

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

Summary of Phase one of the survey conducted in March 2019

I. Summary of call Analysis

Total calls done	Survey completed	Received and Disconnected	Received and refused	Call did not connect/disconnected	Out of coverage area	Switch off	MLHP Under training	Wrong number
21	1	7	1	8	2	1	1	0

- Total 21 CHOs were contacted of which survey was completed with one CHO
- Around 7 CHOs received the call but call later got disconnected, one CHO refused to participate in the survey
- For the remaining calls, number were either incorrect or out of coverage.

II. Key findings of successful calls:

1. Primary health care team:

- a. The educational background of CHO was B.Sc. Nursing
- b. CHO has completed IGNOU six months Certificate Programme in Community Health.
- c. The training in Universal Screening of NCDs of ASHAs and MPWs posted at the HWCs is completed.

2. Information about the Facility:

- a. The process of upgradation of infrastructure was reported to be completed by the CHO.
- b. Examination room with privacy for patients was available at the HWC
- c. Infrastructure for IT was not available at the facility.

3. Availability of Medicines and Diagnostics:

- a. Medicines for hypertension and diabetes were not available at the facility.
- b. None of the essential point of care diagnostics like haemoglobin, urine pregnancy kits, urine dipstick, RDK for malaria, dengue and sickle cell and blood sugar and sputum collection was conducted at the facility.

4. Service Delivery

- a. There was no increase in the average OPD footfall reported after the posting of CHO at HWC-SHC.
- b. Population enumeration and screening of common NCDs is not yet started at the HWC.

- c. Activities for health promotion like yoga etc. were not started at the HWC.

5. Support and supervision

- a. CHO has not attended the PHC review meeting in last three months.
- b. Block/district officials and PHC-MO had not visited HWC in past 3 months
- c. CHO has not yet started receiving Performance based incentives.

In Phase two of the survey conducted in May 2019, total 11 calls were made. Table below presents a brief summary of the total calls made and survey completed.

Survey Done	Received And Disconnected	Call Ringing but not received	Out Of Coverage Area	Switch Off	Total calls done
0	3	4	3	1	11

Duplication in reporting same contact details for multiple health facilities has been observed