SADM
Software for Assessment of Disability, Maharashtra

Agenda

- Background
- About SADM
- Objective & Need
- Workflow & Modules
- Features
- Challenges
- Benefits
- Statistics
- Feedback from End users

Background

- At present disability evaluation in India is needed to award compensation, stipends, employment, conveyance allowance, travel concessions, tax-deduction benefits, admission to various courses etc. to the disabled

- The Social Justice and Special Assistance Department is entrusted with the welfare of such persons. These people are identified by means of Disability Certificates.

- In Maharashtra, the issuance of Disability certificates is the responsibility of PHD (Public Health Department) and DMER (Department of Medical Education and Research).

Background Contd.

- Disability Certificates
  - The Disability Certificate is a document that acts as a proof of disability of an individual and an important tool for availing the benefits / facilities / rights that he/she is entitled to, from the Central as well as State Government
  - A Medical Board of three doctors including one specialist from Medical Department examines the disabled person and issues the disability certificate in case of 40% or more percentage disability
  - Disabilities are categorized into 5 types i.e.
    (i) Visual impairment
    (ii) Hearing impairment
    (iii) Physical/Locomotor
    (iv) Mental retardation
    (v) Mental illness

About SADM

- Web-based software application that allows for a scientific assessment of disabilities
- Assessment based on methods and formulas prescribed in the Gazette 2001 , Govt. of India
- Used for issuance of Disability certificates in Maharashtra

Objective

- Objective
  - ➢ To bring in transparency and objectiveness in calculation of the Disability percentage
  - ➢ To minimize the subjectivity and discretion element of Doctors during assessment.
  - ➢ To have a standardized process and format of Disability certificates

- Need
  - ➢ people take undue advantage of the benefits reserved for PWD's (Person with Disability).

Workflow & Modules

- There are Five Modules
  1. Visual Impairment
  2. Hearing
  3. Physical
  4. Mental Illness
  5. Mental Retardation
- The entire Workflow is divided into two parts
  a) Patient Registration

     After capturing personal details like name, address, photo etc a unique 13 digit Token id is generated)
  a) Doctors Assessment

     Certificate generation after entering assessment parameters
- Doctors enter only parameters of the patient, following which the software automatically calculates the percentage of disability

Features

- Photo Capture through webcam feature
- UID integration – SMART form
- Administrator Console having rights to add hospitals, operators, doctors, view patient details etc
- Scanned Documents/reports upload feature
- Hold Assessment option –Doctor can hold an assessment if he/she feels that the patient needs to undergo some other tests/investigation
- View Certificate Feature by just entering Token id of patient
- Civil Surgeon Console with Admin rights Feature

Challenges

1. Duplications
   - *A person who was not happy with his disability percentage given in one Hospital, would go to some other Hospital and get another certificate according to his will.*

2. Bogus Beneficiaries
   - *There was no way to verify whether a person is a genuine or a bogus person.*

3. Scattered records/ No central repository
   - *The entire process was manual and the records for every Hospital were kept in the respective hospitals registers.*

4. Lack of standardization
   - *The process of Checkup & certificates were different for different Hospitals.*

5. Subjectivity and Doctors discretion in assessment
   - *Doctors would ascertain the disability of the person based on their discretion most of the times. There was Lack of awareness on GOI guidelines.*

Post Implementation Benefits

1. Scientific assessment
   - *Scientific assessment of degree of the disability is done on the basis of methods and formulas prescribed in the Gazette 2001 issued by the Ministry of Social Justice and Empowerment, Govt. of India.*

2. Duplication check
   - *Applicant once registered/issued certificate from one hospital cannot go to other hospital for re assessment. He is flagged.*

3. Bogus beneficiaries check
   - *A person whose disability comes out to be less than 40 % , automatically gets a rejection Note.*

4. Centralized database
   - *Now Centralized database of all Disabled people is maintained. Centralized database of Doctors/Specialists in the state who are part of any Medical Board is maintained.*

5. Increased Transparency and tracking
   - *Doctors name, Designation & Registration No. is printed on the Certificate.*

6. Real time reports
   - Reports are available at a click of a mouse

Figures & Facts

Statistics

- Around 41k applications registered
- Around 32k certificates given
- 42 hospitals registered
- Name, Registration no & Designation of more than 600 Doctors have been maintained
- Around 14 % rejection notes given

Major Achievements of Project:

- Won Bronze medal in State eGov Awards 2013
- Featured in July 2013 issue of PC Quest as a Case study.
- GOI has agreed to replicate the model for other states

Sustainability & Adherence

Project Sustainability:

- Adequate training provided at field levels
- Infrastructure is made available
- GR's and circulars have been issued
- Maintenance and support provided for any enhancements
- Commitment and will from Medical fraternity

Adherence to eGov Policy :

- Website Bilingual-Marathi and English
- Hosted at State Data Centre
- Adherence to eGov Policy of state and guidelines like W3C, GIGW.
- IPR with State Govt.

Patient feedback

The online process was very simple I got the certificate on the same day.

The online process has removed the hassles of getting a disability certificate.

The Doctors were very supportive. I was given a Token number and then Doctor asked few questions and I got the certificate.

Doctors feedback

Dr. S. Nisale
Asst. Director,
DHS

Previously, we used to call every Hospital, get data and then collate the state wide information for reports. Now real time figures are available at a click of button.

Dr. Mahesh Chowdhary
Medical Officer, Orthopaedics
AIIPMR, Mumbai

The online process has removed the hassles of manual entry and calculation. Since the software automatically calculates the output, doctors job has become simple.

Dr . Deshmukh
Ophthalmic surgeon,
Thane Civil Hospital

Because of the online system the process has become streamlined and has been very useful in record search and accountability.

Thank You