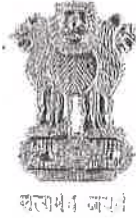**PREETI PANT**
JOINT SECRETARY
Telefax : 23062485
E-mail : jsuh-mohfw@gov.in
          jsnuhm.mohfw@gmail.com

भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली - 110011
Government of India
Ministry of Health and Family Welfare
Nirman Bhavan, New Delhi - 110011

D.O. No: L.19017/08/2021-NUHM
Date: 9ᵗʰ April, 2021

Ma'am/Sir,

As you are aware Ministry of Health & Family Welfare has implemented an ICT based patient feedback application 'Mera Aspataal', wherein multi-channel approach is used to collect information on patient's satisfaction level after availing services at Public Health Facilities, through Short Message Service (SMS), Outbound Dialing (OBD), web portal and mobile application.

2.   I would like to request for taking necessary action for integration of all Urban HWCs with 'Mera Aspataal' feedback system for ensuring 'patient centric care' in health facility. Guidance note in this regard is enclosed.

3.   It may please be ensured that the Urban HWCs are generating 'Patient Satisfaction score' manually till such time of digital integration. The Guidance in this regard is available at Appendix-A of operational Guidelines for Quality Assurance in Public Health facilities 2013.

The States progress in this regard may be shared with Dr. Sushant Kumar Agrawal (sushantagrawal17@gmail.com) and Dr. Adil Shafie (adil.shafie84@nic.in).

(Preeti Pant)
Joint Secretary(UH)

Mission Director (NHM), All States/UTs

Copy to

- ED, NHSRC

GUIDANCE NOTE

Instruction manual for integrating

Urban Health & Wellness Centers

with Mera Aspataal

मेरा अस्पताल

My Hospital

TABLE OF CONTENTS.

> *For any issues related to "Mera Aspataal', facility may contact the state nodal officer. State nodal officer may contact respective officials at Centre for Health Informatics (CHI) for any issue related to implementation of Mera Aspatal.*

1.0 Introduction: What is Mera Aspataal?

Mera Aspataal (MA) is a simple, intuitive, and multi-lingual application that captures patient feedback in a very short time on the services received from the health facilities. It works through multiple communication channels, including Short Message Service (SMS), Outbound Dialing (OBD), a Mobile Application [1] and a Web Portal [2].

The MA application targets registered patients through an SMS or OBD call to seek their feedback on the services availed in terms of "very satisfied", "satisfied", or "not satisfied". Patients replying 'not satisfied' can further share their feedback on the reasons for non-satisfaction such as staff behavior, cleanliness, cost of treatment, quality of treatment and other reasons. Registered patients with smartphone and internet access can also choose to give their feedback through mobile app or web portal.

2.0 How to Integrate a Health & Wellness Centre with Mera Aspataal?

2.1 Minimum Requisites to get onboard with Mera Aspataal application

i.   Computer and Internet Connectivity
ii.   One Staff for entering data of registration into the computer and uploading the same on Mera Aspatal Application. Existing staff for registration may be utilized for this activity after basic training.
iii. One supervisor/Facility-In-Charge for monitoring performance.
iv.   National Identification Number (NIN- Provided by the State, Managed by CHI)

2.2 Identify the functional mode of Registration System at facility

Based on the model of registration, facilities may be categorized as:

I.   Facilities with simple computerized registration system with internet facility without Hospital Information system (HIS)- CSV[3] method
II.   Facilities with online Hospital Information system (HIS)- through API

2.3 Process for onboarding facilities without Hospital Information System (HIS) – CSV method

1. Facility-In-charge will send the request for integration with MA to State Nodal officer.
2. State Nodal Officer will send the request for integration to Centre For Health Informatics.
3. Mera Aspataal (CHI) team will share the formats for following details with the State Nodal Officer who will share details with the respective facilities

   a. Facility & department information (give department information, if available)
   b. Patient visits CSV document - 9 column (Table 1) format

---

[1] Mobile App Links: Google Play Store:
https://play.google.com/store/apps/details?id=com.mahiti.myhospital&hl=en;
iOS App Store: https://appsto.re/in/avzleb.i
[2] 2Webpage: http://meraaspataal.nhp.gov.in

[3]CSV* (Comma Separated Value). One of the formats of excel sheet. The excel file is to be saved as Comma delimited/ Comma Separated.

c. Details required for providing MA access

For Data Entry- Name of Data Entry Operator, Email ID and Contact Number

For Monitoring Credentials- Name of Supervisor, Designation, Contact Number & Email ID

d. MA team will share the Mera Aspataal URL and login credentials for uploading the patient visits data.

Note: Details for Data Entry Operator and Supervisor (Name, designation, phone number and email id) should be separate and unique. If only one ID is available, then Data Entry and Monitoring roles can be provided to the Facility-in-Charge.

Table 1

ninID	patientID	patientName	mobile	landline	departmentID	patientTypeID	gender	age
1111111111	0001662f648882676538cc5dd6fd8dd3	Anjani Kumar	9999999999	0	7	1	1	59
1111111111	0001662f699972676538cc5dd6fd8dd4	Akhila	8888888888	0	7	2	2	40

2.4 Process for onboarding facilities having online Hospital Information System (API method):

1. Request State Nodal Officer for Integration

2. Mera Aspataal (CHI) team will share the formats with the State Nodal Officer.
   a. Facility & department information (give department information, if available)
   b. Patient visits document (the data can be shared in JSON- Annexure 1)
   For Monitoring Credentials- Name of Supervisor, Designation, Contact Number & Email ID

3. MA team will check the Web service URL and the visits format (JSON)

4. If there is any discrepancy in the data, the facility should fix and share it with MA team for retesting (This process will continue till all the discrepancies are fixed)

5. Decide the time when the data can be pulled for a particular day.

6. The server IP of the HMIS will be whitelisted to pull data from that facility. The IP whitelist request form (Annexure 2) has to be filled (on the letterhead & as per format) and submitted to NIC for whitelisting.

7. MA team will provide credentials for monitoring access.
   Note: Data Entry is not required by the facility.

3. How to operate Mera Aspataal dashboard?

3.1 Steps for data entry (CSV method)

STEP 1- Check your email inbox for the user ID/ user name, password and the link to login.

URL- https://admin-meraaspataal.nhp.gov.in/

User name-- bmoakhnoor@gmail.com
Password-- ss@1234

Click this link for
Mera Aspataal portal

STEP 2- Enter User name & Password to login.

Enter user name

Enter password

Login

Forgot Password / Access Code ?

User ID is always the active email ID which was provided by the facility to the State Nodal Officer at the time of integration.

STEP 3- Download Sample CSV Format (9 column) and upload the file as per the format.

Do not forget to check the NIN ID and and name of the hospital.

9 Column CSV format :

ninID	patientID	patientName	mobile	landline	departmentID	patientTypeID	gender	age

Check Name and NIN ID of the facility

NOTE: Download sample CSV and upload data in the same format. Making any change in the format will not be accepted by the system. **CSV format is Case Sensitive.**
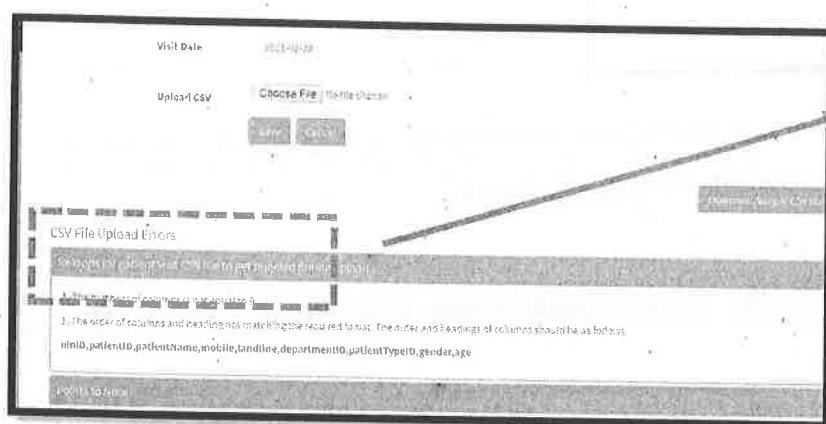
STEP 4-
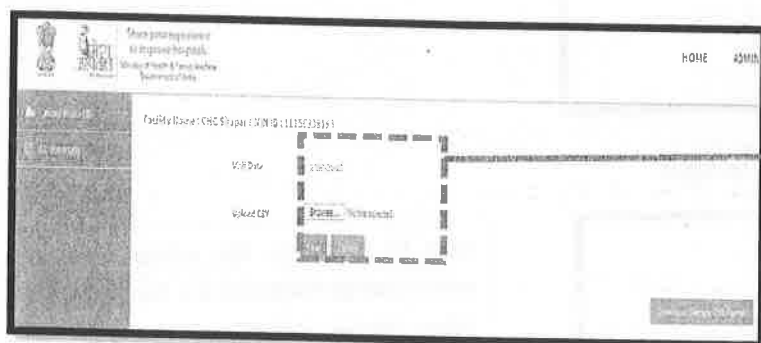
Select Date> Browse > Select file from the computer > Upload/ Save

A **Summary** will be seen at the upper right corner. Please match the details.

STEP 5- If system shows error while uploading file then look for the reasons and rectify.

Read points mentioned here and rectify errors, if any.

Note- No field must be left blank. Put '0' when data is not available.

STEP 6- For more information, you may download the printing material and see the videos. The IEC material can also be used for awareness purposes.
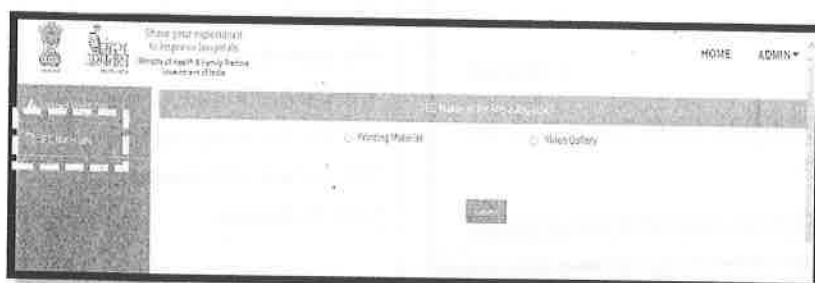
3.2 Monitoring and measuring performance of HWC

Along with data entry, the facility may also request for Monitoring Access. Through this access, the facility will be able to keep a track of their performance. The dashboard includes:

- **Details of facility**
- **Reports** – There are two types of reports available in the dashboard
    - **Performance report** (Annexure 3)
    - **Patient visit report** (Annexure 4)

2122187/2021/NHM-I

- **IEC Material**

For monitoring access at facility level, provide following details to the State Nodal Officer:

Name of the Supervisor/ Facility-in-Charge, Designation, Email Address and Contact Number

3.3 Steps to Operate Mera Aspataal Portal for Monitoring Purposes

STEP 1- Facility-in-Charge needs to check the mail inbox.
STEP 2- Open the email received from Mera Aspataal system which contains link, User name and Password (to be set by user).
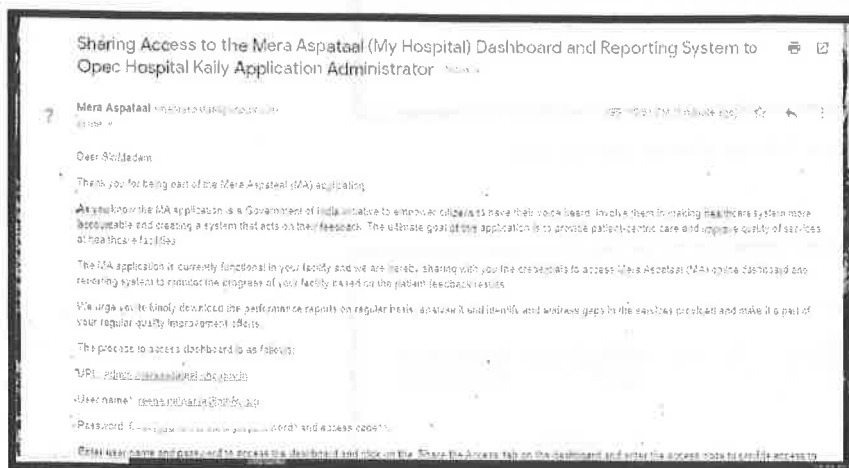
STEP 3- Read the email and click on the link given in the email in Password section and generate your password and access code.
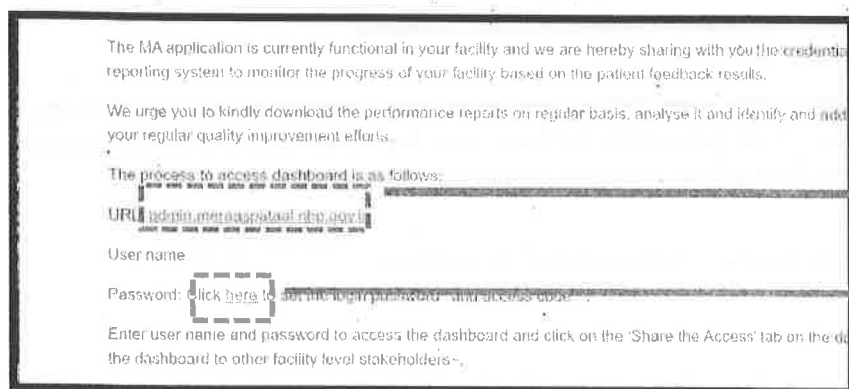
Link for monitoring access is same as used for data

Click "here" (in blue) to set the password for monitoring access

STEP 4- Note down the password and access code for future.

Used while changing password

STEP 5- After login, the supervisor will be able to see reports.

Check reports here
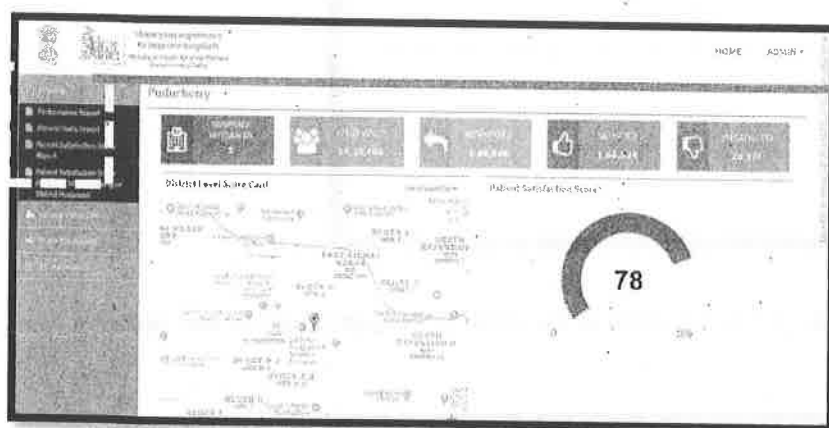
NOTE: If two email IDs (one for data entry & second for monitoring access) are not available at the facility level, then one user ID and password can be used for both accesses. The stakeholder will be assigned the role of 'Facility-in-charge' and will have access to upload data and monitoring performance.

Annexure 1: Patient Visit JSON Structure

```
{
  "patientVisitData":
  {
    "source": "CDAC",
    "data":  [
        {
        "patientID": "1111602120",
        "ninID": 1234567890,
        "visitID": 1111160,
        "patientName": "Jitin Kumar",
        "mobile": 9999999999,
```

```json
        "landline": 0,
        "visitDate": "2016-09-22",
        "departmentID": 107,
        "patientTypeID": 2,
        "gender": 1,
        "age": 1,
        "visitTime": "0637"
    },
    {
        "patientID": "1511602473",
        "ninID": 1234567890,
        "visitID": 1151160,
    "patientName": "B/O Sanjay",
        "mobile": 9999999999,
        "landline": 0,
        "visitDate": "2016-09-22",
        "departmentID": 118,
        "patientTypeID": 2,
        "gender": 1,
        "age": 1,
        "visitTime": "0704"
    }
],
"error": "",
"dateTime": "2016-09-22 09:24:54"
}
```

Annexure 2: IP Whitelist Form

{Organization Letter Head}

Dated: DD-MM-YYYY

To

Deputy Director (Technical)
Centre for Health Informatics
National Institute of Health and Family Welfare
Munirka, New Delhi

Subject: IP Whitelisting Request for Sharing Data with Mera Aspataal Programme – reg...

Dear Sir,

With reference to the subject cited above, this to inform you that *[Organisation Name with NIN ID]* will share the data as requested for Mera Aspataal Application.

2. For smooth transfer of data from our end to the Mera Aspataal Application, the IP needs to be whitelisted. The details of the IP are as follow:

IP Address: _____

URL (if any): _____

Port: _____

3. It is therefore requested that the above IP may be whitelisted on the NIC firewall.

With regards,

Yours sincerely,

(XXXXXXXXXX)
[Organisation Name]

Annexure 3: Mera Aspataal Performance Report

Mera Aspataal Performance Report		
For the period: 01-Apr-2017 to 27-Jan-2018 State: All Indicator: All Report Type: Cumulative Report	As On:31-Jan-2018 09:02:14 Facility: All Dissatisfaction Indicator: All	
Sr. No	Indicators	Total
1	Patient Visits	4,67,83,883
2	Patients with Valid Phone Numbers	1,13,40,649
	Patients with valid phone numbers (%)	25
3	Total Responses	10,36,447
	Total responses (%)	9
3.1	Very Satisfied	3,86,338
	Very Satisfied (%)	37
3.2	Satisfied	4,03,296
	Satisfied (%)	39
3.3	Not Satisfied	2,46,813
	Not Satisfied (%)	24
4	Total responses for dissatisfaction	1,97,643
4.1	Staff behaviour	75,209
	Staff behaviour (%)	38
4.2	Cleanliness	22,895
	Cleanliness (%)	12
4.3	Cost of treatment	28,989
	Cost of treatment (%)	15
4.4	Quality of treatment	5,622
	Quality of treatment (%)	3
4.5	Other reasons	64,928
	Other reasons (%)	32

Annexure 4: Mera Aspataal Patient Visit Report

Share your experience
to improve hospitals.
Ministry of Health & Family Welfare
Government of India

HOME   ADMIN ▼

Reports ⌄

- Performance Report
- Patient Visit Report
- Patient Satisfaction Score Report
- Patient Satisfaction Score Report for HMIS (Ranking of District Hospitals)
- Upload Visits CSV
- Share the Access
- IEC Materials

Sri Narasimha Raja (SNR) District Hospital Kolar
Monthly Report - Validity Analysis of Data, Mera Aspataal

Total no. of Facility Integrated 1   Jan 2020 to Dec 2020

Facility Name	Month	Total Patient Visits	Valid Visits		Total Invalid visits		Invalid Visit Date		Duplicate Visits		Invalid Phone		Duplicate Phone		IP OP Details		
		count a	count b	c= b/a*100	count d	%e = d/a*100	count f	%g = f/d*100	count h	%i = h/d*100	count j	%k = j/d*100	count l	%m = l/d*100	In-Patients	Out-Patients	Invalid Patient Type ID
	Jan 2020	16503	1959	12%	14544	88%	0	0%	0	0%	15997	96%	647	4%	1399	15104	0
	Feb 2020	20293	3173	16%	17120	84%	0	0%	0	0%	16231	95%	889	5%	1645	18648	0
	Mar 2020	20565	5268	25%	15597	75%	0	0%	0	0%	14333	92%	1264	8%	1504	19081	0
	Apr 2020	9948	7124	72%	2824	28%	0	0%	0	0%	1384	48%	1460	52%	842	9106	0
	May 2020	15721	11846	75%	3875	25%	0	0%	0	0%	1373	28%	1802	72%	1279	14442	0
Sri Narasimha Raja (SNR) District Hospital Kolar	Jun 2020	10153	7430	73%	2723	27%	0	0%	0	0%	877	32%	1846	68%	734	9419	0
	Jul 2020	8681	6068	70%	2613	30%	0	0%	0	0%	563	22%	2050	78%	966	7715	0
	Aug 2020	13620	9780	72%	3830	28%	0	0%	0	0%	1002	26%	2826	74%	1487	12133	0
	Sep 2020	13618	9563	70%	4055	30%	0	0%	0	0%	1230	30%	2825	70%	1370	12248	0
	Oct 2020	12990	9635	74%	3355	26%	0	0%	0	0%	927	28%	2429	72%	1249	11741	0
	Nov 2020	16302	12437	76%	3865	24%	0	0%	0	0%	1163	30%	2702	70%	1321	14981	0
	Dec 2020	17738	12953	73%	4785	27%	0	0%	0	0%	1939	41%	2846	59%	1336	16402	0
Total		176452	97206	55%	79106	45%	0	0%	0	0%	54599	69%	24587	31%	15415	161037	0