

B. HMIS Implementation : In tandem with Scan & Share, the state focused on rapid onboarding of facilities that were providing clinical services but lacked digital infrastructure. A strategic partnership was formed with:

- NIC's eHospital NextGen HMIS
- CDAC's eSushrut HMIS platforms.

Targeted Healthcare facilities

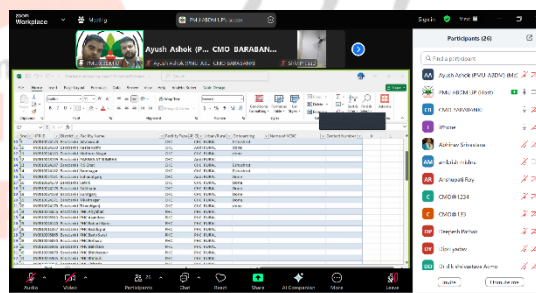


Key Interventions:

- Identification and prioritization of non-digitized but clinically active facilities.
- Activation of registration to OPD workflows through HMIS platforms.
- Training on modules including Manav Sampada-HPR, LIS, e-prescription.
- Integration with LIS, EMR, pharmacy, and PHR systems.
- On-site handholding and activation support across all districts.
- Phase wise onboarding of Health Facilities to ABDM enabled HMIS.
- Continuous coordination and digital readiness assessment by State PMU.



Onboarding of Hospital to eNexGen HMIS HMIS



Baranbanki Phase 2 Onboarding

Human Resources :

- **Existing Resources:** Registration clerks, hospital administration staff, facility-based IT staff.
- **NewAdditions:** Dedicated ABDM Nodal Officers

Technical support team at the State PMU Consists of [Project Managers (IT), Security Officers, HMIS Experts, Analysts, Registry Officers & Divisional Coordinators]



Team Deployment



Team Work

Capacity Building Strategies

- District-level and onsite training on all digital modules.
- Peer learning facilitated via moderated WhatsApp groups.
- Capacity enhancement of DEOs, and registration desk staff
- Hands-on demos & digital activation support at identified facilities.
- Using real-time dashboard for onboarding progress & issue tracking.
- Daily virtual training sessions are conducted to continuously onboard & update staff across all districts, ensuring consistent handholding and troubleshooting support.
- Conducted YouTube Live sessions under the “Shukravar Ki Shaam” initiative to bridge knowledge gaps among healthcare providers. This series leveraged YouTube interactive accessible learning experiences for medical and paramedical staff.
- IEC dissemination through posters, digital media & community channels.
- Training integration with platforms like “Manav Sampada” for seamless HPR onboarding.
- Organized a **Partners’ Consultation Meeting on Digital Integration and Demonstration** (27th December 2024) to bring together stakeholders including UNICEF, UNDP, EY, PATH, ACCESS Health, & others. The event served as a collaborative platform to review progress, share innovations & reinforce convergence for digital health transformation in Uttar Pradesh.
- Regular reviews and strategic guidance by **Smt. Ritu Maheshwari, IAS, State Mission Director**, significantly strengthened capacity-building efforts and **accelerated on-ground implementation.**



Capacity Building Session



District level review meet



Ayushman Bharat



Visit Based Hand Holding Support & Training



District wise daily virtual training



Gorakhpur Visit



Partner Consultation Meet

Evidence of Effectiveness:

- **81+ crore ABHA addresses & 13.59+ crore ABHA account created** statewide till date.
- **2.27+ crore OPD tokens generated** via Scan & Share module till date.
- **6.21+ crore health records linked** with ABHA till date.
- UP consistently ranked **among top 10 nationally** for Scan & Share.
- Recognition of facilities like **District Combined Hospital Gautam Buddha Nagar** as model ABDM digital hospitals by NHA.
- Appreciation letters received from **NHA and ACEO** for outstanding digital performance by SRN Prayagraj, LBRN Lucknow, and TB Sapru Hospital.
- ABDM-UP's efforts were acknowledged in national health forums and social media through features, awards, or retweets by NHA officials.
- High visibility and public awareness through official [LinkedIn](#) & [Twitter @jdabdmup, @up_ayushman](#) accounts.

Appreciation by NHA

Congratulations !!

District Combined Hospital, Gautam Buddha Nagar

on ranking as
• Top-performing ABDM facility
• Excellence in Scan & Share, e-prescriptions, HPR digital transformation.
• Model Facility for digital health adoption

[@ABDMUP](#) [@upayushman_digi](#) <https://abdmupdsdm.in/>

Letter from NHA dated 27th March 2023, congratulating the team for their service to provide OPD registration to patients. It mentions the high number of OPD tokens generated and the successful implementation of the Scan & Share module. The letter is signed by Dr. Bhanu Prasad, Director, NHA.

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Ayushman Bharat

9 UP hospitals figure among top 10 in India

Made State's Health Services No. 1: Dy CM

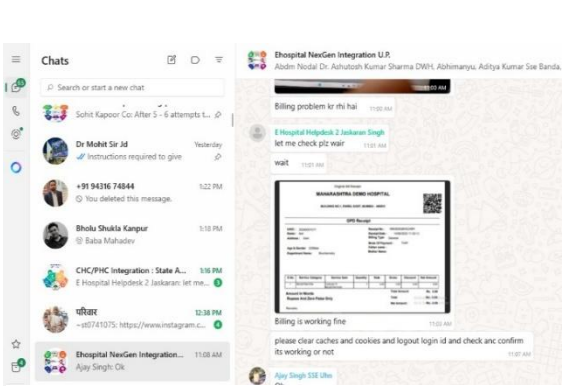
TOP 10 HOSPITALS IN CATEGORY

Hospital	District
Ursula Horsman Memorial	Kanpur
M Kasiram Combined Hosp	Kanpur
Lok Bandhu Combined Hosp	Lucknow
Taj Shadur Sagar Hospital	Prayagraj
Babu Ishwar Sharan Hospital	Gonda
District Hospital (men's)	Azamgarh
District Hospital (men's)	Gorakhpur
AIIMS	Raipur (Chhattisgarh)
Motilal Nehru Med College	Prayagraj
Balrampur Hosp	Lucknow

Lucknow: The health department of Uttar Pradesh has got a major feather in its cap. According to the Union ministry of health and family welfare ranking based on a scan and share model of government hospitals across the country, nine hospitals of UP have got a place in the top ten hospitals. The QR code-based 'scan & share' OPD registration service allows patients to scan the hospital's unique QR code with their mobile phone and share their profile details of the joint effort by all of us. "We have made the state's health services number one in the country," he said. Only AIIMS located in Raipur of Chhattisgarh has got a place in the top ten list of this ranking released recently, said a government spokesperson. All other hospitals are from UP. These include UHM Hospital (Kanpur Nagar), Kanshi Ram Joint Hospital (Kanpur), LBHN Hospital (Lucknow), Taj Bahadur Sagar Hospital (Prayagraj), Babu Ishwar Sharan district hospital (Gonda), district men's hospital (Azamgarh), district men's hospital (Gorakhpur), Motilal Nehru, Divisional Hospital (Prayagraj) and Balrampur Hospital (Lucknow). "The state is on the way to become a perfect state. The quality of health services is continuously improving. One district-one hospital scheme is showing positive results. People are being provided health facilities in their home districts only. The state is running on the path of development. This is the reason why all the investors from the country and the world are coming here. The foundation of hospitals is also being laid based on the PPP model. Providing high quality health services to the common man is our topmost priority," the deputy CM said.



Appreciation by NHA in top 3 Performer



Peer Learning through What's app Groups

Topped among 10 national performers in Scan & Share

Zero-Cost Implementation

- The entire digital onboarding, training & implementation process was carried out with **zero additional cost** to the state.
- A dedicated ABDM Uttar Pradesh state website (<https://abdm.upsdhm.in/>) was also developed at **zero cost**, leveraging in-house resources and technical coordination.
- Existing State PMU resources, virtual platforms & facility infrastructure were efficiently utilized.
- This approach ensured maximum impact, scalability, and sustainability without incurring new financial liabilities.

Challenges & mitigation strategy:

Challenge	Mitigation Strategy
Change resistance from hospital staff	Conducted regular sensitization workshops & on-ground demos
Infrastructure limitations (Wi-Fi, tablets, PCs, Laptops, Scanners, Printers, DG & etc)	Phased facility assessment & provisioning through state/district health society
HFR duplication issues	Initiated deduplication protocols & coordination with NHA HFR team
Inconsistent record linkage	Strengthened validation layers within HMIS-ABDM APIs and ensured audit trail reviews

Scalability:

- Initiated from 1 Health facility i.e KGMU to Currently **792** Public Health Facility.
- Already expanded to district hospitals to CHCs, PHCs, SCs & Special hospitals.
- Expanding to private facilities as well using ABDM-certified EMR solutions in collaboration with other developmental partners & Interface agencies.

Practices & Lessons Learned:

- Change management is critical — early sensitization and local champions eased digital adoption.
- Peer learning is powerful — leveraging KGMU’s model expedited district-level onboarding.
- A modular and phased activation approach ensured smoother transition for digitally naive facilities.
- Real-time support and feedback loops built through WhatsApp groups and dashboards enabled fast issue resolution.
- Public and professional association endorsements significantly boosted awareness and uptake.

Way Forward:

- Conducting regular Health Facility Assessments to evaluate digital adoption maturity using a standardized checklist. This will help track progress, identify gaps, and enable targeted support for underperforming facilities.
- Continue expansion to private hospitals and rural PHCs using ABDM-certified digital tools.
- Develop a state-wide audit framework to monitor data quality and ABHA linkages.
- Integrate AI/ML based analytics into HMIS for predictive care and resource optimization.
- Institutionalize periodic refresher trainings and digital health literacy campaigns.

Leadership and Governance

The proactive leadership of **Smt. Ritu Maheshwari, IAS, State Mission Director**, proved to be a cornerstone in ABDM-UP’s success. Through routine progress reviews, policy-level coordination, and district-level activation drives, her guidance catalysed widespread adoption of digital health infrastructure in record time.

Implementation Done by

- State ABDM PMU Team

Conclusion

ABDM implementation in Uttar Pradesh demonstrates how strong leadership, teamwork, and innovative practices can drive statewide digital health transformation. From just one facility in 2022 to over 792 by 2025, the growth reflects the state’s commitment to accessible, efficient, and data-driven healthcare.

With smart use of resources, effective training, and cross-sector collaboration, the state has built a solid foundation for digital health. Under the leadership of Smt. Ritu Maheshwari, IAS, the mission is set to expand further, bringing better services to more people.

This journey offers practical insights for other states looking to replicate a successful digital health model. With continuous monitoring, stakeholder engagement, and citizen-centric innovations, Uttar Pradesh is positioned to set new benchmarks in digital public health delivery nationwide.

References

- Data for ABHA creation, tokens, and health records were extracted from the **NHA's ABHA Insights Dashboard** (<https://dashboard.abdm.gov.in/abdm/>)
- All Annexures attached [Consists of ABHA Insights dashboard Screen shorts, Appreciation by NHA, News & Mass Media articles] Link : <https://drive.google.com/drive/folders/1uEmvKLmt56KVFeKtW3B3bDzvbhF4AF7M?usp=sharing>
- ABDM Uttar Pradesh [Website](#)