

# **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**



**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**

**IHMR, 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.



**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 Dehaanidesh

Hospital login Dept User Login

Are you an administrator of the hospital and wants to apply for empanelment under Pradhan Mantri Jan Arogya Yojana?  
क्या आप हॉस्पिटल प्रबंधक हैं और क्या आप प्रधन मंत्री जन आरोग्य योजना के अंतर्गत अपने हॉस्पिटल 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

Hospital Id: HO5P24P83467

**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 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 : SHRADHHA 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 : kejalifeinmvs@gmail.com

Hospital Admission Desk Landline no :

## 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”**

**PRADHAN MANTRI JAN AROGYA YOJANA**  
Ayushman Bharat

Hospital Id: HOSP24P03467

**Hospital Basic Information**

Hospital Name : KEJAL LIFE IN MULTISPECIALITY HOSPITAL	Hospital PAN : AH8TL7477P	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	

**Financial Details**

Name of the authorized signatory to the hospital bank account : SHRADHHA RAO	Name as appearing in Bank Account : KEJAL LIFE IN MULTI SPECIALITY HOSPITAL
Hospital Account Number : 0600020000540	IFSC Code : BARBOKALIAY
Bank Name : BANK OF BARODA	Branch Name : KALIAWADI, DIST NAVSARI
TDS Exemption : No	Cancelled Cheque

**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).

**PRADHAN MANTRI JAN AROGYA YOJANA**  
Ayushman Bharat

NA Hospital Approved for Empanelment 25-01-2019

**Hospital Mandatory Approval Details**

Approval Name	Certificate No	Issue Date	Expiry Date	Action
<b>Building &amp; Infrastructure</b>				
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
Lift Licence	Certificate No	Date of Issue	Date of Expiry	View
<b>Registrations &amp; Certification</b>				
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	05/10/2018	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 Spirit 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

Navigation: Hospital Details, Financial Details, License and Certifications, **Specialty Services**, Civil Infrastructure, Medical Infrastructure, General Services, Man Power Details, Attachments, Approve/Reject

S.No	Speciality Code	Speciality 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"/>		
16	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).**

**PRADHAN MANTRI JAN AROGYA YOJANA**  
Ayushman Bharat

Navigation: Hospital Details, Financial Details, Licences and Certifications, Specialty Services, **Civil Infrastructure**, Medical Infrastructure, General Services, Man Power Details, Attachments, Approvals/Reject

**Civil Infrastructure**

- General**
  - Standardised Architectural Design: NA
  - Fire Fighting System: Yes
  - Bio-Medical Waste Management: Yes
  - Duty Staff Room: Yes
  - Cattle Trap at Entrance and Exit: Yes
  - Area/Bed (Sq. Ft): 2375
  - Back-Up Electricity Supply: Yes
  - Number of Floors: 1
  - Lift Provision: Yes
  - Ramp Provision: Yes
- Wards**
  - Total Bed Strength: 50
  - Number of Inpatient Beds: 35
  - Fully Equipped Operation Theatre: Yes
  - OPD: Yes
  - HDU: NA
  - General Ward: Yes
  - Existence of ICU with AC: Yes
  - Casualty: Yes
  - Labour Room: Yes
- Facilities**
  - Blood Bank: No
  - CSSD: NA
  - Diet and Kitchen Facility: Yes
  - Linens and Laundry: Yes
  - Stores: Yes
  - Medical Records Department: Yes
  - Ambulance services: Yes
  - Distant Ambulance Facility: Yes

**Screenshot 6**

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

**PRADHAN MANTRI JAN AROGYA YOJANA**  
Ayushman Bharat

Navigation: Hospital Details, Financial Details, Licences and Certifications, Specialty Services, Civil Infrastructure, **Medical Infrastructure**, General Services, Man Power Details, Attachments, Approvals/Reject

**Medical Infrastructure**

- General**
  - Refrigerator
  - Water Cooler
  - Air Conditioners
  - Generator or Power Back-up
- IT Infrastructure**
  - Computer/Laptop
  - Biometric Device
  - Scanner
  - Barcode Reader
  - Webcam
  - Printer
  - Internet Connectivity
  - Fax Machine
  - Intercom
- Wards**
  - Blood Pressure Apparatus
  - Weighing Scale (For Adults)
  - Weighing Scale, Infant
  - Oxygen Cylinders
  - Nitrous Oxide Cylinders
  - Regulator & Flowmeters
  - Ambu-Bag with Mask
  - Emergency Lamp
  - Fire Extinguishers (Various Types) Each
  - 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).**

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).**

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 displays the PM-JAY 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. Akhlesh'. The main content area is titled 'Hospital Basic Information' and shows details for 'KEJAL LIFE IN MULTISPECIALITY HOSPITAL'. The hospital PAN is 'AABTL7477P', and the application status is 'Hospital Approved for Empanelment'. The application was created on 25-01-2019. Below this information is a navigation menu with tabs for 'Hospital Details', 'Financial Details', 'Licences and Certifications', 'Specialty Services', 'Civil Infrastructure', 'Medical Infrastructure', 'General Services', 'Man Power Details', 'Attachments', and 'Approve/Reject'. The 'Attachments' tab is currently selected, showing a table of attachments. The table has three rows, each with a description and a 'VIEW' button. The first row is 'PAN Card of Hospital/Individual'. The second row is 'Standardised architectural design'. The third row is 'Blood Bank Tie Up Declaration'. The fourth row is 'Diagnostic Centres - Radiology (Basic) Tie Up Declaration'. All rows show 'No Attachments'.

Attachments	
PAN Card of Hospital/Individual	<a href="#">VIEW</a>
Standardised architectural design	No Attachments
Blood Bank Tie Up Declaration	No Attachments
Diagnostic Centres - Radiology (Basic) Tie Up Declaration	No Attachments

## Screenshot 10

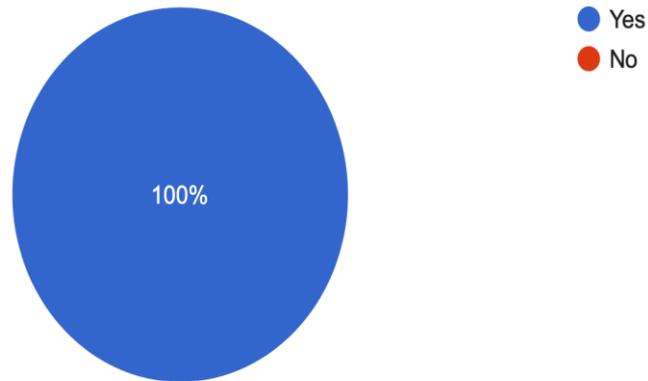
Step 16:: Check Eligibility Tab – Shows Eligibility Criteria Details of all the Menu’s – If eligibility criteria is not met for all the menu’s as per the requirement then Tab will come in red mark ,then remarks and submit will not be displayed.

## 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

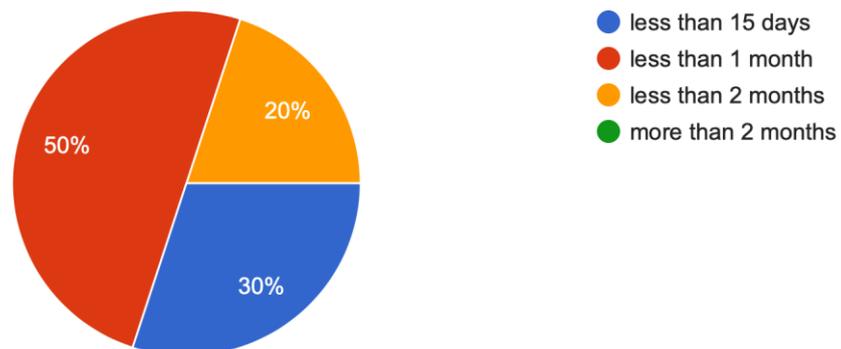


Approximately

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?

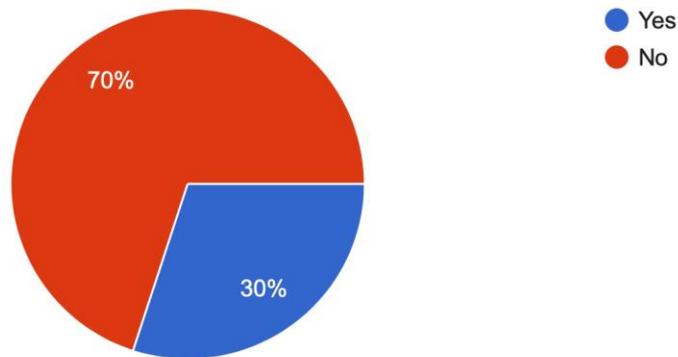
10 responses



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

### Is the registration process simple?

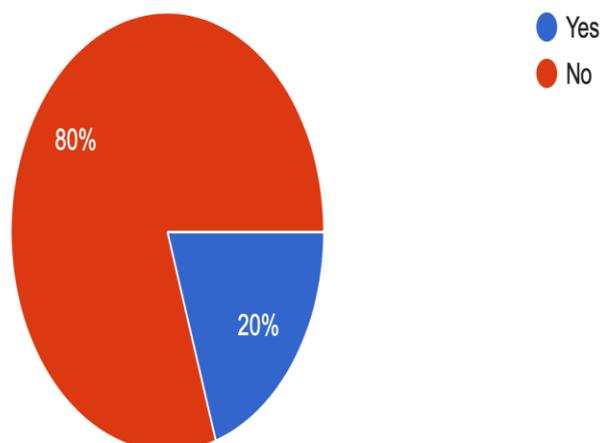
10 responses



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?

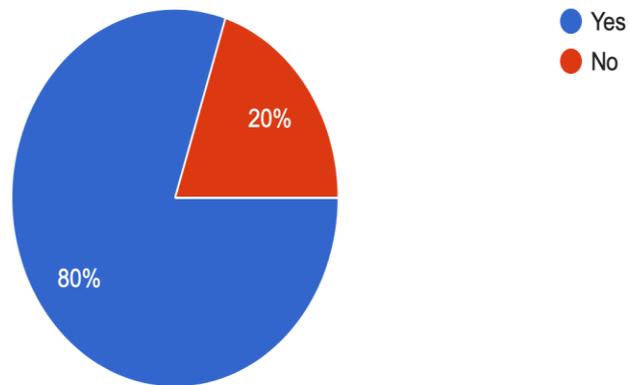
10 responses



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?

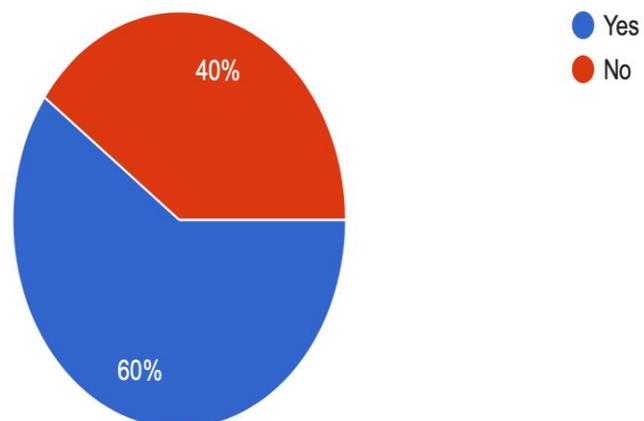
10 responses



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?

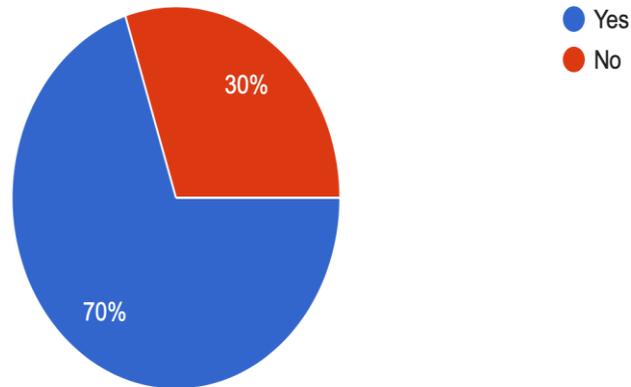
10 responses



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?

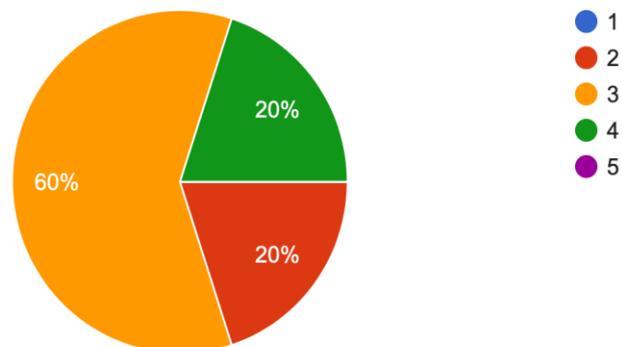
10 responses



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**

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