

Patient and Community Feedback

on

Services of Government Healthcare Facilities

in

Rural Chhattisgarh

2015-16

Compiled by:
State Health Resource Centre, Chhattisgarh

Introduction

Community Based Monitoring (CBM) of health services is one of the components under the National Health Mission (NHM), meant to enhance community participation in health sector. It builds on the other strategies of community participation instituted under NHM namely ASHA, Village Health Sanitation and Nutrition Committees (VHSNCs) and Panchayati Raj (PRI) involvement.

Objectives of Community Monitoring:

- To facilitate communities to assess the status of fulfillment of entitlements, functioning of various levels of public health system and service providers, identifying gaps, deficiencies in services and level of community satisfaction
- To involve the communities further in assessing the gaps in health and related services and to promote collective action by them to secure improvements
- To understand Community Feedback on functioning of services delivered by health and related sectors
- To facilitate dialogue between communities and service providers at various levels to use the community feedback for improving services

Main Components of this report:

- 1. Collection of Community Feedback on services of PHCs and sub-centres:**
Trained Facilitators of Swasth Panchayat Yojana collect feedback on Govt. run health services of PHCs and sub-centres. For this feedback was collected from VHSNC members and Mitans.
- 2. Patient Feedback on IPD and OPD services of CHCs and District Hospitals:**
Patients are the key stakeholders from community side as they are the users for whom CHCs and District hospitals function. In order to know the feedback from patients, exit interviews are conducted by trained facilitators. These patient feedback surveys are compiled into this report. This feedback was collected from a sample of IPD as well as of OPD patients who accessed healthcare services from CHCs and District Hospitals.

Period: This feedback was collected during November and December 2015.

Chapter 1 - Community Feedback on services of PHCs and sub-centres

Methodology and Sample: Feedback was collected from Mitanins, Mitanins Trainers and VHSNC members regarding services of 4406 SHCs and 732 PHCs. Thus it covered around 90% of SHCs and PHCs in the state. Trained Swasth Panchayat Coordinators collected this feedback in VHSNC cluster meetings in November 2015.

Community Feedback on Sub-centre level services:

(Table 1)

Key Indicators	Achievement in 2015
Availability of ANM in SHC	84%
Availability of MPW in SHC	71%
BP measurement at SHC level	87%
Sub-centres conducting deliveries	71%
Sub-centres opening for more than 3 days a week	61%

Community feedback on PHC level services:

(Table 2)

Key Indicators	Achievement in 2015
Availability of Doctor/RMA for around 6 days in a week	57%
Stay of Doctor/RMA at PHC headquarter	61%
Available facility for patient admission in PHC	77%
Availability of anti snake venom at PHC	34%
Availability of anti-rabies vaccine at PHC	41%
Malaria test conducted at PHC	86%
Sputum test conducted at PHC for TB	41%
Hb test conducted at PHC	82%
Urine test conducted at PHC for pregnant women	86%
Amount charged by PHC for anti snake venom	33%
Amount charged by PHC for anti-rabies vaccination	23%

Chapter 2: Feedback of Patients accessing healthcare services from Community Health Centres (CHCs)

Methodology:

This information has been collected by interviewing patients (or their attendants) who had utilized services from CHCs. The exit interviews of patients coming out of CHCs were conducted by Swasth Panchayat Coordinators. The survey was conducted in Nov-Dec 2015.

Sampling:

146 blocks were selected for this exercise based on availability of experienced Swasth Panchayat Coordinators. The sample design consisted of 5 out-patients as well as 5 in-patients to be interviewed on the same day for each sample CHC. Finally 729 in-patients and 742 outpatients from 135 CHCs were interviewed.

2.1 Feedback of Patients who had utilized IPD facility of CHC

75% of IPD patients interviewed had BPL (or MKSY) status.

52% of the IPD cases interviewed in CHCs were Delivery related and 19% were fever/ malaria cases.

(Table 3, N=729)

Response	Percentage
Delivery and Related problems	52%
Fever/Malaria	19%
Diarrhea problem	10%
Newborn diseases	0%
Accident	3%
ANC checkup	1%
T.B.	1%
Pneumonia	0%
Jaundice	1%
Typhoid	3%
Others	15%

About 62% of patients came to CHC on advice of Mitanin and 35% of them came on their own.

(Table 4, N=729)

Response	Percentage
ANM	4%
Mitanin	60%
Dai	1%
MT	2%
Self	35%
Others	4%

Transport: About 54% patients used government transportation for reaching the CHC.

(Table 5, N=729)

Responses	Percentage
Sanjeevni (108)	12%
Mahatari express (102)	42%
Bus	5%
Car/Jeep	12%
Motorcycle	19%
Cycle	5%
Pedestrian	4%
Others	2%
Total	100%

About 55% of patients have got transportation facility for returning from hospital.

Food: About 81% of patients have got free food from hospital.

Drugs: About 90% of patients have got some of the medicines prescribed, free from hospital. About 28% patients had to purchase some of the medicines from outside the hospital.

Diagnostics: 41% of patients had got a diagnostic test conducted. 14% of patients were asked by CHC staff to get a diagnostic test done from a lab outside the hospital.

Total Amount spent on Treatment: 42% of patients reported incurred expense out of pocket for IPD treatment at CHC.

(Table 6, N=742)

Responses	Percentage
0 Rs	16%
1-100 Rs	14%
101-200 Rs	6%
201-500 Rs	11%
501-1000 Rs	6%
More than 1000 Rs	5%
Not Reported	42%
Total	100%

Feedback on RSBY card: 57% of patients had Smart card. Amongst them, 50% of patients had brought the smart card to the hospital. Out of the persons who brought the smart card to hospital, 62% of patient's smart card was utilized by the hospital. Out of the cases where smart card was used, 63% of patients got the receipt of amount deducted after utilization.

2.2: Feedback of Patients who had utilized OPD facility of CHC

71% of the interviewed OPD patients were of BPL/MKSY status. About 27% of patients came with the problem of fever/ malaria, 21% for cough-cold.

(Table 7, N=742)

Responses	Percentage
Cough and cold	21%
Fever/Malaria	27%
Diarrhoea	4%
Newborn death	1%
Accident	3%
ANC check-up	17%
T.B.	3%
Others	32%
Total	100%

About 35% of them were advised by Mitanin for treatment at this facility. 55% of patients came to CHC on their own without any advice of anyone.

(Table 8, N=742)

Responses	Percentage
ANM	2%
Mitanin	33%
Dai	2%
MT	2%
Self	55%
Others	7%
Total	100%

Drugs: About 90% of patients have got some free medicines from hospital. About 30% of OPD patients had to purchase some or all of the medicines from outside the hospital. 36% of outpatients paid up to 100/- for purchasing medicines from outside the hospital.

(Table 9, N=221)

Responses	Percentage
0 Rs	0%
1-50 Rs	23%
51-100 Rs	13%
101-200 Rs	22%
201-300 Rs	7%
More than 300Rs	17%
Not Reported	19%
Total	100%

Diagnostics: 11% of outpatients were asked by CHC staff to get a diagnostic test done from a lab outside the hospital. The following table shows that 37% of patients who got an investigation done from outside lab had to spend above Rs.200.

(Table 10, N=82)

Responses	Percentage
0 Rs	0%
1-50 Rs	19%
51-100 Rs	11%
101-200 Rs	5%
201-300 Rs	8%
More than 300Rs	29%
Not Reported	31%
Total	100%

Total Amount spent on Treatment: 28% of outpatients in CHCs incurred expense out of pocket for OPD treatment.

(Table 11, N=742)

Responses	Percentage
0 Rs	20%
1-50 Rs	15%
51-100 Rs	5%
101-200 Rs	4%
201-300 Rs	2%
301-500 Rs	2%
More than 500Rs	4%
Not Reported	52%
Total	100%

Chapter 3: Feedback of Patients accessing healthcare services from District Hospitals

Methodology:

This information has been collected by interviewing patients (or their attendants) who had utilized services from District Hospitals. The exit interviews of patients coming out of hospitals were conducted by Swasth Panchayat Coordinators. The survey was conducted in Nov to Dec 2015.

Sampling:

The exercise aimed to cover all 27 districts. The sample design consisted of 10 OPD patients and 10 in-patients to be interviewed for each district hospital. Finally, 253 in-patients and 258 outpatients from 26 districts were interviewed.

3.1 Feedback of patients who had utilized IPD facilities of District Hospital

72% of responding inpatients were of BPL/MKSY category. 33% cases had come for delivery related admission and fever (21%) and diarrhea (9%) were other significant causes of in-patient admission. 44% were admitted on referral by Mitanin and 46% had come on their own.

(Table 12)

Reason for admission	% (N=253)
Delivery related	33%
Fever / malaria	21%
Diarrhea	9%
New-borne illness	1%
Ante-natal problems	2%
Accident	5%
T.B	2%
Pneumonia	1%
Jaundice	2%
Typhoid	3%
Others	31%
Referred by	
ANM	5%
Mitanin and MT	44%
Self	46%

Transportation services: Regarding transportation services: 53% respondents used government transportation services (Sanjeevani 108 and Mahtari express 102) for reaching the hospital. Also about 42% of responding inpatients were provided with free transport to return.

Food: 89% respondents received free food during admission at hospital.

Drugs: 90% of respondents also received some medicines free from the hospital. 27% respondents had to buy some medicines from outside the hospital.

Diagnostics: 16% respondents had to do some investigations from outside the hospital.

Feedback on RSBY: 68% of IPD cases had RSBY cards. Of them, 70% had brought their cards to hospital at the time of admission. Out of those who had brought the smart card, in 69% cases the card was used by the hospital.

Expenditure during treatment: 39% of IPD cases reported out of pocket expenditure.

(Table 13, N=253)

Responses	Percentage
0 Rs	17%
1-100 Rs	10%
101-200 Rs	5%
201-500 Rs	8%
501-1000 Rs	8%
More than 1000Rs	8%
Not Reported	44%
Total	100%

3.2 Feedback of patients who had utilized OPD facility of District Hospital

69% respondents belonged to BPL/MKSY category. Amongst the respondents availing OPD services of the hospital, 20% cases came for Fever/Malaria and 17% cases came for cough-cold and 16% cases for ANC checkup. 28% cases were referred by Mitanin.

(Table 14)

Reason for visit to District Hospital	% (N=258)
Cough and cold	17%
Fever / malaria	20%
Diarrhea	4%
New-born illness	1%
ANC checkup	16%
Accident	4%
T.B	1%
Others	41%
Referred by	
ANM	2%
Mitanin and MT	28%
Self	66%

Drugs: 91% respondents got some free medicines from hospital. 21% respondents had to buy some medicines from outside the hospital.

28% respondents spent the money more than Rs.300 in buying medicines from outside.

(Table 15)

Responses	Percentage (n=54)
0 Rs	19%
1-50 Rs	17%
51-100 Rs	15%
101-200 Rs	17%
201-300 Rs	6%
More than 300 Rs	28%
Total	100%

Expenditure on doing investigations from outside: 45% respondents spent more than Rs.300 on diagnostics.

(Table 16)

Responses	Percentage (n=18)
0 Rs	0%
1-50 Rs	0%
51-100 Rs	33%
101-200 Rs	22%
201-300 Rs	6%
More than 300 Rs	39%
Total	100%