



# **DIGITAL NERVE CENTER**

**KOLAR, KARNATAKA**



“With close to 20% of the world population living within its geographical boundaries, India faces an extraordinary challenge when it comes to delivering healthcare to all its citizens. “Health for All, Health Everywhere” is a mission at Government of Karnataka that has been proactive in implementing Programmes to provide easy, accessible and affordable healthcare services to its people. Aimed at improving the reach and effectiveness of schemes and Programmes in the health sector, Government of Karnataka has launched a new initiative called the Digital Nerve Centre (DNC) as a collaborative effort of Government of Karnataka. DNC aims to improve access to healthcare by improving facilities in primary health centres and with the use of ‘telemedicine’ to provide medical care from specialists. By linking local centers to this regional hub via video facilities, access to specialist care is spread much more widely and that too at a very low cost. This means, for example, world-class oncologists examining a patient remotely – assessing their tests results and advising local doctors of the next steps for treatment and care. Patient records have been digitised so that they can be accessed by specialist teams anywhere. This means that the right people can see the right records at a moment’s notice. This streamlining saves time and resources and has the potential to transform the healthcare experience – especially for those with low incomes who have often struggled to get high-quality health care.

### OBJECTIVES

- ENHANCING HEALTH CARE AVAILABILITY.
- MAKING HEALTH CARE AFFORDABLE.
- EASE OF ACCESSING HEALTHCARE.

The Tata Trusts and M/s TCS Ltd. have collaborated with Govt. of Karnataka in this exciting initiative. While Tata Trusts/TCS have provided support for digital infrastructure and software platform for the centre, the State Government has provided manpower to staff the center and deliver the services. Accredited Social Health Activists and Auxiliary Nursing Midwives are the backbone of this project. Set up at Kolar, the DNC shall coordinate the health care of as many as 14 million families in the area and serve as a model of health care delivery.

A Command Center has been set up in the District Head Quarters at District Health Officer’s office premises. The Command Center seamlessly links Sub-centers, PHCs, CHCs and Taluk General Hospital of the district with each other. DNC uses the existing manpower at the ground level, starting from ASHA workers to senior professionals to accomplish its aim of providing high quality health care services under one roof without any additional burden to the exchequer.

Digital Nerve Center is running successfully in the district in the form of Health and Wellness Centers at the ground level and a sophisticated Command Center as a bridge between all nodes.

### OUTCOMES

- Assured access to schemes under Ayushman Bharat - Arogya Karnataka
- Increased capacity utilization of Primary Healthcare Centers
- Reduction in patient movement to district hospital
- Progressive digitization of patient medical data
- Effective referral mechanism
- Access to specialty care through remote consultation at all PHCs
- Effective communication and messaging
- Effective monitoring of the healthcare delivery
- Standardization and optimization of processes as necessary
- Augment all govt. related Programmes and schemes
- Increased utilization of mother child care services
- Better management (referral, follow up, drugs and diagnostics) for non communicable diseases (Diabetes, Hypertension, Cancer, Thyroid Etc.)
- Better management (hand holding, coordination, counseling and follow up) of mental health patients

