



IRIS-Corp
"Empowering People, Enhancing Performance"



Arogya Mitra

**OUR SUCCESS
STORIES**



About

Arogya Mitra project, under the aegis of Ayushman Bharat - Pradhan Mantri Jan Arogya Yojna (AB-PMJAY), aims to improve access to quality in-patient care and day care surgeries for the poor and vulnerable through a network of Empanelled Healthcare Providers.

Trained and certified Arogya Mitras act as facilitators in empanelled hospitals to provide support in beneficiary verification, authentication, query management, grievance redressal, and handling emergency cases. Arogya Mitras are the backbone of the scheme as they are comprehensively trained in software use, patient registration and interaction.

Healthcare Sector Skill Council (HSSC) is at the forefront of training and certifying facilitators for Arogya Mitra Project. It follows Government guidelines in the structuring, monitoring, assessment, and implementation of the project.

Challenges

Arogya Mitra Project required skilling of a large number of facilitators over a short span of time. IRIS-Corp was invited to participate in the activity and make it both efficient and effective. The following issues had to be resolved in order to fulfill these objectives:

1. How to organize and conduct online assessments on a large scale?

Until then, the traditional Pen & Paper mode of assessment had been in force. This was time-consuming, inflexible, non-scalable, labor-intensive, and could not cover all aspects of evaluation due limited range of questions available during assessment.

2. How to create uniform assessment protocol for successful coordination and assessment?

The shift to online assessment mode had to be designed and implemented quickly and effectively without dilution of or deviation from set parameters. The groundwork had to be arranged and executed in a manner that kept all essential factors and resources - human and otherwise - in mind. It was equally important to widen the range and scope of questions to make the assessment holistic.

Solutions

IRIS-Corp is an seasoned assessment body with rich and varied experience in effective planning and operations of the assessment process as well as end-to-end execution of the same. It also has hand-on experience of both Pen & Paper and Online assessments.

Therefore, IRIS-Corp was taken on board by Healthcare Sector Skill Council (HSSC) to plan, monitor, and execute the shift of assessment from manual to digital mode. It was also given the responsibility of conducting assessments and follow up activities.

IRIS-Corp put the following in place to fulfil the mandate it had been given:

1. Identified, trained, and deployed suitable Field Assessors to conduct online assessments.
2. Provided proper and in-depth orientation to both Field Assessors and Candidates by creating separate "Orientation Videos" for both of them. This helped in familiarization with and better understanding of the assessment process.
3. Devised a uniform and efficient PAN India delivery mechanism to provide tablets for assessments.
4. Reached out to several Subject Matter Experts (SMEs) in order to create a large pool of valid and logical questions for online assessments. The availability of plentiful and wide-ranging questions aimed at better overall evaluation of the test taker.
5. Created an elaborate dashboard and ensured results were calculated and uploaded within the challenging TAT of 78 hours.

Verdict

IRIS-Corp was the torch-bearer in the modernization of the assessment process of HSSC. For the first time, assessments were conducted successfully and in a short time through a safe and secure online platform. The flexible nature of the platform and customized services helped conduct assessments with ease and efficiency. Not just that, it also ensured a better evaluation of each test taker thus ensuring certification of suitable candidates. The process was further improved by IRIS-Corp's tech support team, which provided solutions at every step of the way.



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IRIS CORPORATE SOLUTIONS PRIVATE LIMITED

Building No. 81, Sector-44,
Gurugram, Haryana - 122003, India.
Tel. : +91-124 4402 400



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For corporate enquiries, please write to bd@iris-corp.com