

**Summer Training at
National Health Mission, Rajasthan**

Bhamashah Swasthya Bima Yojana in Government and Private Hospitals

**By
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**Under the guidance of
Col. (Dr.) Ashok Kaushik**

**MBA Hospital & Health Management
2017-2019**

The logo of IIHMR University, featuring a stylized 'i' in a red square followed by 'IIHMR' in large, bold, black letters, and 'UNIVERSITY' in smaller, black, all-caps letters to the right.
Institute of Health Management Research
The IIHMR University, Jaipur
2018

CERTIFICATE

This is to certify that Dr. **Anurag Sanadhya** has undergone summer training at **National Health Mission Jaipur** from **2nd April 2018 to 2nd June 2018**.

The candidate himself completed the project assigned to his summer training. His approach to the project was sincere and proactive. This summer training is in partial fulfillment of the course requirement recommended for the award of MBA in Hospital and Health Management.

I wish him success in all his future endeavors.

Ashok
(Col (Dr) Pramod Kumar)
for Col. (Dr.) Ashok Kaushik 20.7.18.
Dean (Academics and Student Affairs)

IIHMR University, Jaipur

(Mentor)



Government of Rajasthan
National Health Mission, Rajasthan
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No. F 2 (153) NHM/SPM/2017/ 402

Dated: - 4/06/18

CERTIFICATE

This is to certify that **Dr. Anurag Sanadhya**, student of MBA Institute of Health Management Research (IIHMR, Jaipur) has successfully completed his Summer Training Program at NHM, Rajasthan from **2nd April, 2018 to 2nd June, 2018**. He has worked on the project- **Bhamashah Swasthya Bima Yojana (BSBY)**.

His performance was found satisfactory. We extend him good wishes for a bright and successful career ahead.


Director-RCH

Acknowledgement

The success and final outcome of this project required a lot of guidance and assistance from many people and I am extremely privileged to have got this all along the completion of my project. All that I have done is only due to such supervision and assistance and I would not forget to thank them.

I respect and thank Mr. Naveen Jain, MD-NHM for providing me an opportunity to do the project work in NHM Rajasthan and I owe my deep gratitude to our State Program Manager Dr. Jalaj Vijay to give us all support throughout the project. I also respect and thank our project mentor Mr. M.P. Jain State Nodal Officer for providing such a nice support and guidance, although he had a very busy schedule.

I would not forget to remember Ms. Priyanka Kapoor and Ms. Vatsala Sharma, of NHM Rajasthan for their encouragement and suggestions during this project work.

I am thankful to and fortunate enough to get constant encouragement, support and guidance from our mentor Dr. Usha Manjunath, Director at IIHMR Bangalore.

Dr. Anurag Sanadhya

IIHMR Jaipur

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Abbreviations

IEC- Information Education Communication

MD- Mission Director

MO- Medical officer

NHM- National Health Mission

NPMU- National Planning Management Unit

NRHM- National Rural Health Mission

NUHM- National Urban Health Mission

PHC- Primary Healthcare Center

CHC- Community Health Center

MCH- Maternal and Child Health

DH- District Hospital

SDH- Sub divisional Health center

STH- Satellite Hospital

PO- Planning Officer

SDH- Sub District Hospital

SPMU- State Planning Management Unit

SIHFW- State Institute of Health and Family Welfare

Tables, Charts, Graphs

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Executive Summary

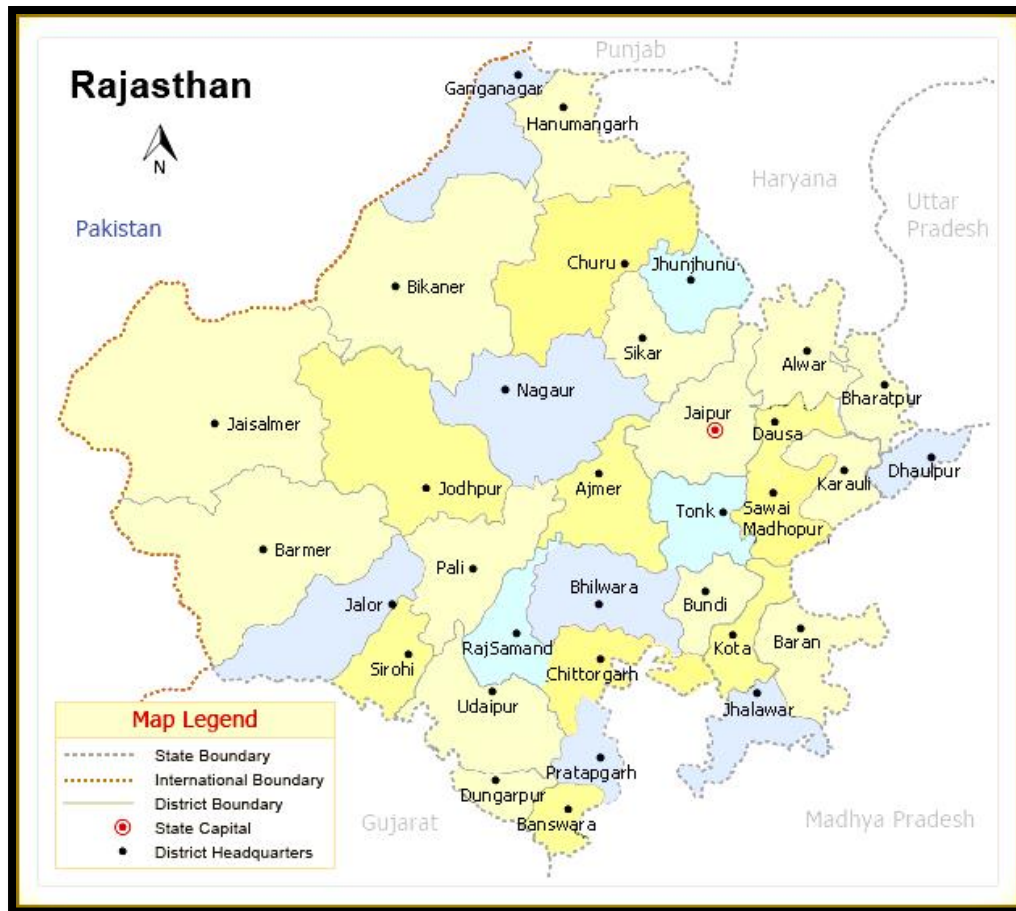
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NHM Rajasthan



Vision

“The **National Rural Health Mission** (NHM) is a National effort at ensuring effective healthcare through a range of interventions at individual, households, community, and most critically at the health system levels”.



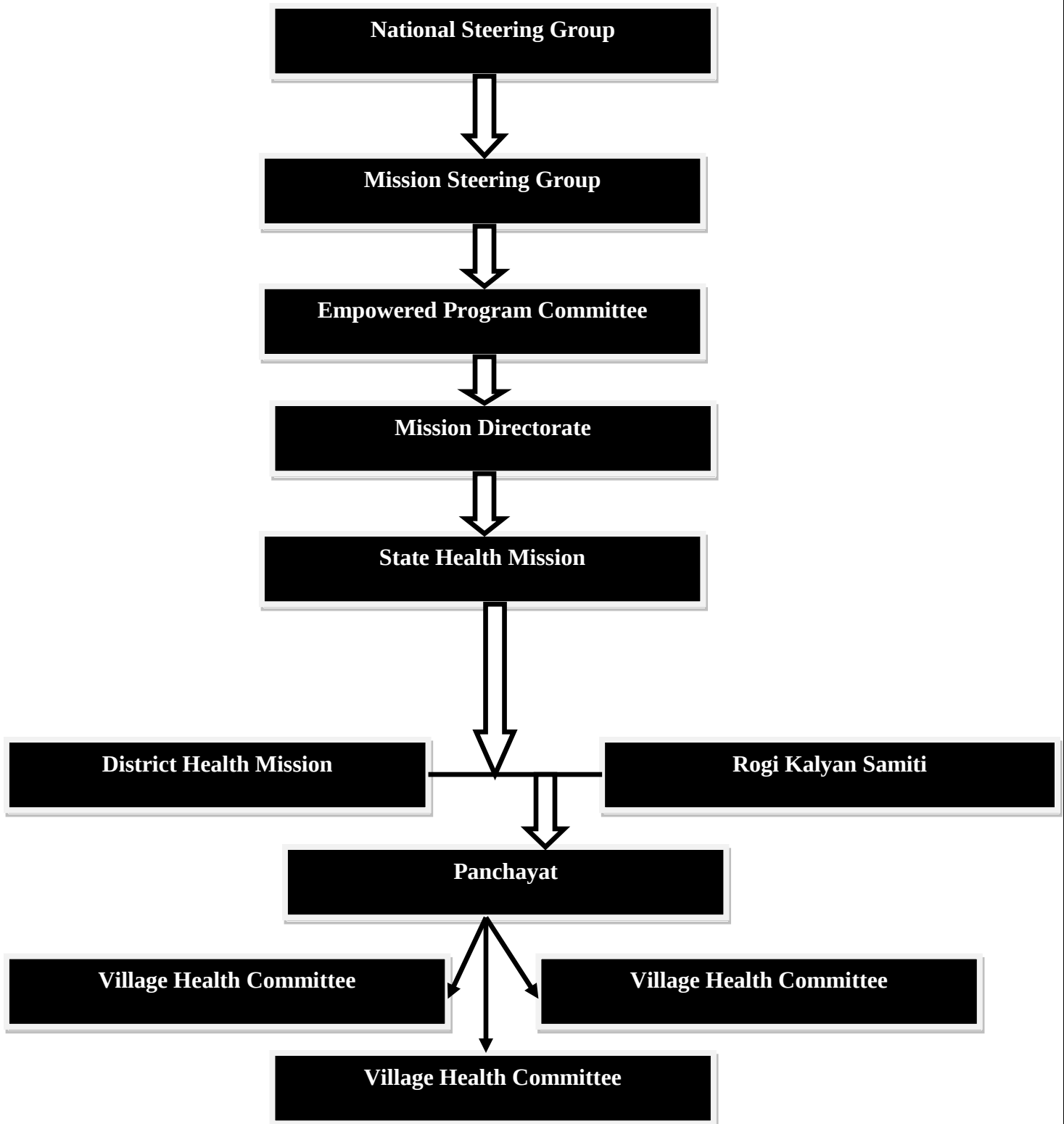
The **National Health Mission (NHM)**, at the State level, a State Health Mission headed by the Chief Minister has been constituted with similar composition, as that of the National Steering Group. State Health mission's role include that the following:

1. Actively undertake policy and Institutional reforms to enable effective implementation of NRHM.
2. State level planning , implementation and monitoring.
3. Support district level planning, implementation and monitoring.
4. Provide training support to districts.
5. Coordination across relevant departments.
6. Sharing of experiences across districts.
7. Management of cash flows.
8. Financial accounting/administration.

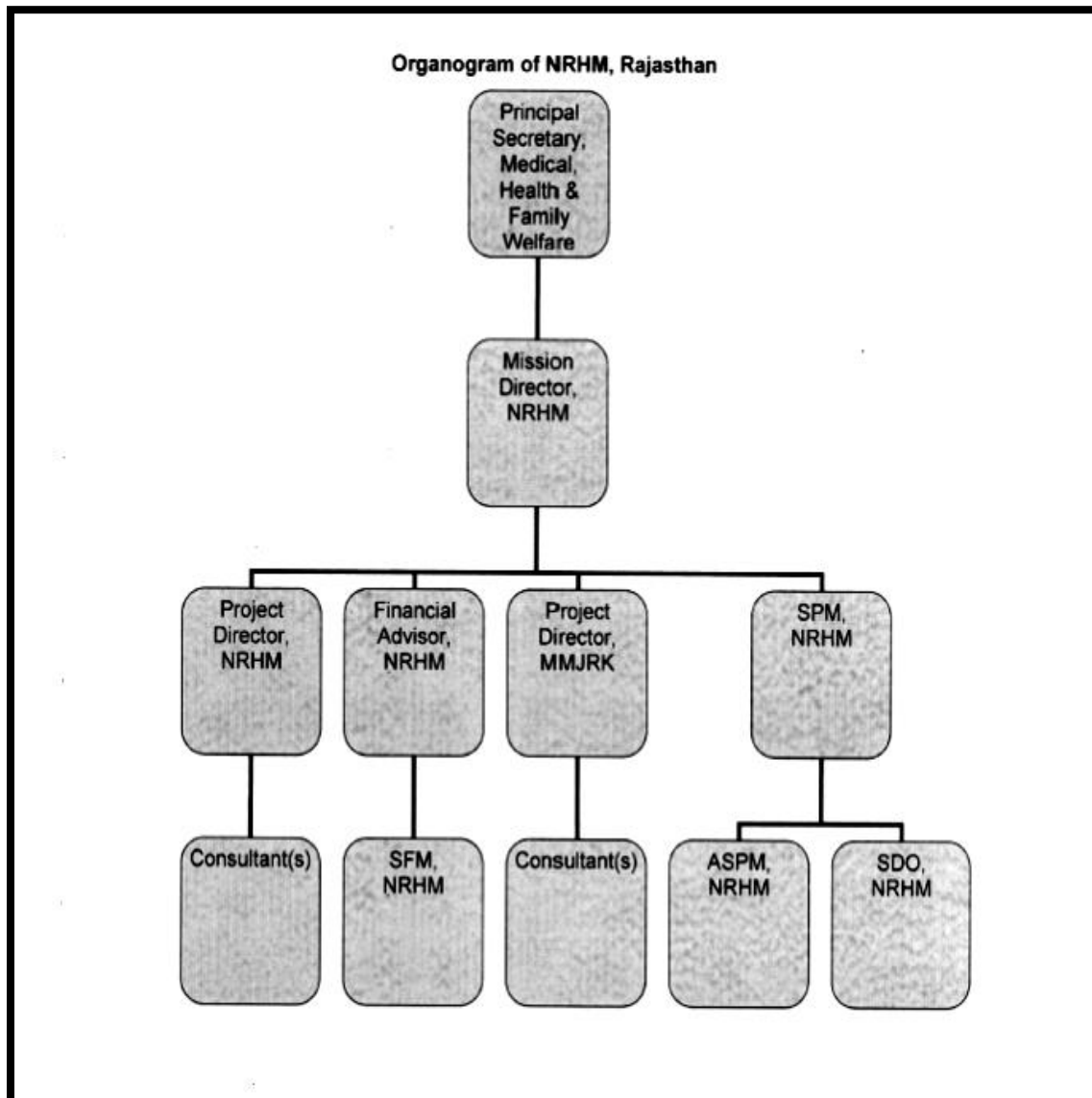
Core Values

- Safeguard the health of the poor, vulnerable and disadvantaged, and move towards a right based approach to health through entitlements and service guarantees
- Strengthen public health systems as a basis for universal access and social protection against the rising costs of health care.
- Build environment of trust between people and providers of health services.
- Empower community to become active participants in the process of attainment of highest possible levels of health.
- Institutionalize transparency and accountability in all processes and mechanisms.
- Improve efficiency to optimize use of available resources.

Institutional setup of NHM at Govt. Of India



Organogram of NHM Rajasthan



Background:

Health Insurance Scheme is a Budget Declaration for the year 2014-15. The scheme was visualized in order to provide quality healthcare to all National Food Security Scheme (NFSS) families and also to reduce the workload on government Health Institutions. Moreover, benefits like hassle free cash less treatment, improved quality of care with efficiency etc, are also envisaged.

➤ Aim of the Scheme:

Basic aim of scheme is Improvement in health indicators; However, some other expectations are:

- Reduction in 'out of pocket' expenses and providing financial security to the poor against illnesses.
- To hedge the financial risk of excess expenditure on healthcare by using Insurance as a tool.
- To successfully roll out Government's vision of maximum Governance and minimum Government
- Create a wide health database, which may be used in making policy level changes/decisions in future.
- Bring a revolution in healthcare in rural area – by providing stimulus to Private Sector to open hospitals in rural areas and reducing the increasing burden on Government facilities.

➤ Beneficiaries:-

- The scheme envisages benefits for the NFSS (National Food Security Scheme) beneficiaries and RSBY (Rashtriya Swasthya Bima Yojana) beneficiaries (as RSBY is proposed to be taken over by Health Department from Oct., 15).
- Implementation of the scheme shall be done through Bhamashah Cards, but till the time Bhamashah cards are issued, identity related to NFSS and RSBY shall also be honored.

➤ **Cover:**

- Health Insurance Cover of Rs. 30,000/- for general illnesses and Rs. 3.00 lacs for critical illnesses shall be given to a family on floater basis in one year for IPD procedures.
- 7-day pre-hospitalisation and 15 days post hospitalization is covered under the scheme.
- Transport allowance of Rs. 100 to Rs. 500 for cardiac and polytrauma cases.
- Patients shall be benefitted for 1045 packages under General Illnesses, 500 packages under Critical Illnesses, and 170 packages reserved for Govt. Hospitals.

➤ **Service Delivery Through:**

- These benefits shall be cashless for the beneficiaries and services shall be provided through public health institutions and empanelled private health institutions.
- **Insurer and its selection:**
- Insurer for the scheme has been selected through open competitive two stage bidding process and public sector insurance company, *The New India Assurance Company* has been finalized **at the most competitive rate across India for the scheme having most comprehensive features.**

➤ **Monitoring and Control:**

- In-house claims processing software and transparent and standardized grading criteria for hospitals
- Mobile app monitoring for all government officials upto district level
- Well defined and verified medical protocols – maximum in any scheme
- Unique profit refund clause
 - Insurers do not over charge the government
 - Do not try to reject genuine claims
- Strong monitoring mechanism and removal of Third Party Administrator (TPA) in order to prevent leakages and cost escalation.

➤ **Future Prospects:**

- Lessened workload on Government Health Institutions immediately.
- Financial Strengthening of Medicare Relief Societies of Govt. Health Institutions.
- Poor person will be provided with an opportunity to get health services in private Health Institutions.
- A wide health database will be generated which shall be used for making policy level decisions in future.
- It will attract Private Sector to open hospitals in rural areas and reducing the increasing burden on government facilities.

Classification of BSBY empanelled hospitals:

S.No	District	MC H	STH	DH	SDH	CHC	Private
1	Ajmer	2	0	2	3	7	15
2	Alwar	0	1	1	0	32	35
3	Banswara	0	0	1	0	20	5
4	Baran	0	0	1	0	14	7
5	Barmer	0	0	1	1	19	15
6	Bharatpur	0	0	1	0	9	19
7	Bhilwara	0	1	1	0	21	17
8	Bikaner	7	0	1	0	13	9
9	Bundi	0	0	1	0	9	7
10	Chittorgarh	0	0	1	1	15	5
11	Churu	0	0	1	2	11	17
12	Dausa	0	0	1	0	8	23
13	Dholpur	0	0	1	1	2	4
14	Dungarpur	0	0	1	1	7	4
15	Ganganagar	0	0	1	0	12	42
16	Hanumangarh	0	0	1	0	6	13
17	Jaipur	10	2	0	1	14	188
18	Jaisalmer	0	0	1	0	2	1
19	Jalore	0	0	1	0	8	15
20	Jhalawar	2	0	0	0	15	10
21	Jhunjhunu	0	0	1	0	16	27
22	Jodhpur	4	4	2	0	16	33
23	Karauli	0	0	1	1	10	12
24	Kota	3	0	1	0	6	21
25	Nagaur	0	0	1	2	24	23
26	Pali	0	0	1	1	20	14
27	Pratapgarh	0	0	1	0	7	0
28	Rajasamand	0	0	1	1	9	5
29	Swai Madhopur	0	0	1	1	6	22
30	Siker	0	0	1	1	15	49
31	Sirohi	0	0	1	0	8	12
32	Tonk	0	0	1	0	9	16

33	Udaipur	3	1	1	1	26	21
						`	707
			506				

- List of private and government hospitals visited (Empanelled under BSBY)

District	Private hospitals	Government hospitals
Jaipur	Apex Hospital	Government RDBP Jaipuria Hospital(MCH)
	EHCC	SMS(MCH)
	Rukmani Birla Hospital	Haribux Kawatiya District Hospital(MCH)
	Santokba Duralbhji Memorial Hospital	
	Dhanwantri Hospital	
	JNU Hospital	
	Metro Mas Hospital	
Jaipur (Chandwaji)	NIMS Hospital	
Jaipur (Jamawaramgarh)	CHC Jamawaramgarh	
Jaipur (Kothputli)	Pulse Multispecialty Hospital	Govt. BDM Hospital(SDH)
Jaipur (Shahpura)	Rajnish Hospital	CHC Shahpura
Baran	Balaji Hospital	Govt. District Hospital –DH
		CHC- Chipadadod

Ajmer	St. Francis Hospital	Govt. Satellite Hospital- DH
		CHC – Pushkar
Udaipur	Geetanjali Hospital	MB Hospital – MCH
		SSSB Satellite Hospital- DH

➤ New India Assurance Company pvt. Ltd.

Checklist we followed in our BSBY project:

Hospital Name:

Address:

Date of Visit:

Type of hospital: DH/CHC/MCH/SDH/MTH/Tertiary/Multispecialty

BSBY Incharge:

Diff. from Website: Yes / No

BSBY Swasthya Margdarshak:

Salary of Swasthya Margdarshak:

Total Number of Swasthya Margdarshak:

Total Number of Hospital Beds:

Total Number of BSBY Patients: (per month)

Total Number of patients treated in BSBY 2nd phase:

IEC Status: Sufficient/ Insufficient /No Display

BSBY Counter Distance: Convenient/Inconvenient

Specialties Available:

Observations: General, Rejections/Query, Patient Interview

Suggestions:

1. Government RDBP Jaipuria Hospital

JLN Marg, Indra Nagar, BasantVihar, Milap Nagar, Jaipur, Rajasthan
302018

Date of Visit: 11 April 2018

Type of hospital: MCH

BSBY Incharge: Dr. Vijay Arora

Diff. from Website: Yes

BSBY Swasthya Margdarshak: Rajesh

Salary of Swasthya Margdarshak: 7200/- Per Month

Total Number of Swasthya Margdarshak: 2

Total Number of Hospital Beds: 100

Total Number of BSBY patients Per Month: 170

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialties Available: All

Observations:

General:

- The BSBY Incharge was not very much co-operative.

Rejections/Queries:

- Query has been made for other reasons (unnecessary documents requirements).

Patient Interview:

- Patients were satisfied with the BSBY scheme.
- The hospital does not charge any kind of money from the patients.

Suggestions:

- The BSBY counter should be near to the Main counter so that the patients do not find any difficulty for the procedures.

2. EHCC Hospital

No. 3A, Jagatpura Road, Sector 8, Jawahar Circle, Jaipur,
Rajasthan 302017

Date of Visit: 11 April 2018

Type of hospital: Tertiary care

BSBY Incharge: Dr. Lokesh Yadav

Diff. from Website: No

BSBY Swasthya Margdarshak: Shailandra

Salary of Swasthya Margdarshak: 18000/- Per Month

Margdarshak Numbers: 1

Total Number of Hospital Beds: 250

Total Number of BSBY patients Per Month: 150 to 200

IEC Status: NO Display (No display of any kind of IEC material of/for BSBY)

BSBY Counter Distance: Convenient (BSBY counter is assessable for the patients as the BSBY registration counter and main registration counter was nearer to each other).

Specialities Available:

Dialysis

Plastic Surgery

Cardiology

Gynaecology

Observations:

General:

- The behavior of Swasthya Margdarshak for the patients was good.

Rejections/Queries:

1. The query has been raised for annexure but rejection was due to annexure 4.
2. Rejection due to photo identification.
3. Rejection due to staff changes.

Patient Interview:

- The patients were satisfied with the treatments and with the hospital.

Suggestions:

- There should be proper BSBY display board on the hospital walls for the convenience of the patients.

3. Apex Hospital

SP-4&6, Malviya Nagar Industrial area, Malviya Nagar, Jaipur ,
Rajasthan ,302017

Date of Visit: 11 April 2018

Type of hospital: Multi specialty

BSBY Incharge: Dr. Ashish Khera

Diff. from Website: Yes

BSBY Swasthya Margdarshak: Kamal Acharya

Salary of Swasthya Margdarshak: 13000/- Per Month

Margdarshak Numbers: 1

Total Number of Hospital Beds: 150

Total Number of BSBY patients Per Month: 214

IEC Status: Insufficient (IEC display condition was poor as there were no proper display of BSBY IEC material on Hospital walls to find out BSBY counter and to know more about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialities Available:

Cardiology

Urology

Neurology

Nephrology

Oncology

Medicine

Observations:**General:**

- We found difficulty to locate the BSBY counter as it was in the basement of the hospital and there was no proper display of BSBY board.

Rejection Reasons:

- Query has been made for other reasons (unnecessary documents requirements).
- Demand for multiple annexure.
- Annexure 1 was not enclosed (TID not generated within 1 hour after admission).
- Demanding complete filling of annexure even where the option (diagnosis) is not available.

Patient Interview:

- Patients find difficulty to locate the BSBY counter as it was on different floor of the hospital and on the money matters, the hospital does not charge from the patients.

Suggestions:

- Effective IEC material should be available which makes use of a full range of approaches and activities.
- The BSBY counter should be near to the main counter as it was not reachable.

4. Rajnish Hospital

NH-8, Jaipur-Delhi Highway, Shahpura Bus Stand, Shahpura,
Jaipur, Rajasthan 303103

Date of Visit: 12 April 2018

Type of hospital: Multispecialty

BSBY Incharge:

Diff. from Website:

BSBY Swasthya Margdarshak:

Salary of Swasthya Margdarshak: 12000/- Per Month

Total Number of Swasthya Margdarshak: 1

Total Number of Hospital Beds: 150

Total Number of BSBY patients Per Month: 150

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Convenient (BSBY counter was accessible for the patients as the BSBY registration counter and main counter were nearer to each other).

Specialities Available:

Cardiology

Dialysis

Delivery

Observations:

General:

- There was proper display for the BSBY scheme and the counter was reachable for the patients.

Rejections/Queries:

- Rejections due to lack of training.

Patient Interview:

- Patients were satisfied with the BSBY scheme as the treatments are done on time in the hospital and no money is taken from them.

Suggestions:

- Proper training should be provided to the concerned persons of the BSBY department in the hospital.

5. CHC- Shahpura

Shahpura Road ,Shahpura, Jaipur, Rajasthan 303103

Date Visit: 12 April 2018

Type of hospital: CHC

BSBY Incharge:

Diff. from Website: Yes

BSBY Swasthya Margdarshak:

Salary of Swasthya Margdarshak: 7400/- Per Month

Margdarshak Numbers: 1

Total Number of Hospital Beds: 50

Total Number of BSBY patients Per Month: 18-20

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialities Available:

Dental

Ophthalmology

Medicine

Surgery

Paediatrics

Observations:

General:

- The swasthya margdarshak was finding difficulties to perform the work as he was the only one to do the work.

Rejections/Queries:

- Discharge document submitted then also rejected.
- Query solved then also multiple time rejection.

Patient Interview:

- The patients were satisfied with BSBY Scheme and with the hospital staffs and no money was taken from them.

Suggestions:

- The BSBY counter should not be far from the main counter so that the patients can easily reach to the counters.

6. Pulse Multispecialty Hospital

Pulse Hospital, Kotputli

Date of Visit: 12 April 2018

Type of hospital: Multispecialty

BSBY Incharge: Dr. M.S. Palasaniya

Diff. from Website: Yes

BSBY Swasthya Margdarshak: Ankesh

Salary of Swasthya Margdarshak: 10000/- Per Month

Total Number of Swasthya Margdarshak: 1

Total Number of Hospital Beds: 100

Total Number of BSBY patients Per Month: 150

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialities Available:

Surgery

Newborn Care

Cardiology

Dialysis

Medicine

Pulmonologist

Observations:

General:

- There was no proper behavior communication and interaction between Swasthya Margdarshak and the patients.
- The patients were getting delayed for the procedures on the BSBY counter.

Rejections/Queries:

- Same cases- half approved and half not approved.
- Rejection reason was not clear.

Patient Interview:

- Patients were not that much satisfied with the hospital staff as there was delay in the process.

Suggestions:

- Proper behavioral communication should be maintained between the swasthya margdarshak and the patients.
- Swasthya margdarshak should be focused on the work so there is no delay for the procedures.
- The BSBY counter should be near to the main counter so that it can be reachable for the patients.

7. Govt. BDM Hospital

Delhi Jaipur express way, Kotputli, Jaipur , Rajasthan 303108

Date of Visit: 12 April 2018

Type of hospital: SDH

BSBY Incharge: Dr. Ashok

Diff. from Website: Yes

BSBY Swasthya Margdarshak: Gajendra Rawat

Salary of Swasthya Margdarshak: 7300/- Per Month

Total Number of Swasthya Margdarshak: 1

Total Number of Hospital Beds: 60

Total Number of BSBY patients Per Month: 200

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialities Available: All

Dental

Gynaecology

Medicine

Ophthalmology

General Surgery

Observations:

General:

- The BSBY counter was too inside to locate.

Patient Interview:

- Patients were not satisfied with the BSBY scheme and the hospital even though the treatment is free.

Suggestions:

- The BSBY counter should be accessible for the patients.

8. Haribux Kawatiya District Hospital

Kawatiya Circle, Shastri Nagar, Jaipur 302016

Date of Visit: 13 April 2018

Type of hospital: MCH

BSBY Incharge:

Diff. from Website: Yes

BSBY Swasthya Margdarshak:

Salary of Swasthya Margdarshak: 7500/- Per Month

Total Number of Swasthya Margdarshak: 1

Total Number of Hospital Beds: 150

Total Number of BSBY patients Per Month:

IEC Status: Insufficient (IEC display condition was poor as there were no proper display of BSBY IEC material on Hospital walls to find out BSBY counter and to know more about BSBY scheme).

BSBY Counter Distance: Convenient (BSBY counter is assessable for the patients as the BSBY registration counter and main registration counter were nearer to each other).

Specialities Available: All

Observations:

General:

- The swasthya margdarshak was not very much co-operative.

Rejections/Queries:

- Rejection due to Bio-metric issue.
- Raised query was different from the rejection reason.

Patient Interview:

- Patients find difficulties as there were delay in procedures because of too much rush of the patients on the BSBY counter.

Suggestions:

- Proper display of BSBY IEC material should be available in the hospital.
- There should be co-operation between BSBY department and the other departments so that there is no delay in procedures.

9. Santokba Durlabhji Memorial Hospital

Bhawani Singh Marg, Near Rambagh Circle, Jaipur, Rajasthan
302015

Date of Visit: 13 April 2018

Type of hospital: Tertiary Care

BSBY Incharge: Vijay Singh

Diff. from Website: Yes

BSBY Swasthya Margdarshak: Praveen Kumar Sharma

Salary of Swasthya Margdarshak: 18000/- Per Month

Total Number of Swasthya Margdarshak: 1

Total Number of Hospital Beds: 551

Total Number of BSBY patients Per Month: 50 to 60

IEC Status: Insufficient (IEC display condition was poor as there were no proper display of BSBY IEC material on Hospital walls to find out BSBY counter and to know more about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialities Available:

Cardiology

Urology

Plastic Surgery

Oncology

Observations:

General:

- The BSBY counter was far from the main counter as it was difficult to find and there was no display board for BSBY.

Rejections/Queries:

- Query raised for annexure 2 but rejection due to annexure 4.

- Rejection even after approval (expiry).

Patient Interview:

- Patients were satisfied with the treatment done by the hospital and the BSBY scheme.

Suggestions:

- There should be BSBY display board hanging on the hospital walls to find the counters easily.
- The BSBY counter should be accessible for the patients.

10. SMS Hospital

J.L.N. Marg, Jaipur, Rajasthan 302004

Date of Visit: 14 April 2018

Type of hospital: MCH

BSBY Incharge: Dr. Suresh Gaur

Diff. from Website: Yes

BSBY Swasthya Margdarshak: Ravi

Salary of Swasthya Margdarshak: 15000/- Per Month

Margdarshak Numbers: 10 to 12

Total Number of Hospital Beds: 6000

Total Number of BSBY patients Per Month: 3110

IEC Status: Insufficient (IEC display condition was poor as there were no proper display of BSBY IEC material on Hospital walls to find out BSBY counter and to know more about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialities Available: All

Observations:

General:

- There was no proper scheduling of the work by the swasthya margdarshak as the patients were waiting for the long time on the BSBY counter.

Rejections/Queries:

- Wrong rejection-rejection without any query.

Patient Interview:

- Patients were not satisfied as they were waiting for the long duration on the BSBY counter.

Suggestions:

- The BSBY counter should be on the same floor and near to the main counter in the hospital.
- Proper IEC material should be displayed on the counters so that patients can easily identify.

11. Dhanwantri Hospital

67/56A, Near Madara Bus Stand, New Sanganer Road,
Mansarovar, Jaipur, Rajasthan 302020

Date of Visit: 19 April 2018

Type of hospital: Tertiary Care

BSBY Incharge:

Diff. from Website:

BSBY Swasthya Margdarshak: kailash

Salary of Swasthya Margdarshak: 12000/- Per Month

Total Number of Swasthya Margdarshak: 2

Total Number of Hospital Beds: 250

Total Number of BSBY patients Per Month: 370

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Convenient (BSBY counter is assessable for the patients as the BSBY registration counter and main registration counter was nearer to each other).

Specialities Available: All

Observations:

General:

- The swasthya margdarshak was co-operative with the patients and there was no delay in the BSBY procedures.

Rejections/Queries:

- Rejection due to Bio-metric issues.

Patient Interview: Patients were satisfied with the BSBY scheme and the treatments done by the hospital.

Suggestions:

12. Rukmani Birla Hospital

340, Gopalpura Bypass Rd, Near Triveni Bridge, Shanthi Nagar,
GopalPura Mode, Jaipur, Rajasthan 302018

Date of Visit: 19April2018

Type of hospital: Multispecialty

BSBY Incharge:

Diff. from Website: Yes

BSBY Swasthya Margdarshak:

Salary of Swasthya Margdarshak: 15000/- Per Month

Margdarshak Numbers: 1

Total Number of Hospital Beds: 230

Total Number of BSBY patients Per Month: 100

IEC Status: NO Display (No display of any kind of IEC material of/for BSBY)

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialities Available:

Dialysis

Observations:

General:

- There was no display of BSBY IEC material in the hospital so, it was difficult to locate the counter and the BSBY counter was very far from the main counter (not reachable).
- Investigation team visits in every 4 months.

Rejections/Queries:

- Rejection due to Bio-metric issues.
- Rejection even after approval.

Patient Interview:

- Patients were satisfied as the hospital does not charge money from them but on the other side they were facing problems to locate the BSBY counter as it was too inside in the hospital.

Suggestions:

- The BSBY counter should be reachable for the patients. It should be in close to the main counter.

- IEC material for BSBY should be displayed as there was not a single board on the counter.

13. Govt. District Hospital- Baran

Hospital Rd, Gandhi Colony, Baran, Rajasthan 325205

Date of Visit: 23 April 2018

Type of hospital: DH

BSBY Incharge: Dr. Devariya

Diff. from Website: Yes

BSBY Swasthya Margdarshak:

Salary of Swasthya Margdarshak: 8000/- Per Month

Total Number of Swasthya Margdarshak: 7

Total Number of Hospital Beds: 100

Total Number of BSBY patients Per Month: 13-15

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Convenient (BSBY counter is assessable for the patients as the BSBY registration counter and main registration counter was nearer to each other).

Specialities Available:

Medicine

Surgery

Neurology

Gynaecology

Dental

Ophthalmology

Newborn Care

Cardiology

Observations:

General:

- The behaviour of the swasthya margdarshak with the patients was poor as they do not interact properly with them.
- There was delay in the treatment of one of the female patients as she required blood. The blood transfusion was supposed to be done on time as said by the hospital but it was delayed.

Patient Interview:

- Patients were not satisfied with the BSBY scheme and with the hospital as they were waiting for a longer duration for the treatment and the procedures.

Suggestions:

- There should not be any kind of delay in the treatment procedures of the patients by the hospital ultimately the patients will suffer.

14. CHC- Chipadadod

Date of Visit: 23 April 2018

Type of hospital: CHC

BSBY Incharge: Dr. Hemant Nagar

Diff from Website: No

BSBY Swasthya Margdarshak:

Salary of Swasthya Margdarshak: 7460/- Per Month

Total Number of Swasthya Margdarshak: 1

Total Number of Hospital Beds: 50

Total Number of BSBY patients Per month (per month): 240 to 300

IEC Status: Insufficient (IEC display condition was poor as there were no proper display of BSBY IEC material on Hospital walls to find out BSBY counter and to know more about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialties Available :

General Surgery

Medicine

Gynaecology

Dental

Paediatrics

Observation :

General: Behavior of Swasthya Margdarshak was good with patients.

Nodal officer was not present in the Hospital.

Rejection/Query:

Rejection due to identification issues (bio-metric and live photo).

Patient Interview:

No money was taken by the patients illegally.

Patients were satisfied with the Scheme.

Suggestions:

IEC material should be properly displayed for the better convenience for the patients.

BSBY counter should be nearby to the main registration counter to have easy access by the beneficiaries.

Nodal officer should be present in the hospital to monitor work progress.

Bio-metric identification issue needs to be solved soon.

15. Balaji Hospital

Date of Visit: 24 April 2018

Type of hospital: CHC

BSBY Incharge: Abhishek

Diff from Website: Yes

BSBY Swasthya Margdarshak: Umesh Singh Chuahan

Salary of Swasthya Margdarshak: 8500 /- Per Month

Total Number of Swasthya Margdarshak: 1

Total Number of Hospital Beds: 15

Total Number of BSBY patients Per month: 30

IEC Status: Insufficient (IEC display condition was poor as there were no proper display of BSBY IEC material on Hospital walls to find out BSBY counter and to know more about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Observation :

General:

Hospital condition was very bad with respect to hygiene, infrastructure and all.

Nodal officer was not present in the Hospital.

Patient Interview:

Patients were not satisfied with the hospital.

No money was taken from Patients illegally.

Suggestions:

IEC material should be properly displayed for the better convenience for the patients.

BSBY counter should be nearby to the main registration counter to have easy access by the beneficiaries.

Hospital should not play with the health of patients as well ethics of the health care.

16. St. Francis Hospital-Ajmer

NH 8, Beawer Road, Ajmer, Rajasthan 305001

Date of Visit: 27 April 2018

Type of hospital: Tertiary care

BSBY Incharge: St. Sunita Antony

Diff from Website: No

BSBY Swasthya Margdarshak: Skbeer Ahmed

Salary of Swasthya Margdarshak: 10,000 /- Per Month

Total Number of Swasthya Margdarshak: 1

Total Number of Hospital Beds: 100

Total Number of BSBY patients Per month : 15

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Convenient (BSBY counter is assessable for the patients as the BSBY registration counter and main registration counter was nearer to each other).

Specialties Available :

Delivery

Oncology

Orthopaedic

ENT

Surgeries

Observation :**General:**

Behavior of Swasthya Margdarshak was good with patients.

Nodal officer was very supportive.

Nodal officer was not satisfied with NIA.

Rejection/Query:

- Rejections even after live photo upload.
- Emergency cases rejection even after provided annexure 1.

Patient Interview:

- No money was taken by the patients illegally.
- Patients were satisfied with the Scheme.

Suggestions:

NIA Analyzers should analyze claims properly before generating query.

Bio-metric and live photo identification issue needs to be solved soon.

17. Govt. Satellite Hospital- Ajmer

183, Adarsh Nagar, Ajmer, Rajasthan 305002

Date of Visit: 27 April 2018

Type of hospital: DH

BSBY Incharge: Dr. C.P. Chauhan

Diff from Website: Yes

BSBY Swasthya Margdarshak: Sushma

Salary of Swasthya Margdarshak: 6,000/- Per Month

Margdarshak Numbers: 1

Total Number of Hospital Beds: 100

Total Number of BSBY patients Per month: 210

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialties Available :

Medicine

Oncology

Paediatrics

Ophthalmology

Surgery

Gynaecology

Dental

Observation:

General:

No electricity power back up in the hospital which makes very hectic environment for the patients as well for the staff to work.

Behavior of swasthya mardarshak was good.

Nodal officer was cooperative with us.

Rejection/Query:

Rejection due to bio-metric identification issue.

Patient Interview:

Patients were complaining about electricity issues (i.e. delaying in BSBY registration as well uncomfortability in wards).

Patients were satisfied with the Scheme.

Suggestions:

BSBY counter should be nearby to the main registration counter to have easy access by the beneficiaries.

Electricity power back up should be there in the hospital.

Bio-metric identification issue needs to be solved soon.

18. CHC – Pushkar

Date of Visit: 27 April 2018

Type of hospital: CHC

BSBY Incharge: Dr. Bhawar Durga Datt

Diff from Website: No

BSBY Swasthya Margdarshak: Radheshyam

Salary of Swasthya Margdarshak: 7,202/- Per Month

Margdarshak Numbers: 1

Total Number of Hospital Beds: 50

Total Number of BSBY patients Per month: 120

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialties Available :

General Surgery

Medicine
Dental
Obstetrics
Gynaecology
Paediatrics

Observation:

General:

Behavior of Swasthya Margdarshak was good with patients.

Swasthya Margdarshak was not present at the time of visit even after prior information.

Nodal officer was not present in the Hospital.

Patient Interview:

No money was taken by the patients illegally.

Patients were satisfied with the Scheme.

Suggestions:

Nodal officer should be present in the hospital to monitor work progress.

BSBY counter should be nearby to the main registration counter to have easy access by the beneficiaries.

Swasthya margdarshak should respect official information/order.

Swasthya Margdarshak should be present all time in working hours.

19.MB Hospital –Udaipur

Hospital Road, Udaipur, Rajasthan 313001

Date of Visit: 7 May 2018

Type of hospital: MCH

BSBY Incharge: Dr. Vijay Bedi

Diff from Website: Yes

BSBY Swasthya Margdarshak: Mehul Rathore

Salary of Swasthya Margdarshak: 5000/- Per Month

Margdarshak Numbers: 17

Total Number of Hospital Beds: 2000

Total Number of BSBY patients Per month: 1500

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Convenient (BSBY counter is assessable for the patients as the BSBY registration counter and main registration counter was nearer to each other).

Specialties Available : All

Observation :

General :

Behavior of Swasthya Margdarshak was not good with patients.

Swasthya Margdarshaks not working seriously.

Rejection/Query:

Rejection due to Bio-metric issue.

Patient Interview:

Patients were angry with the behavior of Swasthya Margdarshak

Patients were satisfied with the scheme.

Suggestion:

Behavior of Swasthya Margdarshak should be polite with patients.

Swasthya Margdarshaks should work seriously.

Bio-metric identification issue needs to be solved soon.

20.Geetanjali Hospital-Udaipur

Hiranmagri Extension, Manwakhera, NH-8 Bypass, Near Eklingpura Chouraha,
Udaipur, Rajasthan 313002

Date of Visit: 8 May 2018

Type of hospital: Tertiary care

BSBY Incharge: Akhil Dave

Diff from Website: Yes

BSBY Swasthya Margdarshak: Vipin

Salary of Swasthya Margdarshak: 20000/- Per Month

Margdarshak Numbers: 23

Total Number of Hospital Beds:

Total Number of BSBY patients Per month: 4500

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Convenient (BSBY counter is assessable for the patients as the BSBY registration counter and main registration counter was nearer to each other).

Specialties Available : All

Observation:

General :

Behavior of Swasthya Margdarshak was very good.

All the BSBY staff were present and very cooperative.

Rejection/Query:

Rejection due to Bio-metric identification issue.

Rejection due to wrong query asked.

Patient Interview:

Patients were satisfied with the hospital.

No money was taken from Patients illegally.

Patients were satisfied with the scheme.

Suggestions:

NIA-Analyzer Team should be appropriately qualified for analyzing claims.

NIA should respect the decisions of government bodies.

Bio-metric identification issue needs to be solved soon.

Hospital can appeal in JCO for their wrongly rejected cases.

21. SSSB Satellite Hospital-Udaipur

Hiranmangri , Udaipur, Rajasthan 313001

Date of Visit: 7 May 2018

Type of hospital: STH

BSBY Incharge: Dr. Vineet Singhal

Diff from Website: Yes

BSBY Swasthya Margdarshak: Nirbhay

Salary of Swasthya Margdarshak: 8000/- Per Month

Margdarshak Numbers:

Total Number of Hospital Beds:

Total Number of BSBY patients Per month:

IEC Status: Insufficient (IEC display condition was poor as there were no proper display of BSBY IEC material on Hospital walls to find out BSBY counter and to know more about BSBY scheme).

BSBY Counter Distance: Convenient (BSBY counter is assessable for the patients as the BSBY registration counter and main registration counter was nearer to each other).

Specialties Available :

Medicine

Paediatrics

Ophthalmology

Surgery

Gynaecology

Dental

Observation :

General:

Behavior of Swasthya margdarshak was good.

Nodal officer was not cooperative.

Rejection/Query:

Rejection due to Bio-metric identification issue.

Suggestion:

Bio-metric identification issue needs to be solved soon.

IEC material should be properly displayed for the better convenience for the patients.

22. JNU-Jaipur

Jaipur-Agra Bypass, Near New RTO Office, Jagatpura, Jaipur, Rajasthan 302017

Date of Visit: 15-May-2018

Type of hospital: Tertiary Care

BSBY Incharge: Shri Manoj singh

Diff from Website: Yes

BSBY Margdarshak: Shri Arvind Singh

Salary of Margdarshak: 20,000/- Per Month

Margdarshak Numbers: 5

Total Number of Hospital Beds: 1000

Total Number of BSBY patients Per month: 825

IEC Status: No Display (No display of any kind of IEC material of/for BSBY)

BSBY Counter Distance: Convenient (BSBY counter is assessable for the patients as the BSBY registration counter and main registration counter was nearer to each other).

Specialties:

Neurology

Plastic Surgery

Paediatrics

Urology

General Departments

Observations:

General :

Rejection/Query:

Rejection due to live photo uploads issue.

Rejection due to Bio-Metric identification issue.

Patient Interview:

Patients were not much satisfied with the hospital.

No money was taken from Patients illegally.

Suggestion:

IEC material should be properly displayed for the better convenience for the patients.

BSBY counter should be nearby to the main registration counter to have easy access by the beneficiaries.

Bio-metric identification issue needs to be solved soon.

Hospital should satisfy their patients.

23. Metromas-Jaipur

Shipra Path, Near Technology Park, Mansarovar, Jaipur, Rajasthan 302020

Date of Visit: 15-May-2018

Type of hospital: Tertiary care

BSBY Incharge: Shri Bhanupratap Singh

Diff from Website: Yes

BSBY Margdarshak: Sanjay

Salary of Margdarshak: 18,000/- Per Month

Margdarshak Numbers: 2

Total Number of Hospital Beds: 300

Total Number of BSBY patients Per month: 300

IEC Status: Insufficient (IEC display condition was poor as there were no proper display of BSBY IEC material on Hospital walls to find out BSBY counter and to know more about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialties: All

Observations:

General:

Behaviour of Swasthya margdarshak was good.

Nodal officer was cooperative.

Rejection/Query:

- Rejection due to Bio-Metric issue.
- Rejection without any query.

Patient Interview:

Patients were satisfied with the scheme.

No money was taken from Patients illegally.

Suggestion:

IEC material should be properly displayed for the better convenience for the patients.

BSBY counter should be nearby to the main registration counter to have easy access by the beneficiaries.

Bio-metric identification issue needs to be solved soon.

NIA should not reject cases without any query.

24. CHC-Jamwaramgarh

Date of Visit: 16-May-2018

Type of hospital: CHC

BSBY Incharge: Dr. Rajendra Sharma

Diff from Website: NO

BSBY Margdarshak: Nayan Sharma

Salary of Margdarshak: 8500/- Per Month

Margdarshak Numbers: 1

Total Number of Hospital Beds: 50

Total Number of BSBY patients Per month: 100

IEC Status: Sufficient (IEC display conditions was good as there were enough display boards to locate BSBY counter and to get more details about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialties: Dental

Observations:**General:**

Behavior of Swasthya margdarshak was very good.

Swasthya margdarshak was having her own Machine (computer, fingerprint scanner , webcam) for BSBY.

Nodal officer was not there at the time of visit.

Rejection/Query:

Rejection due to identification issues by bio-metric.

Patient Interview:

Patients were satisfied with the Scheme.

Suggestion:

Bio-metric identification issue needs to be solved soon.

Machine (computer, fingerprint scanner , webcam) should be given to Swasthya margdarshak.

Nodal officer was not there at the time of visit.

25. NIMS-Jaipur

Jaipur-Delhi Highway, Shobha Nagar, National Highway 11C, Jaipur, Rajasthan
303121

Date of Visit: 16-May-2018

Type of hospital: Multispecialty

BSBY Incharge: Shri Rambabu

Diff from Website: Yes

BSBY Margdarshak: Shri Ram Sharma

Salary of Margdarshak: 15000/- Per Month

Margdarshak Numbers: 16

Total Number of Hospital Beds: 1130

Total Number of BSBY patients Per month: 1500

IEC Status: Insufficient (IEC display condition was poor as there were no proper display of BSBY IEC material on Hospital walls to find out BSBY counter and to know more about BSBY scheme).

BSBY Counter Distance: Inconvenient (BSBY counter was inaccessible for the patients as the BSBY registration counter was far from the main registration counter).

Specialties: All

Observations:

General:

Behavior of Swasthya Margdarshak was not good with patients.

Nodal officer was not cooperative.

Rejection/Query:

Rejection due to identification issues (bio-metric and live photo).

Rejection without asking any query.

Patient Interview:

No money was taken by the patients illegally.

Patients were satisfied with the Scheme.

Suggestions:

IEC material should be properly displayed for the better convenience for the patients.

BSBY counter should be nearby to the main registration counter to have easy access by the beneficiaries.

Nodal officer should be cooperative .

Bio-metric and live photo identification issue needs to be solved soon.

NIA should not reject cases without any query.