

INTERNSHIP

AT

National Health Systems Resource Centre,

Ministry of Health & Family Welfare,

Government of India, New Delhi

submitted to



The IIHMR University, Jaipur

For the partial fulfilment for the award of the degree of

Masters of Business Administration (MBA)

in

Hospital And Health Management

By

Archita Sinha

Under the Supervision and guidance of

Dr. Prashant Sharma

2021

COMPLETION CERTIFICATE



This is to certify that **Archita Sinha** in partial fulfilment of the requirements for the award of the degree of MBA (Hospital and Health Management) from the IIHMR University, Jaipur has been working with **NHSRC, New Delhi in HRH Department** from **April 1, 2021 till date** and has completed her internship as a part of her on-job training. Her internship report has been reviewed and the details mentioned therein are found to be accurate.

Place: New Delhi

Date: 14th July, 2021

Preceptor/Head of the Department: Dr. Sweta Roy

Name of the Organization: NHSRC, New Delhi

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INTRODUCTION

National Health Systems Resource Centre (NHSRC) has been set up under the National Rural Health Mission (NRHM) of Government of India to serve as an apex body for technical assistance.

ORGANIZATION PROFILE

It has a 23 member Governing Body, chaired by the Secretary, MoHFW, Government of India with the Mission Director, NRHM as the Vice Chairperson of the GB and the Chairperson of its Executive Committee. Of the 23 members, 14 are ex-officio senior health administrators, including four from the states. Nine are public health experts, from academics and Management Experts. The Executive Director, NHSRC is the Member Secretary of both the Governing body and the Executive Committee. NHSRC's annual governing board meet sanctions its work agenda and its budget.

The NHSRC currently consists of seven divisions – Community Processes, Healthcare Financing, Healthcare Technology, Human Resources for Health, Public Health Administration, Knowledge Management Division, Quality Improvement in Healthcare

The NHSRC has a branch office in the north-east region of India. The North East Regional Resource Centre (NE RRC) has functional autonomy and implements a similar range of activities.

SERVICES PROVIDED BY ORGANIZATION

Technical support and capacity building for strengthening public health systems in India.

NHSRC is committed to facilitate the attainment of universal access to equitable, affordable and quality healthcare, which is accountable and responsive to the needs of the people of India.

OBJECTIVES OF INTERNSHIP

- To assess the performance of Public Health Managers (PHMs) working in the UPHC's under NUHM in cities of Telangana, India
- To assess the tasks performed by the Public Health Managers (PHM) against their perceived roles.
- To understand how the Public Health Managers are contributing towards improving the utilization of services of the UPHCs.
- To explore the enablers or barriers that influence or restricts their role.

KEY LEARNINGS FROM INTERNSHIP

- The Public Health Managers are an integral component of the Urban Public Health System and they were envisaged to play a multitude of roles to ensure proper functioning of the Urban Primary Health Centers
- In the context of the UPHCs in Telangana the PHMs were effectively engaged in field level planning, implementation and monitoring of programs
- From the study it was found that the PHMs played a limited role in the decision-making process at the UPHCs due to their non-technical backgrounds. Moreover, they showed limited understanding the importance of data reports in the UPHCs, most of the data was monitored by the concerned Medical Officers