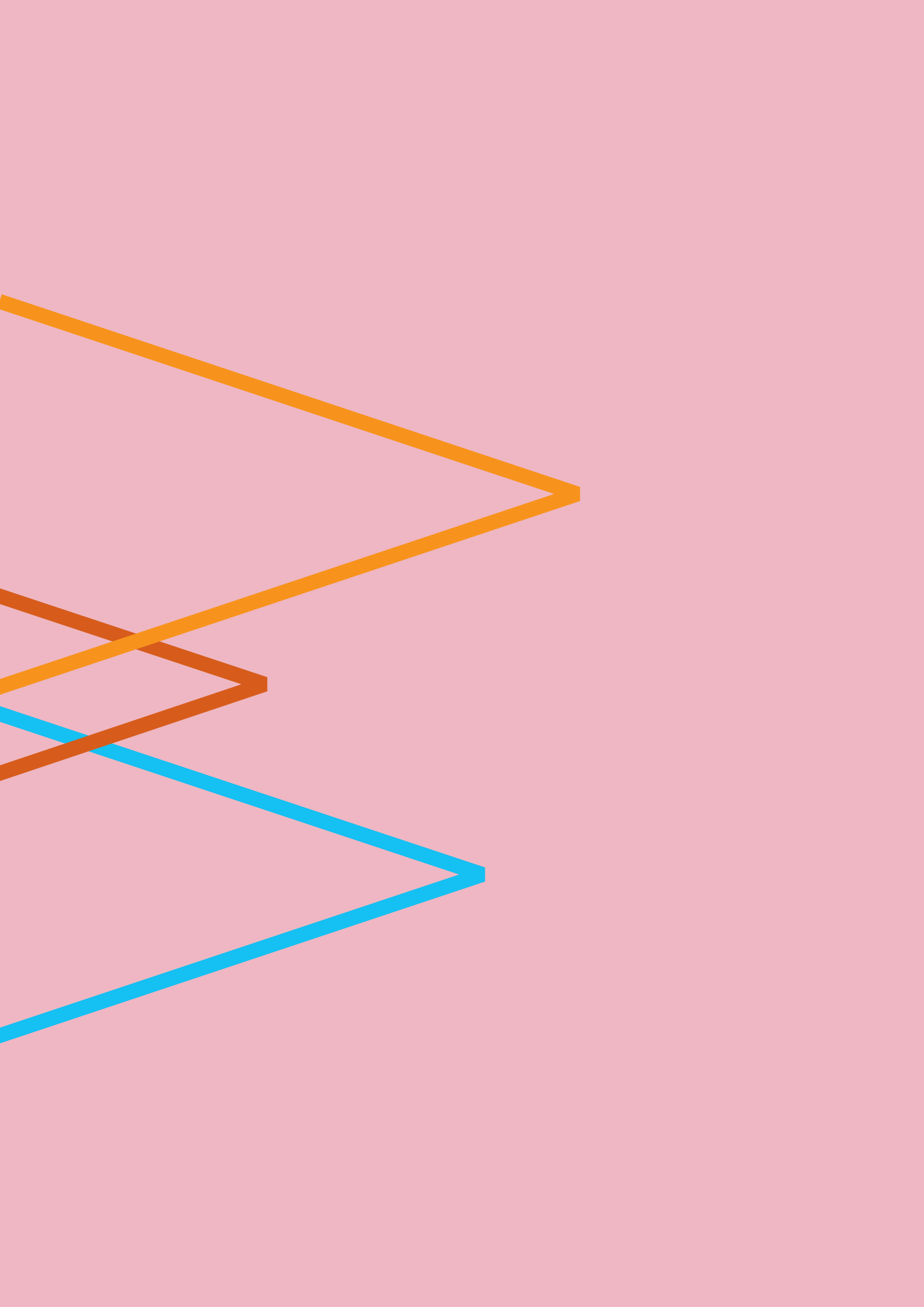




ACTIVITIES UNDERTAKEN UNDER **AFFORDABLE QUALITY HEALTH (AQH)**



ABOUT **AFFORDABLE QUALITY HEALTH**

Affordable Quality Health (hereinafter referred to as AQH) is not for profit section 8 company established with an objective to undertake research, implementation and knowledge transfer in health systems, including process improvement and health care delivery in India. It also carry forward knowledge, databases and academic courses in model institutions of medicine, public health, nursing, management and social sciences.

ABOUT **INORDER-THE HEALTH SYSTEMS INSTITUTE**

InOrder, a unit of AQH, works towards strengthening health systems through thought leadership, knowledge sharing, capacity building, and technical support so that policy makers, healthcare provider and payer systems, and the public at large are better equipped to sustain good health at lower cost.

ROLE OF INORDER IN **HEALTH SYSTEMS STRENGTHENING**

As a national-level think tank and training institute, InOrder, serves the country's unique set of healthcare challenges using health systems thinking, leveraging local and global expertise. At InOrder, have adopted a people-centered health systems schema for organizing our works. We focus on each of the five subsystems of health, namely Governance, Provider System, Payer System, Public Health System, and Health Information.

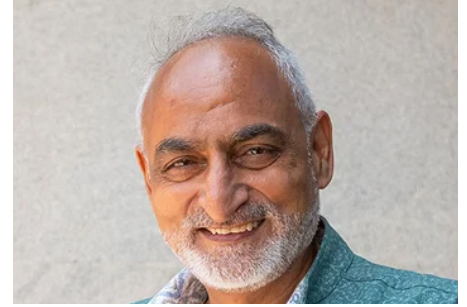
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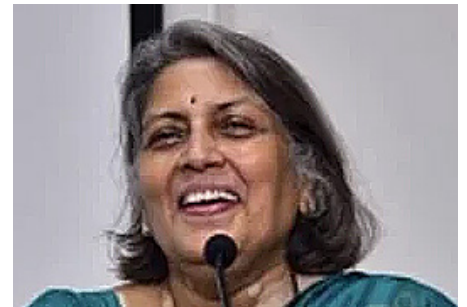
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FROM THE DIRECTOR



> Dr. N. Krishna Reddy
Director

India's health challenges remain complex, deeply contextual, and interconnected. Addressing them requires more than isolated interventions. It calls for a systems lens that places people, institutions, and evidence at the centre of change. At Affordable Quality Health (AQH), and through our health systems institute, InOrder- The Health Systems Institute, this belief continues to guide our work.

The initiatives outlined in this report reflect a common thread: strengthening health systems by working across governance, service delivery, financing, public health, and health information- while remaining grounded in real-world contexts. Whether it is engaging tribal communities in northern Telangana through participatory action research, advancing digital health adoption under national missions, strengthening health literacy to address the growing burden of non-communicable diseases, or building future-ready capacity through education and global collaboration, each effort contributes to a larger, unified purpose.

Our work with tribal communities is posited to demonstrate the importance of co-creating solutions that respond to social, environmental, and cultural determinants of health. Our engagement on digital health and universal health coverage underscores the need to balance technological ambition with institutional readiness, workforce capability, and equitable access. Similarly, our focus on health literacy and capacity building reflects a conviction that resilient systems are sustained not only by policies and platforms, but by informed communities and capable professionals.

InOrder's role is deliberate and long-term. As a national think tank and training institute, we aim to bridge the gap between policy and practice, translating evidence into action, supporting institutions to implement and adapt, and building knowledge that can be scaled and sustained. Convenings such as the Global Learning Collaborative for Health Systems Resilience, and partnerships with academic institutions, reinforce our commitment to shared learning and collective progress, both within India and globally.

The ultimate motive behind all our efforts is clear: to contribute to health systems that are affordable, high-quality, equitable, and resilient: systems that can respond to today's needs while preparing for tomorrow's uncertainties. This report is a reflection of our continued pursuit of that goal.

I extend my gratitude to our partners, collaborators, advisors, and teams whose dedication makes this work possible. As we move forward, we remain committed to strengthening health systems through thoughtful research, practical implementation, and sustained capacity building, always with people at the centre.

Dr. N. Krishna Reddy

Director
Affordable Quality Health (AQH)
& InOrder - The Health Systems
Institute

PROJECTS IN 2024-25



STRENGTHENING PRIMARY HEALTHCARE THROUGH PARTICIPATORY ACTION RESEARCH IN A **TRIBAL DISTRICT OF NORTH TELANGANA (SPH-PAR)**

Partner: **Vijayvahini Charitable Foundation (VCF)**
Status: **Ongoing (July 2024-August 2025)**

In partnership with Vijayvahini Charitable Foundation (VCF), an initiative of Tata Trusts, the “Strengthening Primary Healthcare through Participatory Action Research (SPH-PAR)” project focuses on addressing social, environmental, and financial determinants of health among tribal communities in northern districts of Telangana. This 14-month initiative will use Participatory Action Research (PAR) to directly involve communities in identifying their healthcare needs and co-developing intervention models to strengthen primary healthcare delivery.

PROJECT PHASES:

Phase 1:

PAR will be conducted in Bhadradi Kothagudem, followed by research in the districts of K.B. Asifabad, Mulugu, Mancheri, and Jayashankar Bhupalpally.

Phase 2:

Development and piloting of prototypes to address gaps in primary healthcare delivery.

The team collaborates closely with the Indigenous Development Organisation (I-DO) and engages with district officials, from organisations such as Integrated Tribal Development Agency (ITDA), Bhadrachalam, to ensure alignment with local health priorities and strategies.

This initiative marks a significant step towards strengthening primary healthcare systems and improving health outcomes for tribal communities in Telangana through community-driven, evidence-based solutions.



JOINT EFFORTS TO STRENGTHEN DIGITAL HEALTH AND **UNIVERSAL HEALTH COVERAGE IN INDIA**

Partner: **National Health Authority (NHA)**
Status: **Ongoing (July 2022-July 2025)**

InOrder (Under AQH) undertook comprehensive implementation research to identify the challenges and critical factors influencing the adoption of Digital Health initiatives, specifically through pilot microsites for the Ayushman Bharat Digital Mission (ABDM). This research provides valuable insights into the barriers and enablers of digital health adoption and outlines strategies for scaling these initiatives across various states and private sector programs. The primary objective of this project is to establish collaboration in the areas of implementation research, capacity building, technical support, stakeholder advocacy, and public awareness under government initiatives and missions including Ayushman Bharat Digital Mission (ABDM) and Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY)

INITIATION CHALLENGES:

- **Institutional Readiness:**
Both the public and private sectors face limited readiness for digital health implementation. Additionally, there is a significant digital maturity gap between rural and urban populations, with notable variations across states.
- **Digital Infrastructure:**
There is an urgent need for increased funding to address gaps in digital infrastructure and to upgrade systems to support interoperable applications, essential for the widespread adoption of digital health solutions.

IMPLEMENTATION BARRIERS:

- **Private Sector Engagement:**
The lack of incentives for the private sector and insufficient guidance for smaller healthcare facilities in meeting infrastructural compliance are key barriers to progress.
- **Staff Resistance and Skill Gaps:**
Resistance from healthcare staff towards digitization, coupled with significant gaps in digital health skills, poses a major challenge. A diverse range of stakeholders requires tailored approaches for effective implementation.

SCALING STRATEGIES:

- **Sustainable Investment:**
For digital health reforms to succeed long-term, planned and sustained investment is crucial.
- **Health Worker Adaptation:**
Strategies to address resistance and enhance digital health skills among health workers are essential for integrating digital health solutions into care delivery.

The research will continue to evolve, focusing on adoption strategies across different states and exploring private sector involvement. It will place a strong emphasis on overcoming the identified challenges and advancing digital health readiness, infrastructure, and skills across the health ecosystem.

NON-COMMUNICABLE DISEASE (NCD) **HEALTH LITERACY** INTERVENTION IN CHHATTISGARH

Partner: **State Health Resource Center, Chhattisgarh**

Status: **Ongoing (January 2024- January 2026)**



In March 2024, Affordable Quality Health (AQH) launched an Impact Assessment of Health Literacy Intervention in the Non-Communicable Disease (NCD) Program in Chhattisgarh. This project is designed to address the escalating burden of NCDs by enhancing health literacy, equipping communities with the knowledge and awareness needed to prevent, manage, and mitigate the impact of these diseases.

NCDs remain a formidable global health challenge, straining public health systems and claiming lives at an alarming rate. In India, approximately 5.8 million people succumb to NCDs- including heart and lung diseases, stroke, cancer, and diabetes- underscoring the gravity of the crisis, with one in four Indians at risk. In Chhattisgarh, NCDs contribute 53.82% of total DALYs (Disability-Adjusted Life Year), signifying a substantial health burden. Through strategic partnerships, technical expertise, and mobilization of knowledge resources, AQH is committed to driving meaningful change across the state through targeted health literacy interventions.

The primary objective of NCD Health Literacy Project is to empower individuals and communities, enabling them to make informed health decisions and actively participate in NCD prevention and risk management. Monthly community awareness sessions are conducted in intervention villages, facilitated by trained community health facilitators.

These sessions focus on critical areas of health promotion, including hypertension, diabetes, oral cancer, breast cancer, and cervical cancer. Each thematic focus is accompanied by carefully designed interactive activities that engage participants, fostering a deeper understanding of risk factors and effective disease management strategies. By integrating participatory learning, this initiative strengthens community involvement, making health literacy both accessible and impactful.

Through this project, AQH aims to elevate the general knowledge, awareness, and health practices of community members by imparting actionable health literacy. By simultaneously building the capacity of healthcare providers and fostering community engagement, the initiative strives to create a sustainable, scalable model for health literacy- one that can be replicated in other regions, amplifying its long-term impact.

CONVENING THE 3RD ANNUAL CONCLAVE FOR GLC4HSR IN INDIA

Status: **Ongoing (Event in March 2025)**



InOrder continued to play a key role as the India convener of the Global Learning Collaborative for Health Systems Resilience (GLC4HSR). In March 2025, InOrder participated in the 3rd Annual Conclave, as co-hosts, which brought together policymakers, practitioners, researchers, and development partners from across the globe.

The conclave served as a platform to exchange insights on strengthening resilience in health systems, with discussions spanning pandemic preparedness, digital health adoption, integrated primary care, and financing for resilient health systems. InOrder facilitated India's contributions to the dialogue, highlighting lessons from ongoing state-level initiatives and fostering cross-country learning opportunities.

This engagement reinforced InOrder's commitment to advancing health system resilience in India while contributing to the global knowledge base and collaborative action.

DEVELOPING RESEARCH AND **TRAINING PROGRAMS**

Partner: **Chitkara University Punjab**

Status: **Ongoing (October 2020 – September 2025)**



InOrder, (under AQH), in partnership with Chitkara University, continued to deliver the Health Informatics Course for MBA students in Healthcare Management. Designed as a 30–36 hour annual course, the program

equips students with essential knowledge in areas such as the role of health informatics in providers and payer systems, IT in hospital departments, healthcare governance, and the documentation and information requirements of healthcare

systems. To date, three batches of students have successfully completed the course, strengthening future healthcare leaders' capacity to integrate digital health solutions into practice.

ADVANCING HEALTH SYSTEM STRENGTHENING **THROUGH** **CAPACITY BUILDING**

Partners: **KIIT School of Public Health (KSPH) and ACCESS Health International**
Status: **Ongoing (June 2023-June 2026)**



InOrder, along with ACCESS Health International and Affordable Quality Health, entered into a partnership with KIIT School of Public Health in 2024 to strengthen technical expertise and capacity development in health systems. The collaboration focuses on short- and long-term programmes that equip professionals and institutions across India and developing countries to address evolving health system challenges.

Under this partnership, the partners seek to:

- Offer joint certificate and diploma programmes (six months to one year) in areas such as health insurance, health informatics, quality management, supply chain management, and health analytics, with joint marketing to maximize reach and participation.
- Deliver targeted public health programmes for State Health Missions in central and eastern India, focusing on leadership, quality management, supply chains, integrated disease surveillance, and data analytics, leveraging support from CSR partners, grants, and state-level agencies.
- Launch short-term virtual programmes in quality management and supply chain management to build awareness and demand.
- Host annual workshops at KIIT to strengthen capacity-building and stakeholder engagement.
- Facilitate student internships at ACCESS Health and Affordable Quality Health projects, ensuring alignment with research and implementation needs.
- Collaborate with State Health Missions, Ayushman Bharat Digital Mission, and other state-level agencies to design and deliver new research and training opportunities.
- Undertake a state-level pilot of the Health System Resilience Assessment Tool in Odisha.

This partnership is a sustained effort to strengthen health systems through education, research, and collaborative programme delivery.

WORKING TOGETHER FOR HEALTH SYSTEMS STRENGTHENING

The work captured in this report represents ongoing efforts to strengthen health systems through evidence, partnership, and people-centred design. It also reflects an invitation.

As health systems navigate rising disease burdens, digital transformation, and growing inequities, collaboration across sectors and disciplines is essential. InOrder seeks to work with partners who share a commitment to translating ideas into action and building solutions that are contextually grounded and scalable.

Together, we can move beyond isolated interventions toward health systems that are prepared, responsive, and inclusive.



ACTIVITIES UNDERTAKEN UNDER



AFFORDABLE QUALITY HEALTH (AQH)

Contact Us

For more information, please write to us at admin@inorder.in
www.inorder.in

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