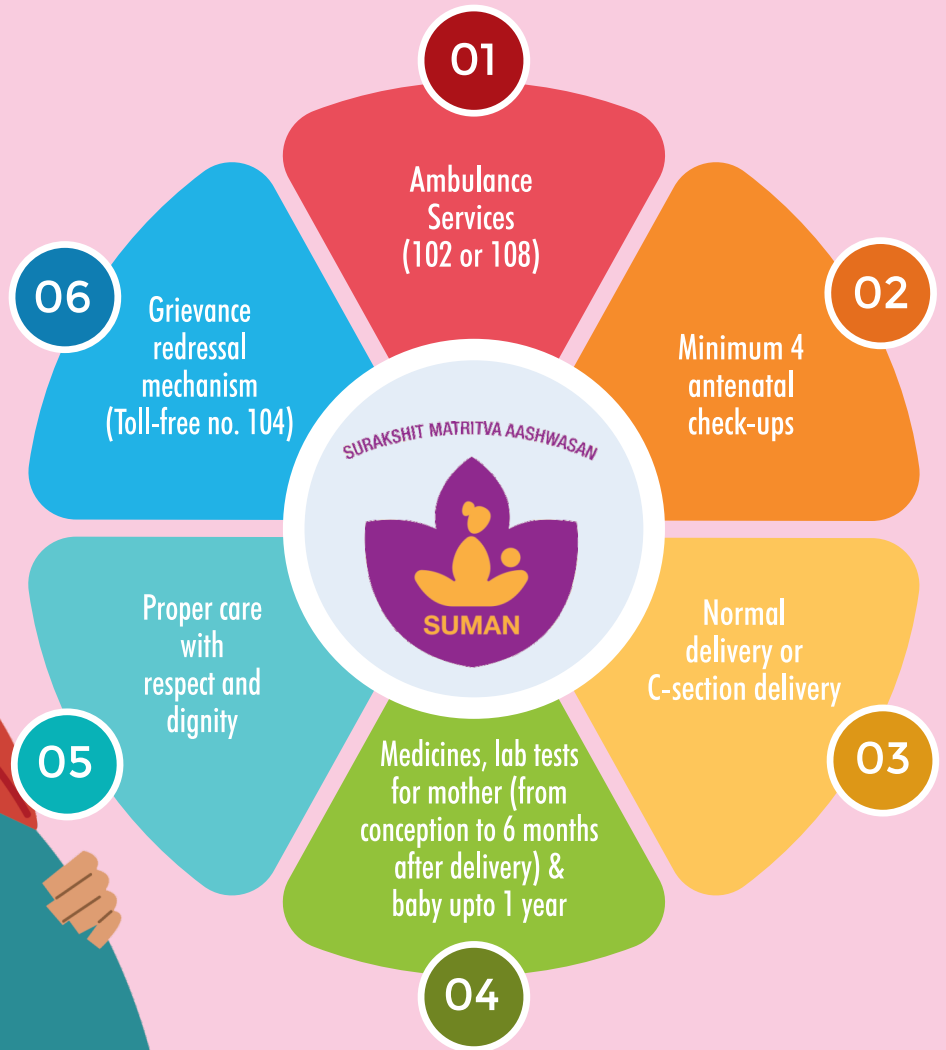


Ministry of Health & Family Welfare  
Government of India



# SURAKSHIT MATRITVA AASHWASAN (SUMAN)

## Community Linkages Brochure





# SURAKSHIT MATRITVA AASHWASAN

## SUMAN

### Background:

Improving the well-being of mothers, infants and children is an important public health goal for the Government of India.

Government of India has made significant progress in reducing MMR from 556/lakh in 1990 to 113/lakh live births in 2016-18. In order to provide respectful and quality healthcare services at no cost and ensure complete and comprehensive care during pregnancy and childbirths, firm implementation of the existing

programs is the need of the hour. There is a need to go beyond “service delivery” to “assured service delivery.” With that aim, the GoI has launched SUMAN- a multipronged & coordinated policy approach that subsumes all existing initiatives under one umbrella.

***SUMAN promotes safe pregnancy, childbirth and immediate postpartum care with respect and dignity by translating the entitlements into a service guarantee which is more meaningful to the beneficiaries.***

### OBJECTIVE

Assured dignified, respectful and quality healthcare at no cost and zero tolerance for denial of services for every woman and newborn visiting the public health facility to end all preventable maternal and newborn deaths and morbidities and to provide positive birthing experience.

### BENEFICIARIES OF THE INITIATIVE

All pregnant women

All mothers up to 6 months post delivery

All sick infants



## ELEMENTS OF A SUMAN COMPLIANT FACILITY



# SERVICE GUARANTEE CHARTER

Respectful Care with privacy and dignity

Safe motherhood booklet and mother & child health protection card

4 ANC checkups (1 check-up during 1st trimester & atleast 1 checkup under PMSMA in the 2nd & 3rd trimester)

6 home-based newborn care visits

Free transport from home to health institutions (dial 102/108)

Drop back from institution to home

Cashless delivery, C-Section facility & management of complications

Early initiation and support for breastfeeding

Cashless services for sick neonates and infants

Zero/birth dose vaccination

Post-partum services & counseling including for Family Planning services.

Comprehensive Abortion Care Services in line with the MTP Act.

Services by trained personnel (including Midwife/SBA)

Time bound redressal of grievances through call center/helpline, web portal, etc

Conditional Cash Transfers/direct benefit transfers under various central & state specific schemes.

## Key Service Provision under Maternal Health:

**Janani Suraksha Yojana (JSY)** - is a safe motherhood intervention under the National Health Mission (NHM). It is being implemented with the objective of reducing maternal and neonatal mortality by promoting institutional delivery among pregnant women. Institutional deliveries in India increased substantially after launch of JSY.



**Janani Shishu Suraksha Karyakram (JSSK)** aims to eliminate out-of-pocket expenses for pregnant women and sick infants (up to one year of age). Under JSSK, every pregnant woman is entitled to free delivery, including Caesarean section, in public health institutions. This also includes free transport, diagnostics, medicines, other consumables, diet and blood (if required).



**Pradhan Mantri Surakshit Matritva Abhiyan** PMSMA provides a minimum package of antenatal care services (investigations & drugs) on fixed day, 9th of every month to all pregnant women. As part of the campaign, a minimum package of antenatal care services is provided to pregnant women in their 2nd/ 3rd trimesters at government health facilities (PHCs/ CHCs, DHs/ urban health facilities etc) in both urban and rural areas. Identification and line-listing of high-risk pregnancies (HRPs) based on Obstetric/ medical history and existing clinical conditions is also carried out.



Quality ANC Check-up free Ultrasonography test under PMSMA



Counseling session under PMSMA

Yoga and Pranayam session under PMSMA

Free Medicines & Diagnostic Services under PMSMA

**Village Health, Sanitation and Nutrition Day:** Monthly Village Health, Sanitation and Nutrition Days (VHSNDs) is an outreach activity at Anganwadi centres for provision of maternal and child care including nutrition in convergence with ICDS. The VHSND has four components namely Health, Nutrition, Sanitation, and Early Childhood Development (ECD). The health component includes basic health services and Counseling for reproductive, maternal, newborn, child and adolescent health, communicable diseases, and non-communicable diseases (NCD).



## MIDWIFERY INITIATIVE

### Midwifery Led Care

#### Aim

Provision of compassionate, women centred, reproductive, maternal & newborn health care services through a new cadre of NPM's who are highly skilled as per ICM standards.

#### Objective

- \*To provide quality maternal and newborn services delivered with respect and dignity.
- \*To promote natural birth with positive child birthing experience

#### Scope

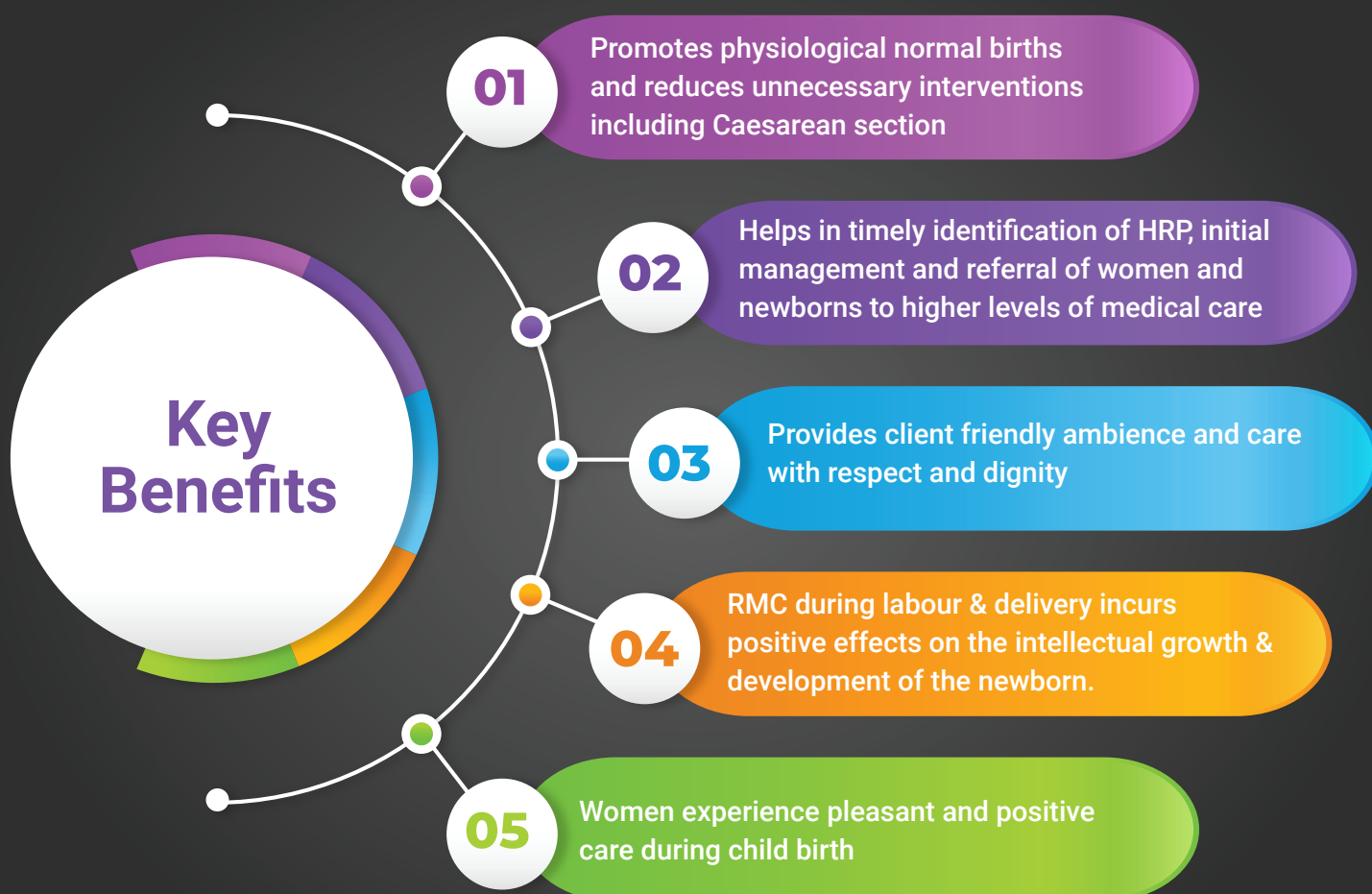
- \*Pre pregnancy and Antenatal Care
- \*Care during Labour and Child birth
- \*Post partum care to women and newborn
- \*Family Planning counseling and health education
- \*Referral linkages

## Midwifery Led Care Units (MLCUs)

Midwifery Led Care Units are specialized labour rooms where midwifery services will be provided by specially trained midwives. MLCUs would be established in close proximity to the Obstetric led care units (OLCU) at high case load facilities, preferably LaQshya certified facilities.

The midwives will work in close collaboration with the OLCU team and will have following roles:

- ◆ Screen the pregnant women for high risk factors and refer the high-risk cases to OLCU.
- ◆ Provide autonomy to the Pregnant women for her choice of birthing.
- ◆ Provide respectful and compassionate care to the pregnant women and newborn throughout the intra partum and post-partum period.
- ◆ Decongest the OLCU allowing the OBG specialists to focus on high-risk cases.



## Equipments & Preferred Birthing Positions in MLCU



### SUMAN- COMMUNITY LINKAGES AND SUPPORT

Community participation, ownership and sustained action will play a pivotal role towards high-quality delivery of entitlements guaranteed under SUMAN.

This initiative needs to be scaled up to the village & Panchayat level with support from public representatives & community. There are various institutional structures, development actors & change agents at community level, which have a critical role in Social Mobilization for delivery & quality of healthcare service for improving health of community. These agencies include PRIs, RKS/HWC, VHSNC, CSOs, NGOs, CBO and SHGs.

**The main function of these agencies (PRI, RKS/HWC, VHSNC, CSOs, NGOs, CBO and SHGs) would be;**

01

Organizing periodic meeting to generate awareness among beneficiaries and their families

02

Raising awareness about the cashless care during pregnancy, childbirth & postnatal period including care of newborn and infants

03

Sensitizing families on the importance of getting timely ANC checkups & ensuring stress free environment for a pregnant women.

04

Celebrating motherhood with no gender discrimination

05

Ensuring 100% registration & verbal autopsy of maternal deaths & addressing its social causes.

06

Timely referral transport facilitated by the Panchayat/Community.

07

Adopting the health facilities.

## COMMUNITY LINKAGES: Roles & Responsibilities PRI/RKS/HWC/VHSNC/NGO/CBO/SHG

1. Encourage community to share their experiences & complaints related to delivery of services, their quality & all entitlements under the initiative.
2. Play lead role in community level consultations, which will be facilitated by ASHA, ANM and ASHA Facilitators.
3. Raise concerns related to local health facilities with the respective RKS.
4. Participate in meetings of block level & district level SUMAN Committees to support in monitoring & improving local health facilities.
5. Participate in community-led accountability initiatives such as social audits, VHND and VHSNC meetings especially on issues around maternal health.
6. Promote grievance reporting and monitoring. All the feedback received under GR will be reviewed by District Quality Assurance Committee (DQAC) and Block Level Committee for action.
7. Organize 'Maternal Health Month' and drive campaigns to generate awareness on maternal health issues.
8. Organize coordination meetings at district, state and national levels in coordination with PRIs and RKS to enable community review of health plans.
9. Conduct community mobilization events to encourage SUMAN uptake like 'Mother's picnics' to familiarize mothers with the public health system and enable a positive pregnancy experience.
10. Devise innovative non-monetary incentives to motivate volunteers and ensure that the champions are provided with the promised incentives.
11. ZP, JP and GP members should enroll as SUMAN Volunteers and also motivate others to join.
12. RKS/HWC should be engaged in supporting the SUMAN programme, facilitating community's access to services & improving the quality standards of facility.

## SUMAN VOLUNTEERS

Empowered and well-respected members of society such as PRI representatives, opinion leaders, school teachers, civil society representatives, SHG members etc. can opt to become SUMAN Volunteers, provided they are committed to the cause and are willing to devote time for the same. They can be from any gender.

In short SUMAN Volunteers should strive to act as a bridge between the health system and the community to enable the beneficiaries to avail their entitlements under the schemes.

- ◆ Every Anganwadi Centre, SC, HWC & PHC must conduct a drive to register volunteers.
- ◆ State/district can organize a half-day orientation programme for the registered volunteers to orient them on various provisions & entitlements under SUMAN and their expected role.
- ◆ Every Anganwadi Centre, SC, HWC & PHC must display the names of registered volunteers & share the information with pregnant women and their families while registering them with MCP Cards.



- ◆ SUMAN CHAMPIONS can be anyone: Volunteer, ASHA, ANM, Nurse, Doctor or any service provider who has done exemplary work for saving the lives of mothers & infants.
- ◆ Awards would be based on overall performance of the village/area where the volunteers provide services which can be checked from RCH Portal data of the village.





## SUMAN VOLUNTEERS: ROLES & RESPONSIBILITIES

Ensure that all pregnant women are registered and receive their entitlements.

Ensure that in case of emergency, the pregnant woman have access to referral transport and reach the appropriate level of health care facility in time.

Understand the services being rendered and the problems the service providers are encountering & discuss these with RKS and PRIs to improve the services.

Obtain feedback from pregnant women in their area on their experience of care, document and share the results with the local MO, ANM, ASHA, AWW etc.

Report about achievements and deficiencies in services, upload photographs of service delivery activities etc. on social media or on the web portal of this program.

Participate in VHSNC/ Panchayat/MAS meetings and orient the members on various entitlements under the SUMAN.

Devoting time for community /family in getting the services envisaged under SUMAN initiative.

Meet family and community and help in sensitizing them on the type of support that they can provide to the pregnant women for safe motherhood.

Good liaison with the local service providers working in government health facilities and supporting them in delivering SUMAN services.

Act as a bridge between the health system and the community to enable the beneficiaries to avail the entitlements under the scheme.

If pregnant women or their families report lack of cashless services, informal payments, lack of respectful care etc. they must submit the grievances through the SUMAN portal so that assured resolution can be attained.

Report any denial of services at the facilities designated under SUMAN to higher authorities.

Engage/support in generating community awareness about various entitlements under the program.





National Health Systems Resource Centre