

## Key Findings of the CHO Phone Survey for the State of Assam

### Summary of Phase one of the survey conducted in March 2019

#### **I. Summary of call Analysis**

- a. Total 545 CHOs were contacted of which survey was completed with 66 CHOs
- b. For the remaining calls, number were either incorrect, out of coverage, some CHOs refused to participate in the survey or disconnected the call. Phone numbers of some CHOs updated on the portal were wrong numbers.

#### **II. Key findings of successful calls:**

##### **1. Primary health care team:**

- a. The training in Universal Screening of NCDs of ASHAs and ANMs was completed in 59 HWCs. Table below describes the status of training of ASHAs and MPWs (F):

Training status in Universal Screening of NCDs	Completed	Do not know	Under process
ASHAs	59	1	2
MPWs	59		3

##### **2. Information about the Facility:**

- a. The process of upgradation of infrastructure was reported to be complete for five out of nine facilities contacted, whereas, for two, it was under process. For the remaining, it was either planned but not initiated or not planned yet.
- b. The OPD timings are more than 6 hours in 37 facilities and less than six hours in 24 facilities. Data was not shared by one CHO.
- c. Infrastructure for IT was not available at 12 facilities.

##### **3. Availability of Medicines and Diagnostics:**

- a. Medicines for hypertension and diabetes were reported to be available at 60 facilities. The average duration for dispensing medicines was one week in 19 facilities, 10-20 days in 20 facilities, 1 month in 15 facilities, and less than a week in 4 facilities. Data was not given by two CHOs.
- b. Among the essential point of care diagnostics, haemoglobin, urine pregnancy kits, urine dipstick, blood sugar and RDK for malaria were available at almost all facilities. However, tests like RDK for dengue and sickle cell and sputum collection were not conducted at most of the facilities.

##### **4. Service Delivery**

- a. There was an increase in the average OPD footfall reported after the posting of CHOs at HWC-SHCs.

- b. Population enumeration has started in 45 HWCs and information about population enumeration was not available with 12 CHOs. Filling of CBAC forms started in 54 HWCs. Screening of hypertension and diabetes has started in more than 70% facilities.
- c. Activities for health promotion like yoga etc. were not started at most of the facilities (74%).
- d. Most common conditions for which people seek care at HWC are fever, blood pressure, diabetes, cold, cough, anaemia and skin infections

**5. Support and supervision**

- a. Around 48 CHOs reported attending the PHC review meeting in last three months.
- b. Visit by the Block/district officials and PHC-MO was only reported by more than 70% CHOs.
- c. Only four CHOs reported receipt of their performance linked payments yet. Discrepancies were observed in the data reported by CHOs regarding their fixed salary, with responses ranging from Rs. 2100 to RS. 34000 per month.

## Summary of Phase two of the survey conducted in May 2019

### **I. Summary of call analysis:**

Survey Done	Received And Disconnected	Received And Refused	Ringing but not received	Call Back done but not received	Out Of Coverage Area	Switch Off	Wrong Number	Total calls done
41	62	11	253	9	91	34	12	513

Against 513 calls made, phone survey could be completed with 41 CHOs. Duplication in reporting same contact details for multiple health facilities has also been observed.

### **II. Key findings of successful calls:**

#### **1. Primary health care team:**

- Of these 41 respondents, 30 CHOs reported to be from RHPs/CHO (Applicable in Assam), 2 were with GNM Nursing, 6 with B.Sc. Nursing and 3 with BAMS background.
- ASHA training on universal screening has been completed in 39 HWCs while 3 CHOs reported non-completion of ASHA training.
- Training of MPWs/ ANMs on Universal Screening of NCDs has been completed in 36 facilities but is yet to be initiated in five SHC- HWCs.

#### **2. Information about the Facility:**

- The process of up-gradation of infrastructure was reported to be complete for 10 facilities, whereas for 28 HWCs it was under process and in remaining 3 HWCs it was reported as not completed.
- Infrastructure for IT was not available in all the 41 HWCs as reported by CHOs.
- 2 CHOs informed to conduct OPD for 5 days/week while remaining 39 CHOs reported to conducts 6 days/week OPD services in their HWCs.
- 24 CHOs reported that they have adequate arrangements to undertake examination while maintaining patient privacy. However, in remaining HWCs, this facility was not available at present.

#### **3. Availability of Medicines and Diagnostics:**

- 88% CHOs reported availability of Amlodipine 5 mg in their HWC and 73% reported availability of Atenolol 50mg for management of Hypertension.
- 80% CHOs reported availability of Metformin 500mg and 78% reported availability of Glimepiride tables for management of diabetes
- Out of total CHOs interviewed, 37% CHOs reported dispensing medicine for one month while one CHO reported non-availability of medicine and remaining shared that medicines are dispensed for a period of 1-2 weeks.
- Availability of diagnostic services is listed in the table below-

Sr.No	Test availability	YES
1	HB test	33
2	Urine pregnancy rapid test	33
3	Dipstick Urine albumin sugar	31
4	Blood sugar test	37
5	RDK test	31
6	RDK dengue	5
7	Sickle cell test	2
8	Sputum test	9

#### 4. Service Delivery

- a. The average OPD footfall reported after the posting of CHOs at HWC-SHCs was-
- 7 CHOs reported zero average footfall in one month
  - Less than 50 patients in 11 facilities,
  - 50-100 patients in 8 facilities,
  - More than 100 patients in six facilities.
  - 9 CHOs did not share the information

**Most common illness for which patients seek care at SHC- HWCs were reported to be** Fever, Cold, Cough, Anaemia, Hypertension, Diabetes, Joint pain, Diarrhoea, Skin infection, etc.

#### 5. Population enumeration and wellness activity:

- a. Population enumeration has started in 38 HWCs while in 3 HWCs this was yet to start.
- b. CBAC filling has been initiated in 39 SHC- HWCs while remaining two were not aware about status of CBAC.
- c. Only 8 CHOs reported that they have started Wellness activities in their HWCs , i.e, Yoga sessions conducted in these facilities.

#### 6. Key issues highlighted by CHOs were:

- a. Non availability of medicines,
- b. Poor building infrastructure (including labour room)
- c. Non availability of instruments and diagnostics,
- d. Human resource shortage
- e. Issues with electricity and water supply

#### 7. Support and supervision

- a. All the CHOs attended the PHC review meeting in last three months.
- b. 37% CHOs reported that their HWCs were visited by District officials while 61% CHOs reported that their facility visited by PHC MO.