

PEOPLE SPEAK



Former Secretary - General of United Nations (UN), Kofi Annan, has commended Delhi Government's flagship Mohalla Clinic Project that is aimed at providing Primary Healthcare to city residents closer home. Mr. Annan also shared suggestions that could help reform the project and "provide further important lessons for other Indian states embarking on the UHC (Universal Health Coverage) journey."

- *Hindustan Times*

"Earlier, when you had a minor ailment like a fever or stomach ache, you had to go to a private doctor in the colony. Now, the government is offering the same facility for free to the poor."

- *Arvind Kejriwal, Chief Minister, Delhi - The Indian Express*

"I really like the Aam Aadmi Mohalla Clinic. Doctor is very caring and talks politely to us. He gave me good medicine for my joints pain without taking any fee. The clinic is very neat and clean and people form a queue outside the clinic. The clinic timings are very convenient for us." - *Sarita Saxena, 53 yrs widow, Rohtash Nagar*

"Be it cough or cold, fever or any kind of emergency, our community looks up to the clinic in the area. I will stop going

to the private doctor which is a very expensive affair. I visited the Aam Aadmi Mohalla Clinic for a complete checkup and liked the behavior of the doctor. I like that government is taking care of us."

- *Madan Lal, 50 yrs, Grocer, Maujpur*

"Mohalla Clinics have become the gatekeepers for patients to go to higher center. Since people come here at the onset of an infection and take treatment before it manifests into a serious disease, it saves them a lot of money and time and also reduces load on the hospitals."

- *Dr. Richpal, Todapur AAMC*

WISH Goals for India @ 80

- 100 Million Families receive Quality Primary Healthcare
- 2 Million Families stay above the Poverty Line
- 1 Million Pregnant Women's Lives Saved
- 50,000 Infant Deaths Averted
- 50 Healthcare Innovations Piloted

Aligned with Sustainable Development Goals

OUR PARTNERS



AAM AADMI MOHALLA CLINIC: DIGITIZATION OF A PUBLIC PRIMARY HEALTHCARE NETWORK



In March 2016, the Government of National Capital Territory of Delhi (GNCTD) under the leadership of The Directorate General of Health Services (DGHS) launched an innovative concept of a network Aam Aadmi Mohalla Clinics (AAMCs) in the urban slums of Delhi.

KEY FEATURES OF THE CLINICS

- Embedded in the heart of the community.
- Operated by the government empanelled private doctors (MBBS).
- Offer OPD services with 212 diagnostic investigations and 110 pharmaceutical drugs, all free of cost.
- Two additional human resources - 1 Phlebotomist and 1 ANM / ASHA have been recruited and deployed by the Government.
- Infrastructure, rentals, electricity, water, pharmaceutical drugs and Point-of-Care diagnostics provided by the Government.
- Referral support to a wide network of government polyclinics and hospitals.



USAID partners with and supports WISH programs in Rajasthan, Madhya Pradesh, Delhi NCR and Assam



An Initiative of LEHS

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The network of fully functioning AAMCs work towards assuring efficient primary health services, reducing out-of-pocket expenses on health and decreasing the patient-load at the specialist health facilities. AAMC program was designed to be implemented in phases. A six-month pilot phase at 101 locations across Delhi began in April 2016, to test and create a primary care model for urban population that will be scaled up to 1,000 locations.

The Delhi Government partnered with WISH as a technology and knowledge & management partner on this project. WISH provides management, monitoring and innovation support, for ensuring smooth operations, improving clinical efficiency, monitoring community expectations and demonstrations of innovations for scale-up during the next phase. WISH has engaged partners like Medongo, UE LifeSciences and Biosense Technologies, who have designed and developed innovative solutions and devices that were tested in the pilot phase to be scaled up later. These innovative solutions and devices are supported by USAID to bring high level of efficiency in the delivery of healthcare.

A UNIQUE INNOVATION-LED PRIMARY HEALTHCARE DELIVERY MODEL FOR URBAN POOR

1 Establish and Manage a Network of Clinics to provide low cost Primary Healthcare at the doorstep

The project execution, funding, implementation and manpower support is provided by GNCTD. WISH creates and documents the work flow, manages all data, maintains supply chain, equipment, consumables, and provides training to the doctors and technicians in IT-led innovations and personnel issues. WISH also supports the clinic staff in trouble-shooting/crisis management.

2 Establish an IT-Enabled OPD Facility managed by Android-based Clinic Application

AAMC is managed through IT solutions making the clinics paperless. It provides for patient registration, consultation and diagnosis recording, e-prescription generation, pharmaceutical drug dispensing, inventory management, HR management as well as clinic financials, using a comprehensive clinic management app, making the processes transparent, data stored safely on cloud, with ready analytics and performance outputs.

3 Introduce Suitable Technology-led Health Innovations; Provide Test-beds for Validation

WISH conducted a national search to identify several hi-impact innovations for health benefits. Keeping in mind the specific requirements of the AAMC project, with support from USAID some devices and technologies are being field tested during the reference implementation phase.

4 Knowledge Management for Effective Healthcare Planning

IT-enabled clinics generate large data on a daily basis. Approximately 8,000-10,000 patients visit these IT-enabled clinics every day. This data is systematically handled and segregated for quantity and quality measurement in light of key project indicators that influence decision making in the state.

INNOVATION DEPLOYED IN AAMC



AAMC App

An Android-based Clinic Application to create an IT-enabled OPD facility



PICOLABS

An in-house testing platform with capacity to conduct 70 tests by Biosense Technologies



Medicine Vending Machine

An automated machine to dispense pharmaceutical drugs either on doctor's command or prescription bar code scanning



iBreastExam

A non-invasive breast lesion scanner by UE LifeSciences

IMPACT

Over 5.1 million patients have accessed quality healthcare in these Mohalla Clinics between April 2016 and October 2017. A huge unmet need for quality health at door step has been addressed.

SUMMARY OF CLIENTS REACHED (APRIL 2016 - OCTOBER 2017)

| Benchmark | Total | Avg Daily OPD | Avg Daily OPD /AAMC Clinic |
|-----------------|-----------|---------------|----------------------------|
| Clients Reached | 51,92,254 | 10,511 | 103 |

