

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

Summary of Phase one of the survey conducted in March 2019

• Summary of call Analysis

Total calls done	Survey completed	Received and Disconnected	Received and refused	Call did not connect/d isconnect ed	Out of coverage area	Switch off	Wrong number
153	9	71	16	33	11	11	2

- Total 153 CHOs were contacted of which survey was completed with nine CHOs.
- Around 166 CHOs received the call but refused to participate in the survey, 71 CHOs received but disconnected the call.
- For the remaining calls, number were either incorrect, switched off or out of coverage.

• Key findings of successful calls:

• Primary health care team:

- a. The educational background of all CHOs was B. SC. Nursing/GNM and additionally IGNOU six months Certificate Programme in Community Health.
- b. The training in Universal Screening of NCDs of ASHAs and MPW posted at the HWCs contacted was completed.

• Information about the Facility:

- a. The process of upgradation of infrastructure was reported to be completed for only one facility contacted, whereas, for five, it was under process. For the remaining three facilities, it was either planned but not initiated.
- b. The OPD timings of the facilities were from 9 AM to 3 PM in all the facilities.
- c. Infrastructure for IT which included tablet/laptop with internet connection was available at all facilities but one.

• Availability of Medicines and Diagnostics:

- a. Medicines for hypertension (amlodipine 5mg) and diabetes (Glimepiride 1 mg and Metformin 500) were reported to be available at all facilities. The average duration for dispensing medicines was less than one week.
- b. Among the essential point of care diagnostics, all but RDK for dengue and sickle cell were not available at most of the facilities. All facilities had provision of sputum collection.

- **Service Delivery**

- a. There was an increase in the average OPD footfall reported after the posting of CHOs at seven HWC-SHCs.
- b. Population enumeration and filling of CBAC forms has started in dix out of nine facilities. Screening of hypertension and diabetes is started in all facilities, however, screening for oral and breast cancer has only started in four of nine facilities.
- c. Activities for health promotion like yoga etc. have not started at the facilities yet.

- **Support and supervision**

- a. All CHOsreported that they attended the PHC review meeting in last three months.
- b. Visit by the Block/district officials and PHC-MO was reported by all CHOs.
- c. Discrepancies were observed in the data reported by CHOs regarding their fixed salary, with responses ranging from Rs. 7000 to Rs. 25000 per month. However, none of the CHOs have received their performance linked payments yet.

Summary of Phase two of the survey conducted in May 2019

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
6	56	2	43	1	29	15	4	156

A total of 156 calls were made, of those 6 CHOs completed the survey.

Key findings of successful calls

- **Primary health care team:**
 - a. All these 6 respondents are from BSc Nursing background and completed 6 month course in community health.
 - b. ASHA training in universal screening was completed in 5HWCs and remaining one was unaware about it.
 - c. ANM/MPW training was completed in 4 HWCs while not completed in two HWCs
- **Information about the Facility:**
 - a. The process of up-gradation of infrastructure was reported to be complete for 3 facilities contacted, whereas 2 were under process and one has not started.
 - b. Infrastructure for IT was not available in 5HWCs while -Tablet was available only with one CHO
 - c. Five CHOs reported of 6 days OPD per week while one reported for 4 days OPD in a week.
 - d. Three CHOs reported availability of privacy set-up for examination while 3 reported non-availability of adequate arrangements to ensure privacy during examination.
- **Availability of Medicines and Diagnostics:**
 - a. One CHO reported availability of Amlodipine 5 mg in their HWC, while all other reported non-availability of Amlodipine. Four CHO reported availability of Atenolol 50mg for management of Hypertension.
 - b. Five CHOs reported availability of Metformin 500mg and 2 CHOs reported availability of Glimepiride for management of diabetes.
 - c. Three CHOs reported to dispense the medicine for one month while remaining all other reported dispensing medicine for period of less than one month to diabetes and hypertensive patients.

- **Lab test status:**

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

- **Service Delivery**

- The average OPD footfall reported after the posting of CHOs at HWC-SHCs was:
 - i. Two CHOs reported OPD above 100
 - ii. OPD status was not shared by remaining CHOs

Most common illness for which patients seek care at SHC- HWCs were reported to be :diabetes, fever, hypertension, joint pain

- **Population enumeration and wellness activity status:**

- All CHO reported that population enumeration and CBAC has not yet started.
- All CHOs reported undertaking health promotion activities as: Chaupal meeting, NCD prevention camps, Village meetings etc.

- **Key issues highlighted by CHOs were:**

- Poor building infrastructure
- Non availability of medicines and equipment
- Issues with electricity and water supply

- **Support and supervision**

- Four CHOs reported that they have not been visited by district/block personnel and four also reported they have not been visited by PHC MOs as well.