राष्ट्रीय राजधानी क्षेत्र दिल्ली सरकार
स्वास्थ्य एवं परिवार कल्याण विभाग, दिल्ली सरकार
9वां तल—ए विंग, आई पी एस्टेट, नई दिल्ली

तारांकित/अतारांकित	:	अतारांकित
प्रश्न संख्या	:	27
दिनांक	:	02.12.2019
प्रश्नकर्ता का नाम	:	श्री मदन लाल

क्या स्वास्थ्य मंत्री यह बताने की कृपा करेंगे कि:—

	प्रश्न	उत्तर
क)	क्या यह सत्य है कि मरीजों को प्राथमिक चिकित्सा सुविधा उपलब्ध किये जाने तथा बीमारियों के प्रोजेक्शन एवं विश्लेषण हेतु 'हेल्थ मैनेजमेंट इन्फ़ॉर्मेशन सिस्टम' की अत्यंत आवश्यकता है;	जी हाँ,
ख)	यदि हाँ, तो क्या यह भी सत्य है कि राष्ट्रीय रोग नियंत्रण केन्द्र की भांति आम आदमी मोहल्ला क्लीनिकों को भी रोगों को सूचीबद्ध करने की आवश्यकता है;	जी हाँ, यह भी सत्य है कि राष्ट्रीय रोग नियंत्रण केन्द्र की भांति आम आदम मोहल्ला क्लीनिकों को भी रोगों को सूचीबद्ध करने की आवश्यकता है।
ग)	यदि हाँ, तो क्या आम आदमी मोहल्ला क्लीनिक दैनिक रोगी गणना के अतिरिक्त रोगी संबंधी ऐसी जानकारी का रख—रखाव कर रहे हैं;	आम आदमी मोहल्ला क्लीनिक दैनिक रोगी गणना के अतिरिक्त रोगी संबंधी ऐसी जानकारी का रख रखाव TABLET की माध्यम से WISH FOUNDATION द्वारा बनाये गये SOFTWARE के जरिये रखा जा रहा है। इसके अलावा जहां पर TABLET उपलब्ध नहीं है। वहां पर ओपीडी रजिस्टर के माध्यम से जानकारी का रख रखाव किया जा रहा है।
घ)	यदि हाँ, तो क्या ऐसे क्लीनिक को भी ऐसी जानकारी उपलब्ध कराकर एक व्यापक एचएमआईएस कार्यक्रम बनाकर सभी आम आदमी मोहल्ला क्लीनिकों पर लागू करने पर सरकार विचार कर रही है; और	हाँ, ऐसे क्लीनिक को भी ऐसी जानकारी उपलब्ध कराकर एक व्यापक एचएमआईएस कार्यक्रम बनाकर सभी आम आदमी मोहल्ला क्लीनिकों पर लागू करने पर सरकार विचार कर रही है।
ड)	यदि हाँ, तो उसका पूर्ण विवरण क्या है ?	हाँ, उसका पूर्ण विवरण संलग्न है ।

(संजीव खिरवार)
प्रधान सचिव, स्वास्थ्य एवं परिवार कल्याण विभाग
राष्ट्रीय राजधानी क्षेत्र दिल्ली सरकार
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Background Note for Delhi HIMS Project

I.   Introduction

The Department of Health and Family Welfare, Govt. of Delhi is responsible for providing healthcare services to the people of Delhi. It plays a significant role in providing promotive, preventive, curative and rehabilitative health care services including teaching, training and research, through various types of healthcare facilities within NCTD. The Health Department intends to leverage the advancements in Information Technology to implement state of the art ICT Health Management System which is citizen centric, and which improves the productivity of the State Health Department and the state-run hospitals / institutions, thereby improving the overall healthcare system in Delhi.

The project aims to encompass all facilities under the ambit of the Government of Delhi with following key objectives:

1. Streamlined processes at each of the healthcare facility
2. Enhanced quality of healthcare
3. Judicious utilization of available resources and increase efficiency of deployed manpower
4. Assist in policy making decisions/ governance
5. Enabling advancements in care through knowledge sharing and research initiatives
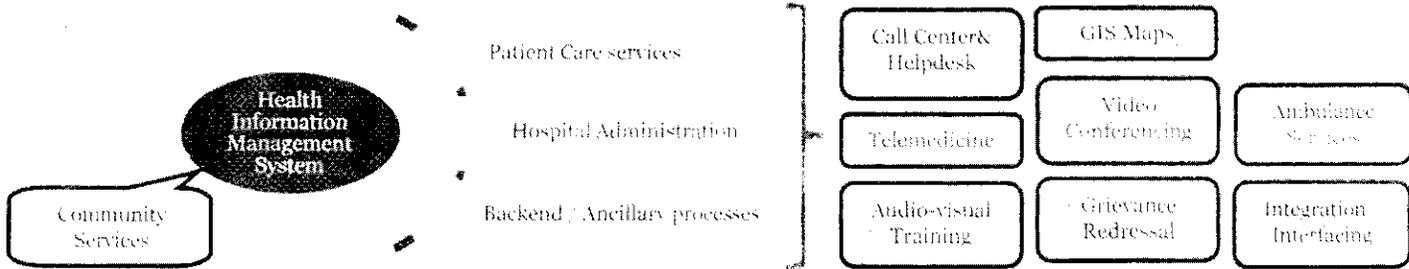6. Improved patient experience

II.   Scope for the Delhi HIMS

The ICT based solution is envisaged to present itself as a key driver for improving the healthcare system in NCTD. In order to develop a state of the art ICT enabled HIMS solution across the state of Delhi, following key category of processes have been considered under the scope across all kinds of health facilities:

1. **Patient care related processes:** It would include all the key stages of patient life cycle journey at the healthcare facility, such as Registration, OPD consultations, IPD, Investigations, Surgeries, Pharmacy, Blood Bank, amongst many others

2. **Hospital administration related processes:** It would include all key processes which enables efficient management of healthcare facilities and stream line operations, such as CSSD, Inventory and Stores management, Asset management, Maintenance support, Laundry, Diet, among many others, which supports the core clinical processes

3. **Back end / Ancillary processes:** It would include all other key processes which enables efficient management, planning and governance of running the healthcare services and operations across NCTD smoothly, like estimation of Annual and Interim budgets, Centralized Procurements, Adhoc procurements, Tender based procurement, Finance management and Payments to suppliers / contractors, Supply chain management of drugs and other resources, Human Resources management, etc.

4. **Additional features and supporting functionalities:** It would include all supporting functions which would further aid in smooth running of healthcare services in NCTD, as well as provide further avenues to improve and scale as per requirements of all stakeholders' ecosystem. The envisaged functions would include Telemedicine / Teleconsultations, Grievance redressal, Call Center and Helpdesk facility, Audio Visual Trainings, GIS mapping of healthcare facilities with real time information updates, Video conferencing, Mobile applications, integration with the current Centralized Ambulance Trauma Services, Community based services and similar other such functions with the ecosystem

A brief overview of the proposed HIMS solution framework is shown below for reference:

Web Portal &

III. Brief about Heath Services in Delhi

Healthcare in Delhi is being rendered through various types of health facilities, namely (in a sequential order of level of care) the Aam Aadmi Mohalla Clinics, Dispensaries and seed PUHC's, Polyclinics, Society hospitals and Multi / Super Specialty Hospitals. The healthcare facilities provide counselling and preventive care alongside the primary, secondary, tertiary and quaternary level care as required by citizens of Delhi. Through this initiative, the Govt. of Delhi aims to achieve a tiered, efficient and quality healthcare service delivery model across NCTD. All services and medicines at these facilities are offered free of cost, except at some society hospitals, where few the services are offered on nominal charges.

The healthcare facilities offer Allopathy as well as Ayurveda, Yoga and Naturopathy, Unani, Siddha and SOWA-Rigpa and Homoeopathy systems of medicinal therapies to the citizens of Delhi. Specialized centres have been established across NCTD for the same. Some of these hospitals are regional centres to provide specific healthcare services, such as the GTB hospital, which is the regional blood transfusion centre.

NCTD has been divided into 11 districts, wherein each of the districts is headed by Chief district medical officers responsible for monitoring the functioning of health centres in their respective districts. The number of dispensaries is approximately 180, some of which shall be re-modelled into polyclinics soon.

The Aam Aadmi Mohalla Clinics (AAMCs) to provide quality primary health care services accessible within the communities in Delhi at their doorstep. These has been envisaged as box type re-located structures. Currently there are 189 such clinics that have been made operational, however the total target is of 1000 such clinics. The AAMCs aims to establish doorstep level health services with connectivity to higher levels of health system. For all functional processes, the AAMCs have been linked to dispensaries in the region.

There are approximately 38 hospitals which include both government facilities and society hospitals, with an overall bed strength of nearly 11,000 beds. The hospitals have associated polyclinics. Polyclinics intent to provide secondary health care in the form of OPD consultation by specialist doctors including diagnostics. To begin with, the specialist services include internal medicine, general surgery, gynecology, pediatrics, orthopedics, ENT and dermatology. There are currently 25 such clinics within Delhi. To expand the number of these polyclinics, 94 of the existing dispensaries would be re-modelled to polyclinics that would offer such specialized clinical services.

Medical care is just not limited through facilities, but is extended via Mobile health scheme to the population residing in unauthorized colonies of Delhi (JJ clusters), currently there are 45 such units; and via the School health schemes for the school children, currently there 14 such units. The department also extends health services during all the religious activities and special events held in NCTD from time to time.

To meet the drug and consumables requirements of the various healthcare facilities, a Central Procurement Agency has been set up to ensure and make available good quality drugs at affordable price in all Government of Delhi Hospitals/Health Centres, through adhoc procurement on needs basis is also done by such facilities from time to time.

Also a fleet of 265 Ambulances (31 ALS, 108 BLS, 126 PTA), with dedicated 102 Call Center, supportMedical emergencies, Accident and trauma, Delivery and post-delivery transport, etc. within NCTD.

In addition to the above, The Delhi State Health Mission (DSHM) is responsible for the health programs at the community level through the State Program Officers.The ASHA and ANM workers is the workforce that carries out the various activities at the level of the households, supported by the PUHC's and Dispensaries. The state of Delhi is divided into districts and the ASHAs and ANMs have their designated areas of function.