Summer Internship Report

at

Seva Satkar Foundation

(May 07 to July 06, 2025)

A Report

By

Jagjeet Pratap Singh

(PG/24/040)

Under the guidance of Dr. Punit Yadav

Title-Understanding Health Vulnerabilities

PGDM (Hospital and Health Management)

2024-2026



International Institute of Health Management Research, New Delhi

Seva Satkar Foundation
Helping Hands, Growing Together

Completion Certificate

Certificate Code - jag7bab

College Name: - IIHMR, Delhi

Student Name - Jagjeet Pratap Singh i

Duration:- 07/05/2025 to 06/07/2025

Congratulations on completing your **Internship** with the **Seva Satkar Foundation** in Markeyting & Sales. Your dedication and hard work have been commendable. Throughout your Project, you consistently demonstrated exceptional skills, professionalism, and a strong work ethic. Your contributions to our organisation have been Invaluable.

We appreciate your efforts in completing assigned projects and tasks. Your attention to detail, ability to meet deadlines, and high-quality business analytics work have been impressive. Thank you for your positive attitude and collaboration with the team. Your ability to work well with others and contribute to our success has been greatly appreciated.

We are confident that you have a bright future ahead. On behalf of the **Seva Satkar Foundation**, we wish you every success in your future endeavours. Please feel free to reach out if you need any further assistance or if you require any documentation from our organisation.

Regards

Seva Satkar Foundation

Priyanka Singh

Priyanka Singh
Organization Representative

support@sevasatkarfoundation.org
D-8, 11 CR Road, Near Metro, Laxmi Nagar Delhi 110092.
www.sevasatkarfoundation.org/

(Completion of Summer Internship from respective organization)
The certificate is awarded to

Jagjeet Pratap Singh

In recognition of having successfully completed his Internship in the department of

Sales & Marketing
and has successfully completed his Project on

Title- Understanding Health Vulnerabilities

Date- 07 May 2025-06 July 2025

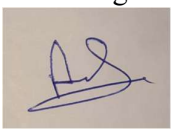
Organisation- Seva Satkar Foundation

He comes across as a committed, sincere & diligent person
who has a strong drive & zeal for learning

We wish him all the best for future endeavors

Department Head

Amit Singh



Certificate of Approval

The Summer Internship Project of titled **"Understanding Health Vulnerabilities"** at **"Seva Satkar Foundation"** 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 report only for the purpose it is submitted.

Name of the Mentor
Designation
IIHMR, Delhi

FEEDBACK FORM

(Organization Supervisor)

Name of the Student: Jagjeet Pratap Singh

Summer Internship Institution: Seva Satkar Foundation

Area of Summer Internship: Sales & Marketing

Attendance: 100%

Objectives met: Yes

Deliverables: Up to the mark

Strengths: Fast learner with a keen analytical mind, capable of delivering solutions.

Suggestions for Improvement: Can work on analytical tools.



Signature of the Officer-in-Charge (Internship)

Date: 06 May,2026
Place: New Delhi

FEEDBACK FORM

(IIHMR MENTOR)

Name of the Student: Jagjeet Pratap Singh

Summer Internship Institution: Seva Satkar Foundation

Area of Summer Internship: Sales & Marketting

Attendance: 100%

Objectives met: Yes

Deliverables: Gained understanding about the Market Analysis, Worked on analysis of data and created useful insights.

Strengths: Attention to details, Hardworking, Enthusiastic.

Suggestions for Improvement: should learn more coding languages if possible.

Signature of the Officer-in-Charge (Internship)

Date: 10 July, 2025
Place: New Delhi

Jagjeet Pratap Singh ST report

ORIGINALITY REPORT

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Acknowledgement

I view the completion of this internship program as a prestigious opportunity in my academic studies at IIHMR Delhi.

I am very grateful to my Faculty Mentor, Dr. Punit Yadav, IIHMR Delhi, whose support, advice, and encouragement have been invaluable throughout my internship tenure.

I am also extremely thankful to my Mentor, Mr. Amit, Seva Satkar Foundation for allowing me to work with him and supporting me continuously throughout my internship.

His mentorship has played an important part in the learning process during the internship program.

My heartfelt thanks go to everyone involved in any way directly or indirectly in completing this internship program successfully.

Name of the student:

Jagjeet Pratap Singh

IIHMR, Delhi

Preface

The report "**Understanding Health Vulnerabilities in Community**" is the outcome of a four-day field study that was undertaken during the internship at Seva Satkar Foundation. The study was conducted in Pochanpur of Dwarka with the objective of identifying barriers in access to healthcare and understanding the issues faced by the community regarding health.

The experience of conducting the study has been extremely insightful and very enriching. It gave me the opportunity to meet people in the community and understand their health-seeking behaviour at the ground level. The report presents my findings and discussion based on data collected through structured interviews and field observations.

I am hopeful that the findings and recommendations made in the report would help in improving the community healthcare services in the future.

Table of Contents

Content	Page no.
Introduction	5
Purpose of study	5
Methodology • Duration of Study • Sample and Sampling Technique • Tools for Data Collection • Data Entry and Analysis • Ethical Considerations	5-6
Results and Interpretations • Demographic Overview • Preferred Health Facilities • Barriers to Healthcare Access • Chronic Diseases and Facility Usage • Out-of-Pocket Expenditure • NGO Support Access • Gaps in Healthcare Services	7-11
Recommendations	12
Conclusion	12
References	12
Annexures	13-14

Understanding health vulnerabilities

Introduction

Over the years, the process of industrialisation and urbanization have changed the living standards as well as life expectancy of population. Access to health is a fundamental right for everyone. Yet there are many communities faces challenges due to structural, economic, and other barriers. Many individuals and families face challenges in accessing timely, affordable, and adequate healthcare services due to structural, economic, and informational barriers.(1)

This study was conducted in a selected locality of Pochanpur village, Sector-23b, Dwarka, Delhi with the objective of identifying and understanding health - related vulnerabilities in the community.

The main aim was to understand the gaps in healthcare service delivery from the vision of community, to understand the socio-economic burden and their awareness and attitude towards their health.

Purpose of the study:

1. To understand the experience of residents in accessing their healthcare services.
2. To identify the common barriers faced by people while seeking health services.
3. To understand the awareness and behaviour regarding health and wellbeing.

Methodology:

Duration of the Study:

The field study was conducted over a period of four days, allowing for detailed interaction with participants and collection of comprehensive data across different segments of the local population.

Sample and sampling technique:

In this study a total of 19 individuals participated using the Convenience Sampling method. With this sampling method, information was collected quickly from a wide range of people including daily wage earners, shopkeepers, students and senior citizens.

Tools for data collection

A structured questionnaire was developed to gather the data. It included both closed as well as open ended questions to allow participants to express their own thoughts. Keys areas like-

1. **Socio-demographic details-** Age, gender, monthly income.
2. **Health service usage**- Type of facility they visit (government, private, PHC)
3. **Barriers to healthcare**- High cost, long waiting times, lack of doctors, or transport issues
4. **Awareness** - Health programs or support services

Data entry and analysis

The gathered data were entered into Microsoft excel for analysis. To calculate and to create visuals for relevant findings, different formulas, bar graphs and pie charts were used.

Ethical considerations

Participation was voluntary, Respondents were informed about the purpose of study.

Results and interpretations

This section presents the analysed data collected from 19 respondents in the Dwarka locality, focusing on their health-related vulnerabilities, healthcare access patterns, and key socio-demographic details.

1. Demographic Overview

The gathered data from the respondents were analysed on different parameters like health access patterns, socio-demographic and health vulnerabilities.

1. **Demographic view**

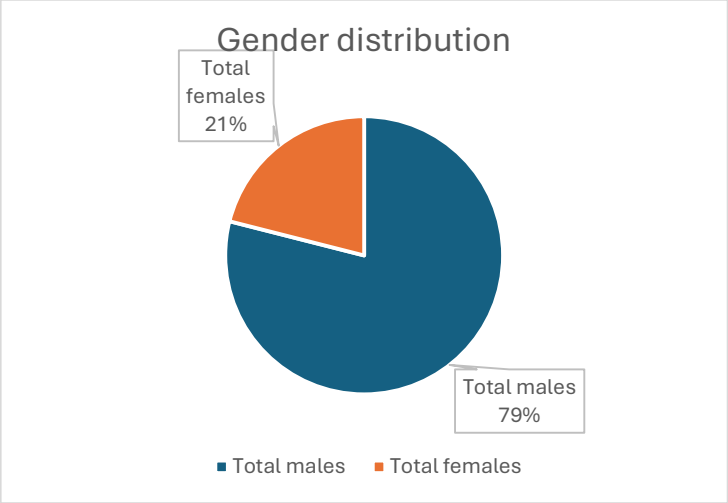
   Age:

   The majority of participants were between 41-50 years of age, suggesting that elders were more likely to response.(2)

   Gender distribution:

   Responses were recorded majorly by males' participants and females were not involved too much. This may reflect availability and interest.

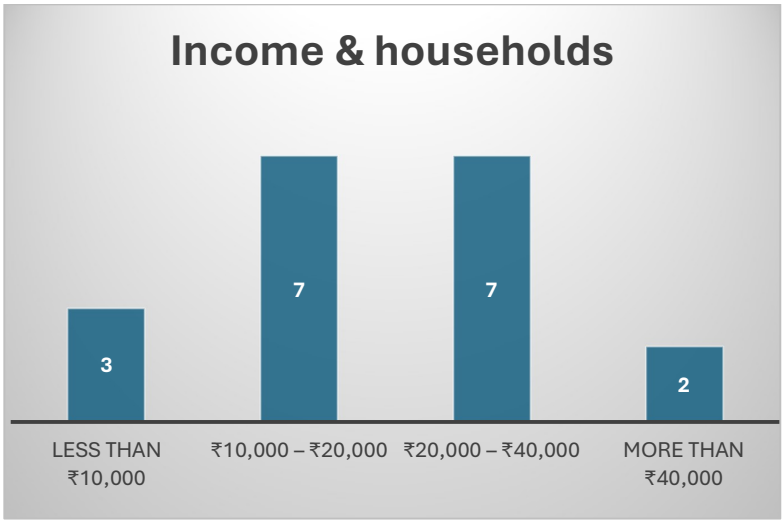
Fig.no.1



Income levels:

The income level of most participants was evenly distributed, which falls under lower middle-income groups, which may reflect the affordability of healthcare access for advanced treatment.

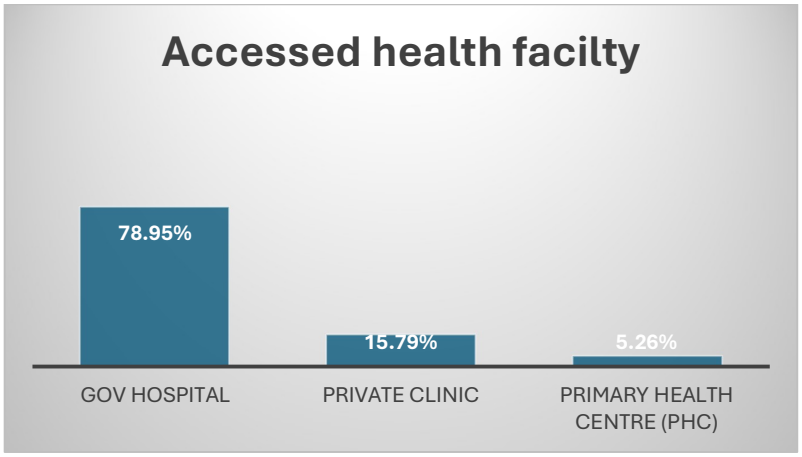
Fig.no.2



Preferred Health facilities:

Most of the participants reported for the government hospitals, which reflect heavy reliance on public health facilities, possibly due to affordability and its accessibility due to short distance.

Fig.no.3



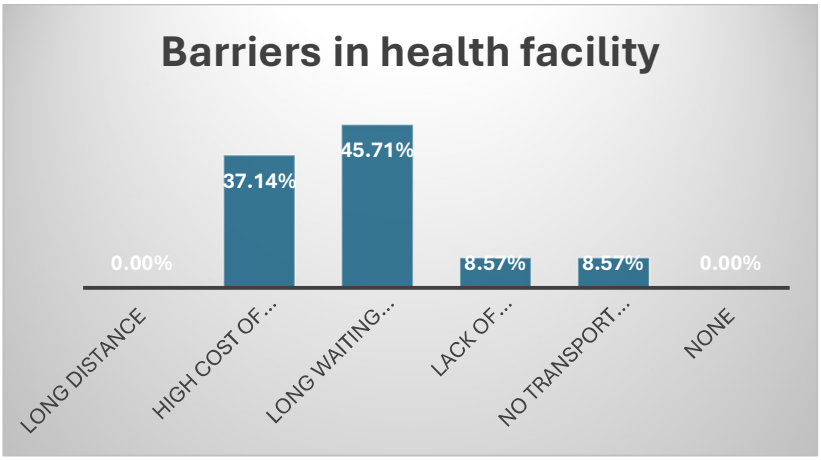
Barriers to accessing healthcare:

The most common barriers reported in accessing healthcare are-

a. High cost of treatment
b. Long waiting time
c. Lack of doctors
d. No adequate transportation facility.

This indicates a need for system-level improvements in both accessibility and affordability of healthcare services.

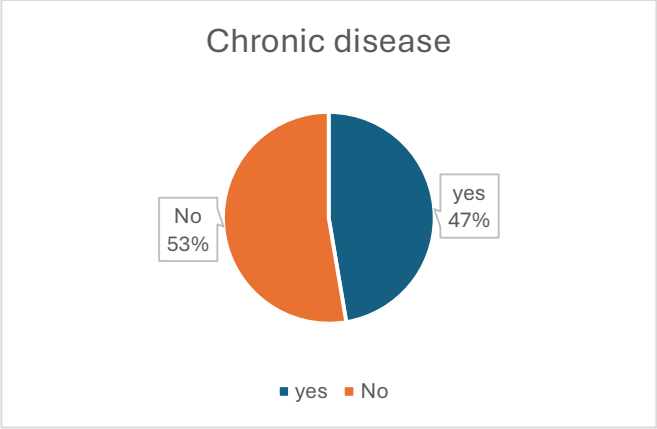
Fig.no.4



Chronic diseases and facility used for treatment:

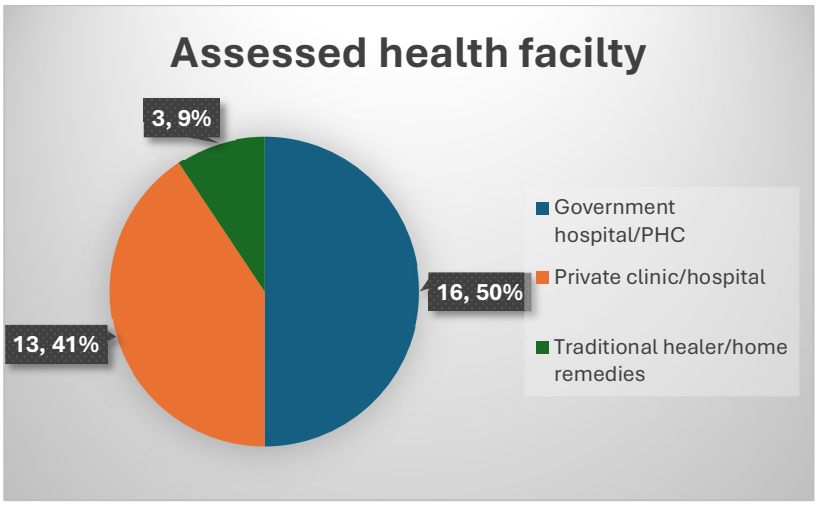
9 out of 19 respondents reported for having chronic disease in their family or their own.

Fig.no.5



50% respondents reported that they use government facility for their treatment and 41% reported that they use private health facilities.

Fig.no.6



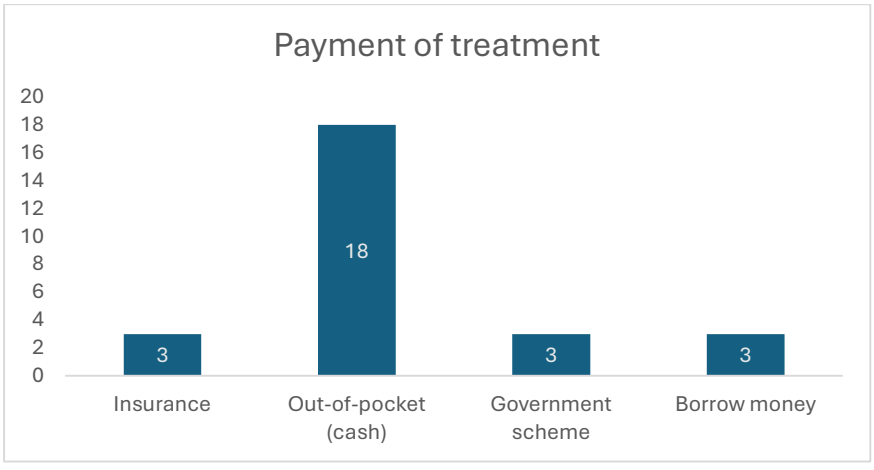
Out of pocket expenditures:

Majority of responses were recorded for Out of pocket(cash) for their treatment.

Very few of them avail services like government schemes and insurance coverage.

This reflects their heavy reliance on their own savings and awareness about insurance and other government schemes.

Fig.no.7

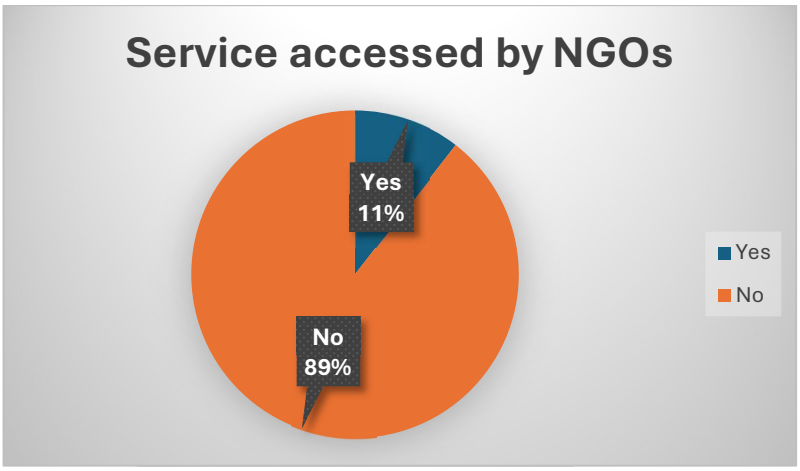


Access to healthcare services provided by NGOs:

Out of the 19 respondents, only 2 individuals reported receiving any form of healthcare support from non-governmental organizations (NGOs).

This indicates a limited reach or awareness of NGO-led health initiatives in the selected locality.

Fig.no.8



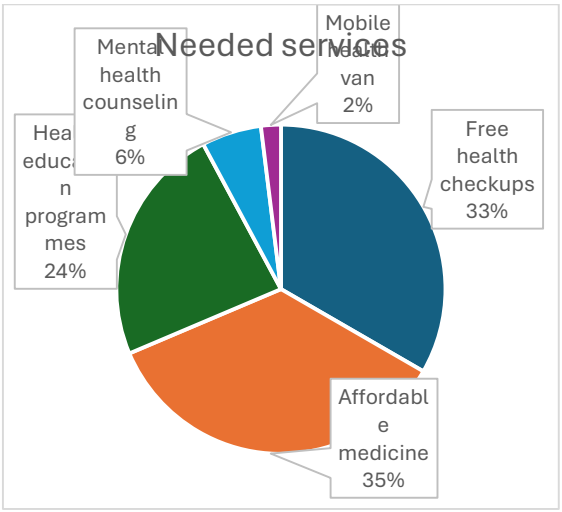
Gaps in Existing Healthcare Services: Community Perspective:

Based on the recorded responses, significant gaps were identified in the accessibility as well as availability of health services. A majority of respondents expressed thar services like affordable medicines, free health checkups, and health education programmes are also important to spreading awareness about health and wellness.

Very few of them were aware about service like mental health and mobile van facility.

Overall, the responses highlight a strong need accessible and affordable healthcare services.

Fig.no.9



Recommendations:

Based on the recorded responses and findings, following actionable recommendations are proposed to address health vulnerabilities in the local community.

1. **Free health checkups camps:** By collaborating with NGOs and other local bodies for free health checkups drives for non-communicable diseases (NCD), maternal and child health care.(3)

2. **Health Education and Awareness:**
   Conduct health education programmes in the community like workshops, street plays, and pamphlet distribution to improve awareness of preventive care and healthy practices.(3)
3. **Introduce Mental Health Support Services:**
   By establishing basic mental health counselling facilities or helplines in the area and work to reduce stigma through awareness campaigns.
4. **Promote awareness about health schemes like Ayushman Bharat and ensure that their enrolments.**
5. **Affordable medicines distribution:**
   Establish and spread awareness about subsidized medicines distributed under government schemes like Jan Aushadhi to ensure access to essential medicines for those in need.
6. **Infrastructure Strengthening in Local Healthcare Facilities:**
   Improve health facilities by increasing manpower to reduce both turnaround time and waiting time.

Conclusion:

This study reveals the real problems faced by the local community to access their health services. Through responses, it became more clear that treatment costs, long waiting times, and lack of awareness about health services schemes are some of the major barriers which is reflecting on their well-being.

Many people are aware of their needs but still they struggle with their affordability and availability of services. People are expressed strong need for services like free health checkups, health education programs and affordable medicines.

To bridge these gaps, actionable steps should be taken like strengthening government health facilities, spreading awareness about health schemes, and bringing services closer to people through mobile vans or local camps are needed.

Next measurable steps like-

1. Collaborate with local health authorities and NGOs
2. Collaborate with local leaders to spread awareness about community health.
3. Monitor and follow ups with the communities to assess progress and engage with local communities.

References:

1. Ferreira JBB, Santos LL dos, Ribeiro LC, Rodrigues Fracon BR, Wong S. Vulnerability and Primary Health Care: An Integrative Literature Review. J Prim Care Community Health. 2021 Jan 15;12.
2. Srivastava S, Muhammad T. Socioeconomic vulnerability and frailty among community-dwelling older adults: cross-sectional findings from longitudinal aging study in India, 2017–18. BMC Geriatr. 2022 Dec 14;22(1):201.

3. Sharma S, Mehra D, Akhtar F, Mehra S. Evaluation of a community-based intervention for health and economic empowerment of marginalized women in India. BMC Public Health. 2020 Dec 23;20(1):1766.

Annexures:

These annexures provide supporting documentation related to the tools and data used during the study.

Annexure I:

Google Form Questionnaire (Used for Data Collection)

For this research project, Google Forms was used to gather responses from community people. There were four sections in the Google Form questionnaire, covering various aspects of the respondents' characteristics and experiences in healthcare.

Section-1: Basic information

- Name (optional)
- Age
- Gender
- Occupation
- Monthly income

Section-2: Access to healthcare

- Type of healthcare facility used (Government, Private, PHC)
- Distance to nearest health facility
- Frequency of visits
- Major barriers in accessing healthcare (e.g., cost, transportation, waiting time)

Section-3: Health status and expenses

- Presence of chronic diseases (self or family)
- Mode of treatment (government/private)
- Out-of-pocket expenditure
- Usage of insurance or government health schemes

Section-4: Awareness and suggestions

- Awareness of health-related programs and schemes
- Services received from NGOs
- Suggestions to improve local healthcare services
- Awareness about mental health and mobile healthcare units

Annexure II:

Excel data sheet (Data entry and visuals)

The collected data via the Google Form was compiled and analysed using Microsoft Excel. The Excel sheet was used to generate bar graphs and pie charts that supported the findings.