

# AROGYA DHAARA

A Monthly Newsletter by CInI

NOVEMBER 2022 | SIXTH 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 | NOVEMBER 2022

### MODEL HWCs & UPHCs

- **211** Supportive Handhold Visits
- Model HWCs reported: **10**
- Model Approach, Competency Assessment Framework and SOPs released
- National Certification received for **03** intervention UPHCs – Govindpura, Piplani and Ahmedabad
- Recognition to HCWs & District Leadership for Model HWCs & UPHCs
- Supported visit of GOI – Common Review Mission team to intervention HWCs and UPHCs in Sidhi and Singrauli



### CAPACITY BUILDING INITIATIVES

- **07** handholding visits to LaQshya facilities
- **03** Virtual sessions held (02 BMW; 01 soft skills) under KMN

## HEALTHCARE WORKERS TRAINED

- 976 HCWs (CPHC NCD Application 190; LaQshya 13, NQAS 232, Kayakalp 09; Common Cancer 211; HWC Portal 140)
- IT applications 181 HCWS

## TECHNOLOGY ENABLEMENT

- E.H.R. deployment at 10 UPHCs in 6 districts
- 50 UPHC staff and district M&E trained on E.H.R.
- 75 (CHOs & Store Keepers) trained on e-Aushadhi; 53 indents generated
- 71 CHOs new user IDs issued



## BEST PRACTICE : NATIONAL CANCER AWARENESS DAY

The CHOs celebrated National Cancer Awareness Day at the Health and Wellness Centre in over 23 districts to raise awareness about the importance of screening for cancer. To capture the very critical steps and the significance of increased awareness about cancer prevention and early detection, the team planned community engagement activities. Before the celebration, ASHAs were mentored by the CHOs and addressed the necessary points of cancer awareness. On the day the community gathered at the HWCs, and the session started with a health talk given by the CHOs, being the leading causes of death worldwide, probable symptoms were told, and building awareness for early screening, the community was encouraged through IEC materials and videos.

### Testimonial by Dr Nandini Raj, MO, Ahemdabad, CD

Initially, when we started NQAS preparation, we were not aware and not much involved due to a lack of staff, but later on, the state team and development partners assisted with the NQAS preparation. As a whole, we took this positively and put our 100% efforts by fulfilling the gaps as per NQAS checklist. The main sources of assistance were the capacity building of the staff, mentoring, handholding, document preparation, and other activities that improved and encouraged the staff's efforts. Due to the hardworking team and the motivated staff, we were able to achieve the NQAS scoring.



Dr. Nandini Raj, MO, Ahemdabad, CD

## GLIMPSES FROM THE FIELD



Health is a state of body, wellness is a state of being

# STATE LAUNCH OF MODEL APPROACH

- Released by Hon. Health Minister
  - Approach to creating Model HWCs
  - SOPs for operationalising 12 CPHC services
  - Competency Assessment Framework for HWCs
- Stakeholder Conclave on important aspects of Quality Assurance, Knowledge Management (**Key Participant – ED NHSRC**)
- Rewards to HCWs & District Teams of Model HWCs and UPHCs
- Capacity Building workshop on supply chain mechanisms for NHM's CPHC Consultants and Store Keepers



Hon. Health Minister Dr Prabhuram Choudhary  
Released SOPs of 12 CPHC services  
Released Competency Assessment Framework  
State Launch



## SUCCESS STORY



03 intervention UPHCs certified as NQAS :

- Govindpura 85.3%
- Piplani – 86.3%
- Ahmedabad – 81.8%

**The Journey :** Ongoing with the continuous engagement at the UPHCs resulted in the strengthening of quality circle meetings, documentation and quality tools for the analysis of patient satisfaction mentored, assessment of facilities as per the NQAS checklist, and handholding of Medical officers, Staff nurses and pharmacists was majorly focused. Supported UPHC facility staff for minor infrastructural changes as per the requirement of NQAS parameters: (emergency and dressing room, IEC corner, breastfeeding corner etc.)

UPHC – Cd Ahmedabad (Before)

UPHC – Cd Ahmedabad (After)

