Indo-German Programme on Universal Health Coverage

A Digital Leap in Patient Care: Scan and Share's Transformative Success in Jammu & Kashmir

About:

The Indo German Programme on Universal Health Coverage (IGUHC) project of GIZ India has been providing technical cooperation to the Ministry of Health & Family Welfare (MoHFW) for successful implementation of Ayushman Bharat Pradhan Mantri – Jan Arogya Yojana (PM-JAY). During the last five years of AB PM-JAY scheme implementation, National Health Authority (NHA) and State Health Agencies (SHA) have taken many initiatives in terms of process and technology improvement to increase service efficiency and strengthening the healthcare ecosystem of India.

Introduction to Scan and Share:

Overview of ABDM –

The Ayushman Bharat Digital Mission (ABDM) is a transformative initiative launched by the Government of India under the National Health Authority (NHA) to revolutionize the country's healthcare sector through digital advancements. Introduced in 2021, this ambitious mission aims to leverage technology to enhance healthcare access, efficiency, and transparency for all citizens.

Objectives of Scan and Share –

The Scan and Share initiative, an integral part of the Ayushman Bharat Digital Mission, is designed to achieve specific objectives aimed at transforming healthcare services in India. The primary objectives of Scan and Share are threefold:

1. **Queue Management:** The QR code scanning feature effectively addresses and minimizes the issue of long queues at the health facilities expediting the overall process.

2. **Efficient Data Management:** Facilitates quick access to patient histories, diagnoses, and treatment plans, leading to more informed decision-making and improved medical outcomes.

3. **Empowering Patients:** Enables individuals to take charge of their healthcare, facilitating better communication with healthcare professionals and contributing to a more patient-centric healthcare experience.

4. **Enhancing Healthcare Access:** By eliminating paper-based record-keeping, the initiative aims to enhance healthcare efficiency and accessibility, by curtailing the long queues at the OPD counters. This is done using QR-based OPD registration service that allows the patients to scan the hospital's unique QR code with their mobile phones.

Setting Sail in Jammu & Kashmir:

The Scan and Share initiative in Jammu and Kashmir has experienced remarkable success since its commencement in April 2023. With over 4 lakh OPD tokens generated, the initiative has made substantial strides in implementing digital interventions in healthcare. Initially, the queue management system was introduced in Government Medical Colleges and Associated Hospitals, and its success prompted its expansion to all District Hospitals and Community Health Centres (CHCs).

The triumphant implementation of the Scan and Share Queue Management System signifies a momentous advancement for Jammu and Kashmir's healthcare system, exemplifying the positive impact of digital interventions in transforming healthcare services across the region. This achievement fosters an optimistic outlook for the future, promising further enhancements and improved healthcare accessibility for the people of Jammu and Kashmir.

2,53,061 tokens generated in Government Medical Colleges and Associated Hospitals.

1,60,923 in District Hospitals.

23,852 in CHCs.

How it works?

STEP 1

Scan The QR Code

Scan the QR code using QR Code Scanner / phone camera / any of the below ABDM enabled apps

STEP 2

Install ABDM Enabled App

Install any ABDM enabled Personal Health Records app(If not already installed) and register / login

STEP 3

Share Profile

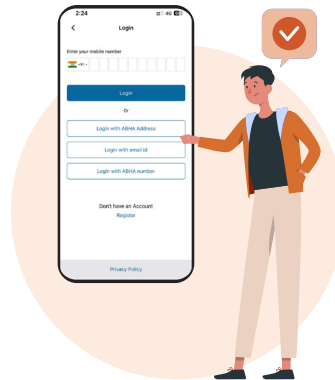Share profile with the hospital and generate the registration token

STEP 4

Get OP Slip

Get OP slip from the registration counter as per your token

- Hospitals display unique QR codes at registration counters.
- Patients scan the QR codes using QR code scanner/phone camera/ABHA enabled apps

- Patient creates ABHA account or logs in to existing ABHA account
- ABHA profile is shared with the hospital for registration

- Paperless registration leads to instant token generation
- Patient skips long queue by using ABHA for registration.

GIZ India's Support:

The Health & Medical Education (H&ME) department has been the driving force behind the inception of this remarkable initiative in Jammu and Kashmir. Contributing significantly to its successful implementation and widespread adoption, GIZ India's Indo-German Programme on Universal Health Coverage (IGUHC) has played a pivotal role. Since its launch in April 2023, Scan and Share has been extended to 22 medical colleges, 13 district hospitals, and 19 CHCs, thanks to the extensive support provided by IGUHC.

This support from IGUHC has been comprehensive, encompassing various vital aspects. It includes dedicated IT assistance to ensure the smooth functioning of the program, the deployment of skilled personnel to facilitate efficient execution, and expert consultancy to enhance program management.

Additionally, IGUHC has played a crucial role in empowering the workforce through capacity building and training assistance, enabling them to leverage the full potential of Scan and Share for the benefit of the people in Jammu and Kashmir.

IGUHC's commitment is evident through regular monitoring and effective coordination with the National Health Authority (NHA), ensuring a seamless integration of the initiative into the broader healthcare system.

The joint efforts of the H&ME department and IGUHC inspire a sense of optimism, as this initiative promises to bring transformative changes to healthcare accessibility and services in Jammu and Kashmir, setting a precedent for progress in the region's healthcare landscape.

8,88,626
Tokens Generated in
J&K So Far

71
Hospitals
Implemented

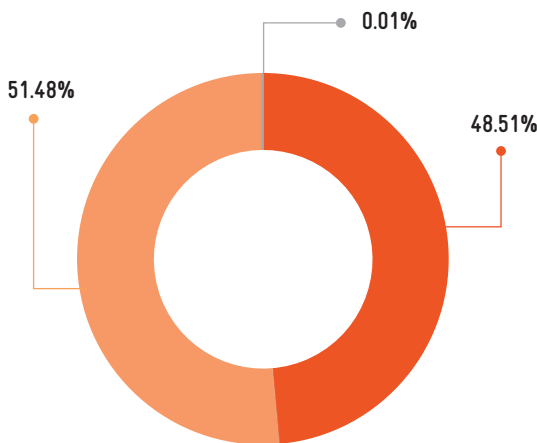**71,03,762**
ABHA IDs Generated
(covering 51% of population)

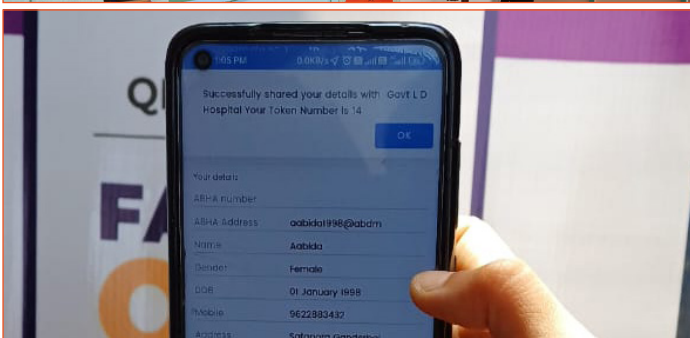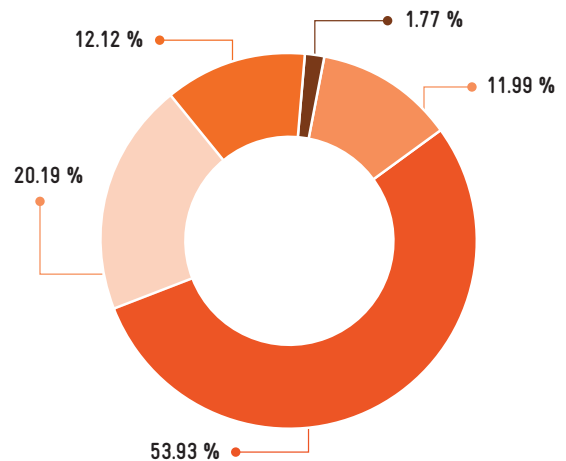**12,000**
per day ABHA
Accounts Linked
(on an average)

ABHA IDs Created by Gender

- Female
- Male
- Others

0.01%
51.48%
48.51%

ABHA IDs Created by Age

- 0 - 6 Yrs
- 7 - 18 Yrs
- 19 - 45 Yrs
- 46 - 60 Yrs
- 60 Yrs-Or-More

1.77 %
12.12 %
11.99 %
20.19 %
53.93 %

Dr. Shafqat Khan, Additional Mission Director, ABDM – "The 'Scan and Share' initiative represents a highly innovative program, the likes of which we have not encountered before in terms of its magnitude. The digitization process promises to be mutually beneficial for both patients and healthcare providers, creating a win-win situation. I express my gratitude for the valuable support rendered by GIZ India, which has provided us with qualified and skilled professionals to work towards the ABDM mission in Jammu and Kashmir, ensuring a targeted and time-bound approach. "

Dr. Rashid Para, Medical Superintendent, Govt. Children's Hospital Srinagar – "The performance of the 'Scan and Share' facility in Jammu & Kashmir has been highly commendable. Recently, there has been a notable acceptance from the population of Jammu and Kashmir towards embracing 'Scan and Share,' resulting in a significant reduction in the long queues previously seen outside the OPD registration counters. This undoubtedly has a positive impact and is likely to serve as a transformative factor in shaping the future of Jammu and Kashmir's healthcare landscape."

Ms. Jameela Khursheed, Beneficiary – "The 'Scan and Share' functionality has proven to be immensely beneficial for me as it allowed me to bypass the arduous and time-consuming queues. Anticipating at least a two-hour wait at the hospital, I was pleasantly surprised to complete my doctor's visit within a mere hour. I am also grateful to the dedicated personnel stationed around the help desk, who provided guidance whenever I encountered any difficulties during the process."

Project Name	Indo-German Programme on Universal Health Coverage
Project Region	India, Asia
Commissioned by	Federal Ministry for Economic Cooperation and Development (BMZ)
Lead Executing Agency	Ministry of Health & Family Welfare (MoHFW), Gov. of India
Lead Implementing Agendy	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
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