

Report of the Block Level NGOs Consultation on Community Action

Introduction

As planned earlier, the consultation meeting was organized on 29th Jan 2008 at KCSD conference hall at about 11.30 am. The meeting was presided over by Dr Saraswati Swain, Co-chairperson, AGCA, Orissa. The other key dignitaries on the dias were Dr Sashimani Panda, Dr Almas Ali, AGCA member and Mr Sudarsan Das, State Nodal Officer.

Objectives

The consultation meeting was solely organized with the objective to sensitize the Block level nodal NGOs on process and provision of community action in coming five months i.e., Feb – June 2008. and to interact with the Block level Nodal NGOs to assess the real workload under the process and to finalize a road map for successful conduction of the community action at the grassroots level.

Participants

The participants were mainly the following

- Chief functionaries and Coordinators of the Block Level Nodal NGOs
- Representatives of District level Nodal NGO
- AGCA members and
- AGCA Secretariat personnel

Agenda

- 1 Welcome
- 2 Self Introduction
- 3 Review of progress of the Block NGOs
- 4 Briefing about Implementers Hand Book/immediate work load of Block level NGOs
- 5 Drawing up action plan (up to 20th Feb 2008) for immediate action
- 6 Valedictio

Proceedings

1 Welcome

The programme was started with warm welcome by Mr Sudarsan Das, State Nodal



Officer, AGCA, Orissa. During his brief welcome address he shared the experience of Bangalore Meeting where he participated very recently. The performance of Orissa on community action was well acclaimed in the National level, he reiterated. He extolled the efforts undertaken so far by State AGCA members and Block Nodal NGOs. At the same time he requested one and all present to continue with the same tempo and momentum in the coming days to make Orissa as a model in the country. He also shared about the other activities at Bangalore meeting in the house.

He also highlighted to form an E group of AGCA, Orissa so that there will be free and timely dissemination of information amongst all of us.

2 Self Introduction

The participants introduced themselves with their organizations

3 Review of progress of the Block NGOs

As per the agenda, each and every Block level NGO shared the progress so far made under community action at the grassroots level. The activities so far undertaken by the Block nodal NGOs were well appreciated by the house. It was found that Bolangir has taken some extra initiatives and formed the VHSC in all most all villages in the selected areas under community action. However the initiatives taken by other Nodal NGOs were also note worthy. Mr Das, state nodal Officer requested all NGOs to make it case study/success story so that it can be shared with others.

4 Briefing about Implementers Hand Book/immediate work load of Block level NGOs

Dr Almas Ali, AGCA Member shared about the document on **Implementers Hand Book** and urged every one to go through it. It will definitely enhance our capability in best performing our activities, he asserted. He also narrated some of the key areas like preparation of Village Health score card and facility score card considering the scoring mechanism.

Mr Basudev Panda, AGCA Member broadly highlighted some of the immediate work under the community action initiatives as under.

Community Action under NRHM

Key Institutions

- Village health and sanitation committee (Issues :)
- The PHC planning and monitoring committee
- The Block planning and monitoring committee
- The District planning and monitoring committee and
- The State planning and monitoring committee

Mechanism Tools

- Review of documents like – Village Health register, ANM/MPW records
- Group discussion with women
- Interviews of ANC/PNC/Immunization beneficiaries
- Interview with ASHA and ANM
- Interview with those with adverse outcomes and denial of care

CHECKLIST FOR ISSUES, INDICATOR, MEANS OF VERIFICATION & TOOLS FOR COMMUNITY MONITORING AT VARIOUS LEVELS

VILLAGE LEVEL ISSUES

SI	Issues	Indicator	Means of Verification	Tools
1	Maternal Health	ANC TT/IFA/ PNC NC (Safe & Institutional) JSY Benefit Fixed Health Day	ANC register Village health Register ANM register JSY benefit register/card Documentation of denial cases	Checklist for record Group Discussion In-depth Interview Case study
2	Infant/ child health	Immunization AW food Malnourished child	Immunization register AWC register Malnourished Register	Check list Interview with AWW Observation Quality & quantity of services Validation if required
3	Denial of Health Services	Maternal and child death Death due to sterilization Sterilization failure – poor service Still Birth	Documentation of Adverse outcome	Personal interview Group Discussion
4	Disease surveillance	Death due to Malaria HIV/AIDS	MPW/ANM resister	Check list Group Discussion

		T.B. Diarrhea Any other		
5	VHSC functioning	Formation Extension Composition Activity Health report card Report Preparation & Submission Fund utilization Feedback	VHSC register Minutes book Bye law	Group Discussion with VHSC member checklist Interview with convener
6	Service Guarantee	ANM visit ASHA support Involvement of ASHA in health day ANW scheme Fixed health day observation Birth & Death registration Pregnancy Registration	ANM register Birth & Death Register Pregnancy register Other register Village health register AWW register	Interview ANM/ AWW/ ASHA Interview with beneficiary
7	Quality of Services	Attitude/ behavior of health service provider Free services expiry of medicine		Interview Checklist.
8	Socio Cultural Issues			

Sub-centre Level

Sl	Issues	Indicator	Means of Verification	Tools
----	--------	-----------	-----------------------	-------

1	Untied fund	Fund received Utilization as per specification	Record Search Physical verification	Checklist for record search Interview with ANM
2	Infrastructure/ equipment	As per norms	Record Search Physical verification	Checklist for record search Interview ANM
3	ANM services	Out reach service institutional Drug supply & utilization	Record Search Physical verification Observation	G.D with community people

PHC level

SI	Issues	Indicator	Means of Verification	Tools
1	Infrastructure	IPHS standards	Visit to PHC	Checklist for record search Interview with MO
2	Staff position	IPHS standards	Visit to PHC	Group Discussion in 3 villages
3	Dry supply/facility/ scheme	IPHS standards	Physical observation	Exit interview & Interview with In door patients
4	RKS	Formation	Village visit	Observation Discussion with RKS members
5	Accessibility	Denial of health care services	Documentation of Adverse outcome	Format for adverse outcome
6	Patient satisfaction	Perception	Complain box/ suggestion box	Exit interview & Interview with In-door patients
7	AYUSH integration	As per norms	Record Search Physical verification	Checklist for record search Interview with MO
8	PHC untied fund	Fund received Utilization as per specification	Record Search Physical verification	Checklist for record search Interview with MO
9	Citizen charter	Display of Boards	Physical verification	Visit
10	Health entitlement	As per norms	Documentation of Adverse outcome	Format for adverse outcome

Village health report and facility score card

Sl	Themes	Source of Information
1	Disease surveillance	GD with community members
2	Curative services	GD with community members
3	Child health	GD with community members
4	Quality of care	Discussion with women
5	ASHA functioning	Discussion with women
6	Adverse outcome	Discussion with women
7	Maternal health	Interview & GD
8	JSY	Interview with JSY Beneficiary
9	Equity issues	Do
10	Infrastructure	Facility Check list
11	Equipments	Facility Check list
12	Supplies	Facility Check list
13	Personnel	Facility Check list
14	Service	Facility Check list
15	RKS	Exit interview

Activities for report and score card

- 1 5 interviews with women who have delivered within 3 months = Beneficiary
- 2 Group discussion with community, women group, marginalized , ASHA
- 3 Interview with PHC MO, CHC MO, 5 exit interview with PHC and CHC patients
- 4 Observation SC, PHC & CHC

Scoring

1	Disease surveillance	Max	8	
2	Curative service			8
3	Untied fund		8	
4	Child health		10	
5	ASHA		8	
6	Quality of care			12
7	Adverse outcome		8	
8	Maternal health		10	
9	JSY		8	

Calculation of scoring and color code:

Member interviewed for an issue x questions put under the issue
= Maximum score

Score	>75%	Green
	=	
	50-75%	Yellow
	< 50%	Red

Work Load at Different levels for Block NGO

1 Village level

1. 3 FGDs (Women, general with 50% women Sc/St/Backward/Minority)
2. 10 numbers of Interview (Women from ANC Period (1 from ANM register and 1 from Village meeting) Women in PNC period (1 from ANM register and 1 from Village meeting)m Women with 1 yr child (1 from ANM register and 1 from Village meeting), Beneficiary of JSY (1 from ANM register and 1 from Village meeting), Interview with 2 AWC beneficiary (1 from AWW register and 1 from Village meeting)
3. Weighing of any 2 malnourished children and 2 Normal children (AWW register)
4. Interview with ASHA
5. 2 Interview of the persons visited PHC in last 3 moths
6. 2 Interview of the persons visited CHC in last 3 moths
7. Formation/strengthening pf VHSC
8. Capacity building of VHSC members
9. Documentation of denial of health care (all deaths)
10. Preparation of village health card
11. Submission of VHSC report to PHC level planning and monitoring committee
12. Verification of registers at village level
13. Facilitation of VHSC meeting monthly once

2 PHC level

1. Facility Survey
2. Exit Interview
3. Inpatient interview
4. RKS member interview
5. Review of functioning of VHSC
6. Preparation of score card
7. Collation and Preparation of Report
8. Organisation of Jana sunani (3 in PHC area)
9. Formation of planning and monitoring committee
10. Capacity building of planning and monitoring committee members
11. Submission of report to Block level planning and monitoring committee

3 CHC level

1. Facility Survey
2. RKS member interview
3. Review of functioning of PHC level planning and monitoring committee
4. Collation and Preparation of Report
5. Organization of Jana sunani (1 in Block level)
6. Formation of Block level planning and monitoring committee
7. Capacity building of planning and monitoring committee members
8. Submission of report to District mission

In the post lunch session there was open discussion on immediate activities to be carried out considering the total time span of the project. After discussion the followings activities were identified to be completed by 20th Feb 2008. In the mean time funds will be received and MOU may be signed with Block NGOs for future course of action.

5 Drawing up action plan (up to 20th Feb 2008)

- 1 Circular from NRHM, Orissa on formation of VHSC to be collected by State Secretariat and will be circulated to all Block NGOs and District Nodal NGOs with in a week time
- 2 All Block NGOs will provide a progress report highlighting the name of the Block coordinators, Case studies/success story and time plan to finish the activities by 20th Feb 08.
- 3 Block NGOs will finish formation of VHSC in each village under their jurisdiction, with due consideration on state guidelines



- 4 District Nodal NGOs in consultation with Block NGOs will finalize a date at district level to have in-depth discussion on Implementers Guide Book.
- 5 In case of Bolangir district where the formation process of VHSC has been over, initiatives can be taken up for registration.
- 6 Block NGOs in close consultation with District Nodal NGO will strengthen the District level Mentoring Group as formed during District level workshop.
- 7 Training to District level mentoring group on community action initiatives (1 meeting and 1 training)
- 8 The implementer Hand Book for better use if translated into Oriya will be added advantages to the Block NGOs in internalizing the whole things.
- 9 Advocacy workshop at Block level to be organized in each of the selected Blocks.

6 Valediction

The meeting was ended with vote of thanks by Dr Sashimani Panda, AGCA member to all present in the meeting.