

INTERNSHIP TRAINING

At

Ministry of Health & Family Welfare, Government of Gujarat

on

A Study of the Process of Empanelment of Private Hospitals under

Ayushman Bharat Scheme in Distt Navsari, Gujarat

By

Shashank Malviya (PG/17/057)

Health Batch

Under the Guidance of: Dr. Preetha GS, Professor

POST GRADUATE DIPLOMA IN HOSPITAL AND HEALTH

MANAGEMENT

2017-2019



**INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT AND
RESEARCH
NEW DELHI**

COMPLETION OF DISSERTATION

The certificate is Awarded to

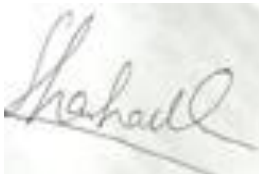
Shashank Malviya

in recognition of having successfully completed her 2 months dissertation with

effect from May 3, 2020

and has successfully completed her Project on

**A Study of the Process of Empanelment of Private Hospitals under
Ayushman Bharat Scheme in Distt Navsari, Gujarat**

A handwritten signature in black ink, appearing to read 'Shashank', is written over a light blue horizontal line.

Shashank Malviya

Dr. Preetha GS, Professor IIHMR Delhi

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Shashank Malviya student of Post Graduate Diploma in Hospital and Health Management (PGDHM) from International Institute of Health Management Research, New Delhi has undergone internship training on A Study of the Process of Empanelment of Private Hospitals under Ayushman Bharat Scheme in Distt Navsari, Gujarat from 04-02-2020 to 04-06-2020 The Candidate has successfully carried out the study designated to her during internship training and her approach to the study has been sincere, scientific, and analytical.

The Internship is in fulfillment of the course requirements.

I wish her all success in all her future endeavors.

Dr Preetha GS
Assistant Professor

Mentor
IIHMR, New Delhi

Certificate of Approval

The following dissertation titled **“A Study of the Process of Empanelment of Private Hospitals under Ayushman Bharat Scheme in Distt Navsari, Gujarat”** from **04-02-2020 to 04-06-2020** is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted.

It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed, or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation.

Name

Signature

Dr Preetha G S

Dr Sumesh Kumar

Dr Rajeev Pathni

Certificate from Dissertation Advisory Committee

This is to certify that **Shashank Malviya**, a graduate student of the PGDM (Hospital & Health Management) has worked under our guidance and supervision. She is submitting this dissertation titled “A Study of the Process of Empanelment of Private Hospitals under Ayushman Bharat Scheme in Distt Navsari, Gujarat” in partial fulfilment of the requirements for the award of the PGDM (Hospital & Health Management).

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.



Mentor: Dr. Preetha GS,

Shashank Malviya

Professor

IIHMR, Delhi

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled **A Study of the Process of Empanelment of Private Hospitals under Ayushman Bharat Scheme in Distt Navsari, Gujarat** by **Shashank Malviya**, Enrollment No. **PG/19/057** under the supervision of **Dr. Preetha GS** for award of Postgraduate Diploma in Hospital and Health Management of the Institute carried out during the period from 04-02-2020 to 04-06-2020 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.

A handwritten signature in black ink, appearing to read 'Shashank', is written over a light blue horizontal line.

Shashank Malviya

Introduction

India achieved significant gains and improvements in access to health care over the last three decades. Health sector is amongst the fastest growing sectors and is expected to reach US\$ 280 billion by 2020. However, our health sector faces large challenges. It continues to be characterized by high OOP, low health insurance and low financial protection coverage amongst both urban and rural population. It is a matter of concern that we incur a high OOP expenditure on medical and health costs. 62.58% of our population has to shell out their own money for their own health and hospitalization expenses and they aren't covered through any form of health insurance. Besides using their savings and income, people borrow money or sell their assets to meet their healthcare needs, thereby pushing 4.6% of the population below the poverty line. The Government is committed to ensuring that its population has **“universal access to good quality health care services without anyone having to face financial hardship as a consequence”**.

Under the umbrella of Ayushman Bharat, a **Pradhan Mantri Jan Arogya Yojana (PM-JAY)** was conceived. PM-JAY seeks to enhance India's progress towards achieving of Universal Health Coverage (UHC) and reaching the Sustainable Development Goal 3 (SDG3).

Pradhan Mantri Jan Arogya Yojana (PM-JAY) provides for financial protection to 10.74 crore poor, identified occupational categories of urban workers' families and deprived rural families as per the latest SECC data (approximately 50 crore beneficiaries). It will offer a benefit cover of Rs. 500,000 per family per year.

PM-JAY covers medical and hospitalisation expenses for almost all secondary care and most of the tertiary care procedures. PM-JAY defines 1,350 medical packages covering medical and day care treatments, surgery, including medicines, diagnostics and transport.

To confirm that nobody is left out, there is no cap on family size and age in the Mission. The scheme is paperless & cashless at public hospitals and empaneled private hospitals. The beneficiaries don't have to pay any charges for the hospitalisation expenses. The benefit includes pre- and post-hospitalisation expenses. The scheme is entitlement based, and the beneficiary is decided on the basis of family figuring in SECC database. PM-JAY is the world's largest government funded health protection mission.

Benefits of PM-JAY

“Beneficiary Level

- Government provides health insurance cover of up to Rs. 5,00,000 per family per year.
- More than 10.74 crore poor and vulnerable families (approximately 50 crore beneficiaries) covered across the country.
- All families listed in the SECC database as per defined criteria will be covered.
No cap on family size and age of members.
- Priority to girl child, women and senior citizens.
- Free treatment available at all public and empaneled private hospitals in times of need.
- Covers secondary and tertiary care hospitalization.
- 1,350 medical packages covering surgery, medical and day care treatments, cost of medicines and diagnostics.

- All pre-existing diseases covered. Hospitals cannot deny treatment.
- Cashless and paperless access to quality health care services.
- Hospitals will not be allowed to charge any additional money from beneficiaries for the treatment.
- Eligible beneficiaries can avail services across India, offering benefit of national portability. Can reach out for information, assistance, complaints, and grievances to a 24X7 helpline number - 14555

Health System

- Help India progressively achieve Universal Health Coverage (UHC) and Sustainable Development Goals (SDG).
- Ensure improved access and affordability, of quality secondary and tertiary care services through a combination of public hospitals and well measured strategic purchasing of services in health care deficit areas, from private care providers, especially the not-for profit providers.
- Significantly reduce out of pocket expenditure for hospitalization. Mitigate financial risk arising out of catastrophic health episodes and consequent impoverishment for poor and vulnerable families.
- Acting as a steward, align the growth of private sector with public health goals.
- Enhanced use of evidence-based health care and cost control for improved health outcomes.
- Strengthen public health care systems through infusion of insurance revenues.
- Enable creation of new health infrastructure in rural, remote and under-served areas.

- Increase health expenditure by Government as a percentage of GDP.
- Enhanced patient satisfaction.
- Improved health outcomes.
- Improvement in population-level productivity and efficiency
- Improved quality of life for the population”

Literature Review

1- Angell BJ, et. al (2019) Ayushman Bharat PM-JAY and the path to universal health coverage in India: Overcoming the challenges of stewardship and governance. PLoS Med 16(3): e1002759. <https://doi.org/10.1371/journal.pmed.1002759>

Public spending on healthcare in India is amongst the lowest in the world at just over 1% of gross domestic product (GDP), and the Indian health system is characterised by substantial shortcomings relating to workforce, infrastructure, and the quality and availability of services.

The Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY), approved by the Indian government in March 2018, is an ambitious reform to the Indian health system that seeks to provide financial health protection for 500 million of the most vulnerable Indians and halt the slide of the 50–60 million Indians who fall into poverty annually as a result of medical-related expenditure.

There is a need for wide reforms across public and private providers of care if India is to meet its stated aims of providing universal health coverage (UHC) for its population. The success of the program will rely on a reformed and adequately resourced public sector to lead implementation, delivery, and monitoring of the scheme.

While there are significant challenges facing the program, by providing the impetus for system-wide reform, AB-PMJAY presents the nation with a chance to tackle long-term and embedded shortcomings in governance, quality control, and stewardship and to accelerate India's progress towards the stated goal of UHC provision.

Implementation and ongoing operation of the program need to be carefully monitored to ensure that it is meeting its aims in a sustainable manner and that negative unintended consequences are avoided.

2- Mita Choudhury Pritam Datta. Private Hospitals in Health Insurance Network in India: A Reflection for Implementation of Ayushman Bharat.

Private hospitals will be expected to play a key role in the implementation of health insurance schemes in India. The paper examined the availability and spread of private hospitals in the country. It provided an insight on the potential access to insured health services. The analysis suggested that, in poor states of the country, there is low empanelment of private hospitals by insurance companies and is concentrated in small pockets. Telangana, Andhra Pradesh, Karnataka and Tamil Nadu have some of the largest GSHIS schemes in the country. In these states, there is a strong communication between private hospitals empaneled by insurance companies and private hospitals empaneled in Govt schemes. In these States, the degree of empanelment of private hospitals in Govt schemes is also significantly lesser than the empanelment of private hospitals by insurance companies. This indicates differences in entry conditions or low readiness of private hospitals to partake in GSHIS schemes.

Objective/ Key Research Question:

1. To study the Process of Empanelment of Private Hospitals under Ayushman Bharat Scheme in Distt Navsari, Gujrat.
2. To assess the level of satisfaction with the empanelment process among the Private Hospitals of Navsari Distt.

Methodology:

Study Design: - Descriptive Cross Sectional Study

Study Area. Navsari District, Gujarat

Study Duration. 01 Feb - 30 April 19

Inclusion Criteria. All willing to participate private hospitals of Navsari Distt

Exclusion Criteria. Hospitals who do not wish to be empaneled in Ayushman Bharat

Survey Dates. The survey was conducted from 01 March to 30 April.

Sampling and Sample Size. 10 samples of empaneled hospitals of Ayushman Bharat scheme in Navsari district were taken. Informed consent was taken from all.

Study Tool. Review of secondary data.

Results

I. Overview of Hospital Empanelment Hospital

Empanelment is one of the central modules of Ayushman Bharat is National Health Protection Mission. Any health care provider or hospital which is interested in empanelment under AB-NHPM can express their interest by filling the online empanelment application form for AB-NHPM. The Hospital Empanelment module comprises of the application form which is a detailed repository of hospital information with details such as Infrastructure, Equipment and Expertise captured and verified through a defined process. This module will help authorities to understand the capacity of a hospital in terms of specialties catered and capacity. The module captures comprehensive details about the hospital such as hospital information (including ownership), infrastructure details, equipment expertise, specialties catered, staff details and so on, which helps to ascertain the eligibility of the hospital and the same shall be verified during field inspection.

The purpose of this document is to outline the steps for Hospital User for Hospital Empanelment module of under AB-NHPM. This document provides detailed information on how the hospital can apply and track their application for empanelment under AB-NHPM.

Note:

- a. Hospitals fulfilling the empanelment criteria shall apply online (check criteria at <https://hospitals.abnhpm.gov.in/>). No other system of application is accepted.
- b. The hospital authorities have to study the guidelines and instructions wisely.
- c. The hospital has to click on “Empanel your Hospital” for new registration.
- d. The online module comprises of various functionalities as mentioned.

HOSPITAL EMPANELMENT APPLICATION FORM This section comprises of the online application form for empanelment of hospitals and online submission of requisite hospital information. Hospital empanelment application form is divided into 9 sections which are:

- Hospital Basic Information
- Financial Details
- Licenses and Certification
- Specialties Offered
- Civil Infrastructure
- Medical Infrastructure
- General Services
- Details of Manpower
- Attachments

Step1: Go to <https://hospitals.abnhpm.gov.in> address bar of the browser.

View of AYUSHMAN BHARAT National Health Protection Mission Home page as shown in Screen shot 1.

PRADHAN MANTRI JAN AROGYA YOJANA
Ayushman Bharat

Home Empanelment Criteria User Manual Contact Us Cyber Suraksha Dishaanidesh

Are you an administrator of the hospital and wants to apply for empanelment under Pradhan Mantri Jan Arogya Yojana?
क्या आप हस्पिटल प्रबंधक हैं और क्या आप प्रधानमंत्री जन आरोग्य योजना के अंतर्गत अपने हस्पिटल को पंजीकृत करवाना चाहते हैं?

☐ YES (हाँ) ☐ NO (नहीं)

Note: This is not a job application portal. Please do not apply for any kinds of job here.
यह नौकरों आवेदन पोर्टल नहीं है। कृपया यहाँ किसी भी प्रकार की नौकरियों के लिए आवेदन न करें।

Already started the Empanelment Process ? Login

Hospital Reference Number *

Password *

96z4fu (Please enter visible characters in the text box.)

LOGIN

[Forgot Hospital Reference Number](#) [Forgot Password?](#)

national health agency

IT Partner
Government of Telangana

Screenshot 1

Step 2: In case a hospital is an already active hospital under RSBY, it need not “Create an Account” as in Step 3.

2.1 Hospitals Empaneled under RSBY may 'Login' using Hospital Reference Number as RSBY Hospital Code as printed on their MHC and Password as Hospital's PIN Code

Step 3: Now fill all the mandatory details for creation of an account and Click on “CREATE ACCOUNT” button

Step 4: After clicking on “Create Account” button an alert will be displayed, click on “OK” button to proceed further

Step 5: After Clicking on “OK” now one more alert will be displayed with Generated Hospital Id and Password. Again, we need to click on “Ok” button to proceed further (as shown in screenshot 5)

NOTE: You should note down Hospital Id and Password to proceed further

Step 6: Now provide Hospital Id (received earlier) as Hospital Reference Number, Password (received earlier) as Password, Captcha and click on “login” Button. All field are mandatory here (as shown in screenshot 2)

PM-JAY

PRADHAN MANTRI JAN AROGYA YOJANA
Ayushman Bharat

Dr. Akhlesh

Empanelment

Worklist

Application Status Search

View Drafted Applications

View Invalid Applications

Application Enhancement

Upgrade Specialties - Worklist

Hospital Basic Information

Hospital Name :
KEJAL LIFE IN MULTISPECIALITY HOSPITAL

Hospital PAN :
AABTL7477P

Hospital Parent Type :
Single

Hospital Type :
Private(Not For Profit)

Hospital Rohini Id :
NA

Application Status :
Hospital Approved for Empanelment

Application Created Date :
25-01-2019

Hospital Details
Financial Details
Licences and Certifications
Specialty Services
Cmt Infrastructure
Medical Infrastructure
General Services
Man Power Details
Attachments
Approve/Reject

Hospital Address

Hospital Address :
N.H.48, OPP SWAMINARAYAN TEMPLE, KABILPORE NAVSARI

Hospital Pincode :
396424

State :
GUJARAT

District :
NAVSARI

Block :
NA

Village :
NA

City :
NAVSARI

Latitude :
20.9467019

Longitude :
72.9520348

Hospital Profile

Hospital Specialty Type :
Multi

Establishment Year :
1992

PAN Card Holder Name :
LIFE IN HEALTHCARE FOUNDATION

Legal Entity Name :
KEJAL LIFE IN MULTISPECIALITY HOSPITAL

Hospital Ownership Type :
Trust

Legal Entity Registration Number :
NA

Legal Entity Registration Date :
NA

Hospital Sub Type :
NA

Authority registered with :
LIFEINHEALTHCARE FOUNDATION

Contact Information

Organisation Head Name :
SHRADHA RAO

ID Proof Type :
panCard

Organisation Head ID Proof Number :
ANCPM0742L

Organisation Head Contact Number :
9727967770

Organisation Head FAX Number :
NA

Organisation Head Email ID :
kejalifeinhospitalmvs@gmail.com

PMJAY Nodal Officer Name :
DR AMIT PATEL

PMJAY Nodal Officer Number :
9924575126

Contact Person Email ID :
kejalifeinhospitalmvs@gmail.com

Hospital Admission Desk Landline no :

Activate Windows
Go to Settings to activate Windows.

Screenshot 2



Step 7: Hospital Basic Information Tab- Now fill all the mandatory details in this section

Step 8: Financial Details Tab- After filling Hospital basic information next we need to fill financial details of hospital (as shown in screenshot 14).

Note: TDS exemption drop down will not be available if Hospital type is “Public”


PM-JAY

PRADHAN MANTRI JAN AROGYA YOJANA
 Ayushman Bharat



 Dr. Akhilesh

Hospital Basic Information
 Hospital Id: HOSP24P03467

Hospital Name :	Hospital PAN :	Hospital Parent Type :	Hospital Type :
KEJAL LIFE IN MULTISPECIALITY HOSPITAL	AH8TL7477P	Single	Private(Not For Profit)
Hospital Rohini Id :	Application Status :	Application Created Date :	
NA	Hospital Approved for Empanelment	25-01-2019	

Hospital Details
 Financial Details
 Licences and Certifications
 Specialty Services
 Civil Infrastructure
 Medical Infrastructure
 General Services
 Man Power Details
 Attachments
 Approve/Reject

Financial Details

Name of the authorized signatory to the hospital bank account : SHRADHHA RAO Hospital Account Number : 06000200000540 Bank Name : BANK OF BARODA TDS Exemption : No	Name as appearing in Bank Account : KEJAL LIFE IN MULTI SPECIALITY HOSPITAL IFSC Code : BARB0KALIAW Branch Name : KALIAWADI, DIST NAVSARI Cancelled Cheque
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Screenshot 3

Step 9: Licenses and Certification Tab- After filling financial details of hospital, we need to fill information about Licenses and certification of Hospital. Under this we need to fill all the mandatory details with attachment (as shown in screenshot 4).

**PM-JAY**

**PRADHAN MANTRI JAN AROGYA YOJANA**
Ayushman Bharat

Dr. Akhilesh

Empanelment

Worklist

Application Status Search

View Drafted Applications

View Invalid Applications

Application Enhancement

Upgrade Specialties - Worklist

NA

Hospital Approved for Empanelment

25-01-2019

Hospital Details

Financial Details

Licences and Certifications

Specialty Services

Civil Infrastructure

Medical Infrastructure

General Services

Man Power Details

Attachments

Approve/Reject

Hospital Mandatory Approval Details

Approval Name	Certificate No	Issue Date	Expiry Date	Action
Building & Infrastructure				
Building Plan Approval	Certificate No	Date of Issue	Date of Expiry	View
Fire Department Clearance Certificate	Certificate No	Date of Issue	Date of Expiry	View
Pollution Control Board Certificate	Certificate No	Date of Issue	Date of Expiry	View
LIT Licence	Certificate No	Date of Issue	Date of Expiry	View
Registrations & Certification				
Occupancy Certificate	Certificate No	Date of Issue	Date of Expiry	View
Opium Licence	Certificate No	Date of Issue	Date of Expiry	No Attachments
Hospital Registration Certificate	230233	06/10/2018	30/09/2019	View
State Medical Council/Association Registration	Certificate No	Date of Issue	Date of Expiry	No Attachments
Morphine Licence	Certificate No	Date of Issue	Date of Expiry	No Attachments
PCPNDT Act Registration	Certificate No	Date of Issue	Date of Expiry	No Attachments
Surgical Spint Licence	11(2018-19)	29/12/2018	31/03/2019	View

Screenshot 4

Step 10: Specialties offered Tab -Next section of hospital empanelment form is **Specialties Offered**. It may be single or multi-specialty (as shown in screenshot 5).

PM-JAY

PRADHAN MANTRI JAN AROGYA YOJANA
Ayushman Bharat

Dr. Anil Kumar

Empanelment

Worklist

Application Status Search

View Drafted Applications

View Invalid Applications

Application Enhancement

Upgrade Specialties - Worklist

Hospital Details
Financial Details
Licenses and Certifications
Specialty Services
Civil Infrastructure
Medical Infrastructure
General Services
Man Power Details
Attachments
Approve/Reject

Specialty Services Facilities						
S.No	Specialty Code	Specialty Name	Check	admissions during previous financial year	admissions during before last year	
1	S1	General Surgery	<input checked="" type="checkbox"/>			
2	S2	ENT	<input checked="" type="checkbox"/>			
3	S3	Ophthalmology	<input type="checkbox"/>			
4	S4	Obstetrics & Gynaecology	<input checked="" type="checkbox"/>			
5	S5	Orthopaedics	<input checked="" type="checkbox"/>			
6	S7	Cardio Thoracic Surgery	<input type="checkbox"/>			
7	S8	Paediatric surgery	<input type="checkbox"/>			
8	S9	Genitourinary Surgery	<input type="checkbox"/>			
9	S10	Neuro Surgery	<input type="checkbox"/>			
10	S11	Surgical Oncology	<input type="checkbox"/>			
11	S12	Medical Oncology	<input type="checkbox"/>			
12	S13	Radiation Oncology	<input type="checkbox"/>			
13	S14	Burns,Plastic & reconstructive Surgery	<input type="checkbox"/>			
14	S15	Polytrauma	<input type="checkbox"/>			
15	S16	Dental Services	<input checked="" type="checkbox"/>			

Screenshot 5

Step 11: Civil Infrastructure Tab-After completing specialties offered next section for Hospital empanelment form is Civil Infrastructure (as shown in screenshot 6).

PM-JAY		PRADHAN MANTRI JAN AROGYA YOJANA																																																															
		Ayushman Bharat																																																															
		Hospital Details	Financial Details	Licences and Certifications	Specialty Services	Civil Infrastructure	Medical Infrastructure	General Services	Man Power Details	Attachments	Approvals/Reject																																																						
Empowerment Worklist Application Status Search View Drafted Applications View Invalid Applications Application Enhancement Upgrade Specialities - Worklist		Civil Infrastructure <div> <div>General</div> <table border="1"> <tr> <td>Standardised Architectural Design</td> <td>Fire Fighting System *</td> <td>Bio-Medical Waste Management *</td> </tr> <tr> <td>NA</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Duty Staff Room</td> <td>Cattle Trap at Entrance and Exit</td> <td>Area/Bed (Sq. Ft) *</td> </tr> <tr> <td>Yes</td> <td>Yes</td> <td>2375</td> </tr> <tr> <td>Back-Up Electricity Supply *</td> <td>Number of Floors *</td> <td>Lift Provision</td> </tr> <tr> <td>Yes</td> <td>1</td> <td>Yes</td> </tr> <tr> <td>Ramp Provision</td> <td></td> <td></td> </tr> <tr> <td>Yes</td> <td></td> <td></td> </tr> </table> </div> <div> <div>Wards</div> <table border="1"> <tr> <td>Total Bed Strength *</td> <td>Number of In-Patient Beds *</td> <td>Fully Equipped Operation Theatre</td> </tr> <tr> <td>50</td> <td>35</td> <td>Yes</td> </tr> <tr> <td>OPD *</td> <td>HDU</td> <td>General Ward *</td> </tr> <tr> <td>Yes</td> <td>NA</td> <td>Yes</td> </tr> <tr> <td>Existence of ICU with AC</td> <td>Casualty</td> <td>Labour Room *</td> </tr> <tr> <td>Yes</td> <td>Yes</td> <td>Yes</td> </tr> </table> </div> <div> <div>Facilities</div> <table border="1"> <tr> <td>Blood Bank</td> <td>CSSD</td> <td>Diet and Kitchen Facility</td> </tr> <tr> <td>No</td> <td>NA</td> <td>Yes</td> </tr> <tr> <td>Linens and Laundry</td> <td>Stores</td> <td>Medical Records Department</td> </tr> <tr> <td>Yes</td> <td>Yes</td> <td>Yes</td> </tr> </table> </div>										Standardised Architectural Design	Fire Fighting System *	Bio-Medical Waste Management *	NA	Yes	Yes	Duty Staff Room	Cattle Trap at Entrance and Exit	Area/Bed (Sq. Ft) *	Yes	Yes	2375	Back-Up Electricity Supply *	Number of Floors *	Lift Provision	Yes	1	Yes	Ramp Provision			Yes			Total Bed Strength *	Number of In-Patient Beds *	Fully Equipped Operation Theatre	50	35	Yes	OPD *	HDU	General Ward *	Yes	NA	Yes	Existence of ICU with AC	Casualty	Labour Room *	Yes	Yes	Yes	Blood Bank	CSSD	Diet and Kitchen Facility	No	NA	Yes	Linens and Laundry	Stores	Medical Records Department	Yes	Yes	Yes
Standardised Architectural Design	Fire Fighting System *	Bio-Medical Waste Management *																																																															
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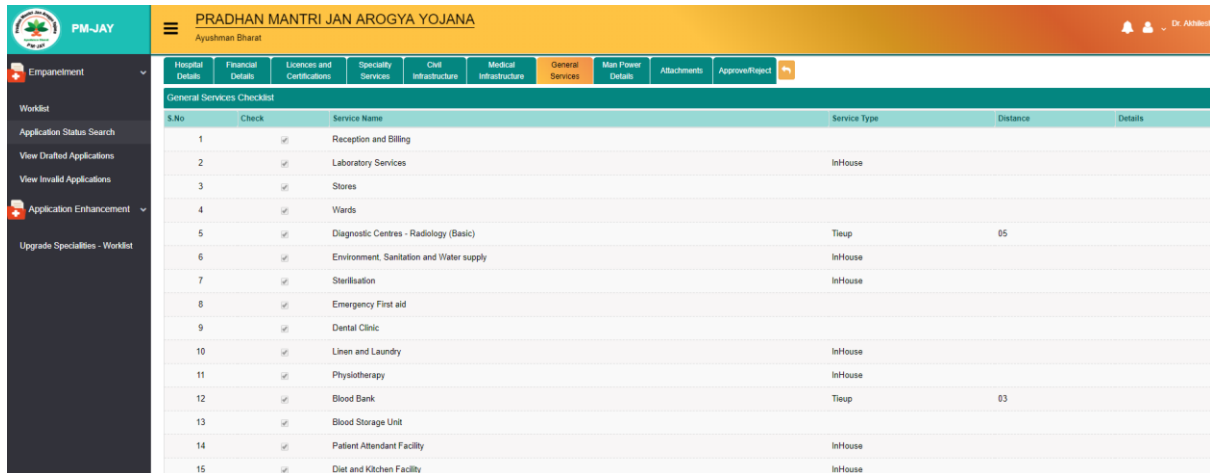
Screenshot 6

Step 12: Medical infrastructure Tab-Fill all mandatory details under Medical infrastructure tab (as shown in screenshot 7).

PM-JAY		PRADHAN MANTRI JAN AROGYA YOJANA																																	
		Ayushman Bharat																																	
		Hospital Details	Financial Details	Licences and Certifications	Specialty Services	Civil Infrastructure	Medical Infrastructure	General Services	Man Power Details	Attachments	Approvals/Reject																								
Empowerment Worklist Application Status Search View Drafted Applications View Invalid Applications Application Enhancement Upgrade Specialities - Worklist		Medical Infrastructure <div> <div>General</div> <table border="1"> <tr> <td><input checked="" type="checkbox"/> Refrigerator</td> <td><input checked="" type="checkbox"/> Water Cooler</td> </tr> <tr> <td><input checked="" type="checkbox"/> Air Conditioners</td> <td><input checked="" type="checkbox"/> Generator or Power Back-up</td> </tr> </table> </div> <div> <div>IT Infrastructure</div> <table border="1"> <tr> <td><input checked="" type="checkbox"/> Computer/Laptop</td> <td><input checked="" type="checkbox"/> Biometric Device</td> </tr> <tr> <td><input checked="" type="checkbox"/> Scanner</td> <td><input checked="" type="checkbox"/> Barcode Reader</td> </tr> <tr> <td><input checked="" type="checkbox"/> Webcam</td> <td><input checked="" type="checkbox"/> Printer</td> </tr> <tr> <td><input checked="" type="checkbox"/> Internet Connectivity</td> <td><input type="checkbox"/> Fax Machine</td> </tr> <tr> <td><input checked="" type="checkbox"/> Intercom</td> <td></td> </tr> </table> </div> <div> <div>Wards</div> <table border="1"> <tr> <td><input checked="" type="checkbox"/> Blood Pressure Apparatus</td> <td><input checked="" type="checkbox"/> Weighing Scale (For Adults)</td> </tr> <tr> <td><input checked="" type="checkbox"/> Weighing Scale, Infant</td> <td><input checked="" type="checkbox"/> Oxygen Cylinders</td> </tr> <tr> <td><input checked="" type="checkbox"/> Nitrous Oxide Cylinders</td> <td><input checked="" type="checkbox"/> Regulator & Flowmeters</td> </tr> <tr> <td><input checked="" type="checkbox"/> Ambu-Bag with Mask</td> <td><input checked="" type="checkbox"/> Emergency Lamp</td> </tr> <tr> <td><input checked="" type="checkbox"/> Fire Extinguishers (Various Types) Each</td> <td><input checked="" type="checkbox"/> Laryngoscope</td> </tr> </table> </div>										<input checked="" type="checkbox"/> Refrigerator	<input checked="" type="checkbox"/> Water Cooler	<input checked="" type="checkbox"/> Air Conditioners	<input checked="" type="checkbox"/> Generator or Power Back-up	<input checked="" type="checkbox"/> Computer/Laptop	<input checked="" type="checkbox"/> Biometric Device	<input checked="" type="checkbox"/> Scanner	<input checked="" type="checkbox"/> Barcode Reader	<input checked="" type="checkbox"/> Webcam	<input checked="" type="checkbox"/> Printer	<input checked="" type="checkbox"/> Internet Connectivity	<input type="checkbox"/> Fax Machine	<input checked="" type="checkbox"/> Intercom		<input checked="" type="checkbox"/> Blood Pressure Apparatus	<input checked="" type="checkbox"/> Weighing Scale (For Adults)	<input checked="" type="checkbox"/> Weighing Scale, Infant	<input checked="" type="checkbox"/> Oxygen Cylinders	<input checked="" type="checkbox"/> Nitrous Oxide Cylinders	<input checked="" type="checkbox"/> Regulator & Flowmeters	<input checked="" type="checkbox"/> Ambu-Bag with Mask	<input checked="" type="checkbox"/> Emergency Lamp	<input checked="" type="checkbox"/> Fire Extinguishers (Various Types) Each	<input checked="" type="checkbox"/> Laryngoscope
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<input checked="" type="checkbox"/> Fire Extinguishers (Various Types) Each	<input checked="" type="checkbox"/> Laryngoscope																																		

Screenshot 7

Step 13: General services Tab-After completing medical infrastructure details of hospital next step is to fill details of General services of hospital. (As shown in screenshot 8).

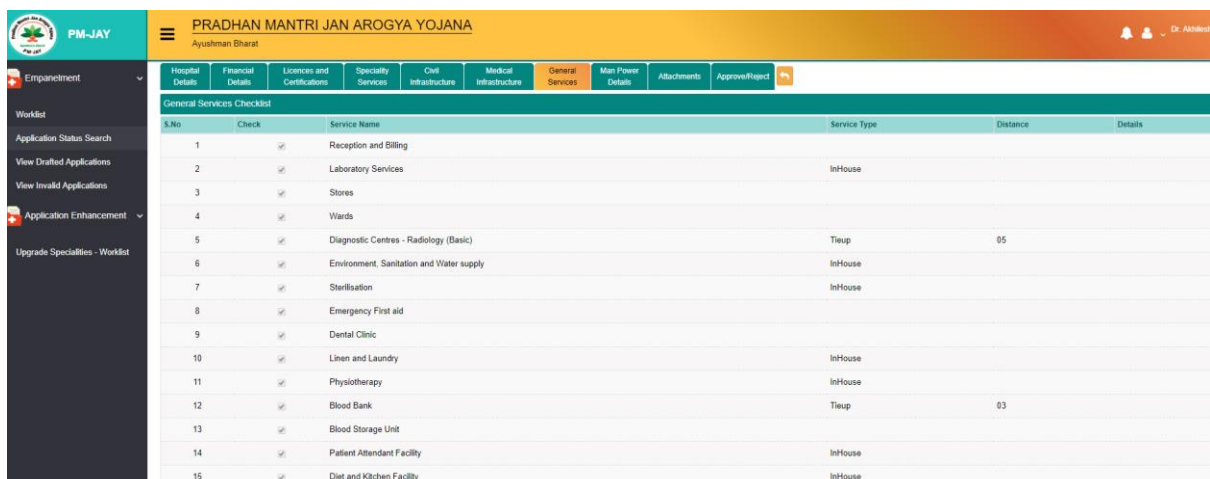


The screenshot shows the PM-JAY portal interface. The top navigation bar includes the PM-JAY logo, a hamburger menu, the text 'PRADHAN MANTRI JAN AROGYA YOJANA' and 'Ayushman Bharat', and a user profile icon for 'Dr. Ashish'. Below this is a horizontal tab bar with options: Hospital Details, Financial Details, Licences and Certifications, Specialty Services, Civil Infrastructure, Medical Infrastructure, General Services (highlighted in orange), Man Power Details, Attachments, and Approvals/Report. A left sidebar contains 'Empanelment' and 'Worklist' sections. The main content area displays the 'General Services Checklist' table.

S.No	Check	Service Name	Service Type	Distance	Details
1	<input checked="" type="checkbox"/>	Reception and Billing			
2	<input checked="" type="checkbox"/>	Laboratory Services	InHouse		
3	<input checked="" type="checkbox"/>	Stores			
4	<input checked="" type="checkbox"/>	Wards			
5	<input checked="" type="checkbox"/>	Diagnostic Centres - Radiology (Basic)	Tieup	05	
6	<input checked="" type="checkbox"/>	Environment, Sanitation and Water supply	InHouse		
7	<input checked="" type="checkbox"/>	Sterilisation	InHouse		
8	<input checked="" type="checkbox"/>	Emergency First aid			
9	<input checked="" type="checkbox"/>	Dental Clinic			
10	<input checked="" type="checkbox"/>	Linen and Laundry	InHouse		
11	<input checked="" type="checkbox"/>	Physiotherapy	InHouse		
12	<input checked="" type="checkbox"/>	Blood Bank	Tieup	03	
13	<input checked="" type="checkbox"/>	Blood Storage Unit			
14	<input checked="" type="checkbox"/>	Patient Attendant Facility	InHouse		
15	<input checked="" type="checkbox"/>	Diet and Kitchen Facility	InHouse		

Screenshot 8

Step 14: After completing General services next step for hospital empanelment is Manpower details. In this we need to Add Required Manpower based on the Specialty selected in the ‘Specialties Offered’ Tab (as shown in screenshot 9).



This screenshot is identical to the one above, showing the PM-JAY portal interface with the 'General Services Checklist' table. The 'General Services' tab is highlighted in the navigation bar, and all 15 services in the table have their 'Check' boxes marked with a checkmark.

S.No	Check	Service Name	Service Type	Distance	Details
1	<input checked="" type="checkbox"/>	Reception and Billing			
2	<input checked="" type="checkbox"/>	Laboratory Services	InHouse		
3	<input checked="" type="checkbox"/>	Stores			
4	<input checked="" type="checkbox"/>	Wards			
5	<input checked="" type="checkbox"/>	Diagnostic Centres - Radiology (Basic)	Tieup	05	
6	<input checked="" type="checkbox"/>	Environment, Sanitation and Water supply	InHouse		
7	<input checked="" type="checkbox"/>	Sterilisation	InHouse		
8	<input checked="" type="checkbox"/>	Emergency First aid			
9	<input checked="" type="checkbox"/>	Dental Clinic			
10	<input checked="" type="checkbox"/>	Linen and Laundry	InHouse		
11	<input checked="" type="checkbox"/>	Physiotherapy	InHouse		
12	<input checked="" type="checkbox"/>	Blood Bank	Tieup	03	
13	<input checked="" type="checkbox"/>	Blood Storage Unit			
14	<input checked="" type="checkbox"/>	Patient Attendant Facility	InHouse		
15	<input checked="" type="checkbox"/>	Diet and Kitchen Facility	InHouse		

Screenshot 9

Step 15: Attachments Tab: Shows the Attachment details required to add. (As shown in screenshot 10).

The screenshot shows the PM-JAY (Pradhan Mantri Jan Arogya Yojana) portal interface. The header includes the PM-JAY logo and the text 'PRADHAN MANTRI JAN AROGYA YOJANA Ayushman Bharat'. The user is logged in as 'Dr. Akhilesh'. The left sidebar contains navigation options: Empanelment, Worklist, Application Status Search, View Drafted Applications, View Invalid Applications, Application Enhancement, and Upgrade Specialties - Worklist. The main content area is titled 'Hospital Basic Information' and displays details for 'KEJAL LIFE IN MULTISPECIALITY HOSPITAL'. The details include Hospital PAN (AABTL7477P), Hospital Parent Type (Single), Hospital Type (Private/Not For Profit), Hospital Rohini Id (NA), Application Status (Hospital Approved for Empanelment), and Application Created Date (25-01-2019). Below the details is a tabbed interface with tabs for Hospital Details, Financial Details, Licences and Certifications, Specialty Services, Civil Infrastructure, Medical Infrastructure, General Services, Man Power Details, Attachments (selected), and Approvals/Reject. The Attachments tab shows a table with columns for 'Attachments' and 'VIEW'. The table lists three items: 'PAN Card of Hospital/Individual', 'Standardised architectural design', and 'Blood Bank Tie Up Declaration'. Each item has a 'VIEW' button next to it. The table also shows 'No Attachments' for each item.

Hospital Basic Information	
Hospital Name :	KEJAL LIFE IN MULTISPECIALITY HOSPITAL
Hospital PAN :	AABTL7477P
Hospital Parent Type :	Single
Hospital Type :	Private/Not For Profit
Hospital Rohini Id :	NA
Application Status :	Hospital Approved for Empanelment
Application Created Date :	25-01-2019

Attachments	
PAN Card of Hospital/Individual	VIEW
Standardised architectural design	No Attachments
Blood Bank Tie Up Declaration	No Attachments
Diagnostic Centres - Radiology (Basic) Tie Up Declaration	No Attachments

Screenshot 10

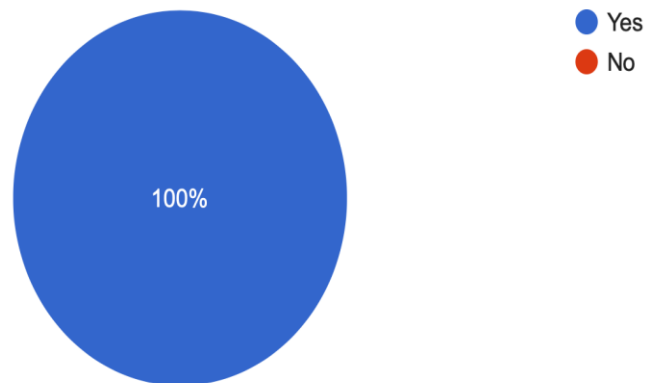
Step 16:: Check Eligibility Tab – Shows Eligibility Criteria Details of all the Menu's – If eligibility criteria is not met for all the menu's as per the requirement then Tab will come in red mark ,then remarks and submit will not be displayed.

Results of survey

100% of the sampled hospitals confirmed having applied for registration under Ayushman Bharat Yojna

Have you applied for registration under Ayushman Bharat Yojna?

10 responses

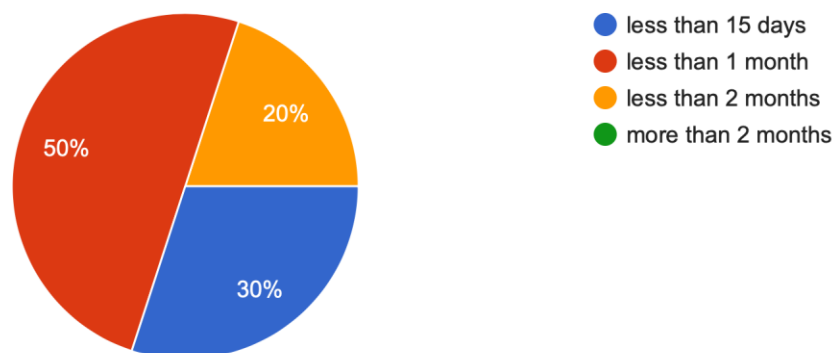


Approximately

half of the respondents said that it took them less than 1 month to get the registration done whereas 20% felt it was less than 2 months and 30 % felt that it was less than 15 days.

How much time did it take you to get the empanelment done?

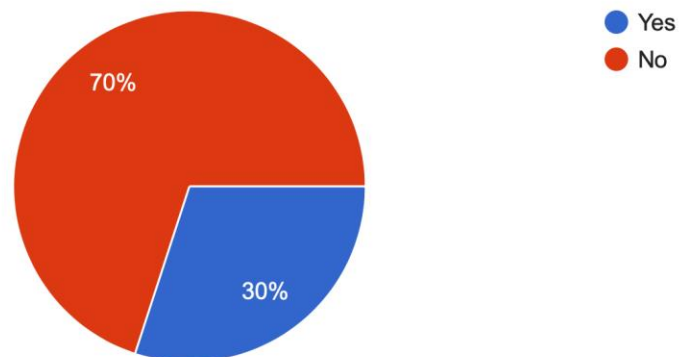
10 responses



70% of the respondents felt that the registration process was simple.

Is the registration process simple?

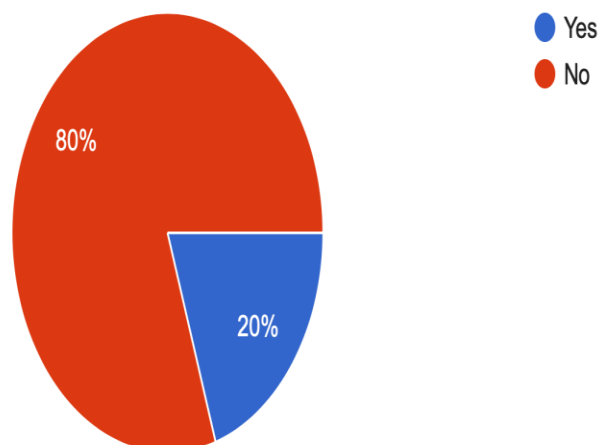
10 responses



80 % of the respondents felt that there was no duplication of information asked in the various stages of registration process.

Is there a duplication of information asked in the registration process?

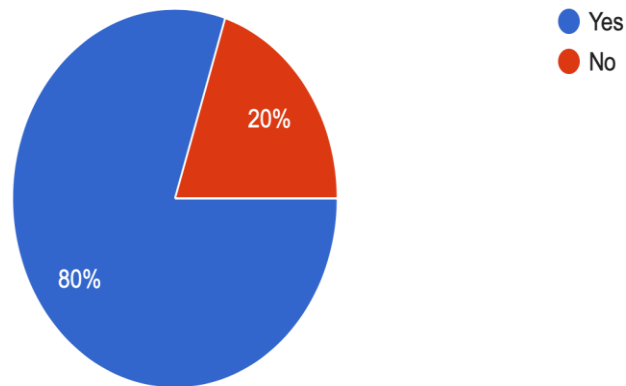
10 responses



80% felt that there were too many compulsory fields in the form.

Do you feel that there are too many compulsory fields in the form?

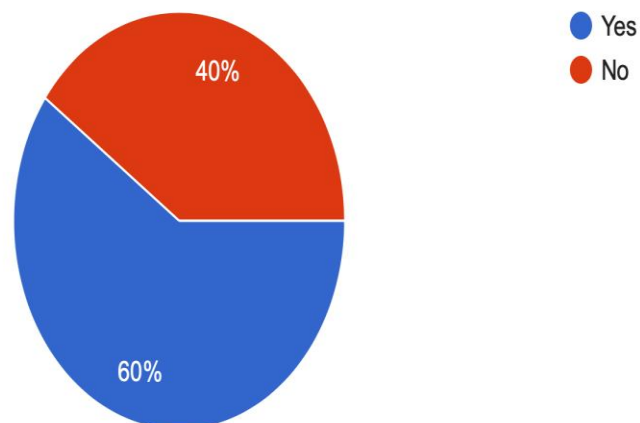
10 responses



Opinion was divide on a ratio of 60:40 on whether the exceptions are supported by the software or not.

Are the exceptions supported by the software?

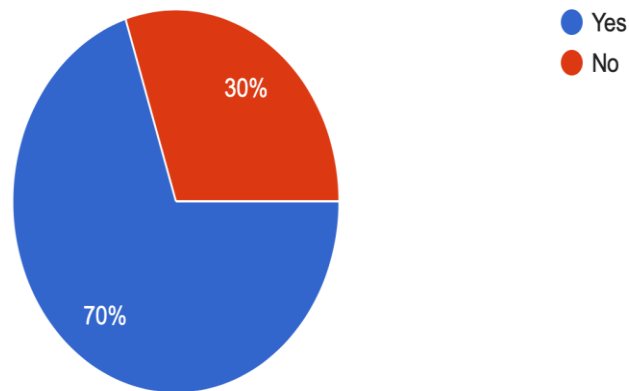
10 responses



70% felt that the process can be further simplified and made faster.

Do you feel the process of registration can be simplified and made faster?

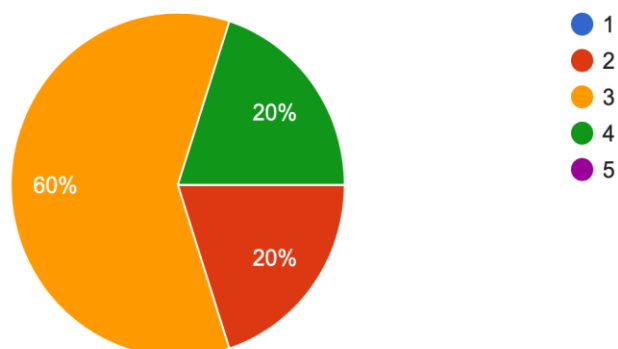
10 responses



60% of the respondents rated the process of registration as 3 on a scale of 1-5 with 1 being worst and 5 being the best.

How will you rate the process of registration on a scale of 1-5?

10 responses



Conclusion

Facilities under the Ayushman Bharat Yojna can be availed at all public hospitals and empaneled private health care facilities. The simple empanelment criteria allow empanelment of a hospital with a minimum of 10 beds. The states retain the flexibility to further relax this norm if required. Hospitals empanelment is being conducted through an online portal by the state government. Information about empaneled hospitals is available through various means such as government websites and mobile apps. Helpline number at 14555 can be called by the beneficiaries.

To regulate costs, the payments for treatment are done on a package rate. Hospitals with NABH/NQAS accreditation are incentivized for enhanced package rates subject to costing and procedure guidelines.

Reference

1. Official Website Ayushman Bharat | PMJAY | National Health Authority
<https://pmjay.gov.in/> Accessed: 2019-06-30
2. WEB PAGE https://ayushmanbharatharyana.in/assets/images/User_Manual_AB-NHPM_Hospital%20Empanelment_Ver1.pdf Accessed: 2019-06-30