

## Key Findings of the CHO Phone Survey for the State of Uttarakhand

### Summary of Phase one of the survey conducted in March 2019

#### **Summary of call Analysis**

- Total 29 CHOs were contacted of which only two CHOs successfully completed the survey.
- Around nine CHOs received the call but six disconnected the call and three refused to participate in the survey CHOs.
- Apart from the above, around 18 CHOs could not be connected due to network issues. Table below elaborates the responses received during the survey.

Total Calls Done	Survey completed	Received and Disconnected	Received and refused	Call did not connect/disconnected	Out of coverage area	Switch off
29	2	6	3	10	6	2

#### **Key findings of successful calls:**

- **Primary health care team:**
  - a. Of the two CHOs who completed the survey, reported to have completed their six-month Certificate Programme in Community Health from IGNOU and were posted at the HWC from August 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
- **Information about the Facility:**
  - a. Both the facilities were reported to be upgraded to Health and Wellness Centres.
  - b. The facilities were functioning for six days a week with the OPD timings 8 or 9 am to 2 PM.
  - c. Infrastructure for IT with a tablet and desktop was available at one facility.
- **Availability of Medicines and Diagnostics:**
  - a. Medicines for hypertension and diabetes were available at both the facilities and the medicines were being dispensed for both these conditions for a duration of less than a week.
  - b. Among the essential point of care diagnostics, haemoglobin, urine pregnancy and urine dipstick were being conducted at both the facilities. However, blood glucose was being conducted at only one of the facilities.

- **Service Delivery**

- As the facilities were functional from more than six months with CHOs posted, there was an increase in the average OPD footfall as reported by the CHOs.
- The most common conditions for which people seek care at the HWCs included fever, common cold, pain and diarrhoea among others.
- Population enumeration and CBAC filling had commenced at both the facilities along with screening for hypertension and diabetes. However among the cancers, screening for oral cancers had started at only one of the facility whereas breast cancer screening did not commence at any of the facilities.
- Activities for health promotion like yoga, had not started at any facility yet.

- **Support and supervision**

- 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.
- Discrepancies were observed in the data reported by CHOs regarding their fixed salary, however, none of the CHOs reported receipt of their performance linked payments yet.

In Phase two of the survey conducted in May 2019, total 30 calls were made. Table below presents a brief summary of the total calls made and survey completed.

Survey Done	Received And Disconnected	Received and refused	Ringng but not received	Call Back done but not received	Out Of Coverage Area	Switch Off	Total calls done
1	4	1	19	1	3	1	30

Duplication in reporting same contact details for multiple health facilities has been observed.