

## Key Findings of the CHO Phone Survey for the State of J&K

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	Wrong number
64	12	15	2	21	10	3	1

- Total 64 CHOs were contacted of which survey was completed with 12 CHOs.
- Around 2 CHOs received the call but refused to participate in the survey, 15 CHOs received the call but the call later got disconnected
- For the remaining calls, numbers were either switched off or out of coverage.

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

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

- The educational background of 11 CHOs was Ayurveda and during the survey all CHOs reported that they have 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 completed in most of the facilities. Table below, describes the training status of ASHAs and MPWs:

Training status in Universal Screening of NCDs	Completed	Do not know	Under process
ASHAs	8	3	1
MPWs	7	3	2

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

- The process of upgradation of infrastructure was reported to be completed for nine out of 12 facilities contacted, whereas, for one, it was under process. For the remaining, it was planned to be upgraded.
- The OPD timings for ten of the facilities were from 10 to 4 PM.
- Infrastructure for IT was not available at all the 12 facilities.

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

- Medicines for hypertension and diabetes were reported to be available at only two facilities. The average duration for dispensing medicines was around one week in one facility and 15 days in other facility.

- b. Among the essential point of care diagnostics, haemoglobin and urine pregnancy kits, RDK for malaria and blood glucose and sputum collection were available at most of the facilities. However, tests like urine dipstick, RDK for dengue and sickle cell were not conducted at most of the facilities.

### **3. Service Delivery**

- a. There was an increase in the average OPD footfall reported after the posting of CHOs at HWC-SHCs.
- b. Almost 70% of CHOs reported that population enumeration and filling of CBAC forms has started in their respective HWCs. Two CHOs reported that population enumeration and CBAC filling is not started and remaining two did not respond to the question.
- c. Screening of hypertension and diabetes has started in nine facilities.
- d. Activities for health promotion like yoga etc. were not started at five facilities.

### **4. Support and supervision**

- a. Less than 70% of the CHOs (eight out of 12) attended the PHC review meeting in last three months.
- b. Visit by the Block/district officials and PHC-MO was only reported by eight 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.

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

### 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	Total calls done
11	4	3	48	4	10	4	6	90

A total of 90 calls were made and survey could be completed with 11 CHOs. Duplication in reporting same contact details for multiple health facilities has been observed

### II. Key findings

#### 1. Primary health care team:

- a. Out of these 11 respondents, 9 were with BAMS and 2 were with GNM Nursing background
- b. Ten CHOs reported that they completed six months course in Community Health, while one CHO reported training status as not-completed.
- c. ASHA training in universal screening was completed in 9 HWCs and remaining one was under process and one CHO was unaware about the status
- d. ANM/MPW training was completed in 4 HWCs

#### 2. Information about the Facility:

- a. The process of up-gradation of infrastructure was reported to be complete for 1 facility contacted, whereas in 9 cases it was under process and one CHO did not share the information.
- b. Infrastructures IT were not available in 9 HWCs and Tablets were available only with 2 CHOs.
- c. All CHOs reported conducting 6 days OPD per week.
- d. Five CHOs reported availability of privacy set-up for examination while 6 reported non-availability of privacy for examination of patients.

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

- a. Two CHOs reported availability of Amlodipine 5 mg in their HWC and one CHO reported availability of Atenolol 50Mg for management of hypertension.
- b. Three CHOs reported availability of Metformin 500mg and 2 reported to have glimepiride for management of diabetes.
- c. Two CHOs reported of dispensing the medicine for one month while remaining reported dispensing of medicine for less than one month

**4. Lab test status:**

Sr.No	Test availability	YES
1	HB test	11
2	Urine pregnancy rapid test	8
3	Dipstick Urine albumin sugar	3
4	Blood sugar test	4
5	RDK test	3
6	RDK dengue	2
7	Sickle cell test	1
8	Sputum test	2

**5. Service Delivery**

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

- a. Four CHOs reported OPD above 100 patient in last one month
  - b. Remaining informed OPD below 100 patients last month.
- 6. Most common illness for which patients seek care at SHC- HWCs were reported to be:** Diabetes, Fever, Cold, Cough, Hypertension,
- 7. Population enumeration and Wellness activity status;**
- a. All CHO reported that population enumeration and CBAC filling has not been initiated
  - b. All 11 CHOs reported undertakubg wellness and health promotion activities such as Yoga, NCD prevention and testing Camps, Anganwadi Centre Visit, village meetings etc.
- 8. Key issues highlighted by CHOs were:**
- a. Poor building infrastructure
  - b. Non availability of medicines and equipment
  - c. Non-availability of instruments and diagnostics,
  - d. Issues with electricity and water supply
  - e. *One CHO reported "everything is good"*
- 9. Support and supervision**
- a. Seven CHOs reported that they have not been visited district/block personnel
  - b. Nine reported that they have not been visited by PHC MO as well.