

INTERNSHIP REPORT

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INTRODUCTION

The **National Health Mission (NHM)** is a flagship initiative launched by the Government of India in 2005, with the objective of ensuring accessible, affordable, and quality healthcare to all citizens, particularly those living in rural areas, urban slums, and underserved populations. The mission operates through two major sub-components: the National Rural Health Mission (NRHM) and the National Urban Health Mission (NUHM). Together, these sub-missions focus on strengthening the healthcare delivery system, improving health infrastructure, and addressing critical health challenges across the country.

As a part of my postgraduate academic curriculum, I undertook three month internship at the **State NHM Office, Jaipur**, from **10th March 2025 to 31st May 2025**. My internship was primarily based in the **Family Welfare Programme division**, a key vertical under NHM that focuses on reproductive health, family planning services, maternal health, and population stabilization efforts.

The internship provided a valuable opportunity to gain first-hand exposure to the functioning of a large public health organisation. It allowed me to understand how programmes are planned, monitored, and implemented at the state level. Rather than focusing on fieldwork, my engagement was more oriented toward learning the administrative processes, Family Planning policy frameworks, and interdepartmental coordination mechanisms that drive the Family Welfare Programme.

I participated in a range of activities, including orientation sessions, studying programme documents, conducting secondary research, and attending regular mentorship meetings. This structured exposure helped deepen my understanding of how NHM translates national-level health policies into actionable state-level interventions, especially in the context of reproductive and family health services.

This report documents my learnings, observations, and reflections from the internship and aims to present an overview of NHM's operational structure, the functioning of the Family Welfare Programme, and the significance of practical learning experiences in shaping public health professionals.

OBJECTIVE OF INTERNSHIP

The primary objectives of this internship were:

- To understand the organizational structure and functioning of the National Health Mission at the state level.
- To gain practical knowledge of the Family Welfare Programme, including its implementation, monitoring, and evaluation processes.
- To observe the coordination between state and district health authorities in the delivery of family planning services.
- To participate in data handling, programme reporting, and documentation activities.
- To identify challenges and best practices in the field of reproductive and child health services.

ORGANISATION PROFILE

The **National Health Mission (NHM)** is a flagship initiative of the **Government of India**, launched in **2005** to address the health needs of the population—particularly those in rural and vulnerable urban areas—through a comprehensive and integrated approach. NHM seeks to strengthen the public health system at all levels by improving access, equity, efficiency, accountability, and quality in healthcare delivery.

The mission encompasses two sub-missions:

- **National Rural Health Mission (NRHM)** – launched in 2005 (Ministry of Health and Family Welfare, 2005), targeting rural areas with a special focus on states with weak public health indicators.
- **National Urban Health Mission (NUHM)** – launched in 2013 (Ministry of Health and Family Welfare, 2013), focusing on healthcare needs of the urban poor and slum populations.

In the state of **Rajasthan**, NHM operates under the **Department of Medical, Health & Family Welfare**, with its **state headquarters in Jaipur**. The **State Health Society (SHS)** under NHM is responsible for planning, implementing, and monitoring all NHM-supported programmes and schemes across the state, in alignment with national health priorities.

Key objectives of NHM include reducing maternal and child mortality, improving reproductive and adolescent health, enhancing disease control efforts, promoting institutional deliveries, and ensuring community participation in health governance. It supports several major programmes such as RMNCH+A, immunisation, non-communicable disease control, and family planning services.

The NHM state office in Jaipur functions through various departments such as Maternal and Child Health, Family Welfare, Urban Health, Monitoring and Evaluation, and Health Infrastructure. It plays a central role in planning, implementing, and monitoring health initiatives, while promoting coordination with district health authorities and partner organisations.

SERVICES PROVIDED BY ORGANISATION

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. Communicable and Non-Communicable Disease Control

- Implementation of national disease control programmes like:
 - **National Tuberculosis Elimination Programme (NTEP)**
 - **National Vector Borne Disease Control Programme (NVBDCP)**
Ministry of Health and Family Welfare, n.d.)
 - **National AIDS Control Programme**
- **Non-communicable disease screening** under **NPCDCS** (for diabetes, hypertension, cancer, etc.)

. Health Infrastructure and Human Resources

- Upgradation of Sub-Centres, PHCs, CHCs, and District Hospitals.
- Recruitment and training of **ASHA workers, ANMs, staff nurses**, and medical officers.
- Capacity-building through regular skill training and refresher programmes.

0. Emergency Referral and Transport Services

- **Free ambulance services** under **104/108/102** for maternal and emergency health needs.
- Referral linkages between different levels of care for timely treatment.

1. Rashtriya Bal Swasthya Karyakram (RBSK)

RBSK is a child health screening and early intervention programme aimed at identifying and managing health conditions in children from birth to 18 years. It focuses on the “4 Ds”:

- **Defects at birth**
- **Diseases**
- **Deficiencies**
- **Developmental delays including disabilities**

Under RBSK:

- Children are screened at community and facility levels (e.g., schools, Anganwadis, delivery points).
- Special mobile health teams conduct regular health check-ups.
- Cases needing further intervention are referred to **District Early Intervention Centres (DEICs)** for treatment and follow-up.

2. Quality Assurance Programme

The Quality Assurance (QA) initiative under NHM ensures that health services meet predefined standards in terms of safety, effectiveness, and patient satisfaction. Key components include:

- Implementation of **National Quality Assurance Standards (NQAS)** for public health facilities.
- Regular **facility assessments and internal audits**.
- Training of staff on **quality protocols, infection control**, and client-centered care.
- Certification of facilities that meet quality standards, encouraging continuous improvement.

3. Aspirational Antyodaya Mitra (AAM) & Urban AAM (UAAM)

These initiatives are designed to improve health service delivery in **vulnerable and low-performing areas**.

- **AAM** focuses on rural, tribal, and hard-to-reach areas.
- **UAAM** targets underserved urban populations, particularly slum dwellers.

Key features:

- Special focus on **health equity, access to entitlements**, and service coverage.
- Use of **local health volunteers and community engagement** to bridge gaps in awareness and service use.
- Coordination with other social welfare schemes to ensure convergence.

4. Non-Communicable Diseases (NCD) Programme

The **National Programme for Prevention and Control of Cancer, Diabetes, Cardiovascular Diseases and Stroke (NPCDCS)** addresses the rising burden of NCDs.

Services under NPCDCS:

- **Population-based screening** for people aged 30+ for diabetes, hypertension, breast, oral, and cervical cancers.
- Establishment of **NCD Clinics** at CHC and District Hospital levels.
- Health promotion campaigns on lifestyle changes, tobacco cessation, diet, and physical activity.
- Integration of NCD services at **Health & Wellness Centres (HWCs)**.

KEY ACTIVITIES UNDERTAKEN

During my internship, I was actively engaged in a number of knowledge-building and skill-enhancing activities, including:

- Attending orientation sessions on NHM's structure, departmental roles, and health programme implementation frameworks.
- Studying the operational mechanisms and service flow within the **Family Welfare Department**.
- Gaining hands-on exposure to the **Family Planning Portal**, including its data entry, reporting formats, and dashboard analysis.

- Conducting secondary research on national programmes under NHM, especially those linked to family planning and maternal health.
- Participating in routine mentorship meetings that helped guide my learning, clarify doubts, and align my work with organisational objectives.
- Collaborating with fellow interns and public health professionals to understand work coordination, communication protocols, and data handling practices.
- Documenting observations, maintaining daily logs, and preparing reports on assigned tasks and research findings.

KEY LEARNINGS

- A clear understanding of NHM's organisational structure and inter-departmental workflows.
- Deep insight into the Family Planning Programme, including the tools and technologies used for service monitoring.

- Improved familiarity with digital platforms like the **Family Planning Portal**, which play a vital role in real-time health data management.
- Practical knowledge of government health protocols, reporting systems, and administrative documentation.
- The importance of structured communication, regular mentorship, and collaborative learning in a professional public health setting.
- Enhanced ability to coordinate tasks, adapt to a formal work environment, and contribute meaningfully to team objectives.