

REVENUE GENERATED FROM CONSULTANCY PROJECTS

AIDS Healthcare Foundation (AHF) Established in 1987 in Los Angeles United States is one of the largest not-for-profit HIV & AIDS organizations in United States and is present in 38 countries in the world providing cutting edge medicine and advocacy regardless of their ability to pay. “India Cares” under the aegis of AHF is established as a trust in Delhi. Collectively called AHF India Cares, the trust carries forward the vision and mission of AHF Global in India. AHF worldwide currently treats more than 7, 12,675 HIV positive people free of cost. In India, are providing free ART to more than 3200 people. Their prevention program includes free community based Rapid HIV testing and distribution of condoms.

MGM Institutions and AIDS Healthcare Foundation India Cares agreed to cooperate and collaborate in the overall goal of halting and reversing of HIV epidemic in the following areas and has established MOU and are referred to together as “the parties” from 29th April 2017.

The scope for partnership includes seven sub projects which are mentioned below.

- a) Enhancing coverage and reach of HIV prevention messages through the outreach program in the villages, among students, staff and faculty.
- b) Provide subsidized diagnostics services (laboratory services like CD4-CD8, HIV 1 Viral load, X ray, Sonography and others) & treatment to people infected and affected by HIV which is in congruent to the organization’s mission.
- c) Through the medical colleges, it could be one of the first few private institutes to provide HIV fellowship training programs to medical practitioners in the region.
- d) Provide training to medical practitioners on universal precaution, management of HIV/AIDS & TB and house based care
- e) Provide stigma free services to all the HIV infected and affected people.



Dean MGM Medical College and Hospital received Righteous Rebel Award.

National Rural Health Mission (NRHM)

Recognizing the importance of Health in the process of economic and social development and also improve the quality o life of its citizens, he Government of India has launched National Rural Health Mission in April 2005.

The mission seeks to improve rural health care delivery system. The main aim of NRHM is to provide accessible, affordable accountable, effective and reliable primary health care and bridging the gap in rural health care through creation of cadre of accredited social health activist (ASHA). The mission is an instrument to integrate multiple vertical programmes along with their funds at the district level.

The outreach Camp under NRHM started in year 2010.The first Camp was held at Sub District Hospital Karjat,Tal.Karjat, Dist.Raigad After that all camps were held at Rural Hospital Kashele Tal.Karjat Dist.Raigad (except for year 2018) as it is Tribal belt.

The details of camps for last 5yr are as follows:-

Year	National Rural Health Mission	
	No. of Patients Screened	Operated in Camp
2013-2014	1018	56
2014-2015	1176	56
2015-2016	1214	67
2016-2017	2118	188
2017-2018	2359	45
TOTAL	7885	412



CBD Hospital

MGM Hospital & Research Centre at CBD Belapur is one of the MGM Group hospitals managed by MGM Trust in Navi Mumbai. This hospital is ISO9001-2015 and NABH accredited hospital. This is a Multi-Specialty hospital which also provides super specialty care in number of disciplines. Hospital has a capacity of 48beds and specialist care is provided by a team of over 84 specialists and super specialists. Hospital has outsourced number of services to the Central Clinical

Laboratory of MGM Medical college Hospital, Kamothe for number of diagnostic tests services which are rendered by Central Clinical Laboratory promptly and satisfactorily.**THE SCHEME:**

Mahatma Jyotiba Phule Jan Arogya Yojna (Mjpjay)

Title of the Practice: Successful Implementation Of Mahatma Jyotiba Phule Jan Arogya Scheme

Objectives of the Practice:

- Making health care access to lower socio-economic section of the state
- Successfully implement the government scheme in the Raigad District

The Context: Mahatma Jyotiba Phule Jan Arogya Yojna (MJPJAY) is a Maharashtra Government's initiative for making health care access to lower socio-economic section of the state. The residents of Maharashtra qualifying the criteria of beneficiaries can seek medical care in any tertiary hospital and the expenses are taken care by the government.

Scheme started from July 2012 and was formerly known as Rajiv Gandhi Jeevandai Aarogya Yojana (RGJAY). First started in phased manner, in phase I, 8 districts were included. In Phase II scheme has been launched in all the districts of Maharashtra since November 2013.

To become eligible for the scheme person should have yellow (BPL) or orange (APL) Ration card.

MJPJAY scheme is giving cashless coverage of INR Rs. 1, 50,000/- per family per year in any empanelled hospital to eligible beneficiary families who are resident of Maharashtra. This amount can be availed by one family member or collectively by all members of the family who have their names in family ration card.

Community is benefited by the scheme which caters almost 971 surgeries, therapies, procedures and 121 follow up packages. The 132 Procedures are to be performed only in empanelled Government Hospital / Government Medical College.

In particular Raigad district has empanelled this scheme in 10 hospitals including private Tertiary care hospital, multispecialty hospitals, public hospitals etc.

MGM Hospital is one of the first empanelled hospitals in Raigad district.

The Practice:

1. TRAINING OF TRAINERS :

a. Symposium, Seminars and Workshops: There were many symposium, Seminars and Workshops organized by RGJAY society. MGM started sending medical and paramedical staff to get trained for the smooth running of the scheme. Good number of staff had attended many of these programmes and trainings. Now these trained personnel train other related staff at hospital itself.

b. Sensitization and induction programme : training programmes were conducted for nursing, administrative staff for functioning of the scheme. On going induction programme for newly joined staff such as interns, post graduate students, nursing staff has become routine practice now.

2. **WEEKLY MEETINGS:** weekly meetings are conducted to share feedback, to discuss difficulties at any level. These meetings are very helpful to find out the gap and solution for the problem.

A. EXPANSION OF DEPT:

On April 2017 scheme has changed its name from Rajiv Gandhi Jeevandai Aarogya Yojana (RGJAY) to Mahatma Jyotiba Phule Jan Aarogya Yojana (MJPJAY), with updated version.

- I. MGM Hospital expanded the dept. Now MJPJAY scheme office has become a full-fledged dept. Each section has individual staff to take responsibility and to be accountable for the same.
- a) From 5 part time staff to 16 fulltime staff,
 - b) From 2 computer system to 15 systems.
 - c) From one small room to almost a Dart area.
 - d) 2 nursing staff has been appointed for the scheme :
 - a. To take daily round of admitted patients under the scheme.
 - b. To look after queries related to medicine indent
 - c. To manage pending preauth
 - d. To look after follow up cases
 - e) 1 exclusive staff is looking after Thalassemia and Dialysis patients.

B. ADMINISTRATIVE MANAGEMENT TO INCREASE PATIENTS :

In 2012 hospital had less preauthorization, this has been increased over the time because of good administrative management.

1. **Selecting Patients:** Two Nurses have been detailed for daily monitoring of IPD patients and selecting all those who fulfil the criteria. By ensuring this all patients admitted to the hospital who fulfills the criteria get the benefit of MJPJAY Scheme.
2. **Scheduled treatment** – some patients need to come for treatment periodically. e.g. cancer patients for chemotherapy, thalassemia patients for blood transfusion, CKD patients for dialysis, etc. Hospital scheduled these appointments for patient's convenience as well as for better management at hospital end. They have given calendared appointment for next follow-up. e.g. Tuesday and Saturday are reserved for Thalassemia patients. Weekly IEC activities and counseling sessions for IPD patients are also scheduled.
3. **Promptness in fulfilling criteria :**
 - a. After Emergency Telephonic Intimation (ETI) for patient, supplementary documents have to be submitted within 72 hours. Concerned staff makes sure to get those documents within time to avoid cancellation from scheme.
 - b. Section staff tries to take multiple preauth and multiple diagnoses for one patient to provide maximum cashless medical benefit to the patient.
 - c. Meticulously scanned final bills before sending for sanction avoids queries from the scheme and helps to extract money hospital has spent on patient. This also helps to get clearance from medical audit.
 - d. Justifications for increased bills from treating depts are available with necessary documents.
 - e. Follow up packages are being chased by treating dept, to provide complete cashless facility to patients

These measures are being taken to get maximum benefits from the scheme for the poor and needy patients and also to get money back spent on patients by hospital.

4. **Prompt Grievance Redressed:** Scheme has a provision for the patient to lodge their complaints in regards with treatment, out of pocket money, issues related with refund of money etc. MGM staff is always taking initiative to solve their grievances. If patient have grievance with scheme hospital staff resolve them immediately.
5. **Prompt Accurate Billing:** After discharge of the patient prompt and accurate billing is done. Rejected all bills are followed up meticulously for payment.

C. HEALTH CAMPS :

It is expected that every network hospital should conduct camps in allotted area. MGM hospital proudly says that they have conducted 352 camps in last five years. 49523 patients are

benefited through these camps. Approximately more than 12000 patients are referred from various camps for further treatment. On an average two camps are held per week.

Along with camps IEC activities are also conducted in peripheral areas to spread awareness about the scheme. These activities are also conducted for hospitals IPD patients for particular disease group to make them aware about their medical condition, how to take necessary precaution, and future prevention.

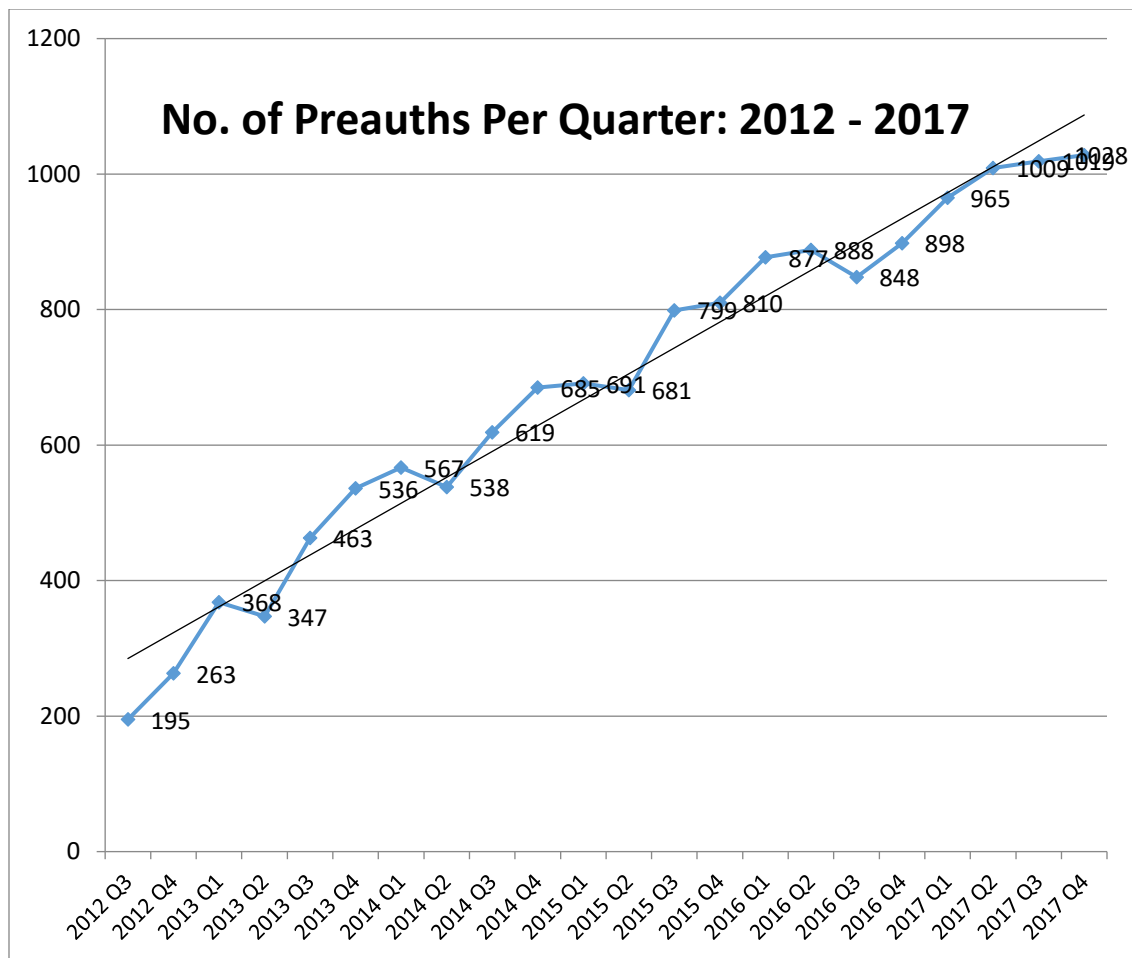
Evidence:

D. ACHIEVEMENTS:

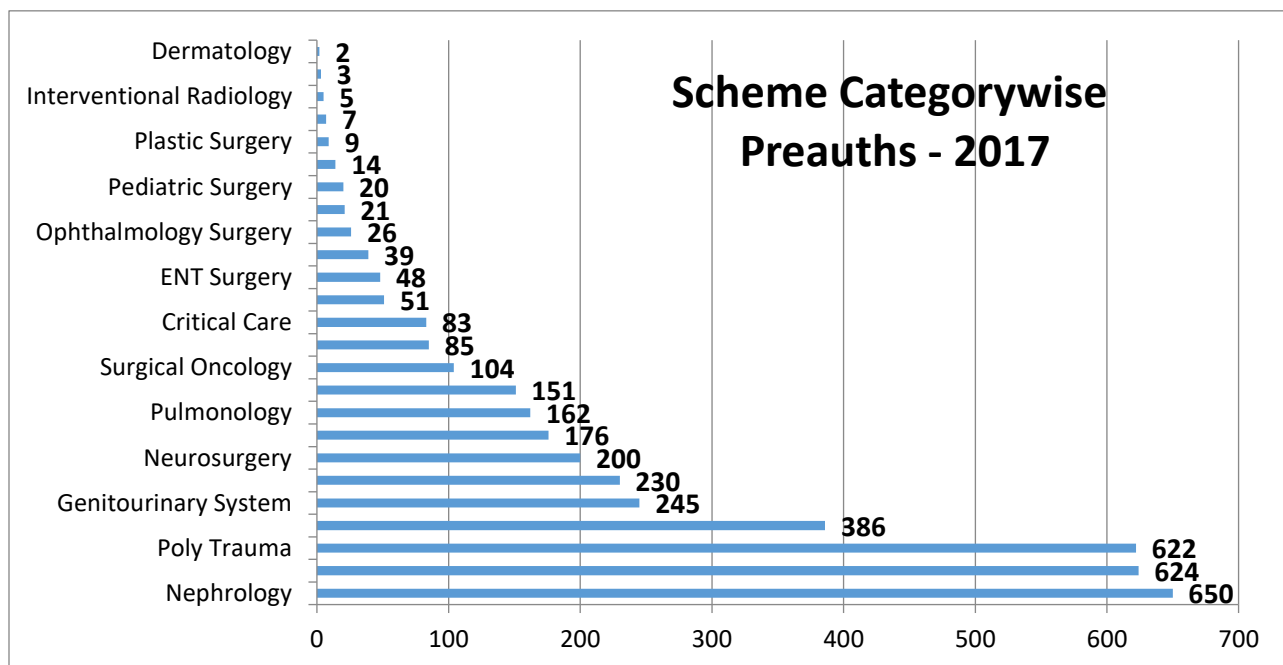
- The scheme has been awarded MGM Hospital, Kamothe '**A1 category**' based on selection NABH criteria in the year 2015.
- MGM Hospital has been awarded as best Medical Coordinator (MCO) and best Medical Camp Coordinator (MCCO) in the year 2018 by MJPJAY society.
- MGM hospital has been awarded with 'Panvel Gaurav Puraskar' by Ramsheth Thakur Samajik Vikas Mandal, (NGO) for providing medical aid to poor and needy patients, and for very well implementation of MJPJAY Scheme in the Raigad District.
- First RENAL TRANSPLANT Surgery in Raigad District under MJPJAY Scheme has been successfully conducted by MGM Hospital.
- One post graduate student from Dept of Community Medicine, MGM Medical College, Kamothe, has successfully completed PG dissertation on RGJAY scheme under the title of 'Evaluation of Rajiv Gandhi Jeevandai Aarogya Yojana (RGJAY) at a Tertiary Care Hospital in Raigad District.'
- One PhD student from Dept of Hospital Administration, MGMIHS Kamothe, have started working on topic 'Assesment of Administrative Management of Mahatma Jyotiba Phule Jan Aarogya Yojana : An empirical study conducted in Raigad district using SERVQUAL model.'

E. STATISTICS OF MJPJAY SCHEME : NOW & THEN

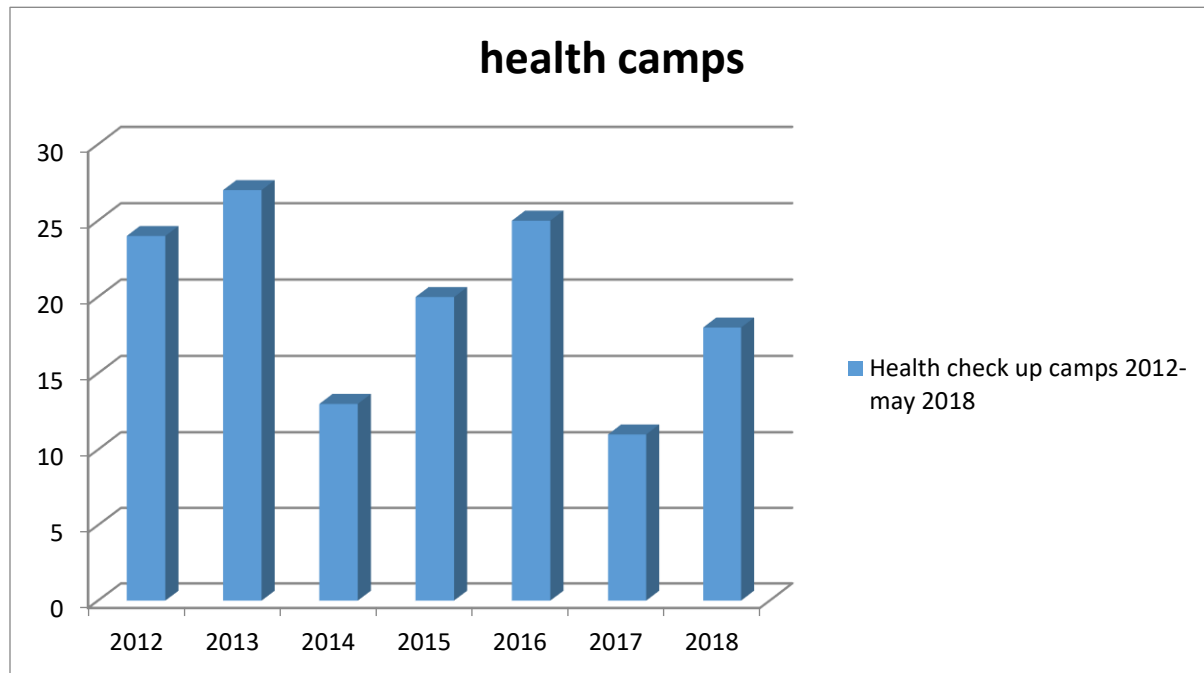
RISING TRENDS REFLECTING PATIENT SATISFACTION AND SUCCESS OF SCHEME



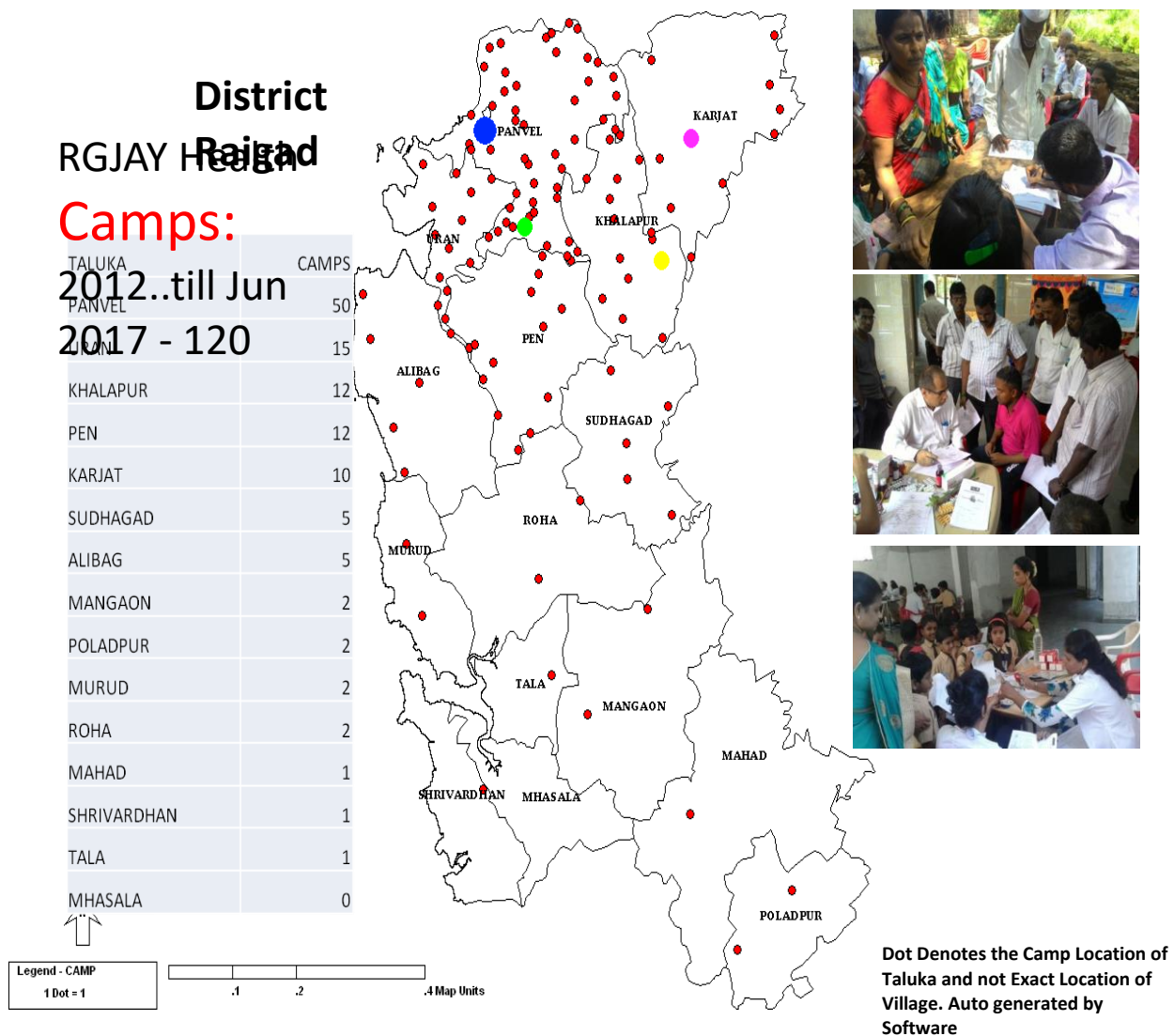
SCHEME CATEGORYWISE UTILIZATION



NO OF HEALTH CAMPS HELD



PLACES WHERE CAMPS HELD



F. GLIMPSES OF ACTIVITIES UNDER THE SCHEME

- The scheme has awarded MGM Hospital, Kamothe 'A1 category' based on selection NABH criteria in year 2015.



Rajiv Gandhi Jeevandayee Arogya Yojana

(MAHARASHTRA STATE)

(Registration No. 2136, Dated-24 Aug.2011.)



Jeevandayee Bhavan, E.S.I.S Hospital Compound, Ganpat Jadhav Marg, Mumbai - 400 018, Phone no.22671797, Website - www.jeevandayee.gov.in

RGJAY/EC-re-assessment/1064/CA/ /2014

Date: 6th August 2015

To

MGM Kamathe
Raigad.....

Subject: Rajiv Gandhi Jeevandayee Arogya Yojana (Phase II)

Your application for Re-assessment & revised gradation as per NABH Scores.

Dear Sir/ Madam

We appreciate the interest shown by you in being associated with the State's flagship scheme of Rajiv Gandhi Jeevandayee Arogya Yojana which aims to alleviate impoverishment of low income families. In this context, we are happy to inform you that our empanelment committee has completed review of your hospital based on your self assessment tool, Infrastructure Audit & NABH Audit done by our Audit teams.

After six monthly re-audit base on NABH criterions, we hereby notify revised score of 98.12 % claimed by your hospital and with new score your hospitals is placed in A grade. You are requested to kindly confirm your acceptance on your letter head in the enclosed format. If you have to appeal on shared grade then you can raise appeal within 15 days from the receipt of this letter on email of respective CMO's. It can be sent to Committee for Quality Health Sector for further decision.

Kindly acknowledge the same.

Signatories from-EC:

MD India / Medi Assist / Paramount TPA

Ilankatla

National Insurance Company Ltd (NIC)

Rajiv Gandhi Jeevandayee Arogya Yojana Society. (RGJAYS)

- MGM Hospital has been awarded as best Medical Coordinator (MCO) and best Medical Camp Coordinator (MCCO).....by MJPJAY society.



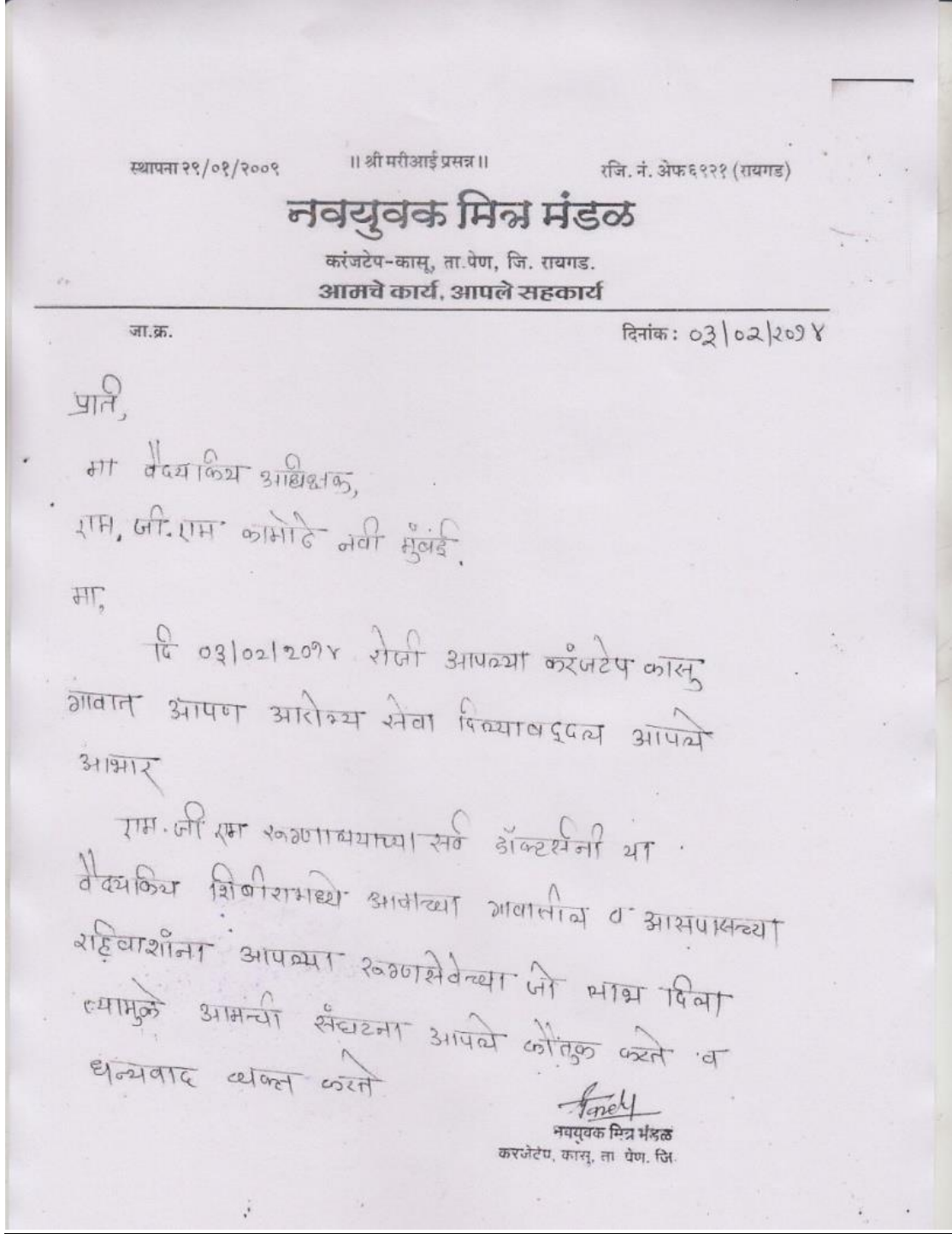
PANVEL GAURAV PURASKAR



Appreciation certificates for participants by camp organizers



Appreciation Letter for participants by camp organizers



MEDIA COVERAGE: PRINT MEDIA HAS PUBLISHED MGM'S CONTRIBUTION IN



SCHEME

- THE HEALTH CHECK UP TEAM



HEALTH CHECK UP CAMP AT AADIVASI WADI (TRIBAL BELT)



FREE MEDICINE DISPENSING AT CAMP SIGHT



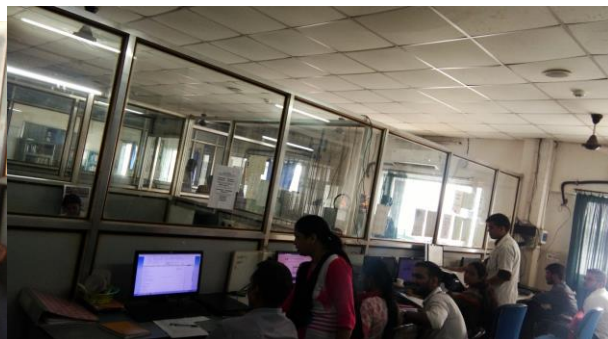
DISCHARGE OF PATIENT WITH TRANSPORT CHARGES AND MEDICINE



IEC ACTIVITIES & COUNSELING



RGJAY OFFICE vs MJPJAY OFFICE.....*journey continues since 2012.....*



Problems Encountered and Resources:

a. In 2012 MGM Hospital, Kamothe has started Rajiv Gandhi Jeevandai Aarogya Yojana (RGJAY) .

b. Initially there were very few staff and little infrastructure to run this scheme. They used to manage from data entry to campaign with only 5 staff and 2 computer systems in a very small room. There was no trained staff. Interns and residents were unaware of the scheme. Interns used to take it as punishment posting in RGJAY OPD. All medical and paramedical faculties were finding difficulties in entire process of the scheme. Senior faculties were little reluctant to provide their staff for uploading medical data, because initially all were not knowing the benefits of the scheme, they were yet to experience the blossom. In result, there used to be delay in submitting data, files used be pending, many queries went unanswered. MGM has spent big amount on patients but recovering that money from the scheme seemed very difficult. Overall scheme seemed to be at stake.

Keeping in view the difficulties faced and problem encountered, following strategies was planned.