

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

### 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
52	9	5	10	12	9	3	0	3

- Total 52 CHOs were contacted of which survey was completed with 10 CHOs. There was some discrepancy in the details shared by one CHO, therefore interviews of 9 CHOs were considered for the analysis.
- Around 9 CHOs received the call but refused to participate in the survey, 10 CHOs received the call but the call later got disconnected
- For the remaining calls, number were either incorrect or out of coverage.

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

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

- The educational background of 7 CHOs was Ayurveda however, during the survey, five CHOs reported that they have not yet completed their IGNOU six months Certificate Programme in Community Health.
- The training in Universal Screening of NCDs of ASHAs and MPWs posted at the HWCs contacted was under process. As elaborated in the table below, training of ASHAs and MPWs was completed in two and four facilities respectively. However, more than half of the CHOs were not aware about the training status.

Training status in Universal Screening of NCDs	Completed	Do not know	Planned but not started
ASHAs	3	5	1
MPWs	4	4	1

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

- 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 for half of the facilities (four out of nine) were from 8 to 2 PM.
- c. Infrastructure for IT was not available at any facility except one.

### 3. Availability of Medicines and Diagnostics:

- a. Medicines for hypertension and diabetes were reported to be available at five facilities. The average duration for dispensing medicines was one week.
- b. Among the essential point of care diagnostics, only haemoglobin and urine pregnancy kits were available at almost all facilities. However, tests like urine dipstick, RDK for malaria, dengue and sickle cell and blood sugar 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. Almost 80% of CHOs were not aware about population enumeration and filling of CBAC forms. Hence the data reported for screening of common NCDs could not be validated.
- c. Activities for health promotion like yoga etc. were not started at most of the facilities (80%).

### 5. Support and supervision

- a. Less than 50% of the CHOs (four out of nine) attended the PHC review meeting in last three months.
- b. Visit by the Block/district officials and PHC-MO was only reported by two CHOs.
- c. None of the 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. 17000 to RS. 40000 per month.

In Phase two of the survey conducted in May 2019, total 31 calls were made. Table below presents a brief summary of the total calls made and survey completed.

Survey Done	Received And Disconnected	Received And Refused	Ringling but not received	Out Of Coverage Area	Switch Off	Wrong Number	Total calls done
0	4	3	12	6	4	2	31

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