

Key Findings of the CHO Phone Survey for the State of Uttar Pradesh

Summary of Phase one of the survey conducted in March 2019

Summary of call Analysis

Grand Total	Survey completed	Received and Disconnected	Received and refused	Did not connect/disconnected	Out of coverage area/ Wrong Number	Switch off
400	26	84	35	157	78	20

- As per the information entered in the AB-HWC portal, total 400 CHOs were contacted of which survey was completed with 26 CHOs.
- About 157 CHOs disconnected the calls and 119 received the call but either refused (35) to participate or disconnected (84) the call.
- For the remaining calls, number were either incorrect or out of coverage.

Key findings of successful calls:

- Primary health care team:**

- All the CHOs were B. Sc. Nursing or GNM, with a 6-month Certificate Programme in Community Health from IGNOU.
- The training of the ASHAs and MPWs-Females positioned at these Sub-Centres for Universal Screening of Non-Communicable Diseases was completed in 17 and 19 canters, respectively. Table below illustrates the status of training in the facilities which were contacted successfully.

Training status in Universal Screening of NCDs	Completed	Do not know	Ongoing	Planned but not started
ASHAs	17	4	2	3
MPWs- Female	19	4	2	1

- Information about the Facility:**

- The process of upgradation of infrastructure was reported to be complete for only nine facilities, whereas, for 14, it was either ongoing or was only planned started.
- IT infrastructure was available in none of the facilities.
- The facilities are functional for six days a week with the OPD timings from either 8am to 2 pm or 10 am to 4 pm.

- **Availability of Medicines and Diagnostics:**

- a. Medicines for hypertension (only amlodipine 2.5 mg and 5 mg) were only available at six facilities and for diabetes metformin 500mg was reported to be available at five facilities. The average duration for dispensing medicines was five to seven days.
- b. Among the essential point of care diagnostics, haemoglobin, urine pregnancy kits, urine dipstick and blood glucose were available at more than 60% facilities. However, RDK for malaria and dengue were only available at six facilities. Only four out of 26 facilities reported as a sputum collection site.

- **Service Delivery**

- a. Even though ASHAs and MPWs have been trained in Universal screening of NCDs, population enumeration and filling of CBAC forms had commenced at only eight facilities. In about 11 facilities the CHOs had no information about the population enumeration.
- b. Screening for diabetes and hypertension has been started at 60% of the facilities. However, screening for breast and oral cancer has been started at only four facilities.
- c. Activities for health promotion like yoga had been initiated in 10 facilities.

- **Support and supervision**

- a. Almost 75% of the CHOs reported to have attended the PHC review meeting in last three months.
- b. Visit by the Block/district officials and PHC-MO was confirmed by 14 and 19 CHOs respectively.
- c. The average range of fixed salary for the CHO was between Rs. 10000 to Rs. 20000 and for performance linked payments were Rs.15000 to Rs. 20000. However, only eight CHOs reported receipt of 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	Ringi ng but not receiv ed	Call Back done but not receive d	Out Of Cov erag e Area	Swite h Off	Wrong Numbe r	MLH P Unde r Train ing	Total calls done
24	51	12	170	9	78	13	6	1	364

Against a total of 364 calls made, survey was completed with 24 CHOs.

Key findings of the successful calls:

- **Primary health care team:**
 - a. Out of these 24 respondents, 8 CHOs were with B.Sc. Nursing, 2 were with BAMS and remaining 14 were with GNM Nursing background.
 - b. During the survey of 24 CHOs, 23 reported that they have completed their six months Certificate Programme in Community Health while 1 reported training status as not-completed.
 - c. ASHA training on universal screening was complete in 13 HWCs while remaining all CHOs reported non-completion of ASHA training
 - d. Training on Universal Screening of NCDs for MPWs/ANMs was completed in 7 facilities whereas in all other 17 CHOs training is yet to be conducted.
- **Information about the Facility:**
 - a. The process of up-gradation of infrastructure was reported to be complete in 10 facilities, whereas it was under process in 13 HWCs and for one HWC it has not yet started.
 - b. Infrastructure for IT was not available in all the 25 HWCs.
 - c. All 22 CHOs reported to conduct OPD for 6 days per week, while one CHO reported for 1 day and other one reported for 4 days in a week.
 - d. 11 CHOs reported availability of privacy set-up for examination and 13 reported non-availability of adequate space/ facility to conduct patient examination with privacy
- **Availability of Medicines and Diagnostics:**
 - a. Four CHOs reported availability of Amlodipine 5 mg in their HWC, while all other said non-availability of Amlodipine.

- b. Only five CHOs reported availability of Metformin 500mg and only 3 CHOs reported availability of Glimepiride tablets.
- c. 70 % CHOs reported non-availability medicines.
- d. Status of availability of diagnostics is as follows-

Sr.No	Test availability	YES
1	HB test	12
2	Urine pregnancy rapid test	14
3	Dipstick Urine albumin sugar	9
4	Blood sugar test	13
5	RDK test	5
6	RDK dengue	2
7	Sickle cell test	2
8	Sputum test	5

- **Service Delivery :** The average OPD footfall reported after the posting of CHOs at HWC-SHCs:
 - a. 7 CHOs reported zero average footfall in one month
 - b. Less than 50 patients in 6 facilities,
 - c. 50-100 patients in 4 facilities,
 - d. More than 100 patients in five facilities.

Most common Illness for which patients seek care at SHC- HWCs were reported to be: Fever, Cold/Cough, Weakness, Asthma, Hypertension, Diabetes, Joint pain, Diarrhoea, Skin infection, Malaria etc

- **Population enumeration and wellness activity status:**
 - a. Population enumeration started in 73% HWCs while in 8 HWCs population enumeration is yet to start.
 - b. All 24 CHOs reported that CBAC filling is underway
 - c. Only 2 CHOs reported that they have started Wellness activities such as Yoga.
- **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
- **Support and supervision**
 - a. 58 % CHOs reported that they have been visited by districts of block officials.
 - b. 71 % CHOs reported that the HWCs visited by MO-PHCs while one CHO reported vacant post of MO PHC.