

Mera Asptaal

Ministry of Health and Family Welfare, Government of India has launched the “Mera Asptaal/My Hospital” initiative to empower the patients by seeking their views on Quality of experience in a public healthcare facility.

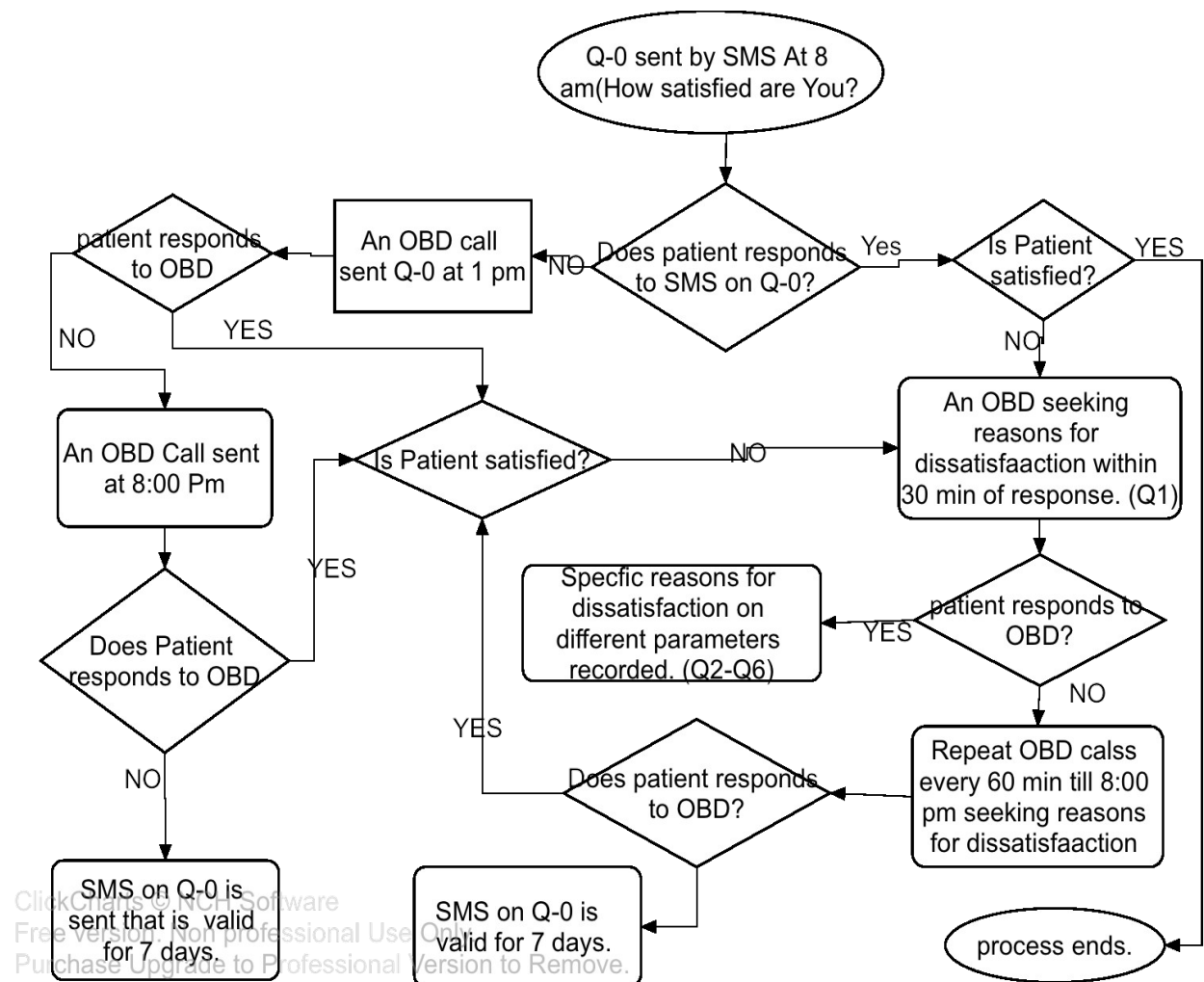
Hon’ble Union Health and Family Welfare Minister has launched My Hospital/Mera Asptaal on 29th August 2016. **Mera Asptaal/My Hospital** is a simple, and multi-lingual application that captures patient feedback in a very short time on the services received from public hospitals. It works through multiple communication channels, including Short Message Service (SMS), Outbound Dialling (OBD), a mobile application, and a web portal. The application allows feedback to be consolidated, analysed and disseminated on a frequently updated dashboard. Analysed data is used to improve quality of services in healthcare facilities. Thus the **My Hospital** allows patients to connect with the healthcare providers and policymakers and to have their opinion heard and acted upon.

Goals of Mera Asptaal/My Hospital application:

- Improve quality of care at healthcare facilities.
- Establish a patient-driven, responsive and accountable healthcare system.
- Establish an environment of healthy competition among providers to provide better quality services.
- Recognize top performing facilities, which will boost the morale of staff.

My Hospital is hosted on the National Informatics Centre (NIC) cloud of Government of India, and is integrated with the hospital information system at each facility. On any given day all integrated hospitals will share the demographics data (mainly mobile or landline number) of outpatients and inpatients (patients discharged on that given day) with Mera Asptaal (My Hospital) application.

Process Flow Chart of capturing feedback from patients:



Patients with smartphone and internet access can also choose to give their feedback through a mobile app (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>) or web portal (Webpage: <http://meraaspataal.nhp.gov.in>).

The collected data is synthesized and results made available to concerned officials responsible for the healthcare services through an online dashboard. The dashboard enables analysis of feedback at facility, district, state and national levels through colour-coded displays for ready visualization. Facilities are able to use the dashboard to access reports reflecting aggregate as well as different parameters vice results of patient feedback.

Based on the feedback, facilities are able to identify the gaps in delivery of health care services and take appropriate steps to traverse these gaps. The reports are also being made available to stakeholders at the district, state, and national levels to facilitate coordination of quality improvement efforts and to ensure that the health system is held accountable for acting on patient feedback.

For details refer: <https://meraaspataal.nhp.gov.in/>