TO THE NUMBER OF PATIENTS; NO AC IN THE WAITING AREA; NO AVAILABILITY OF ULTRASOUND SCAN IN THE FACILITY; BEHAVIOUR OF STAFF NEEDS TO BE IMPROVED
Suggestions for improvement	EMPLOYING MORE STAFF: BRINGING IN ULTRASOUND MACHINE AND PROVIDE TRAINING FOR IT; COUNSELLING OF STAFF ON BEHAVIOUR MANAGEMENT BY MEDICAL OFFICER; REQUEST TO INSTALL AC OR ATLEAST A DESERT COLLER IN THE WAITING AREA
Plan for the next week	OBSERVE MORE GAPS ACCORDING TO NQAS CHECKLIST

Signature of the Student DR. SHIRSTY BARNALA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly) 6

Name of the Organisation: NATIONAL HEALTH MISSION, CHANDIGARH

Area/ Department/ Project of Summer Internship Program: AYUSHMANN
AROGYA MANDIR- MAULI JAGRAN

Name of the Student: DR. SHIRSTY BARNALA

Roll no: 2078

Stream: HM-29

Week no: 6 **From...**SHIRSTY BARNALA..... **To**.....

RITU VASHISTHA

Activity Done	SET THE ANTENATAL AND POST NATL REGISTERS ACCORDING TO THE NQAS CHECKLIST AND WENT THROUGH THE GENERAL ADMIN AND GENERAL CLINIC CHECKLIST MADE KPI
Linking theory (Classroom learning) with practice at your organisation	LISTED THE THINGS WHICH SHOULD BE THERE AS LEARNED IN THE CLASSROOM
Gaps were identified in the working area.	PROPER RECORD IS NOT MAINTAINED BY THE ANMS AFTER THE LAST NQAS INSPECTION FREQUENT CHANGE OF LHV AND MEDICAL OFFICER IN CHARGE IS ALSO A FACTOR FOR THIS DIGITAL ILLITERACY OF THE POPULATION MAKES IT DIFFICULT TO APPLY THE SCAN AND SHARE
Suggestions for improvement	REGULAR CHECKING BY THE MEDICAL OFFICER IN CHARGE AND SETTING DAILY TARGETS FOR THE RECORD MAINTENANCE
Plan for the next week	EMPLOYEE SATISFACTION SURVEY

Signature of the Student DR. SHIRSTY BARNALA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly) 7

Name of the Organisation: NATIONAL HEALTH MISSION, CHANDIGARH

Area/ Department/ Project of Summer Internship Program: AYUSHMANN
AROGYA MANDIR- MAULI JAGRAN

Name of the Student: DR. SHIRSTY BARNALA

Roll no: 2078

Stream: HM-29

Week no: 7 From...SHIRSTY BARNALA..... **To**.....

RITU VASHISTHA

Activity Done	EMPLOYEE SATISFACTION SURVEY
Linking theory (Classroom learning) with practice at your organisation	LISTED THE THINGS WHICH SHOULD BE THERE AS LEARNED IN THE CLASSROOM MADE KPI
Gaps were identified in the working area.	MOST OF THE EMPLOYEES ARE NOT SATISFIED WITH THEIR CURRENT SALARY NOT SATISFIED BY THE CLEANILINESS AROUND THE PREMISES IN THE PREMISES AS WELL AS IN THE WASHROOM NO PROPER AVAILABILITY OF DRINKING WATER NO OF EMPLOYESS IN HWC IS LESS AS COMPARED THE TOTAL POPULATION THE AAM CENTRE CARTERS TOO FOR EG. AT THE REGISTRATION, PHARMACY NOT ALL TEST ARE AVAILABLE IIN THE LABORATORY
Suggestions for improvement	A RO IS INSTALLED IN THE MO/IC ROOM SUGGESTION FOR INSTALLATION OF ANOTHER ONE IN THE PREMISES REQUEST FOR ANOTHER SWEEPER OR MANSERVANT WHO COULF LOOK INTO PROPER CLEANLINESS

	REQUEST FOR ANOTHER PERSON AT THE REGISTRATION DESK AS WELL AS ANOTHER PHARMACIST AT THE PHARMACY
Plan for the next week	PRESCRIPTION AUDIT

Signature of the Student DR. SHIRSTY BARNALA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly) 8

Name of the Organisation: NATIONAL HEALTH MISSION, CHANDIGARH

Area/ Department/ Project of Summer Internship Program: AYUSHMANN
AROGYA MANDIR- MAULI JAGRAN

Name of the Student: DR. SHIRSTY BARNALA

Roll no: 2078

Stream: HM-29

Week no: 8 From...SHIRSTY BARNALA..... **To**.....

RITU VASHISTHA

Activity Done	PREScription AUDIT
Linking theory (Classroom learning) with practice at your organisation	LISTED THE THINGS WHICH SHOULD BE THERE AS LEARNED IN THE CLASSROOM
Gaps were identified in the working area.	DATE OF CONSULTATION IS MISSING IN SOME PRESCRIPTIONS BRIEF HISTORY IS NOT WRITTEN DURATION OF TREATMENT IS NOT WRITTEN DATE OF NEXT VISIT IS ALSO NOT WRITTEN
Suggestions for improvement	INFORMED THE PERSON AT THE REGISTRATION DESK TO THOROUGHLY CHECK THE PRESCRIPTIONS AT RANDOM INFORMED THE PHYSICIAN TO WRITE THE NECESSARY ATTRIBUTES ON THE PRESCRIPTION AS AAM MJ IS MOVING on to the next-gen GEN MODEL UNDER ABDM, ENCOURAGING MAKING EVERYTHING PAPERLESS
Plan for the next week	IDENTIFY MORE GAPS ACCORDING TO THE NQAS CHECKLIST

Signature of the Student DR. SHIRSTY BARNALA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly) 9

Name of the Organisation: NATIONAL HEALTH MISSION, CHANDIGARH

Area/ Department/ Project of Summer Internship Program: AYUSHMANN
AROGYA MANDIR- MAULI JAGRAN

Name of the Student: DR. SHIRSTY BARNALA

Roll no: 2078

Stream: HM-29

Week no: 9 From...SHIRSTY BARNALA..... **To**.....

RITU VASHISTHA

Activity Done	lphs checklist MADE KPI
Linking theory (Classroom learning) with practice at your organisation	LISTED THE THINGS WHICH SHOULD BE THERE AS LEARNED IN THE CLASSROOM
Gaps were identified in the working area.	Some drugs are not available in the pharmacy Some tests are not available in the lab The hospital layout was not displayed in the front
Suggestions for improvement	Made the hospital layout and displayed it Sent a letter to higher authorities to make the availability of the drugs
Plan for the next week	No plans made

Signature of the Student DR. SHIRSTY BARNALA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly) 10

Name of the Organisation: NATIONAL HEALTH MISSION, CHANDIGARH

Area/ Department/ Project of Summer Internship Program: AYUSHMANN
AROGYA MANDIR- MAULI JAGRAN

Name of the Student: DR. SHIRSTY BARNALA

Roll no: 2078

Stream: HM-29

Week no: 2 From...SHIRSTY BARNALA..... **To**.....

RITU VASHISTHA

Activity Done	KAYAKALP CHECKLIST COMPILED KPI AND GAVE TO NQAS TEAM FOR RECERTIFICATION
Linking theory (Classroom learning) with practice at your organisation	LISTED THE THINGS WHICH SHOULD BE THERE AS LEARNED IN THE CLASSROOM
Gaps were identified in the working area.	THE GREEN BELT IS NOT PROPERLY MAINTAINED AROUND THE PREMISES IN SOME ROOMS OF THE DISPENSARY, THERE ARE BROKEN TILES AND CHIPPED PLASTER CONDEMNED ARTICLES PRESENT IN THE PREMISES NO RAIN WATER HARVESTING DONE NO SOLAR PANELS INSTALLED REGULAR MONITORING OF CLEANING IS NOT DONE ONLY ONE SPILL MANAGEMENT KIT IS PRESENT IN THE DISPENSARY. THERE SHOULD BE TWO VERMICOMPOSTING NOT DONE STAFF IMMUNIZATIONS REPORTS NOT AVAILABLE SECURITY GUARD NOT PRESENT IN THE PREMISES NO SEPARATE STAFF TOILET

	WEEDING IS NOT DONE ON A REGULAR BASIS THERE ARE SOME LOOSE ELECTRICAL WIRES IN THE PREMISES
Suggestions for improvement	LETTER TO PWD SENT TO MAINTAIN THE GREEN BELT AROUND THE PREMISES AND REQUEST FOR WEEDING A LETTER TO HIGHER AUTHORITIES IS SENT TO REPAIR BROKEN TILES AND REPAIR THE FACILITY LETTER TO HIGHER AUTHORITIES TO REMOVE THE CONDEMNED ARTICLES FROM THE PREMISES A LETTER TO INSTALL RAIN WATER HARVESTING AND SOLAR PANELS IN THE DISPENSARY IS SENT TO HIGHER AUTHORITIES A PERSON FROM THE STAFF ASSIGNED TO MONITOR THE DAILY CLEANING SUGGESTED TO MAKE ANOTHER SPILL MANAGEMENT KIT LETTER TO MAKE A VERICOMPOSTING PIT TO BE MADE STAFF TO BE IMMUNIZED AGAINST THE DISEASES AND RECORDS TO BE MAINTAINED LETTER SENT TO HIGHER AUTHORITIES FOR A SECURITY GUARD IS SENT TO HIGHER AUTHORITIES A STALL IS CLEANED IN THE ALREADY PRESENT TOILET AND MADE INTO A STAFF WASHROOM
Plan for the next week	No plans made

Signature of the Student DR. SHIRSTY BARNALA

Approved by the IIHMR University's Mentor

COMPILED REPORT

As a summer intern at the NATIONAL HEALTH MISSION, CHANDIGARH I have engaged in various activities that allowed you to apply your academic knowledge to practical scenarios. I was involved in various tasks aimed at improving healthcare service delivery and public health setting. During my internship I enhanced my data analysis skills and improved my report writing. I have gained practical experience at conducting surveys. I gained experience in public health program evaluation and developed a deeper understanding of challenges and opportunities in healthcare delivery. It has also helped me improve my skills in managing time, engaging with participants and working in the field. I was given a project on conducting gap analysis of Ayushman Arogya Mandir (AAM) Mauli Jagran, Chandigarh. My responsibilities included identifying the gap according to the standard checklist like NQAS (National Quality Assurance Program) and conducting surveys like surveys for employee and patient satisfaction.

Checklists which I have taken into consideration for gap analysis of AAM Mauli Jagran are:

- NQAS
- Departmental checklist
- Indian public health standards

The surveys which I conducted during my internship are

- Survey for patient satisfaction
- Survey for employee satisfaction

I also conducted prescription audit

During my summer internship at NATIONAL HEALTH MISSION, CHANDIGARH. I worked on various projects which aimed at improving healthcare delivery systems. The report aims to bridge the gap between classroom theory and practical experience. During my internship it helped me improve my skills on managing time, how to engage with participants and how to work in a field. The internship helped me develop management skills as I had to coordinate with multiple sections and the concerned individuals to ensure successful implementation of health initiatives. Although national policies and theory suggests that the digital model of health care delivery systems are important for ease of everyone but in practice, I found that if the public or population is not willing or digitally illiterate the digital national programs are bound to fail.

RELEVANT THEORIES AND CONCEPTS: the key theories and concepts related to hospital and health management which helped me my internship:

- Principles of management
- Health policy and health care delivery systems
- Organization behaviour
- National health programs
- Human resource management
- Health economics and financing

PROFESSIONAL GROWTH SKILLS: The skills and competencies developed during the internship include:

- Data analysis skills
- Interpersonal skills
- Critical thinking skills
- Time management skills

GAPS IDENTIFIED ON THE WORKING AREA:

- **DIGITAL ILLETERACY OF THE POPULATION:** According to Ayushmann Bharat Digital Mission, every AAM is to be converted into the Next Gen Model, which promotes scan and share so that patients can skip the long queue and easy registration. A token is generated so that the facility can become paperless. But the major obstacles in these that firstly the population is not digitally literate patients does not have access to smartphones and if they have smartphones they do not know how to use it, secondly for scan and share ABHA ID generation is important and for that Adhaar card should be linked to the phone number which is not there in many cases.
- **INCONSISTENCY OF STAFF IN RECORD MAINTANENCE:** the AAM Mauli Jagran carters to 63166 of population so the daily footfall in the premises is very high. The daily OPD of the facility reached to 100+ and sometimes even 150+. This causes the employees attention only focused on the finishing the daily OPD and work like record maintence are ignored and lag which makes it difficult for any healthcare professionals working to properly track the patients.
- **OVERWHELMING OF STAFF:** the staff to workload ration is disturbed in the facility. The amount of workload of the facility which includes both clinical and non-clinical work is requires more employees as compared to the amount currently employed. For e.g., registration counter has just one person who must handle the registration as well as the token making, there is just one pharmacist and the workload on her is high. This can cause decrease in the performance as well as the quality of the work of the employees ultimately

leading to burnout and can cause stress which leads to many health conditions.

- **LACK OF TRAINING OF STAFF ON WORKING ON PORTALS:** even though all the portals like NCD portal, Nextgen portal etc all are working in the facility still the staff cannot use them to its maximum advantage because of lack of training of staff on portal usage.

SUGGESTIONS FOR IMPROVEMENT.

- **IMPROVING ACCESS TO TECHNOLOGY FOR THE POPULATION:** providing low costs smartphones etc through government subsidies. Establish digital learning centres in rural and underprivileged areas where people can have access to computers and internet\
- **INTEGRATE DIGITAL EDUCATION IN SCHOOLS:** including computer technology as a subject in schools from early age so that the future generations are digitally skilled.
- **PROVIDE BASIC TRAINING:** organize workshops and community-based programme to teach basic skills to adults. Organizing campaigns to promote the need of digital education.
- **SETUP TARGETS FOR STAFF TO COMPLETE IN SPECIFIC TIME PERIOD:** targets should be set for the employees and periodic monitoring of those should be done so that no work lags and employees don't get overwhelmed in the end.
- **COMPREHENSIVE TRAINING:** develop regular training program for all staff to ensure that they are up to date with the latest healthcare practices and technologies so that they can use it effectively.
- **s:** Ensure that health policies are effectively implemented and monitored through regular evaluation and feedback mechanisms.
- Provide continuous capacity building programs to healthcare professionals like ANMs
- Ascertain the availability of necessary supplies, drugs, and equipment
- Community based participation should be encouraged more.

Signature of student: Dr. Shirsty Barnala

