

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

Summary of Phase one of the survey conducted in March 2019

Summary of call Analysis

- a. Total 30 CHOs were contacted of which only four successfully completed the survey.
- b. Among the total calls made, six refused to participate in the survey.
- c. For the rest, the call was not connected for various reasons elaborated in Table 1.

Table 1: Call Summary	
Grand Total	30
Survey completed	4*
Received & disconnected/refused	6
Call did not connect/disconnected	9
Out of coverage area	6
Switch off/ wrong number	4

**Survey for one respondent could not be completed as the call was disconnected mid-way.*

Key findings of successful calls:

- **Primary health care team:**
 - a. The CHOs were GNM and BSc Nursing by educational background and had completed the six-month Certificate Programme in Community Health from IGNOU and were posted at the HWC in January 2018.
 - b. The training of other members of Primary Care Team, i.e. ASHAs and MPW(F)s, in Universal Screening of NCDs was completed for all facilities.
- **Information about the Facility:**
 - a. The infrastructure for three out of four facilities has already been upgraded to Health and Wellness Centres and for the remaining, the process is on-going.
 - b. Infrastructure for IT with a tablet and desktop was not available at any facility.
- **Availability of Medicines and Diagnostics:**
 - a. The availability of medicines for hypertension and diabetes surfaced as an issue. Only Atenolol 50 mg was available at two facilities, however, for diabetes no medicine was available.
 - b. The medicines were being dispensed for a duration of 4 to 5 days.
 - c. Among the essential point of care diagnostics, only haemoglobin and urine pregnancy were available at almost all facilities. However, urine dipstick, blood glucose and RDK for malaria were being conducted at three out of four facilities. RDK for dengue and sickle cell was not available at any facility. Only two facilities reported to have provisions for sputum collection.
- **Service Delivery**
 - a. Though the CHOs were posted only from last 3 months, there was an increase observed in the average OPD footfall of the HWC.
 - b. The most common conditions for which people seek care at the HWCs included GI issues, common cold, joint pain and diarrhoea among others.

- c. Only two facilities reported the commencement of population enumeration and CBAC filling in the catchment area of their HWC. The remaining CHOs did not have information about these activities.
 - d. However, the screening for diabetes, hypertension oral and breast cancer had started at all the facilities.
 - e. Activities for health promotion like yoga, have not been started at any facility yet.
- **Support and supervision**
 - a. Two CHOs reported to have attended the PHC review meetings in last three months. However, supervision visits by the Block/district officials and PHC-MOs was undertaken at three facilities.
 - b. Data was not provided by any CHO except one on their fixed salary. Also, none of the CHO reported to have received their performance linked payments.

In Phase two of the survey conducted in May 2019, total 31 calls were made. Table below presents a brief summary of the total calls made and survey completed.

Survey Done	Received And Disconnected	Ringng but not received	Out Of Coverage Area	Switch Off	Wrong Number	Total calls done
0	1	14	6	5	5	31