

NHM Rajasthan

NHM Vision

“The **National 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”.

About BSBY

Scheme aims to Improve health status of the State.
Scheme aims to provide financial security against illness.

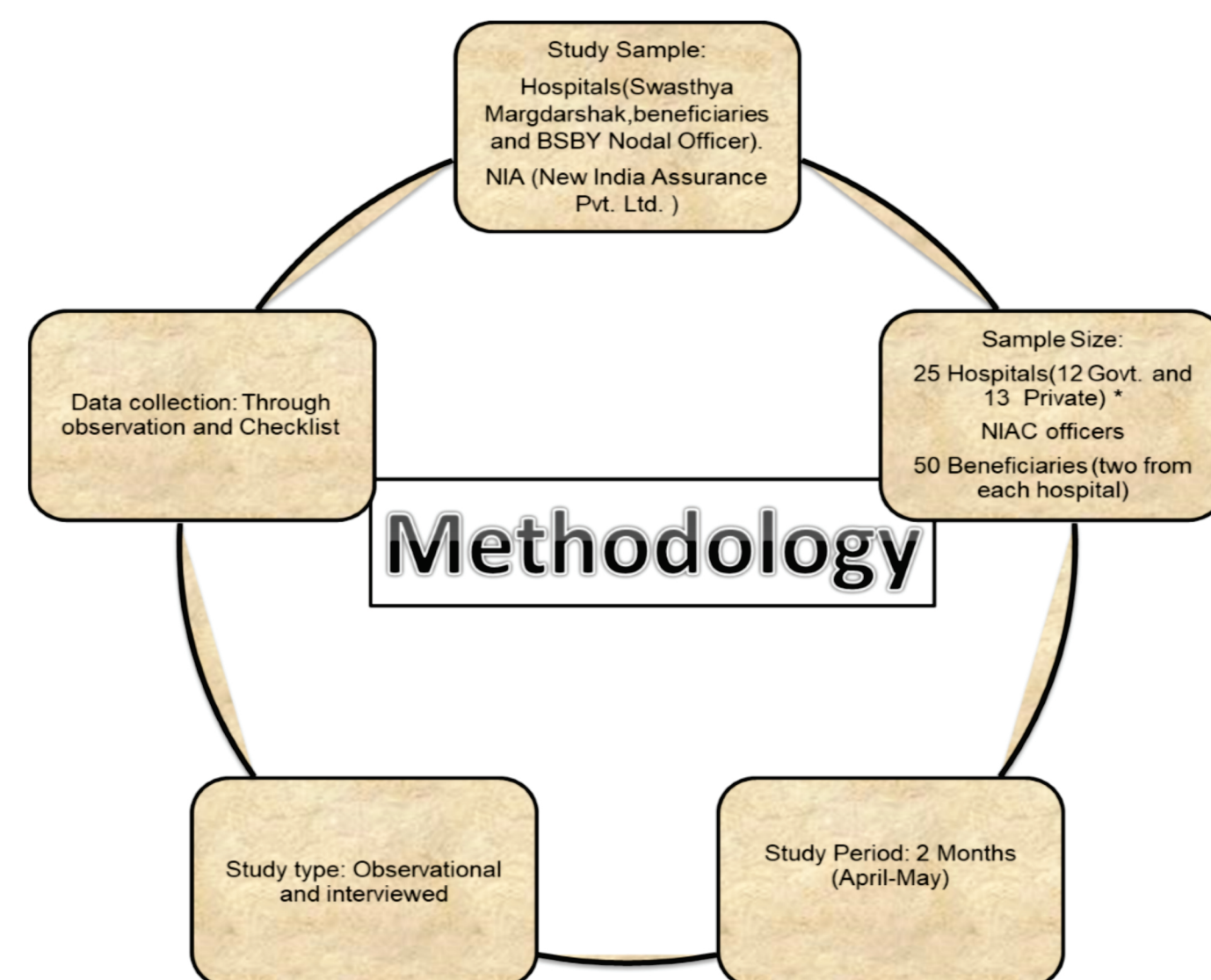
BSBY scheme is to provide cashless facility to the IPD patients by the Government (Medical and Health Department).

This scheme is for the identified families of Rajasthan covered under National Food Security Act (NFSA) .

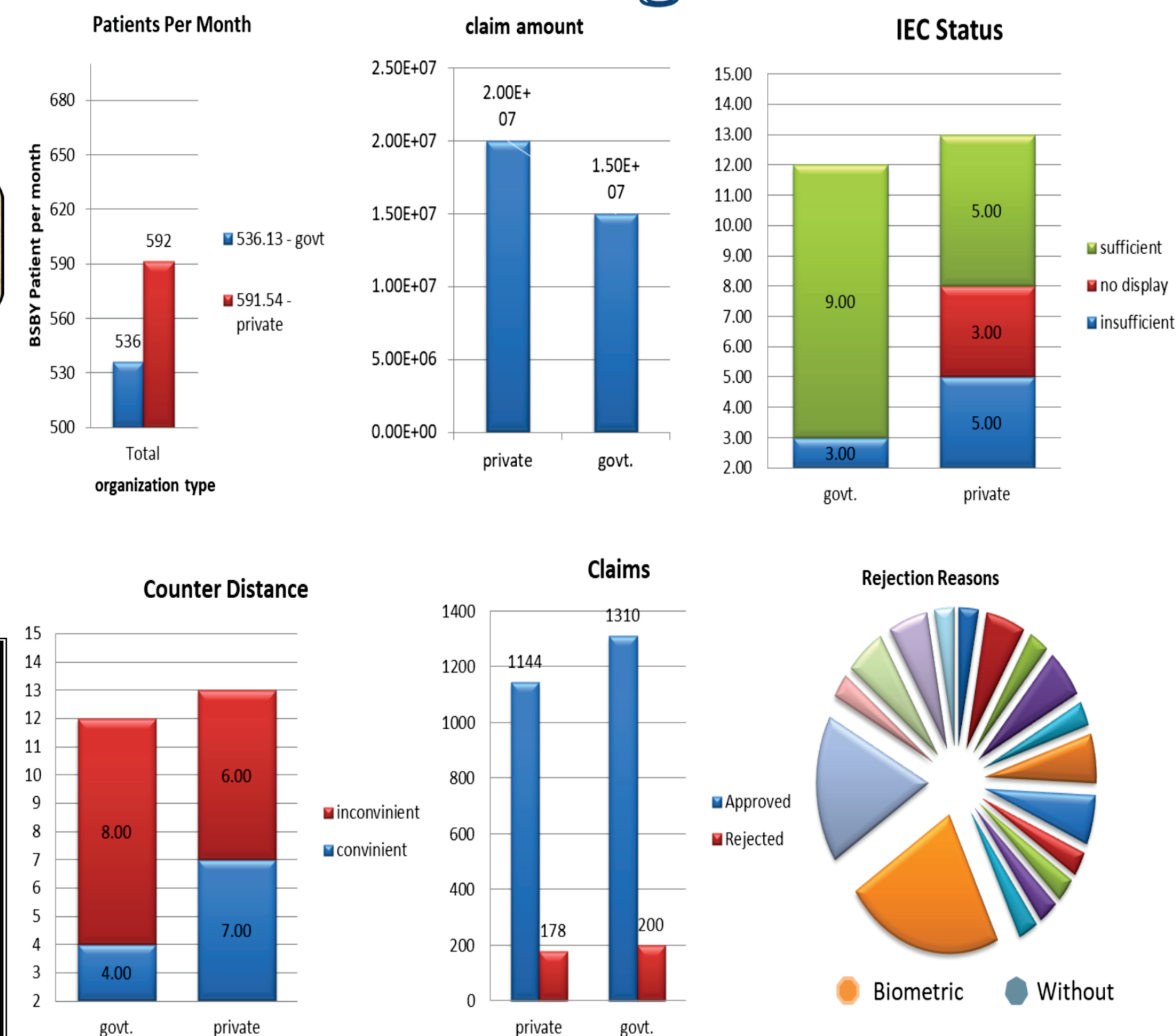
“New India Assurance Company” is Insurer for the scheme.

For Health Insurance Cover, Insurer is paid fixed premium per family per year.
Benefits are cashless for the beneficiary and are on floater basis.

- ♦ To study the difference in implementation of the scheme in Government v/s Private hospitals under BSBY.
- ♦ To find out the Gaps/loopholes in the process flow of the Scheme.
- ♦ To analyze the reasons behind the declining graph of claims in Govt. institutions. To have feedback for the BSBY scheme by Beneficiaries, hospitals and Insurance company.



Findings



IMPROVEMENT SCOPE/ FUTURE PLANNING

- BCC training can be given to Swasthya Margdarshak.
- Strong monitoring mechanism for Swasthya margdarshak and Nodal officer to minimise loopholes in BSBY Scheme.
- Skill based training can be provided to NIAC analyser team to reduce wrong rejections.
- Strict action against investigation team of NIAC; if appropriate action is not initiated against fraudulent hospital.
- These types of programs can increase the standard of health of the people.

Conclusion

According to the study we can conclude that there is a high need of better IEC display with convenient counter distance and some sessions of BCC training at hospital levels to make scheme accessible for the beneficiaries. There should be strong monitoring mechanism for Swasthya margdarshak and Nodal officer to minimise loopholes in BSBY Scheme. With this strong monitoring is needed for empanelment process of the hospitals to avoid fraud hospitals.

Suggestions

At Hospital level

- 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 visit BSBY counter every-day to monitor claim status.
- Behavior of Swasthya Margdarshak should be polite with patients.
- Hospital should not play with the health of patients as well ethics of the health care.

At DOIT level

- Bio-metric identification issue needs to be solved soon.....(it has been solved after our report).

At NIAC level

- NIA-Analyzer Team should be appropriately qualified for analyzing claims.
- NIA should not reject cases without any query.
- NIA Analyzers should analyze claims properly before generating query.

At BSBY Department

- Both the delivery package normal and caesarean should be added back to the package list of government hospital.
- Must design a targeted communication strategy to promote awareness and understanding of the features of BSBY Scheme.



Key Learnings:-

Public Health System and Working of NHM Rajasthan.
Roles of Public Health Professionals.