

Indo-German Programme on Universal Health Coverage

'DIU SATHI Mobile Application' – A One-Stop Digital Solution



About

The GIZ India's Indo German Programme on Universal Health Coverage (IGUHC) project has been providing technical cooperation to the National Health Authority (NHA), Ministry of Health & Family Welfare (MoHFW) for the successful implementation of Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB PM-JAY) and Ayushman Bharat Digital Mission (ABDM). The scheme seeks to accelerate India's progress towards the achievement of Universal Health Coverage (UHC) and Sustainable Development Goal - 3 (SDG3). The project's primary goal is to improve the pre-conditions for achieving UHC in India in terms of quality, scope, and availability of health services.

Problem at Hand

The AB PM-JAY guidelines recommend that State Health Agencies (SHAs) establish a District Implementation Unit (DIU) within each district to assist in executing the scheme. These units are pivotal for the effective implementation of PM-JAY at the district level. The DIU team usually comprises of a Program Coordinator, as well as coordinators for Medical, Grievance, and IT matters. This team is tasked with conducting regular audits of accredited hospitals, coordinating Information, Education, and Communication (IEC) efforts, addressing hospital and beneficiary related grievances, overseeing IT functions, and monitoring operations, amongst other operational tasks. As the DIUs play a multifaceted role in the field, several challenges arise in ensuring efficiency in work.

Challenges:

Unable to plan their work schedule as they perform multiple roles on the ground.

Manual data collection and multiple formats leads to inconsistent reporting.



Lack of a systematic supportive supervision mechanism for the DIUs and other stakeholders.

Multiple reports to review for administrative purposes (DIU monthly reports).

The Solution

To address the diverse responsibilities and challenges encountered by DIUs, the SHA J&K with the technical assistance by GIZ India's IGUHC, ideated and identified a web-based mobile application, '*DIU Survey Assessment and Tools Hub Interface – SATHI App*'. The development of the app was a collaborative endeavour with the goal of offering a comprehensive and all-in-one digital solution tailored to the specific requirements of DIUs and SHA in J&K. It aims to bridge the gap by providing a streamlined platform for data collection, ensuring uniformity and accuracy in reporting, with a functionality of customization and scalability.



Roles & Responsibilities of the DIUs

S. No.	Roles & Responsibilities	Functionality in Mobile App	Key Stakeholder
1	Operations at district level including overall administration	Dashboard views – District level data	SHA
2	Organize routine, periodical, and surveillance visits to all the entities	Hospital visit checklist	DIU
3	Ensuring compliance with the guidelines on beneficiary identification, utilization of services, awareness generation	Hospital visit checklist- IEC findings and related actionable points	SHA and DIU
4	Managing complaints and grievances in timely manner	Checklists for grievance redressal and fraud audits	SHA and DIU
5	Responsible for medical audits	Claim audit checklist	DIU
6	Helping hospitals and implementing agencies (insurer/ ISA) with use of the information system	Hospital visit checklist- training needs	DIU
7	Support the empanelment and de-empanelment process of hospitals	Hospital visit checklist- enhancement and HEM data	SHA and DIU

Notable Features

OTP-based validation



Functions in both offline and online mode



User-friendly, cloud-based tool



Range checks and data validation



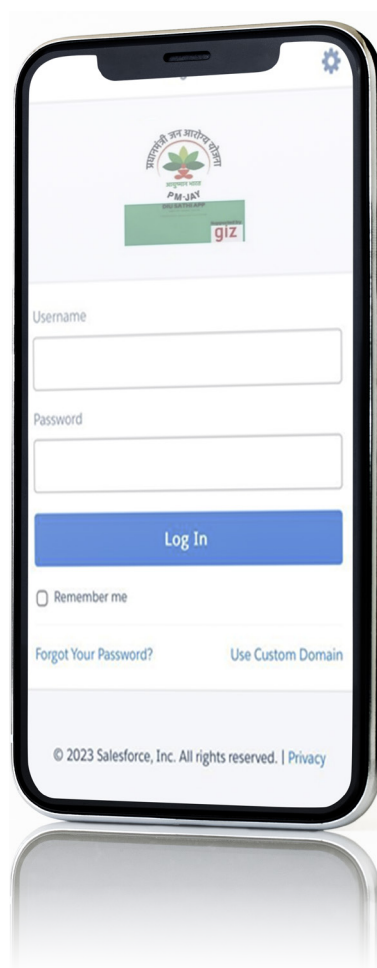
Available on both Android and iOS



Realtime modifications possible



Report generation in multiple formats (pdf, xls)



Scalable platform



Customizable workflow



Advanced analytics allows data driven decision-making.



Strong security measures to protect data and maintain privacy.



One stop solution for all the DIU's challenges



A win-win app for both the DIU and the SHA



The app brings with it, state of the art features like geo-tagging of pictures and reports, auto population of monthly reports and automated time office functions.

Efficiency and Usability

With technical assistance from IGUHC, the SHA J&K conducted two extensive field testing of the application. During these rigorous trials, the app exhibited exceptional robustness and efficiency. The positive feedback received from district teams further affirms the app's capabilities. It has proven to be a valuable tool that promises to significantly enhance the operational efficiency and overall effectiveness of the DIUs across the Union Territory. A soft launch was conducted on August 15th, 2023 in Srinagar, with successful logins done for the DIU team.



The DIU SATHI App has been a game-changer for our District Implementation Units (DIUs) in Jammu and Kashmir. Its user-friendliness and comprehensive functionalities have streamlined our operations and reporting processes. With the support of our development partner, GIZ, we successfully launched this app, marking a significant milestone in our healthcare system. The positive feedback from our district teams reaffirms its efficiency, and we are confident that it will significantly enhance the overall effectiveness of our DIUs.

Mr. Sanjiv M. Gadkar (IAS),
Chief Executive Officer, SHA J&K.

The successful launch of the DIU SATHI App in Jammu and Kashmir is a testament to the dedication and hard work put in by the project team. As a State IT Manager, I've witnessed firsthand the positive impact it has had on our daily operations. The app's versatility, from hospital visits to claim audits, has simplified our tasks and improved our reporting. It's a true game-changer.

Mr. Muzafar Ahmad Malik,
IT Support & Data Manager, SHA J&K.



Application Impact

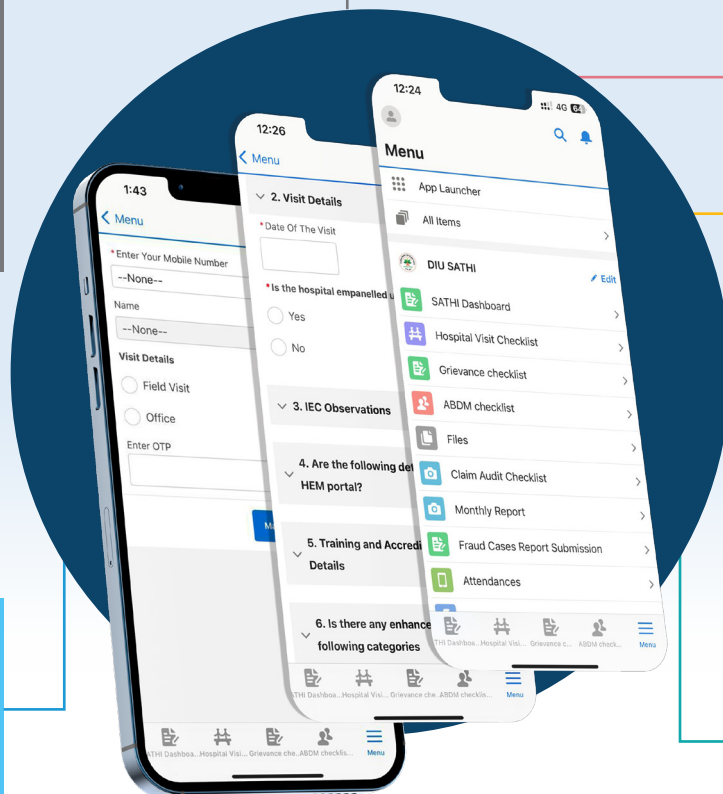
Currently used by all District Programme Coordinators (DPCs), District Information Systems Manager (DISMs) & District Grievance Nodal Officer (DGNOs) across all districts of J&K.

Improved supportive supervision by the SHA.

Dashboard view of the scheme operations at the state and district level.

Improved reporting for DIUs by creation of a single-window system leading to a structured work environment.

Opportunity for the DIUs to use and exhibit their work and outputs.



Field Tests of DIU SATHI Mobile App Across Multiple Districts of Jammu & Kashmir



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