

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

Summary of Phase one of the survey conducted in March 2019

Summary of call Analysis

- a. Total 70 CHOs were contacted of which only six successfully completed the survey.
- b. Among the total calls made, more than one third were either disconnected or refused to participate in the survey (Table 1).
- c. Apart from the above, one of the respondents reported that he/she is still under training. Table 1 elaborates the responses received during the survey.

Table 1: Call Summary	
Total calls done	70
Survey completed	6
Received and Disconnected	12
Received and refused	7
Call did not connect/disconnected	26
MLHP under training	1
Out of coverage area	13
Switch off/ wrong number	5

Key findings of successful calls:

• **Primary health care team:**

- a. The CHOs who completed the survey, were GNM and BSc Nursing by educational background and had completed their 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 four facilities and for the remaining two the training was planned but not commenced yet.

• **Information about the Facility:**

- a. The infrastructure for four out of six facilities had been upgraded to Health and Wellness Centres already and for the remaining, it was on-going.
- b. The facilities were functioning for six days a week with the OPD timings 9 am to 3 PM.
- c. 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 and for diabetes Metformin 500 mg was available only at four facility.
- b. The medicines were being dispensed for a duration of 4 to 5 days.
- c. Among the essential point of care diagnostics, haemoglobin, urine pregnancy and urine dipstick, blood glucose and RDK for malaria was being conducted at almost

all facilities. However, RDK for dengue and sickle cell was not available at any facility. Three of six facilities has 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 fever, common cold, pain and diarrhoea among others.
- c. CBAC filling had commenced at all the facilities along with screening for hypertension and diabetes. However, the screening for diabetes and hypertension has been started at only three facilities.
- d. Activities for health promotion like yoga, were reported at only one of the facilities.

- **Support and supervision**

- a. Both the CHOs had attended the PHC review meeting in last three months. They also confirmed the visit by the Block/district officials and PHC-MOs at the facilities.
- b. Discrepancies were observed in the data reported by CHOs regarding their fixed salary, ranging from Rs. 10000 to Rs. 50000. None of the CHOs who successfully completed the survey reported the receipt of their performance linked payments.
- c. There was a gap observed in the supervision and support from the block and PHC team as well. Only one CHO reported that the PHC MO has visited the HWC. Similarly, supervisory visit by the block team was confirmed at only one facility.

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	MLHP Under Training	Total calls done
25	14	14	163	3	25	5	2	5	256

A total of 256 calls were made, of which survey was completed with 25 CHOs. Duplication in reporting same contact details for multiple health facilities has been observed.

Key findings

- **Primary health care team:**
 - a. Of these 25 respondents, 15 CHOs were with B.Sc. Nursing, and remaining 10 were with GNM Nursing background.
 - b. 23 CHOs reported that they have completed their six months Certificate Programme in Community Health while 2 CHOs reported certificate training status as a not-completed.
 - c. ASHA training in universal screening was complete in 11 HWCs while remaining all CHOs reported non-completion of ASHA training.
 - d. Training on Universal Screening of NCDs MPWs/ANMs posted at the HWCs was completed only in 2 facilities whereas in all other 23 reported non completion of ANM/MPW training.
- **Information about the Facility:**
 - a. The process of upgradation of infrastructure was reported to be complete for 4 facilities, whereas, 18 were under process and at one HWC the work is yet to start.
 - b. Infrastructure for IT was not available in all the 25 HWCs as reported by CHOs.
 - c. All 22 CHOs reported that they conduct OPD for 6 days per week.
 - d. Seven CHOs reported to have privacy set-up for examination while 18 reported non-availability of adequate space/ facility to conduct examination in privacy.
- **Availability of Medicines and Diagnostics:**
 - a. About 6 CHOs reported availability of Amlodipine 5 mg in their HWC and 4 reported availability of Atenolol 50mg for management of Hypertension.
 - b. 5 CHOs reported availability of Metformin 500mg and 5 reported availability of Glimepiride tables for management of diabetes.

- c. All other CHOs reported non-availability of anti-diabetic and anti-hypertensive medications.
- d. About 36% CHOs reported dispensing medicines for less than 10 days while 64% CHOs reported non-availability medicines
- e. Status of availability of diagnostics is presented in the table below-

Sr.No	Test availability	YES
1	HB test	13
2	Urine pregnancy rapid test	15
3	Dipstick Urine albumin sugar	3
4	Blood sugar test	4
5	RDK test	7
6	RDK dengue	2
7	Sickle cell test	2
8	Sputum test	3

- **Service Delivery**

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

- a. 6 CHOs reported zero average footfall in one month
- b. Less than 50 patients in 4 facilities,
- c. 50-100 patients in four facilities,
- d. More than 100 patients in four facilities.
- e. 8 CHOs did not share the status of OPDs

Most common illness for which patients seek care at SHC- HWCs were reported to be: fever, Cold, Cough, Hypertension, Diabetes, Joint pain, Diarrhoea, Skin infection, Malaria, Chikunguniya,

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

- a. Population enumeration started in 17 HWCs and is yet to be initiated in 8 HWCs.
- b. 18 CHOs reported that CBAC filling is underway while 4 CHOs reported that CBAC filling is yet to start and 3 CHOs reported non-availability of CBAC.
- c. 3 CHOs reported that they have started Wellness activities such as Yoga, all remaining have not done any wellness activities in their sub-centre.

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

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

- **Support and supervision**

- a. 50% CHOs reported that they have been visited by districts of block officials.

- b. 64% CHOs reported that their HWCs were visited by MO-PHCs while one CHO reported vacant post of MO PHC. While all the remaining HWCs have not been visited by PHC MO