

Key Findings of the CHO Phone Survey for the State of Andhra Pradesh

Summary of the survey conducted in May 2019

I. Summary of call Analysis

Survey Done	Received And Disconnected	Received And Refused	Ringling but not received	Out Of Coverage Area	Switch Off	Wrong Number	Total calls done
8	15	8	68	11	5	2	117

Against the 117 calls made, survey could be completed only with 8 CHOs.

II. Key findings of the successful calls

1. Primary health care team:

- Out of these 8 respondents, 7 CHOs were B.Sc Nursing and one was from other category
- During the survey of 8CHOs, 7 reported that they have completed their six months Certificate Programme in Community Health while 1 reported non completion of certificate course.
- ASHA training on universal screening of NCDs has been completed in 7 HWCs and is under process at one of the SHC- HWC.
- ANM/MPW training on NCDs has been completed in 2 HWCs

2. Information about the Facility:

- The process of upgradation of infrastructure was completed in one SHC- HWC whereas it was under process in 7SHC- HWCs.
- Tablets were available with 4 CHOs but were not available in remaining 4 HWCs.
- All 8 CHOs conduct 6 days OPD per week
- 5CHOs reported that are able to conduct examination while maintaining patient privacy but this was not available in 3 HWCs.

3. Availability of Medicines and Diagnostics:

- 5 CHOs reported availability of Amlodipine 5 mg in their HWC, while the remaining reported non-availability of Amlodipine. Four CHOs reported availability of Atenolol.
- With regards to Anti Diabetics, four CHOs reported availability of Metformin and glimepiride.
- Two CHOs shared that they dispense the medicine for one month while remaining reported to provide medicines for one or two weeks according to availability of supply.

d. Table below summarizes the availability of diagnostics at HWCs -

Sr.No	Test availability	YES
1	HB test	5
2	Urine pregnancy rapid test	6
3	Dipstick Urine albumin sugar	2
4	Blood sugar test	4
5	RDK test	5
6	RDK dengue	2
7	Sickle cell test	2
8	Sputum test	1

4. Service Delivery

- a. The average OPD footfall reported after the posting of CHOs at HWC-SHCs was:
 - i. Two CHOs reported OPD above 100
 - ii. One reported below 100 and
 - iii. 5 did not share the data.
- b. **Most common Illness for which patients seek care at SHC- HWCs were reported to be:** Respiratory Infection, fever, cold, cough and hypertension,
- c. Seven CHOs reported that population enumeration is underway, while one CHO shared that is yet to begin.
- d. All eight CHOs reported undertaking wellness and health promotion activities such as Yoga, Camps, Anganwadi Centre Visit

5. Key issues highlighted by CHOs were:

- a. Non availability of proper building infrastructure
- b. Non availability of medicines and equipment
- c. Issues with electricity and water supply

6. Support and supervision

- a. All CHOs reported that they have been visited by PHC MO and District official.