A Study on Tele-calling for National Deworming Day Monitoring in Haryana (February 2019)

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Dissertation submitted for the partial fulfilment of the
MBA Hospital and Health Management
Academic year, 2017-2019

Institute of Health Management Research, Jaipur

INTRODUCTION

National Deworming Day (NDD)

- NDD was launched on February 10, 2015 by MoHFW, GoI as part of National Health Mission (NHM).
- Target beneficiaries: All children in the age group of 1-19 years.
- NDD is the largest deworming program in the world.
- The India Program- Evidence Action work with the national and state governments to strengthen and scale-up the pre-school and school-based deworming program to target all children aged 1 to 19 years.
- Evidence Action currently provides technical assistance 11 states, this is approximately 60% of the total population. The states are namely- Bihar, Rajasthan, MP, UP, Chhattisgarh, Telangana, Tripura, Jharkhand, Uttarakhand and Haryana.

- To deworm all preschool and school-age children between the ages of 1-19 years through the platform of government/ government aided and private schools and *anganwadi* centers in order to improve overall health, nutritional status, access to education and quality of life.

India Deworming Goal

Haryana Deworming Day

- Evidence Action signed a Memorandum of Understanding (MOU) with the Department of Health and Family Welfare, Government of Haryana, on March 13, 2018 to strengthen the implementation of the National Deworming Day.
- Comprehensive technical assistance was provided to the state government in implementation of the NDD in the August 2018 and February 2019 rounds.
- In NDD February 2019,only done in 15/22 districts conducted NDD due to drug shortage.

NDD Feb 2019 round Timelines																
Activity	Dec-18				Jan-19				Feb-19				Mar-19			
	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4
State Steering Committee Meeting (SCCM)																
District Coordination Committee Meeting (DCCM)																
Drug estimation and procurement																
Drug distribution at distrit level																
Drug distribution at block level & Integrated distribution of drugs and IEC material																
Training cascade																
Short term hire support for NDD from Evidence Action																
Awareness and communication moblization activities																
Monitoring, Evaluation and Reporting																

Figure: Activities Timeframe for NDD February 2019 round

LITERATURE REVIEW

Study Title	Author	Sample Size	Details	Citation
Improving fatigue and depression in individuals with multiple sclerosis using telephone-administered physical activity counseling.	Turner, A. P., Hartoonian, N., Sloan, A. P., Benich, M., Kivlahan, D. R., Hughes, C., … Haselkorn, J. K.	64	Telephone counseling condition participants reported significantly reduced fatigue , reduced depression and increased physical activity relative to Education Condition participants.	Turner, A., Hartoonian, N., Sloan, A., Benich, M., Kivlahan, D., Hughes, C., Hughes, A. and Haselkorn, J. (2019). Improving fatigue and depression in individuals with multiple sclerosis using telephone-administered physical activity counseling..
Do automated calls with nurse follow-up improve self-care and glycemic control among vulnerable patients with diabetes?	John D Piette, Morris weinburger, Stephen J Mcphee,Connie A Mah.	280	Intervention patients reported more frequent glucose monitoring, foot inspection, and weight monitoring, and fewer problems with medication adherence.	Piette, J., Weinberger, M., McPhee, S., Mah, C., Kraemer, F. and Crapo, L. (2000). Do automated calls with nurse follow-up improve self-care and glycemic control among vulnerable patients with diabetes? The American Journal of Medicine, 108(1), pp.20-27.

A Telecommunications System for Monitoring and Counseling Patients with Hypertension: Impact on Medication Adherence and Blood Pressure Control	Robert H. Friedman, Lewis E. Kazis, Alan Jette, Mary Beth Smith, John Stollerman, Jeanne Torgerson, Kathleen Carey	267	This study was conducted to evaluate the effect of automated telephone patient monitoring and counseling on patient adherence to antihypertensive medications and on blood pressure control automated telephone monitoring of hypertensive patients was associated with significantly reduced DBP and possibly lower SBP	Friedman, R. (1996). A Telecommunications System for Monitoring and Counseling Patients With Hypertension Impact on Medication Adherence and Blood Pressure Control. American Journal of Hypertension, 9(4), pp.285-292.

RATIONALE

Tele calling is an integral part of M&E that facilitates preparedness and process monitoring on key NDD components. Its role is to identify gaps for timely corrective action at the ground level through regular updates for effective implementation of NDD program.

This study is proposed to understand and review the tele-calling tool of Evidence Action for the monitoring of NDD in Haryana.

OBJECTIVES OF THE STUDY

i. To understand the NDD operational guidelines

ii. To understand the process of tele-calling monitoring under NDD February 2019 in Haryana; and

iii. To identify strengths and weaknesses of tele-calling monitoring under NDD

METHODOLOGY

- Study design : Observational Descriptive study
- Study Setting : 15 NDD implementing districts, Haryana
- Setting of study : Three months (4th February 2019 - 3rd May 2019)
- Study respondents : Government official from Department of Health (DPM,BPM,MO,SNO), Education (DEO,BEO) & Women and Child Development (WCD- PO, CDPO). At below block level calls are made to ASHAs, AWWs, Principals and Teachers.
- Sampling & Sampling Size: Automated Tele-calling platform is used.

- Methods of data collection:
  - Core documents like NDD operational guidelines, monitoring & evaluation strategy of NDD, Haryana NDD operational plan February 2019, guidelines for tele-calling were collected to understand the process implementation.
  - Field visits to Schools and AWCs for preparatory and monitoring visits: 20 Preparatory visits to block Rewari and Khol, District Rewari for two days were done prior to NDD round. 10 Monitoring visits were done on the day of NDD to Bawal block, district Rewari.
  - Close support to Evidence Action team towards technical assistance support in program monitoring- Attended District coordinator reorientation meeting in Haryana NDD February 2019 round which provide an inside of Haryana NDD program.
  - Tele-calling updates shared with State NHM and tele-calling platform was used to gather data on Haryana NDD tele-calling for February 2019.
- Tools used: Observational Checklist, Review Checklist, Preparatory checklist and monitoring forms.

RESULTS

Understanding of NDD Operations

Specific budget provision for NDD under state program implementation plan approved by GoI

Initiate drug procurement

State Coordination Committee Meeting : Senior leadership of stakeholder departments decides key program decisions; drug procurement, target setting.

District Coordination Committee Meeting

Block Coordination Committee Meeting

Drug procurement
- Supply at state
- Distribution to districts

District level bundling & distribution of drugs

State – level training of trainers

District level training

Block & cluster level training

Awareness and Community Mobilization
- Adapting IEC and Training Material
- Printing at state/district
- Mass media roll-out
- Social media roll-out
- Community mobilization by frontline workers

District level bundling and distribution of IEC & training material

Integrated distribution of drug and IEC material at blocks

Responsibility
State Health Department
State Education Department
State Women and Child Development Department

Tele-calling Process

- Evidence Action appoints tele-callers in states to support NDD.
- Tele-calling plan is developed by Evidence Action state team two weeks prior initiation of tele-calling & is submitted to state government.
- Tele-calling is done in three phases- Pre NDD, During NDD and Post NDD.
- It generates detailed, real time program updates that can be used to rectify problems before they can escalate.
- Information gathered is compiled and shared with nodal officers to take timely corrective action as well as build and update contact data base of all functionaries.

- Preparatory activities -Drug, Training, IEC.

Pre-NDD

- Monitoring and Real time corrective action.

During NDD

- Post NDD activities like coverage reporting, Drug recall.

Post NDD

Contd….

Tele-callers (TC) are hired for period of 3 months-

- Are the voice of Evidence Action who gather status updates on program areas.
- Compile information in tracking sheet for reference of state officials.
- Disseminate gaps in NDD program implementation and convey to block officials to allow them undertake corrective actions
- Internally share status update each day with Regional Coordinator (RC) and District Coordinator (DC), to support for corrective action in field
- Build updated database of all officials and functionaries
- Escalating need for corrective actions to state team and coordinate for remedial measures

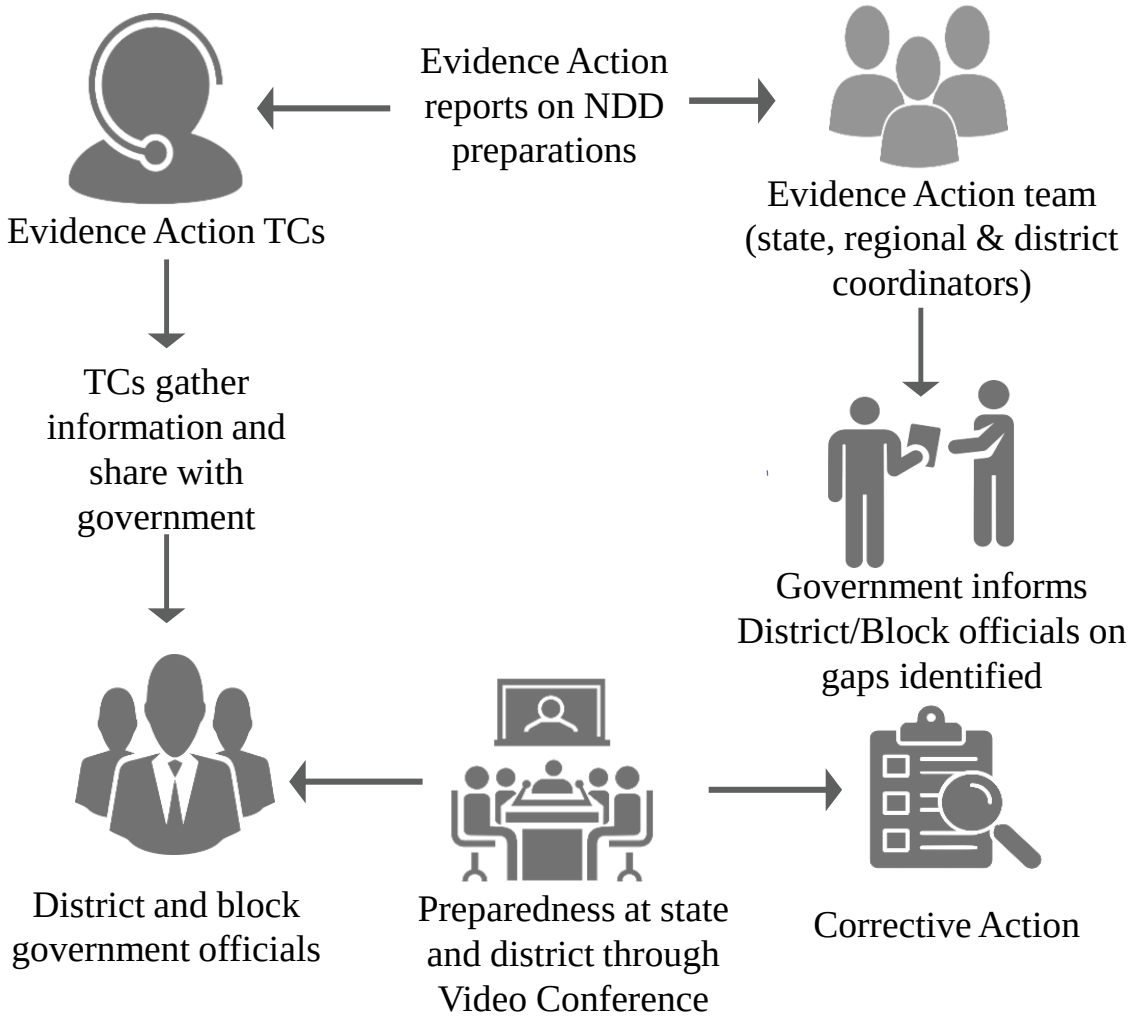
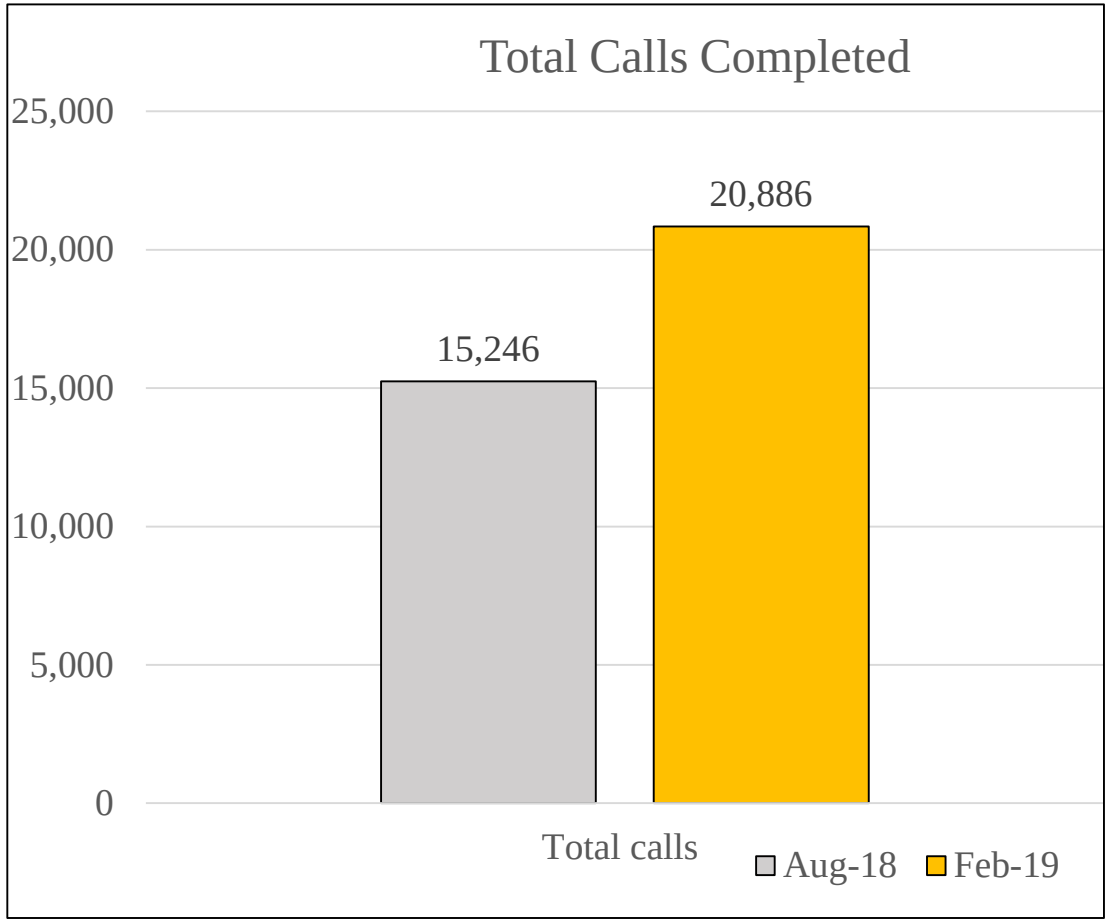
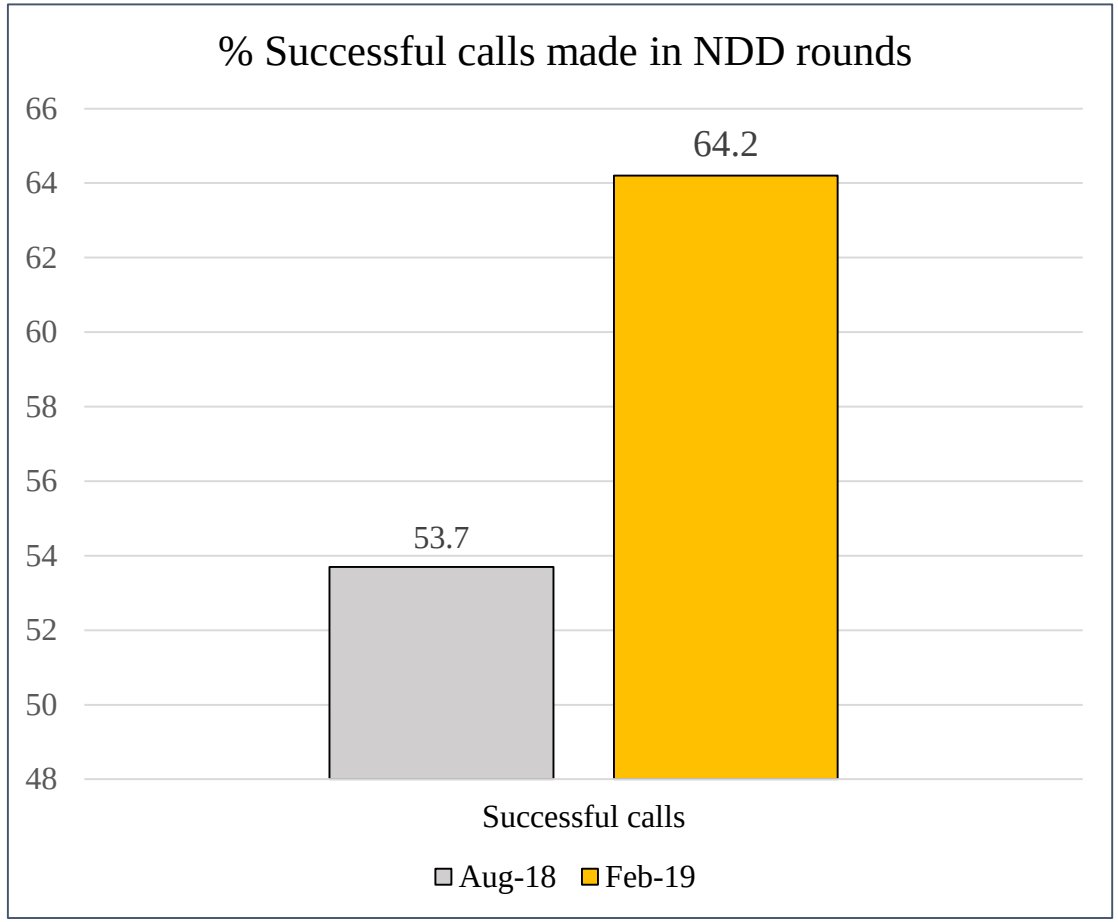


Figure: Tele-calling-Information flow between Evidence Action team and state, district and block level officials

Tele-calling status of Haryana NDD February 2019

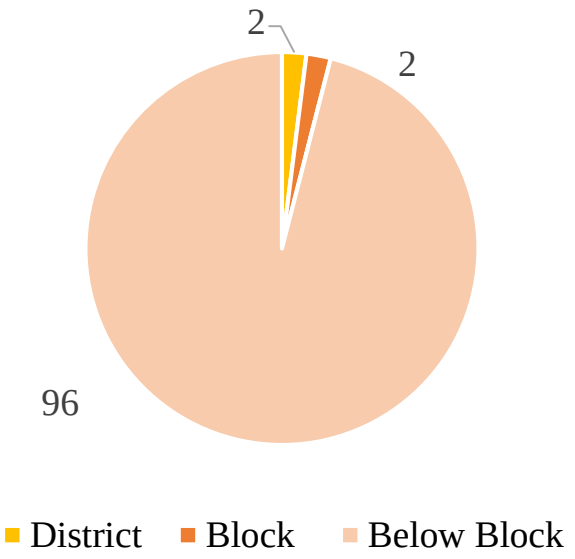


Graph: Total calls made in NDD August 2018 and February 2019 round

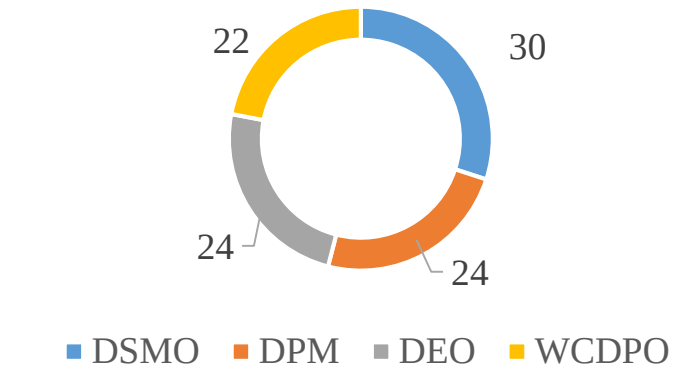


Graph:% Successful calls in NDD August 2018 and February 2019 round

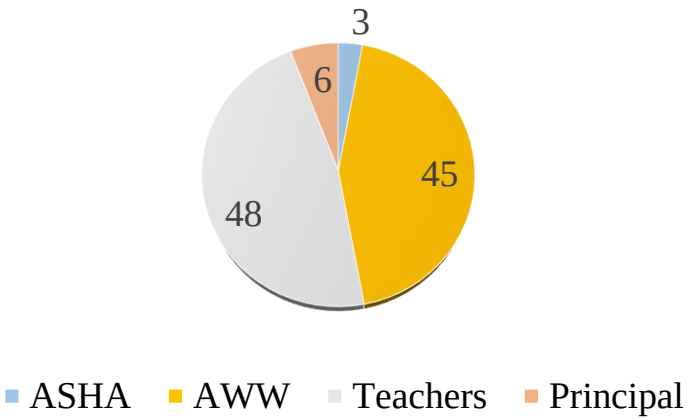
% Distribution of Calls completed by levels (n=20886)



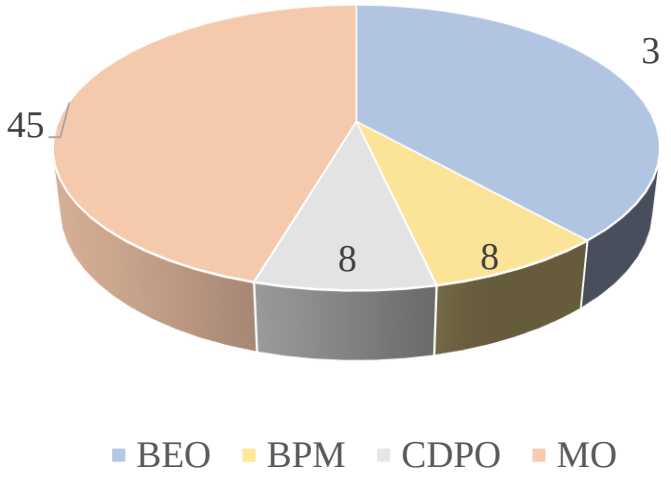
% distribution of calls by type of district officials NDD Feb 2019 (n=435)



% Distribution of stakeholders at below block Feb 2019 (n=20151)



% Distribution of call by type of BLOs Feb 2019 (n=300)



Efficiency analysis of Calls connected

a) **Percentage of successful calls = calls connected / Completed calls * 100**

- Percentage of successful calls in NDD August 2018 = **53.7%**
- Percentage of successful calls in NDD February 2019 = **64.2%**.

b) **Average time taken by tele-caller per success calls-**

For NDD February 2019 round, Total time taken in Successful calls (in secs)/ Total number of successful calls made = **64.11 seconds**.

c) **Calls success rate at levels-**

- Percentage of calls successful at district in NDD Feb 2019 = **68.5%**
- Percentage of calls successful at block in NDD Feb 2019 = **65.5%**
- Percentage of calls successful at below block in NDD Feb 2019 = **65%**

SWOT Analysis

Strengths

- Broader reach
- Easy and Simple method
- Helps in effective implementation - corrective action
- Helps in process and preparedness monitoring.
- Regular updates during the NDD round with NHM-MD helps in appraisal of NDD activities.
- Following of tele-calling plan as per the deliverable involved.

Weakness

- Not having an updated database of the various stakeholders.
- Response rate is a challenge in selected settings.

Opportunities

- Helps in improvising and facilitation required according to the situation on the ground.
- Helps in foreseeing the gaps and take necessary action ahead of time.
- Building rapport with stakeholders
- Leveraging with other programs like lymphatic filariasis.
- Scope of development- making tele-calling more robust like auto dialing, pop-up reminders.

Threat

- Largely dependent on technology and internet connectivity which is an issue faced.

DISCUSSION

- Tele-calling used for monitoring is an effective tool for NDD which is supported by other studies like in improving the outcome of diseases like multiple sclerosis, diabetes, hypertension, etc.
- Tele-calling ensures effective implementation of NDD program by assessing the preparedness of key components involved and in process monitoring.
- Calls were made to stakeholders in departments of Health, Education, and WCD to get an update on program component as per the NDD phase for over a period of 41 days in Haryana NDD February 2019.
- Call success rate at district and block level is approximately 70%, there is a lot of potential that needs to be tapped in order to improve program coverage.
- Percentage call at below block level is highest 96% (20,151 out of 20,886) whereas at district and block level is approximately 4%.

CONCLUSION

- Better adherence of the guidelines because of engagement of Evidence Action in planning and developing of state specific operational guidelines.
- Daily tele-calling updates were shared with Haryana NHM which helped in filling gaps that occur during implementation and facilitated a timely corrective action.
- It provides with an opportunity to iterate for the required deliverable at that specific phase of NDD round which helps in enforcing a better output.
- Tele-calling is a simple tool that can be easily scaled up and made more robust by automated dialing, pop-up reminders as there is always a scope of development.
- In order to instutionalize tele-calling efforts, tele-calling unit of the state can be integrated with existing platform of the state NHM- like 104 help line in Haryana for better channelization of resources and management by leveraging with state government programs like in some states.