

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

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	Switched off	Wrong number
64	14	4	9	19	14	2	2

- Total 64 CHOs were contacted of which survey was completed with 14 CHOs.
- Around 9 CHOs received the call but refused to participate in the survey, 4 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 13 CHOs was GNM Nursing and one CHO has done B.Sc. Nursing. During the survey, 13 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 7 facilities and MPWs in 9 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	7	3	4	0
MPWs	9	2	2	1

2. Information about the Facility:

- The process of upgradation of infrastructure was reported to be complete for only one facility contacted, whereas, for eight, it was under process. For the remaining, it was planned but not started yet.
- The OPD timings of 10 facilities are from 9 am to at least 3 pm and for 4 facilities it was less than 6 hours.

- c. Infrastructure for IT was not available at 11 facilities.

3. Availability of Medicines and Diagnostics:

- a. Medicines for hypertension and diabetes were reported to be available at six facilities. The duration of dispensing medicines one week in one facility and 15 days in other facility. The data was not shared by remaining four CHOs.
- b. Among the essential point of care diagnostics, haemoglobin and urine pregnancy and urine dipstick kits, RDK for malaria and blood glucose were available at almost all facilities. However, tests like RDK for dengue and sickle cell 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 10 HWC-SHCs.
- b. Population enumeration and CBAC form filling started in 4 facilities. Information regarding population enumeration and CBAC filling was not shared by 9 CHOs and one CHO reported that community outreach activities has not yet started. Screening of hypertension and diabetes started in at least nine facilities.
- c. Activities for health promotion like yoga etc. were not started at 13 facilities.

5. Support and supervision

- a. Around 71% of the CHOs (10 out of 14) attended the PHC review meeting in last three months.
- b. Visits by the Block/district officials and PHC-MO were reported by more than 57% CHOs.
- c. CHOs have not started receiving 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. 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
7	17	5	27	2	30	4	10	102

A total of 102 calls were made and survey was completed with 7 CHOs. Duplication in reporting same contact details for multiple health facilities has also been observed.

II. Key findings of successful calls:

1. Primary health care team:

- Out of these 7 respondents, 4 CHOs were with GNM Nursing and one with BSc nursing, one was with BAMS background and one was from other category.
- All CHOs have completed their six months Certificate Programme in Community Health.
- ASHA training in universal screening is complete in 5 HWCs, underway at one HWC while one CHOs was unaware about the status.
- ANM/MPWs training completed in 2 HWCs while remaining 5 CHOs were reported that training has not been done.

2. Information about the Facility:

- The process of up-gradation of infrastructure was reported to be complete for 2 facilities, whereas for remaining 5 it was under process.
- IT-Tablets were available with 2 CHOs.
- All CHOs reported that they conduct the OPD for six days in a week.
- Four CHOs reported that they have privacy set-up in their HWCs for examination of patients, while this was not available at remaining three HWCs.

3. Availability of Medicines and Diagnostics:

- 3 CHOs reported availability of Amlodipine 5 mg and two CHOs informed about the availability of Atenolol 50mg for management of Hypertension in their HWC.
- About 2 CHOs reported availability of Metformin 500mg and one reported the availability of glimepiride tablets for management of diabetes.
- All CHOs reported to dispense the medicine for less than one month and most respondents reported non-availability of medicines.

4. Lab test status:

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

5. Service Delivery:

- a. The average OPD footfall reported after the posting of CHOs at HWC-SHCs were as:
 - i. Two CHOs reported OPD above 100
 - ii. All others reported OPD less than 100 patients in last month.

Most common illness for which patients seek care at SHC- HWCs were reported to be: diarrhoea, Fever, Blood sugar and Hypertension.

6. Population enumeration and wellness activity status:

- a. Five CHOs reported that population enumeration is underway
- b. Five CHOs were undertaking health promotion activities such as NCDs prevention Camps, Anganwadi Centre Visit and village level meetings etc.

7. Key issues highlighted by CHOs were:

- a. Non availability of medicines
- b. Issues with Water supply
- c. Poor Infrastructure

8. Support and supervision

- a. Three CHOs reported that they have been visited by District/block officials and PHC MO as well.