

Key Findings of the CHO Phone Survey for the State of Chhattisgarh

Summary of Phase one of the survey conducted in March 2019

I. Summary of call Analysis

- a. Total 116 CHOs were contacted of which survey was completed with 23 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 is completed in 20 HWCs and MPWs posted at 22 HWCs contacted. Table below describes the status of training of ASHAs and MPW (F) in universal screening of NCDs:

Training status in Universal Screening of NCDs	Completed	Do not know
ASHAs	20	3
MPWs	22	1

2. Information about the Facility:

- a. The process of upgradation of infrastructure was reported to be completed for 16 facilities contacted, whereas, for six, it was under process. For the remaining one facility, it was planned but not initiated
- b. The OPD timings were from 9 to 3 PM in most of the facilities.
- 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 all 23 facilities. The duration for dispensing medicines was one week in 14 facilities, 1 month in 3 facilities, 10-15 days in 3 facilities and less than one week on 3 facilities.
- b. Among the essential point of care diagnostics, haemoglobin, urine pregnancy kits urine dipstick, blood sugar, RDK for malaria and sputum collection were available at almost all facilities. However, tests like RDK for dengue and sickle cell 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 15 and filling of CBAC forms has started in 12 facilities. Screening of hypertension and diabetes has started in around 70% facilities..

- c. Activities for health promotion like yoga etc. were not started in 12 facilities.

5. Support and supervision

- a. More than 70% of the CHOs (17 out of 23) attended the PHC review meeting in last three months.
- b. Visit by the Block/district officials and PHC-MO was only reported by sixteen and eight CHOs respectively.
- c. Only eight CHOs reported receipt of their performance linked payments. Discrepancies were observed in the data reported by CHOs regarding their fixed salary, with responses ranging from Rs. 5000 to RS. 50000 per month.

Summary of Phase two of the survey conducted in May 2019

A total of 154 calls were made and survey could be completed with 7 CHOs. Duplication in reporting same contact details for multiple health facilities has also been observed.

Survey Done	Received And Disconnected	Received And Refused	Ringling but not received	Call Back done but not received	Out Of Coverage Area	Switch Off	Wrong Number	CHO Under Training	Total calls done
7	21	7	72	3	24	11	8	1	154

Key findings of successful calls:

1. Primary health care team:

- Of these 7 respondents, 4 CHOs were BAMS and three were RMAs/AMO.
- ASHA training in universal screening was completed in 2 HWCs and four CHOs reported that training was under process and one CHO was unaware about the status.
- ANM/MPW training completed in 6 HWCs

2. Information about the Facility:

- The process of up-gradation of infrastructure was reported as completed for 2 facilities, it was under process at 4 HWCs and one CHO informed that no work has been undertaken for up-gradation.
- IT-Tablets were available with the three CHOs.
- Five CHOs informed that they conduct 6 days OPD per week while two were reported of two days OPD per week.
- All CHOs reported availability of privacy set-up in their HWCs for examination of patients.

3. Availability of Medicines and Diagnostics:

- Six CHOs reported availability of Amlodipine 5 mg and Atenolol 50mg for management of Hypertension while one reported of non-availability of same,
- Six CHOs reported availability of Metformin 500mg and glimepiride for management of diabetes cases and one CHO reported non availability of same.
- One CHO reported to dispense the medicine for one month while remaining all reported dispensing of medicine for less than one month.

4. Lab test status:

Sr.No	Test availability	YES
1	HB test	6
2	Urine pregnancy rapid test	5
3	Dipstick Urine albumin sugar	4
4	Blood sugar test	6
5	RDK test	5
6	RDK dengue	1
7	Sickle cell test	0
8	Sputum test	5

5. Service Delivery

- a. The average OPD footfall reported after the posting of CHOs at HWC-SHCs was:

- i. Three CHOs reported OPD above 100,
- ii. All remaining reported that OPD was less than 100

6. **Most common illness for which patients seek care at SHC- HWCs were reported to be:** Fever, Joint pain, Skin diseases, Diarrhoea and Hypertension,

7. Population enumeration and wellness activity status:

- a. Six CHOs reported that population enumeration has started in HWC catchment area while one CHO was unaware about the status.
- b. All CHOs reported undertaking wellness and health promotion activities such as Yoga, NCDs prevention Camps, Sas-bahu samellan, Anganwadi Centre Visit and village level meetings etc.

8. Key issues highlighted by CHOs were:

- a. Non availability of medicines and equipment
- b. Human resources shortage

9. Support and supervision

- a. Six CHOs reported that they have been visited by District officials while 4 said they have been visited by PHC MO as well.