

JAMMU & KASHMIR WEB PORTAL



Problem Statement

Planning process in the J&K State was being affected due to lack of updated information on human resources, public health infrastructure and facility performance. The State Mission Director decided to tackle this problem by making information available in one place which can be accessed by all program managers with a click of button. The Mission Director decided to hire local IT experts to solve this problem and design a Web Portal to provide access to health related information. The Department of Health J&K launched a web portal www.jkhealth.org in 2009 to record the service bio data of its doctors along with the complete details of the Health Institutions spread across the length and breadth of the State. The system also provides service delivery statistics on key parameters. The system evolved over a period of time and there are many functions available with the portal.

Program Description

The J&K Web Portal is locally developed application which provides facility to enter details of health institutions, human resources and service delivery performance of each facility. The system is being managed by one IT expert at the State Health Society level. Data on each of these parameters are reported by the respective Districts and data entry is conducted at the State level. After finalisation this data is then printed in the booklet form and is

distributed to each district/ block for district health planning, monitoring, and management. Following information is compiled in the JK Web Portal.

- I. On line service records of Doctors: The biggest strength of this system is to have complete information of doctors placed in different institutions in the State. The information includes their name, place of posting (Province/District-wise), stay duration at particular station, retirement age and date of birth etc. System enables search of individual doctor's data in the database. This has helped to have a transparent transfer policy in the department, to mobilize the manpower during the emergency situations and ensure the availability of the appropriate health care professionals at the remotest corner of the state. A decentralized mechanism for information updation has been put in the place whereby the Director Health Services (J) & (K) and the nodal officers have been issued instructions for editing and updating this information on day to day basis.
- II. Details of Health Institutions: The Portal also contains details regarding Health care infrastructure. The province-wise details of health delivery institutions like District Hospitals, Sub-District Hospitals, Primary Health Centres, Allopathic Dispensaries, Medical Aid Centres and Sub-Centres have been compiled. The link for searching institutions in any particular area has also been provided to make it user friendly.
- III. Details of performance parameters: The Institution wise performance details are also uploaded on the web portal on monthly basis. The website provides details of IPD, OPD, Surgeries, Deliveries, various tests / investigations and revenue generation.
- IV. In addition, the Web Portal also provides detailed information about the activities of the Directorate of Health Services (J) & (K), Directorate of Family Welfare, RCH & NRHM, Jammu and Kashmir State AIDS Prevention and Control Society, Directorate of ISM and Controller, Drug and Food organization. It also serves as a show case for the achievements of the department. Profile and contact details of each institution are also available in public domain through Web Portal.
- V. The other highlights of the portal include sections pertaining to health sector reforms, right to information act, Major projects related to the physical Infrastructure augmentation (New/upcoming), tenders, news, licensing norms, citizen charter, upcoming conferences/workshops, departmental directory, health education bureau, centrally sponsored schemes, policies (health/drug), important days observed in the

health department, and links to various other important websites. To make the portal more interactive 'feedback', 'complaints', 'suggestions' and 'contact us' forms have been devised to allow all the stakeholders to contribute towards making this website more useful and a vibrant media for interaction. The portal is being regularly updated. This initiative was well appreciated by Joint Review Mission, GOJ&K, MoHFW & GOI

Program Impact

The data on various parameters uploaded on the web portal has helped in data analysis, performance mapping with workload & availability of manpower. This has helped in identification of gaps in service delivery due to lack of human resource or other infrastructure. The web portal also helps in rational planning of the resources among facilities through performance review of indicators i.e. OPD, Admissions, Surgeries done, Institutional and other deliveries including LSCS, various investigations including Ultrasound, X-Rays ,ECG & Lab. Tests done, deaths, referrals, revenue generated and expenditure.

The database is used for Annual Professional Audit, where infrastructure and human resource gaps are identified and an action plan is prepared. Action plan also prioritises the gaps and allocates resources to fill those gaps immediately. With the help of J&K Web Portal the Annual Performance Audit has become powerful tool for performance review, monitoring, planning and management.

Scalability

The System has been successful in providing timely information to the administrators and program managers at all levels. The system requires limited resource inputs as it functions on very basic technology. As an individual system it has enabled state in documenting key information required for program management. The concept of putting information in one place/ integrated information can be replicated in other states where such systems are not present.