



**ASSESSING THE PERFORMANCE OF URBAN PRIMARY HEALTH CENTRES
IN
RAIPUR DISTRICT THROUGH NATIONAL QUALITY ASSURANCE STANDARD CHECKLIST**



RESEARCH QUESTION

What is the performance of urban primary health centers in quality indicators?

RESEARCH OBJECTIVE-

- To assess the performance of UPHCs using national quality assurance standard checklist.
- To identify the gap between standard mention in checklist and service delivered

METHODOLOGY

study design is **descriptive** study blending both **quantitative** and **qualitative** study area. This study was set in **National Health Mission Chhattisgarh** and study area was three different urban primary health centers of Raipur district Namely MOWA UPHC, LABHANDI UPHC, BIRGAON UP

HC. **Respondent of the study** were Medical Officers, City programme manager, Staff Nurses, Lab technician, Pharmacist, patients and their relatives.

Data collection technique-

- Face to Face Interview
- Direct observation

Data collection tool-

National quality assurance standard checklist.

Data Analysis-

Data Analysis is done in M.S. Excel.

Ethical consideration-

Confidentiality of Data maintained throughout study, shared only for report purpose.

FINDINGS.

SCORE CARD FOR MOWA U-PHC

UPHC Quality Score Card			
Dressing Room & Emergency	General Clinic	Maternity Health	New Born & Child Health
51.04166667	37.5	44.71544715	45.40229885
Immunization	UPHC Score		Family Planning
54.43037975			64.11764706
Communicable Disease	47.12525667		Non Communicable Disease
51.58730159			32.53012048
Outreach	Pharmacy	Laboratory	General Administration
46.64634146	54.12844037	50.68027211	41.27906977

SCORE CARD FOR BIRGAON U-PHC

UPHC Quality Score Card			
Dressing Room & Emergency	General Clinic	Maternity Health	New Born & Child Health
44.27083333	16.82692308	38.61788618	37.93103448
Immunization	UPHC Score		Family Planning
37.97468354			38.82352941
Communicable Disease	38.09034908		Non Communicable Disease
44.44444444			25.30120482
Outreach	Pharmacy	Laboratory	General Administration
47.56097561	43.57798165	49.65986395	30.03875969

SCORE CARD FOR LABHANDI U-PHC

UPHC Quality Score Card			
Dressing Room & Emergency	General Clinic	Maternity Health	New Born & Child Health
56.25	49.03846154	60.16260163	56.32183908
Immunization	UPHC Score		Family Planning
68.35443038			71.76470588
Communicable Disease	56.22861054		Non Communicable Disease
60.31746032			52.40963855
Outreach	Pharmacy	Laboratory	General Administration
51.82926829	48.62385321	61.2244898	50.7751938

- It was found that overall performance of LABHANDI UPHC (56%) is better than MOWA and BIRGAON UPHC but not up to standard. when we see the score card general clinic services score for all three MOWA, LABHANDI and BIRGAON UPHC is very poor which is 37%, 49% and 16%_respectively.
- It was found that OPD services are not available even for 8 hours in a day. Medical officers are not available for concealing during OPD hours. Days and timing of specific services and citizen charter is not displayed prominently.
- For family planning services MOWA UPHC scores 64% and LABHANDI 71% but score of BIRGAON UPHC is merely 38%, it is found that counselling for family planning is not done in a right way.
- Management of non-communicable disease is also below standard in MOWA and BIRGAON UPHC which is 32% and 25% respectively . it is found that health promotion services, geriatric clinics, counselling services on tobacco cessation, display of BCC/IEC material is not as expected .

SUGGESTION

- For punctuality of staff bio matrices should be install in UPHC. Instruction for proper display of all emergency contacts required. Programme management unit should have coordinate with Nagar Nigam for space related problem.
- Training of staff and Instruction for emergency number display is necessary.
- In these UPHCs Patient footfall is high but quality is very poor even the basic requirements like immunization of staff and toilets are not available, quality team should check properly and regular basis.

CONCLUSION –

It has been identified that there is a huge gap between standard set by NQAS and actual service delivery of UPHCs. The human resource gap, poor physical infrastructure and other supply side gap compound the problem. Hence there is a need to address the gap.

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