

AROGYA DHAARA

A Monthly Newsletter by CInI

SEP-OCT 2023 | SIXTEENTH EDITION

 @HwcModel



Supportive
hand-holding for
quality services



Knowledge
Management

Developing 523
health facilities
as "MODEL"



Tech-enabled
continuum of
care

Madhya Pradesh Health Systems Strengthening Program

Serving 23 Districts in
Madhya Pradesh

KEY HIGHLIGHTS | SEP-OCT 2023

MODEL HWCs & UPHCs

- **590** Supportive Handhold visits
- **76** HWCs reported as Model
- **642** HCWs mentored on CPHC services/ Kayakalp/NQAS/IT.
- **51** HCWs nominated and capacitated as peer facilitators.
- NQAS National Assessment of **25 HWCs** conducted (Rajgarh -02, Shahdol -05, Umaria - 11, 03 Tikamgarh and Dindori -04).
- NQAS preparation initiated at the UPHCs Azadnagar Indore, Sanjaynagar Jabalpur & Balaghat Balaghat

HEALTHCARE WORKERS TRAINED

- Trained **2321** health care workers (NQAS - **1010**, CPHC services - **974**, IT - **284**, KAYAKALP- **20** & LaQshya - **33**).



HEALTHCARE WORKERS TRAINED

- **KMN - LMS (Learning Management System)**- **05** sessions held on the Management of Common Eye Problem, management of Mental Health Problem, Family Planning (**87** CHOs participated), NQAS Part 1 (**59** CHOs participated) and Oral Health Care (**46** CHOs participated), 1 orientation to the CHOs on Mental Health and Screening.
- Services at HWC.
- **04 new modules** developed under KMN (Family Planning Services at HWC & Antenatal Care, Trauma and Emergency **part 1 and part 2.**)
- Exposure visit to HWC by the Jabalpur Medical College Committee members.
- Pilot study visit by the Bhopal and Jabalpur Medical College Committee members.

TECHNOLOGY ENABLEMENT

- **e-Aushadhi** deployed in **71** new HWCs
- **E.H.R: 09 UPHCs** deployed
- E.H.R functional in **03 UPHCs.**

HEALTH DAY

Health and Wellness Centres celebrating Ayushman Bhav Swasthya Mela.



Swasthya Mela, Umaria

Swasthya Melas are being observed in the districts by addressing the thematic health needs on a weekly basis. The team of CHO, ANM & ASHAs has been oriented by the CInI team on the Swasthya Melas. The focus is on early diagnosis through screening, and delivery of comprehensive primary health care services with drugs and diagnostics. In addition, teleconsultation with health specialists and appropriate referrals, with a special focus on marginalized people, was also initiated.

The team is focusing multiple themes every Saturday on wellness promotions through IECs and keeping in mind the disease prevalence per the CBAC assessments. This is helping to build awareness through behaviour change communication among the people about health and healthy lifestyles. Additionally, the team is also targeting schools and youth of the community for the huge participation in the upcoming melas.



WORLD MENTAL HEALTH DAY 2023

"Mental Health, Safe Health"



World Mental Health Day screening camp, Umaria



World Mental Health Day counselling HWC Ahmedpur Khaigaon, Khandwa

To increase awareness of mental health issues and mobilise actions in favour of mental health, the Medical officers and CHOs from the MP & CG region have spearheaded a three-day screening, counselling and awareness campaign at the HWCs and UPHCs. To drive this activity the HCWs were also mentored earlier through an online session on screening by an expert from Govt Medical College, Khandwa. During the community engagement in schools and villages, the right to mental health risks and overall health and well-being was promoted. The CHOs/MOs also took an opportunity to work with their team on mental health issues to talk about their work, and what more needs to be done to make mental health care a reality during the sessions.

- Health staff from HWC Ahmadpur Khaigaon & Attar went through the Mental Health screening and demonstration by the expert from the Govt Medical College.
- A seminar was conducted at the Mental Health Clinic Mankaksh, district hospital Umaria, to raise awareness on substance use and stress management.

The air of NQAS Assessment 2023!

- 05 Health facilities Bastra, Nighori, Rakhi, Barbaspur, Amdi, Ballhor & Roosa Mal from Umaria and Dindori qualified National NQAS assessment
- 2 granted on certain conditions and to be qualified soon.
- The next set of results are awaited.



Before picture of drug administration HWC Rakhi, Dindori



After picture of drug administration HWC Rakhi, Dindori



Before picture of ANC room HWC Bastra, Dindori



After picture of ANC room HWC Bastra, Dindori



Raising success with NQAS



Before Picture of Lab area
HWC Roosamal, Umaria



After picture of Lab area
HWC Roosamal, Umaria



Before picture of IECs display
HWC, Nighori, Dindori



After picture of IECs display
HWC Nighori, Dindori

Talking about the Initial journey of HWCs from zero to NQAS, we have understood that every failure brings you one step closer to success, which is the natural part of the process.

Madhya Pradesh is majorly surrounded by the rural & tribal districts. Recently 25 HWCs from districts Dindori, Rajgarh, Shahdol, Tikamgarh & Umaria went through the NQAS National Assessment and for the first time, a total of seven (7) HWCs from the tribal belt have been awarded the certification.

The task of NQAS certification at these districts was a challenging task as there was no precedence of any such work in any of the tribal districts of India, especially in the Sub centre HWC. During the initiative started in 2021, from baseline to preparing HWCs for NQAS we have experienced and realized that process improvement and simple interventions lead to better patient and staff satisfaction levels and exalted service delivery. Essentially, the CHOs and team faced problems in efficiently utilising money.

Quality improvement of various facilities has been an ongoing initiative. A simultaneous conjugation of improvements in infrastructure, constant support from the district, provision of adequate manpower and availability of essential equipment, medicines and consumables was taken up to improve the healthcare service delivery.

The supportive handhold visits involved:

- Orientation of committee members on Quality
- Gap assessment (baseline, periodic assessments)
- Stakeholder engagement, leveraging govt resources
- Assessment of skills and continuous capacity building and mentoring of HCWs
- Applying quality tools to improve processes
- Standardizing record-keeping practices
- Monitoring and evaluation of critical indicators to improve service delivery
- Improving infrastructure as per IPHS and NQAS standards

In order to innovatively improve, out-of-the-box solutions were taken into consideration. The constant work brought changes in the perceptible and positive changes were seen in the attitude and behaviour of the staff and among the general public. Some even enjoyed failure and we learnt that failure is just a feedback. Irrespective of challenges and minimal resources the staff took the lead to transform the centre.