

Key Findings of the CHO Phone Survey for the UT of DNH

Summary of Phase one of the survey conducted in March 2019

I. Summary of call Analysis

Total calls done	Survey completed	Received and Disconnected	Call did not connect/disconnected	Out of coverage area	Switch off
9	4	1	2	1	1

- a. Total 9 CHOs were contacted of which survey was completed with 4 CHOs.
- b. For the remaining calls, numbers were either disconnected or were out of coverage.

II. Key findings of successful calls:

1. Primary health care team:

- a. The educational background of all 4 CHOs was B.Sc. Nursing and all CHOs reported that they have completed their IGNOU six months Certificate Programme in Community Health.
- b. The training in Universal Screening of NCDs of ASHAs and MPWs posted at all the four HWCs was completed.

2. Information about the Facility:

- a. The process of upgradation of infrastructure was reported to be complete for only one facility contacted, whereas, for one, it was under process. For the remaining, it was not yet started.
- b. The OPD timings of the facilities were from 8 to 2 PM.
- c. Infrastructure for IT was available at all the facilities.

3. Availability of Medicines and Diagnostics:

- a. Medicines for hypertension and diabetes were reported to be available at two facilities. The average duration for dispensing medicines was less than one week.
- b. Among the essential point of care diagnostics, only haemoglobin and urine pregnancy kits, urine dipstick, blood sugar, RDK for malaria, sputum collection were available at almost all facilities. However, tests like RDK for dengue and sickle cell were not conducted at any 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 75% of CHOs were not aware about population enumeration however, 3 CHOs reported that filling of CBAC forms have started in their respective

HWCs. Screening of diabetes and hypertension is started in all the four SHC-HWCs.

- c. Activities for health promotion like yoga etc. were started at most of the facilities (75%).

5. Support and supervision

- a. All the four 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 three 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. 15000 to RS. 25000 per month.

In Phase two of the survey conducted in May 2019, total 16 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	Call Ringing but not received	Out Of Coverage Area	MLHP under training	Total calls done
0	1	3	7	3	2	16