

Digital Innovations in Routine Immunization and Implementation Challenges in a Primary health care setting: Reg No: 16

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ABSTRACT

Introduction: U-WIN, a newly developed digital platform, designed to streamline beneficiary registration, real-time vaccine tracking and session management launched in 2024 but is facing implementation challenges. **Objectives:** To identify the advantages of using U-WIN platform and explore the challenges faced in implementation of U-WIN for RI from health care providers perspective in selected government health facilities in East District of Delhi. **Study Design:** Qualitative research. **Study Area:** UHTC Kalyanpuri, field practice areas under the Dept of Community Medicine, East Delhi from July –Dec 2024. **Study population:** Key informants who held roles critical to the planning, coordination, or delivery of immunization services at the selected health facility levels— District Immunization Officer (1), Vaccine Cold Chain Manager (1), MO (2)Resident doctors (4), Public Health Nurse (1), DEO (1), 4 ANMs &12 ASHAs **Results:** Login related Issues -Adhaar cards often not available Mismatch in Phone Nos shared by patients and Adhaar-linked numbers (Now-Edit profile option). Time consuming process- as OTP is not received on time 20-30% of time Encountered Technical glitches & server issues 2-3 times/month. Duplication in record keeping – information is entered at multiple places (physical registers, MCP cards and on U-WIN Platform) increasing workload. ASHAs are already overworked & connectivity issues in the outreach sessions. Recommendations there is a need for more hands-on training and technical support for smooth functioning of the U-WIN portal. Need for physical registers needs to be reassessed.

KEYWORDS