

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

Summary of Phase one of the survey conducted in March 2019

I. Summary of call Analysis

Grand Total	Survey completed	Received and Disconnected	Received and refused	Call did not connect/disconnected	Out of coverage area	Switched off	MLHP Under training	Wrong number
657	53	106	103	234	109	25	10	17

- Total 657 CHOs were contacted of which survey was completed with 53 CHOs.
- Around 103 CHOs received the call but refused to participate in the survey, 106 CHOs received the call but the call later got disconnected
- For the remaining calls, numbers were either switched off, incorrect or out of coverage.

II. Key findings of successful calls:

1. Primary health care team:

- The educational background of 20 CHOs was Ayurveda, 16 CHOs was B.Sc. Nursing, and 16 CHOs was GNM Nursing. During the survey, 46 CHOs reported that they have completed their IGNOU six months Certificate Programme in Community Health.
- The training in Universal Screening of NCDs of ASHAs is completed in 44 facilities and MPWs in 42 facilities. Table below describes the training status of ASHAs and MPWs:

Training status in Universal Screening of NCDs	Completed	Do not know	Under process	Planned but not started
ASHAs	44	4	3	2
MPWs	42	5	5	1

2. Information about the Facility:

- The process of upgradation of infrastructure was reported to be complete for 43 facilities contacted, whereas, for nine, it was under process. For the remaining, it was not planned yet.

- e. The OPD timings are different in different facilities. Seven CHOs reported that OPD timings ranges from 8 am to 2 pm, whereas 23 CHOs reported that OPD timings ranges from 9 am to upto 3 pm. Around 22 CHOs informed that the OPD timings are less than 6 hours and data was not available for one facility.
- f. Infrastructure for IT was not available at 44 facilities.

6. Availability of Medicines and Diagnostics:

- a. Medicines for hypertension and diabetes were reported to be available at 49 facilities. More than 50% CHOs (28 out of 53) reported dispensing medicines for less than a week and 16 CHOs dispense medicine for one month.
- b. Among the essential point of care diagnostics, only haemoglobin and urine pregnancy and urine dipstick kits, sputum collection and blood glucose were available at almost all facilities. However, tests like RDK for malaria, dengue and sickle cell were not conducted at most of the facilities.

7. Service Delivery

- a. There was an increase in the average OPD footfall reported after the posting of CHOs at 27 HWC-SHCs.
- b. Population enumeration is started in 27 facilities and CBAC form filling started in 33 facilities. Screening of hypertension and diabetes started in 85% facilities whereas oral cancer and breast cancer screening is done at less than 50% facilities.
- c. Activities for health promotion like yoga etc. were started at 24 facilities.

8. Support and supervision

- a. Around 62% of the CHOs (33 out of 53) attended the PHC review meeting in last three months.
- b. Visits by the Block/district officials and PHC-MO were reported by more than 75% CHOs.
- c. Around 12 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. 10000 to RS. 38000 per month.

Summary of Phase two of the survey conducted in May 2019

Around 755 calls were made, of which survey was completed for only 50 respondents. Duplication in reporting same contact details for multiple health facilities has also been observed.

I. Summary of call Analysis

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	MLHP Under Training	Total calls done
50	125	48	294	12	115	25	18	68	755

II. Key findings of successful calls:

1. Primary health care team:

- Out of these 50 respondents, 26 CHOs are with BAMs, 17 with GNM Nursing and 5 with B.Sc. Nursing background and two are from other categories.
- During the survey, 49 CHOs reported that they have completed their six months Certificate Programme in Community Health.
- The training in Universal Screening of NCDs MPWs posted at the HWCs contacted was completed in 49 facilities whereas training of ASHAs was completed in 36 facilities.

2. Information about the Facility:

- The process of upgradation of infrastructure was reported to be complete for 36 facilities, whereas, for remaining 14 it was under process.
- Infrastructure for IT was not available at 47 facilities. Laptop was available at one HWC and tablets at 2 HWCs
- One CHO reported to conduct one day OPD per week, 7 CHO informed about 5 days/week while remaining 42 CHOs reported to conduct 6 days/week OPD services in their HWCs

3. Availability of Medicines and Diagnostics:

- 70% CHOs reported availability of Amlodepin 5 mg in their HWC, 84% reported availability of Atenolol 50mg for management of Hypertension,
- 80% CHOs reported availability of Metformin 500mg and 50% reported to have Glimiperide tables for management of diabetes
- 15 CHOs reported of dispensing medicine for one month, 31 reported dispensing for less than 15 days while remaining 4 CHOs reported non-availability of medicine.

d. Test available are given in table below:

Sr.No	Test availability	YES
1	Examination Privacy availability	45
2	HB test	44
3	Urine pregnancy test	48
4	Dipstick Urine	47
5	Blood sugar test	40
6	RDK test	29
7	RDK dengue	7
8	Sickle cell test	5
9	Sputum test	39

4. Service Delivery

- a. The average OPD footfall reported after the posting of CHOs at HWC-SHCs was-
 - Less than 50 patients in 31 facilities,
 - 50-100 patients in nine facilities,
 - More than 100 patients in one facility.
 - 9 CHOs did not report the status
- b. **Most common Illness for which patients seek care at SHC- HWCs were reported to be** fever, cold/ cough, anaemia, hypertension, diabetes, pain, vomiting, diarrhoea and skin infection
- c. Population enumeration started in 44 while 6 CHOs reported that this process has not yet started.
- d. 43 CHOs reported that CBAC forms are being currently filled
- e. Wellness activities are started in 35 HWCs. Of those started, Yoga sessions conducted in 34 facilities while Zumba activities reported in one HWC, remaining 15 reported not conducting any wellness activity.

5. *Most important issues highlighted by CHOs were-*

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

6. Support and supervision

- a. Around 95 % of the CHOs attended the PHC review meeting in last three months.
- b. Visit by the district officials was done in 32% facilities while visit from PHC-MO was made in 42% facilities for supportive supervision as reported by CHOs.