

## **CHAPTER 6 COMMUNITY HEALTH PROVIDERS SURVEY**

## **6 COMMUNITY HEALTH PROVIDERS SURVEY**

### **6.1 INTRODUCTION**

A survey among the community health providers LHV, ANM, MPW (M), Jan Swasthya Rakshak (JSR), dais and Anganwadi workers (AWW) was carried out in 5 districts of Madhya Pradesh. The information was collected on coverage, clientele, type of service provided and support received from other agencies/community. In the report the results have been discussed separately for each health service provider and volunteers namely dais, JSRs and AWWs.

### **6.2 LADY HEALTH VISITOR (LHV)**

#### **6.2.1 Background Characteristics**

In all, 6 LHVs, one from Tikamgarh and 5 from Sagar districts were covered (Table 6-1). The analysis of the data reveals that 4 out of 6 LHVs were in the age group 45-54 years and one each was in the age group 25-34 and 35-44 years. The average age of the health functionaries was 44 years. Two LHVs belonged to general castes, and one each to other backward castes and scheduled castes and another two to other religious groups. All the LHVs were atleast high school pass, the average number of years of schooling being 13. LHVs were reported to be well experienced having, on an average, 18 years of experience in the service. LHVs being the supervisors of female health workers reported covering more than one village (Table 6-1).

Among the 6 LHV interviewed, 2 each were nurse midwife with diploma and degree qualification, one LHV reportedly passed ANM/ multipurpose worker course and one had completed LHV/ Health Supervisor course (Table 6-2). Although all the LHV reported receiving on the job training on topics such as midwifery and family planning, 3 of them received the same more than 5 years back and one received training within a year prior to the survey (Table 6-3 & 6-4). In performing their duties 4 out of 6 LHVs were reportedly getting the support from their supervisors regularly. For instance, 2 LHVs received support within one week and another 2 within one month prior to the survey (Table 6-5).

#### **6.2.2 Services Provided**

The information on regular service days, service hours, emergency services and clientele was collected from health functionaries to assess the availability and accessibility of services to the villages. The results of the analysis are provided in Table 6-6. The perusal of the table indicates that all the LHVs were providing services on regular basis throughout the week. All the 6 LHVs reported providing emergency services and 5 out of 6 were available for 24-hour emergency services. In order to assess their patient workload, LHVs were further asked the average number of patients per week they treat. The average number of patients treated/ clients attended per week was quite high (171 clients). Among the clients attended per week, throughout the year, majority were women (average 46) and children (average 25).

The LHVs reported providing primarily antenatal, natal, postnatal, health education, family planning, abortion, STD & HIV/AIDS diagnosis, treatment for diarrhoea, fever and nutrition education (Table 6-6).

#### **6.2.3 Coordination with Other Health Providers**

While providing services to the community, LHVs get support from other health service providers. LHVs were asked whether they interact with other LHVs, ANMs, medical officers and volunteers at village level. Five out of 6 LHVs reported coordinating with other health service providers.

#### **6.2.4 Treatment of Diarrhoea and Cough Cases**

LHVs were asked the type of treatment given for diarrhoea and cough. All LHVs correctly recommended ORS for diarrhoea patients and for cough patients, all LHVs correctly recommended antibiotics (Table 6-8).

### **6.2.5 Type of Support Received**

The LHV were asked whether they seek support from any other agency or from the community. Only 2 out of 6 LHVs reported receiving support from other agencies viz., panchayat and anganwadi workers. The type of support extended was primarily in the form of labour (Table 6-9).

### **6.2.6 Availability of Facility/ Equipment**

LHVs need some basic equipment and facilities to provide services to the clients. The necessary information was collected from LHVs and analysis is presented in Table 6-10. The perusal of the table shows that all LHVs were having place to provide services. The places from where LHVs were providing services were having basic facilities such as waiting room, consultation room, toilet facilities, water supply and electricity. The facilities were reported to be clean. Nearly two-third LHVs reported having sufficient equipment and supply of drugs (Table 6-10).

### **6.2.7 Problems Faced in Providing RCH Services**

Two out of 6 LHVs reportedly did not face any problems in providing RCH services. Those who faced problems were asked the type of problems faced. The major problems faced as reported by the LHVs were transport problem, inadequate equipment, inadequate supply of medicines and inadequate infrastructure to provide RCH services. Half of the LHVs reported the requirement of additional training for providing RCH services (Table 6-11).

On enquiring regarding any other support required to provide RCH services, while half of the LHVs mentioned not requiring any support, the others required support in the form of medicine, equipment and better infrastructure. LHVs expected the support from CMO, government and PHC officials (Table 6-11).

LHVs were further asked their suggestions to improve the delivery of RCH services. The suggestions commonly given were to improve infrastructure and equipment, increase in trained manpower and organize periodic health camps (Table 6-11).

### **6.2.8 Time Lapse Since Seen Cases Last**

LHVs were asked the time lapse since they attended last delivery. Two out of 6 LHVs never attended delivery, three LHVs reportedly conducted delivery within one week and one within a month prior to the survey (Table 6-12). As a part of the postnatal care it is necessary that a woman must return to the health facility for her and baby's check-up with in the postnatal period. In order to assess the same a question was asked to LHV when they ask the women to return for check-up after normal delivery. Half of the LHV were asking the mother to come for check-up within one week of the delivery and one LHV reported asking the women who delivered a baby to visit the health facility only in case of problems. One-third of the LHVs never suggested women to visit the health facility after delivery (Table 6-13).

One of the main causes of maternal mortality is post partum haemorrhage (PPH). The LHVs are trained to handle such cases and pregnant women are advised for regular medical check-up and institutional delivery. The perusal of the data reveals that half of the LHVs never saw a post partum haemorrhage case and one LHV saw PPH case within 6 months and 2 LHVs saw such cases more than 6 months prior to the survey (Table 6-14).

Another danger sign during delivery is obstructed labour. The data shows that cases of obstructed labour are not very common as only one-third LHVs saw a pregnant woman with obstructed labour within 6 months prior to the survey (Table 6-15). Puerperal sepsis is still less common as only one LHV came across such a case within 6 months prior to the survey (Table 6-16). Two-third of the LHVs did not come across an eclampsia and one-third saw a case of eclampsia within 6 months prior to the survey (Table 6-17). Abortion in unhygienic conditions and by untrained personnel leads to complications that sometimes lead to maternal mortality. The data reveals that 4 out of 6 LHVs never saw a case of incomplete or unsafe abortion and one came across such a case within 6 months prior to the survey (Table 6-18).

Knowledge of danger signs during pregnancy, delivery and in the postnatal period is very necessary to manage, give advice for institutional delivery and refer cases to health facility. The perusal of the Table 6-19 shows that LHVs had a poor knowledge of most of the warning signs for referring the cases to a health facility. The most commonly mentioned warning signs were anaemia/ fatigue/ breathlessness (5 LHVs), hypertension/ headache/ swelling/ fits (4 LHVs) and abnormal position of foetus (3 LHVs) and haemorrhage (3LHVs). The other important warning signs such as previous bad obstetric history, sepsis, multiple pregnancy, prolonged labour, overage and under age pregnancy etc. were mentioned by 1 to 2 LHVs only. The LHVs further reported that, on an average, one patient with complications from incomplete or unsafe abortion visited them and 5 out of 6 LHVs reported giving information and services to women for such complications. All LHVs were aware of deaths due to unsafe abortions. All LHVs perceived unsafe abortion as a problem in the community (Table 6-20).

**Table 6-1: Background Characteristics of LHV**

Background Characteristics	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Age (in years)</b>						
25-34			1			1
35-44			1			1
45-54	1		3			4
Mean	50.0		42.6			43.8
<b>Sex</b>						
Female	1		5			6
<b>Caste(in number)</b>						
General Caste			2			2
SC			1			1
ST						
OBC			1			1
Other religious group	1		1			2
Total	1		5			6
<b>Educational Background(in number)</b>						
9-12 years	1		4			5
16 years or more			1			1
Mean	12.0		12.6			12.5
Total	1		5			6
<b>Any qualification/ certificate in health/medical filled(in number)</b>						
ANM/LHV	1		5			5
Total	1		5			6
<b>Number of years in the services (in years)</b>						
11-15			3			3
16-20			1			1
21-30	1		1			2
Mean	26.0		16.2			17.8
Total	1		5			6
<b>Area(in number)</b>						
Within the village-one section			1			1
Within the village-entire village			2			2
Neighbouring village as well	1		2			3
Total	1		5			6

**Table 6-2: Qualification**

Qualification	(in number)					Total
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	
Nurse/midwife with degree			2			2
Nurse/midwife with diploma			2			2
LHV health supervisor course			1			1
ANM/Multi Purpose Worker Course	1					1
<b>Total</b>	<b>1</b>		<b>5</b>			<b>6</b>

**Table 6-3: Time when last received any midwifery training**

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Time(in years)</b>						
In the past year	1					1
In the past 5 years			2			2
5 years ago or longer			3			3
<b>Whether include hands-on practical training(in number)</b>						
Yes	1		5			6
No	0		0			0
<b>Total</b>	<b>1</b>		<b>5</b>			<b>6</b>

**Table 6-4: Time when last received any family planning training**

Time						(in years)
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
In the past year	1		1			2
In the past 5 years			2			2
5 years ago or longer			2			2
Total	1		5			6

**Table 6-5 : Time when last received any professional support by the supervisor**

Time						(in years)
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
Never			2			2
In the past week	1		1			2
In the past month			2			2
Total	1		5			6

Table 6-6 : Services Provided

(in number)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Regular Service days*</b>						
5 days/week			1			1
6 days/week			4			4
7 days/week	1					1
Total	1		5			6
<b>Whether emergency services provided</b>						
Yes	1		5			6
No	-		-			-
Total	1		5			6
<b>24 hours emergency services</b>						
Yes	1		4			5
No			1			1
Total	1		5			6
<b>Number of clients per week (range)</b>						
20+	1		5			6
Mean	200.0		165.0			170.8
Total	1		5			6
<b>Percent of Clients per week</b>						
<i>Women</i>						
21-40	1		1			2
41-60			2			2
60+			1			1
Mean	40.0		47.0			45.8
Total	1		5			6
<i>Children</i>						
0			1			1
1-20			1			1
21-40	1		3			4
Mean	40.0		22.0			25.0
Total	1		5			6
<i>Men</i>						
0			1			1
1-20	1		4			5
Mean	20.0		11.0			12.5
Total	1		5			6
<b>Percent of clients per week by type of services</b>						
<i>Health education</i>						
<25			3			3
26-50	1		2			3
Mean	30.0		22.0			23.3
Total	1		5			6
<i>Antenatal</i>						
<25	1		5			6
Mean	10.0		13.0			12.5
Total	1		5			6
<i>Delivery</i>						
<25	1		5			6
Mean	10.0		10.8			10.7
Total	1		5			6
<i>Post-Natal</i>						
<25	1		5			6
Mean	10.0		12.0			11.7
Total	1		5			6

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<i>Family Planning</i>						
<25	1		2			3
26-50			3			3
Mean	10.0		24.4			22.0
Total	1		5			6
<i>Abortion</i>						
0	1		4			5
<25			1			1
Mean	0.0		0.4			0.3
Total	1		5			6
<i>STDs Diagnosis</i>						
0			5			5
<25	1					1
Mean	10.0		0.0			1.7
Total	1		5			6
<i>HIV/AIDS diagnosis</i>						
0			5			5
<25	1					1
Mean	10.0		0.0			1.7
Total	1		5			6
<i>Child Diarrhoea</i>						
<25	1		4			5
26-50			1			1
Mean	20.0		21.4			21.2
Total	1		5			6
<i>Child Fever</i>						
<25	1		4			5
26-50			1			1
Mean	20.0		21.0			20.8
Total	1		5			6
<i>TB</i>						
0			3			3
<25	1		2			3
Mean	10.0		2.8			4.0
Total	1		5			6
<i>Chronic Illnesses</i>						
0	1					1
<25			5			5
Mean	0.0		7.8			6.5
Total	1		5			6
<i>Emergency Cases</i>						
0			1			1
<25	1		4			5
Mean	10.0		7.6			8.0
Total	1		5			6
<i>Minor illness</i>						
0	1		2			3
<25			1			1
26-50			1			1
50+			1			1
Mean	0.0		24.0			20.0
Total	1		5			6



**Table 6-7 : Coordination with any health provider****(in number)**

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether coordinate with any other health provider</b>						
Yes	1		4			5
No			1			1
Total	1		5			6
<b>Type of coordinators</b>						
ANM	1		2			3
Medical Doctor	1		2			3
MPW (M)	1					1
Total	1		5			6

**Table 6-8: Medication provided during diarrhoea and cough****(in number)**

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Medication prescribed during diarrhoea</b>						
ORS	1		5			6
<b>Medication prescribed during cough</b>						
Antibiotics	1		5			6
Total	1		5			6

**Table 6-9: Support****(in number)**

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether getting support from any other agencies communities</b>						
Yes			2			2
No	1		3			4
Total	1		5			6
<b>Type of organising providing support</b>						
Panchayat			1			1
Anganwadi worker			1			1
<b>Type of support provided</b>						
Labour			2			2
Total			2			2

**Table 6-10: Facility/Equipment and Sanitation**

(in number)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether have any place for providing services</b>						
Yes	1		5			6
No	-		-			-
Total	1		5			6
<b>Ownership of building</b>						
Functioning from panchayat			1			1
Other, govt building	1		4			5
<b>Facilities available</b>						
<i>Waiting room</i>						
Yes	1		4			5
No			1			1
Total	1		5			6
<i>Consultation Room</i>						
Yes	1		5			6
No	-		-			-
Total	1		5			6
<i>Toilet for client</i>						
Yes	1		3			4
No			2			2
Total	1		5			6
<i>Water supply</i>						
Yes			4			4
No			1			2
Total			5			6
<i>Electricity supply</i>						
Yes	1		4			5
No			1			1
Total	1		5			6
<b>Cleanliness</b>						
Very Clean						
Clean			5			5
Fair	1					1
Dirty						
Very dirty						
<b>Where provide services to your clients</b>						
In client's house			3			3
In open spaces in the community	1		2			3
Others						
<b>Availability of equipments</b>						
Yes, sufficient			4			4
Yes, but not sufficient	1		1			2
<b>Availability of drugs</b>						
Yes, sufficient			4			4
Yes, but not sufficient	1		1			2
<b>Availability of supply of drugs</b>						
Yes, sufficient			4			4
Yes, but not sufficient	1		1			2
Total	1		5			6

**Table 6-11: Opinions and suggestions in relation to RCH**

(in number)						
Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Problems faced in providing RCH services</b>						
No problem			2			2
Inadequate & improve medicine			3			3
Inadequate/ equipment			1			1
Infrastructure building			1			1
Transport problem	1		1			2
<b>Total</b>	<b>1</b>		<b>5</b>			<b>6</b>
<b>Training Needs, If any</b>						
Training required	1		2			3
Training not required			3			3
<b>Total</b>	<b>1</b>		<b>5</b>			<b>6</b>
<b>Support, other than the training need, required</b>						
Better infrastructure building, vehicle			2			2
Instrument required			1			1
No support	1		2			3
Financial support			1			1
<b>Total</b>	<b>1</b>		<b>5</b>			<b>6</b>
<b>Whom do they think provide the support (including training)</b>						
Civil Surgeon /CMO/DTO			1			1
Government			1			1
PHC Officials			1			1
<b>Total</b>			<b>3</b>			<b>3</b>
<b>Suggestions for improvement in the present delivery of RCH services</b>						
Presence of staff			3			3
improve infrastructure			2			2
Increase man power	1		1			2
Improve road			1			1
Periodic health camps			1			1
<b>Total</b>	<b>1</b>		<b>5</b>			<b>6</b>

**Table 6-12: Time of conducting last delivery**

(in number)						
Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Last time delivery conducted (Base: ALL) (1)</b>						
Never			2			2
In the past week			2			2
In the past month			1			1
In the past 6 months	1					1
<b>Total</b>	<b>1</b>		<b>5</b>			<b>6</b>

**Table 6-13: Time when a woman should return to the health facility after the normal delivery**

(in number)						
Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
Never or do not ask			2			2
During first week		1	1			3
If she is ill or in case of problem	1					1
<b>Total</b>	<b>2</b>	<b>1</b>	<b>3</b>			<b>6</b>

**Table 6-14: Time of seeing last post partum haemorrhage** (in number)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
Never	2		1			3
In the past 6 months		1				1
6 months ago or longer			2			2
Total	2	1	3			6

**Table 6-15: Time when last seen a woman with obstructed labour** (in number)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
Never	1	1	2			4
In the past 6 months	1		1			2
Total	2	1	3			6

**Table 6-16: Time when last encountered a woman with puerperal sepsis** (in number)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
Never	1	1	3			5
In the past 6 months	1					1
Total	2	1	3			6

**Table 6-17: Time when last encountered a woman with eclampsia** (in number)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
Never	1	1	2			4
In the past 6 months	1		1			2
Total	2	1	3			6

**Table 6-18: Time when last see a woman with complications resulting from incomplete or unsafe abortions** (in number)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
Never		1	1	2		4
In the past 6 months		1				1
total		2	1	2		5

**Table 6-19: Warning or danger signs during pregnancy, delivery, and after delivery prompting for referring a woman to health facility**

Warning signs for referring	(in number)					Total
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	
Previous bad obstetric history/abdominal scars/ previous stillbirth	1	1				2
hyper tension/headache/swelling/fits	2		2			4
Anaemia/pallor/fatigue/breathlessness	1	1	3			5
Cessation of foetal movement/baby does not move			1			1
Abnormal lie/position of foetus	1	1	1			3
Haemorrhage/heavy bleeding	1	1	1			3
Multiple pregnancy/large abdomen		1				1
Obstructed/prolonged labour	1					1
Overage pregnancy	1					1
Short stature women	1	1				2
Diabetic/Heart disorder	1					1

**Table 6-20: Number of patients with complications resulting from incomplete or unsafe abortion during last month, information & services given routinely about such complications and number of deaths because of such deaths**

Details	(in number)					Total
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	
<b>Number of patients</b>						
<5	2	1	3			6
Mean	1.5	0.0	3.0			0.8
Total	2	1	3			6
<b>Whether given routinely information and services about such complications</b>						
Yes	1	1	3			5
No	1					1
<b>Number of deaths due to such complications</b>						
<2	2	1	3			6
Mean	0.0	0.0	0.0			0.0
<b>Whether incomplete abortion is a problem in the community</b>						
Yes	2	1	3			6
Total	2	1	3			6

## 6.3 AUXILIARY NURSE MIDWIFE (ANMS)

### 6.3.1 Background Characteristics

In all, 22 ANMs, 7 from Tikamgarh, 11 from Damoh, 3 from Sagar and 1 from Chhatarpur districts were covered (Table 6-21). The analysis of the data reveals that half of the functionaries were in the age group of 35-44 years and another one-third was in the age group 25-34 years. The average age of ANMs was 37 years. About 36 percent belonged to other backward classes and 32 per cent to general castes. ANMs belonging to scheduled castes were 9 percent. About 86 percent ANMs were secondary or higher secondary pass. The percentage of ANMs who were educated up to graduation or more was about 5. ANMs were having on an average, 13 years of experience in the service. About 14 percent ANMs reported covering one village and 82 percent were providing services to the neighbouring villages as well (Table 6-21). ANMs were covering on average 6 villages. Most of them were going to the villages on foot (Table 6-29).

Majority of the ANMs reported receiving pre-service training on topics such as screening clients for spacing methods, antenatal care, safe delivery, neonatal care, immunization, control of diarrhoeal diseases etc. (Table 6-24)

### **6.3.2 Services Provided**

The information on regular service days, service hours, emergency services and clientele was collected from ANMs to assess the availability and accessibility of services to the villages. The results of the analysis are provided in Table 6-22. The perusal of the table indicates that about 46 percent of the ANMs were providing services on regular basis throughout the week. All ANMs reported providing emergency services as well and all of them reported providing 24 hours emergency services. In order to assess their patient workload, the functionaries were further asked the average number of patients per week they treat. The average number of patients treated clients attended per week was 202. The data further shows that almost all the ANMs reported treating more than 20 patients per week. Among the clients attended per week, throughout the year, majority was women (average 48) and men (average 13).

ANMs reported providing health education (95 percent), antenatal (59 percent) delivery (86 percent), postnatal (91 percent), family planning (77 percent), child diarrhoea (91 percent), fever (91 percent) and emergency cases (41 percent).

ANMs were also making home visits. During the last home visit, 23 percent ANMs visited less than 5 women, 55 visited 5 - 10 and 23 percent visited more than 11 women. They contacted on an average of 18 family planning clients and 5 deliveries related cases during their last visit (Table 6-30). In order to perform better they felt the need of medicines, better equipment and additional female staff including lady doctor (Table 6-31).

### **6.3.3 Coordination with Other Health Provider**

While providing services to the community, ANMs get support from grassroots workers/volunteers. ANMs co-ordinate with other health service providers like anganwadi workers (57 percent), LHVs (43 percent), MPWs (62 percent), medical doctor (24 percent), JSRs (10 percent) (Table 6-23).

### **6.3.4 Treatment of Diarrhoea and Cough Cases**

ANMs were asked the type of treatment they give for diarrhoea and cough. All ANMs recommended ORS for treatment of diarrhoea. About 95 percent ANMs recommended antibiotics for cough patients (Table 6-23).

### **6.3.5 Training Received**

Majority of the ANMs reportedly received training for imparting the services. Almost all ANMs received training on various subjects such as screening clients for spacing methods, IUD insertion, antenatal care, checking BP, safe delivery, neonatal care immunisation control of diarrhoea diseases and RCH.

### **6.3.6 Type of Support Received**

ANMs were asked whether they seek support from any other agency or from the community. Nearly 18 percent ANMs reported seeking the support from other agencies/ community. They further reported seeking support from Panchayat, NGOs working in the area and community groups. The type of support extended was primarily in the form of labour. (Table 6-27)

### **6.3.7 Problems Faced in Providing RCH Services**

The major problems faced as reported by the ANMs were transport problem (59 percent) inadequate equipment (14 percent), inadequate supply of medicines (27 percent), inadequate trained staff to provide RCH services (18 percent). Sixty eight percent ANMs reported the requirement of additional training for providing RCH services (Table 6-28).

On enquiring regarding any other support required to provide RCH services, while around 13 per cent of the ANMs mentioned not requiring any support, the others required support in the form of medicine, equipment and additional staff. The ANMs expected support from CMO, government and PHC officials (Table 6-28).

The ANMs were further asked their suggestions to improve the delivery of RCH services. About 41 per cent ANMs suggested to improve infrastructure. The other suggestions include additional manpower, educating people on RCH etc. (Table 6-28)

**Table 6-21: Background Characteristics of ANM**

Background Characteristics	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
(in percentage)						
<b>Age (in years)</b>						
<25	14.3					4.5
25-34	14.3	36.4	33.3	100.0		31.8
35-44	57.1	45.5	66.7			50.0
45-54		18.2				9.1
55-64	14.3					4.5
Mean	34.9	38.4	35.7	32.0		36.6
Total number	7	11	3	1		22
<b>Sex</b>						
Male	100.0	100.0	100.0	100.0		100.0
Female						
Total number	7	11	3	1		22
<b>Caste</b>						
General Caste	42.9	27.3	33.3			31.8
SC	14.3	9.1				9.1
Christian	14.3	9.1				9.1
OBC	28.6	27.3	66.7	100.0		36.4
Other Religious Group		27.3				13.5
Total number	7	11	3	1		22
<b>Educational Background</b>						
7-8 years		18.2				9.1
9-12 years	100.0	72.7	100.0	100.0		86.4
15+ years		9.1				4.5
Mean	11.0	11.2	11.0	12.0		11.1
Total number	7	11	3	1		22
<b>Any qualification/certificate in health/medical field</b>						
Anganwadi worker	28.6	54.5				36.4
ANM/LHV	57.1	45.5	100.0	100.0		59.1
None	14.3					4.5
Total number	7	11	3	1		22
<b>Number of years in the services (in years)</b>						
<5		9.1				4.5
5-10		9.1	33.3			9.1
11-15	85.7	54.5	66.7	100.0		68.2
16-20	14.3	18.2				13.6
21-30		9.1				4.5
Mean	13.4	13.9	11.7	11.0		13.3
Total number	7	11	3	1		22
<b>Area</b>						
Within the village-one section		9.1				4.5
Within the village-entire village	42.9					13.6
Neighbouring village as well	57.1	90.9	100.0	100.0		81.8
Total number	7	11	3	1		22

**Table 6-22: Services Provided**

(In percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Regular Service days*</b>						
1 day/week	28.6	9.1				13.6
2 days/week	14.3					4.5
6 days/week	14.3	27.3	100.0	100.0		36.4
7 days/week	42.9	63.6				45.5
Total number	7	11	3	1		22
<b>Whether emergency services provided</b>						
Yes	100.0	100.0	100.0	100.0		100.0
Total number	7	11	3	1		22
<b>24 hours emergency services</b>						
Yes	100.0	100.0	100.0	100.0		100.0
Total number	7	11	3	1		22
<b>Number of clients per week (range)</b>						
20+	100.0	100.0	100.0	100.0		100.0
Mean	242.9	187.3	141.7	250.0		201.6
Total number	7	11	3	1		22
<b>Percent of Clients per week</b>						
<i>Women</i>						
0		9.1		100.0		9.1
1-20	14.3					4.5
21-40	28.6	27.3	66.7			31.8
41-60	57.1	27.3				31.8
60+		36.4	33.3			22.7
Mean	42.9	54.5	53.3	0.0		48.1
Total number	7	11	3	1		22
<i>Children</i>						
0		18.2		100.0		13.6
1-20	14.3	27.3	33.3			22.7
21-40	57.1	54.5	66.7			54.5
41-60	28.6					9.1
Mean	40.0	24.5	32.3	0.0		29.4
Total number	7	11	3	1		22
<i>Men</i>						
0	14.3	27.3		100.0		22.7
1-20	71.4	63.6	100.0			68.2
21-40	14.3	9.1				9.1
Mean	17.1	11.8	14.3	0.0		13.3
Total number	7	11	3	1		22
<b>Percent of clients per week by type of services</b>						
<i>Health education</i>						
0			33.3			4.5
<25	14.3	18.2	33.3			18.2
26-50.0	71.4	63.6				54.5
50.0+	14.3	18.2	33.3	100.0		22.7
Mean	40.0	47.4	28.3	80.0		43.9
Total number	7	11	3	1		22
<i>Antenatal</i>						
<25	71.4	18.2	66.7			40.9
26-50.0	28.6	81.8	33.3	100.0		59.1
Mean	22.1	32.3	20.0	40.0		27.7
Total number	7	11	3	1		22



Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<i>Delivery</i>						
0		27.3				13.6
<25	100.0	45.5	100.0	100.0		72.7
26-50.0		27.3				13.6
Mean	8.0	14.6	11.3	4.0		11.6
Total number	7	11	3	1		22
<i>Post-Natal</i>						
0		18.2				9.1
<25	100.0	18.2	66.7			50.0
26-50.0		54.5	33.3	100.0		36.4
50.0+		9.1				4.5
Mean	15.0	28.2	18.0	32.0		22.8
Total number	7	11	3	1		22
<i>Family Planning</i>						
0	14.3	27.3		100.0		22.7
<25	42.9	27.3	100.0			40.9
26-50.0	42.9	36.4				31.8
50.0+		9.1				4.5
Mean	20.7	25.5	18.3	0.0		21.8
Total number	7	11	3	1		22
<i>Abortion</i>						
0	100.0	100.0	33.3	100.0		90.9
<25			66.7			9.1
Mean	0.0	0.0	1.7	0.0		0.2
Total number	7	11	3	1		22
<i>Treat of complicated abortion</i>						
0	100.0	100.0	100.0	100.0		100.0
Mean	0.0	0.0	0.0	0.0		0.0
Total number	7	11	3	1		22
<i>STDs Diagnosis</i>						
0	42.9	100.0	66.7	100.0		77.3
<25	57.1		33.3			22.7
Mean	3.6	0.0	1.3	0.0		1.3
Total number	7	11	3	1		22
<i>STD Treatment</i>						
0	85.7	100.0	100.0	100.0		95.5
<25	14.3					
Mean	0.3	0.0	0.0	0.0		0.1
Total number	7	11	3	1		22
<i>HIV/AIDS diagnosis</i>						
0	100.0	100.0	100.0	100.0		100.0
Total number	7	11	3	1		22
<i>HIV/AIDS Treatment</i>						
0	100.0	100.0	100.0	100.0		100.0
Total number	7	11	3	1		22
<i>Child Diarrhoea</i>						
0		9.1	33.3			9.1
<25	42.9	81.8	66.7	100.0		68.2
26-50.0	28.6	9.1				13.6
50.0+	28.6					9.1
Total number	7	11	3	1		22
<i>Child Fever</i>						
0		9.1	33.3			9.1
<25	57.1	36.4	66.7			45.5
26-50.0	14.3	54.5				31.8
50.0+	28.6			100.0		13.6
Mean	32.1	28.6	8.3	70.0		28.9
Total number	7	11	3	1		22

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<i>Child ARI</i>						
0	100.0	100.0	66.7	100.0		95.5
<25			33.3			4.5
Mean	0.0	0.0	1.7	0.0		0.2
Total number	7	11	3	1		22
<i>TB</i>						
0	85.7	90.9	33.3	100.0		81.8
<25	14.3	9.1	66.7			18.2
Mean	0.7	0.3	3.0	0.0		0.8
Total number	7	11	3	1		22
<i>Chronic illnesses</i>						
0	85.7	90.9	33.3	100.0		81.8
<25	14.3	9.1	66.7			18.2
Mean	2.9	0.5	4.7	0.0		1.8
Total number	7	11	3	1		22
<i>Emergency Cases</i>						
0	28.6	81.8	66.7			59.1
<25	57.1	18.2	33.3	100.0		36.4
50.0+	14.3					4.5
Mean	20.7	2.3	1.3	3.0		8.0
<i>Nutrition</i>						
0	100.0	100.0	100.0	100.0		100.0
Mean	0.0	0.0	0.0	0.0		0.0
Total number	7	11	3	1		22
<i>Anaemia</i>						
0	100.0	100.0	100.0	100.0		100.0
Total number	7	11	3	1		22
<i>Chlorinating of water</i>						
0	100.0	100.0	100.0	100.0		100.0
Mean	0.0	0.0	0.0	0.0		0.0
Total number	7	11	3	1		22
<i>Minor illness</i>						
0	100.0	100.0	66.7	100.0		95.5
26-50.0			33.3			4.5
Mean	0.0	0.0	13.3	0.0		1.8
Total number	7	11	3	1		22
<i>Dressing</i>						
0	100.0	100.0	100.0	100.0		100.0
Mean	0.0	0.0	0.0	0.0		0.0
Total number	7	11	3	1		22
<i>Immunization</i>						
0	100.0	100.0	100.0	100.0		100.0
Mean	0.0	0.0	0.0	0.0		0.0
Total number	7	11	3	1		22

**Table 6-23: Coordination with any health provider, medication provided during diarrhoea and cough**

(in percentage)						
Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether coordinate with any other health provider</b>						
Yes	100.0	90.9	100.0	100.0		95.5
No		9.1				4.5
Total number	7	11	3	1		22
<b>Type of coordinator</b>						
JSR	14.3	10.0				9.5
LHV	57.1	20.0	100.0			42.9
Doctor	28.6		100.0			23.8
MPW	57.1	80.0		100.0		61.9
AWW	71.4	60.0		100.0		57.1
DAI		30.0				19.0
Total number	7	10	3	1		21
<b>Medication prescribed during diarrhoea</b>						
ORS	100.0	100.0	100.0	100.0		100.0
<b>Medication prescribed during cough</b>						
Antibiotics	85.7	100.0	100.0	100.0		95.2
Total number	7	10	3	1		21

**Table 6-24: Training**

(in percentage)						
Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether got training</b>						
Yes, training recognized by Government	85.7	90.9	100.0	100.0		90.9
Yes, training not recognized by Government	14.3	9.1				9.1
Total number	7	11	3	1		22
<b>Type of training</b>						
Screening clients for spacing methods	100.0	100.0	100.0	100.0		100.0
IUD insertion	71.4	100.0	100.0	100.0		90.9
Antenatal care	100.0	100.0	100.0	100.0		100.0
Checking blood pressure	71.4	100.0	100.0	100.0		90.9
Safe delivery	100.0	100.0	100.0	100.0		100.0
Neonatal care	100.0	100.0	100.0	100.0		100.0
Immunisation programme	100.0	100.0	100.0	100.0		100.0
Control of diarrhoeal diseases/ORT	100.0	100.0	100.0	100.0		100.0
Acute respiratory infection	71.4	18.2	66.7			40.9
Nutrition	100.0	100.0	100.0	100.0		100.0
CSSM	85.7	27.3	100.0	100.0		59.1
RCH	100.0	100.0	100.0	100.0		100.0
Community needs assessment	14.3	18.2	100.0			27.3
Counselling techniques	85.7	100.0	100.0	100.0		95.5
Pap smear examination/tests			33.3			4.5
RTI/STD	57.1	18.2	66.7			36.4
MTP	42.9	9.1	33.3	100.0		27.3
Safe abortion	42.9	63.6	66.7	100.0		59.1
Family planning				100.0		4.5
Minor illness				100.0		4.5
Total number	7	11	3	1		22

**Table 6-25: Service Charges**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether pay clients for services</b>						
Yes	14.3	9.1	33.3			13.6
No	85.7	90.9	66.7	100.0		86.4
Total number	7	11	3	1		22
<b>Method of payment</b>						
Cash only		100.0	100.0			66.7
Cash & kind	100.0					33.3
Total number	1	1	1			3
<b>Payment paid towards services by patients</b>						
<i>First visit registration (in Rs)</i>						
<10	100.0	100.0	100.0			100.0
Mean	0	0	0			0
Total number	1	1	1			3
<i>Abortion (in Rs)</i>						
<10	100.0	100.0	100.0			100.0
Mean	0	0	0			0
Total number	1	1	1			3
<i>Minor surgery (in Rs)</i>						
<10	100.0	100.0	100.0			100.0
Mean	0	0	0			0
Total number	1	1	1			3
<i>Others (in Rs)</i>						
<10	100.0	100.0	100.0			100.0
Mean	0	0	0			0
Total number	1	1	1			3

**Table 6-26: Facility/Equipment and Sanitation**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether have any place for providing services</b>						
Yes	57.1	63.6	66.7			59.1
No	42.9	36.4	33.3	100.0		40.9
Total number	7	11	3	1		22
<b>Ownership of building</b>						
Own	25.0	28.6				23.1
Rented	25.0	14.3				15.4
Other, govt building	50.0	57.1	100.0			61.5
Total number	4	7	2			13
<b>Facilities available</b>						
Waiting room						
Yes	75.0	42.9	50.0			53.8
No	25.0	57.1	50.0			46.2
Total number	4	7	2			13
<b>Consultation Room</b>						
Yes	75.0	71.4	100.0			76.9
No	25.0	28.6				23.1
Total number	4	7	2			13
<b>Toilet for client</b>						
Yes	25.0	42.9	100.0			46.2
No	75.0	57.1				53.8
Total number	4	7	2			13
<b>Water supply</b>						
Yes	75.0	28.6	100.0			53.8
No	25.0	71.4				46.2
Total number	4	7	2			13
<b>Electricity supply</b>						
Yes	100.0	85.7	100.0			92.3
No		14.3				7.7
Total number	4	7	2			13
<b>Cleanliness</b>						
Very Clean		14.3				7.7
Clean	100.0	42.9	100.0			69.2
Fair		42.9				23.1
Total number	4	7	2			13
<b>Whether provide services to your clients</b>						
In client's house	71.4	90.9	33.3	100.0		77.3
In providers house	28.6	9.1	66.7			22.7
Total number	7	11	3	1		22
<b>Availability of equipment</b>						
Yes, sufficient	28.6	18.2	33.3			22.7
Yes, but not sufficient	57.1	45.5	66.7	100.0		54.5
Not sufficient at all	14.3	36.4				22.7
Total number	7	11	3	1		22
<b>Availability of drugs</b>						
Yes, sufficient	14.3		66.7			13.6
Yes, but not sufficient	57.1	72.7	33.3			59.1
Not sufficient at all	28.6	27.3		100.0		27.3
Total number	7	11	3	1		22
<b>Availability of supply of drugs</b>						
Yes, sufficient	28.6	9.1	66.7			22.7
Yes, but not sufficient	57.1	63.6	33.3			54.5
Not sufficient at all	14.3	27.3		100.0		22.7
Total number	7	11	3	1		22

**Table 6-27: Support**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether getting support from any other agencies communities</b>						
Yes	14.3	9.1	33.3	100.0		18.2
No	85.7	90.9	66.7			81.8
Total number	7	11	3	1		22
<b>Type of organising providing support</b>						
Panchayat			100.0			25.0
Other		100.0				25.0
Community group	100.0					25.0
Anganwadi				100.0		25.0
Total number	1	1	1	1		4
<b>Type of support provided</b>						
Labour	100.0	100.0	100.0	100.0		100.0
Total number	1	1	1	1		4

**Table 6-28: Opinions and suggestions in relation to RCH**

Details	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Problems faced in providing RCH services</b>						
No problem		9.1				4.5
Inadequate RCH staff	28.6	18.2				18.2
Inadequate & improper medicine	28.6	18.2	33.3	100.0		27.3
Instrument/Equipment	14.3	9.1		100.0		13.6
Infrastructure building	28.6	9.1				13.6
Transport problem	42.9	54.5	100.0	100.0		59.1
Women do not seek or follow proper treatment		18.2				9.1
Total number	7	11	3	1		22
<b>Training needs, if any</b>						
Training required	57.1	72.7	66.7	100.0		68.2
Training not required	42.9	27.3	33.3			31.8
Total number	7	11	3	1		22
<b>Support, other than the training need, required</b>						
Staff required	28.6	36.4		100.0		31.8
No support	14.3	9.1	33.3			13.6
Infrastructure building	42.9	18.2	33.3	100.0		31.8
Equipment/Instrument required		45.5	33.3			27.3
Medicine required	14.3	18.2				13.6
Total number	7	11	3	1		22
<b>Whom do they think provide the support (including training)</b>						
DK	14.3	9.1	33.3			13.6
Government	28.6	72.7				45.5
PHC officials	42.9	9.1	33.3	100.0		27.3
Civil Surgeon/CMO/DTO	14.3	9.1	33.3			13.6
Total number	7	11	3	1		22
<b>Suggestions for improvement in the present delivery of RCH services</b>						
Training of staff			66.7			9.1
Presence of staff	14.3	18.2	66.7			22.7
Educate the people also in RCH	14.3	27.3				18.2
Improve infrastructure	28.6	54.5		100.0		40.9
Increase manpower at HF	42.9	9.1				18.2
No opinion	28.6	9.1				13.6
Improve road infrastructure			33.3			4.5
Total number	7	11	3	1		22

**Table 6-29: Field Coverage by ANM/MPW**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Whether visit villages</b>						
Yes	100.0	84.6	100.0	100.0		91.7
No		15.4				8.3
Total number	7	13	3	1		24
<b>Number of villages covered</b>						
<3		9.1	33.3			9.1
3-6	85.7	63.6	66.7	100.0		72.7
6+	14.3	27.3				18.2
Means	5.3	6.5	4.7	4.0		5.7
Total number	7	11	3	1		22
<b>Mode of visiting the village</b>						
On foot	71.4	63.6	100.0			68.2
On bike	28.6					9.1
On moped		36.4		100.0		22.7
Total number	7	11	3	1		22
<b>Time taken to visit the most distant village (in minutes)</b>						
<10		9.1				4.5
20+	100.0	90.9	100.0	100.0		95.5
Mean	168.3	94.5	80.0	60.0		114.5
Total number	7	11	3	1		22

**Table 6-30: Number of women covered last time in field by pregnancy, family planning and home deliveries**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Number of pregnant woman covered last time in field</b>						
<5	14.3	27.3	33.3			22.7
5-10	57.1	54.5	33.3	100.0		54.5
10+	28.6	18.2	33.3			22.7
Mean	9.6	12.2	10.0	7.0		10.8
Total number	7	11	3	1		22
<b>Number of family planning clients seen last time in the field</b>						
<3	14.3	9.1				9.1
3-6	14.3	18.2	33.3			18.2
6+	71.4	72.7	66.7	100.0		72.7
Means	18.9	18.5	14.3	7.0		17.5
Total number	7	11	3	1		22
<b>Number of home deliveries performed last time in the field</b>						
<3	71.4	45.5	66.7			54.5
3-6	14.3	18.2		100.0		18.2
6+	14.3	36.4	33.3			27.3
Means	3.7	6.7	4.7	3.0		5.3
Total number	7	11	3	1		22



**Table 6-31: Opinion about working in the health facility and three major needs of this facility**

Details	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Whether like to work in this facility</b>						
Yes	100.0	84.6	100.0	100.0		91.7
No		15.4				8.3
Total number	7	13	3	1		24
<b>Major needs of the facility</b>						
Proper medicine	42.9	53.8	66.7	100.0		54.2
Better infrastructure	85.7	69.2	33.3	100.0		70.8
Lady doctor	28.6	46.2				33.3
Cleanliness & dry clinic		7.7	100.0			16.7
Total number	7	13	3	1		24

## 6.4 MULTI-PURPOSE WORKERS (MPWS) – MALE

### 6.4.1 Background Characteristics

In all, 7 MPWs(M), 3 from Damoh, 2 from Sagar and one each from Chhatarpur and Panna districts were covered (Table 6-32). The analysis of the data reveals that more than half of the MPWs were in the age group of 45-64 years. The average age of the health functionaries was 44 years. Five out of 7 MPWs belonged to general castes. One MPWs each belonged to scheduled castes and other religious groups. Out of seven, five MPWs were educated up to higher secondary level and remaining two were graduate or above. MPWs were reported to be well experienced having, on an average, 15 years of experience in the service. Two functionaries reported covering one village and remaining 5 were providing services to the neighbouring villages as well (Table 6-32). All MPWs reportedly received training for imparting the services. Almost all received training on various subjects such as screening clients for spacing methods, IUD instruction, checking BP, safe delivery, neonatal care, immunisation, control of diarrhoeal diseases, RCH and CSSM (Table 6-33).

### 6.4.2 Services Provided

The information on regular service days, service hours, emergency services and clientele was collected from MPWs to assess the availability and accessibility of services to the villages. The result is analysed and provided in Table 6-34. The perusal of the table indicates that three MPWs were providing services for six days in a week and remaining 4 were providing services throughout the week. Five MPWs reported providing 24 hours emergency services. In order to assess their patient workload, the functionaries were further asked the number of patients per week they treat. It was revealed that all MPWs contacted/ treated more than 20 patients per week. Among the patients attended per week, majority of them were children (average 32) followed by women (average 23) and men (average 21).

MPWs reported providing primarily antenatal, postnatal, health education, family planning, treatment for diarrhoea, and fever. Besides, some of the MPWs also attended chronic illnesses, diagnosis and treatment of STD/ RTI and AIDS cases (Table 6-34).

### 6.4.3 Services Charges

MPWs were asked whether clients pay for the services and the mode of payments. All of them denied of receiving payments from their clients (Table 6-35).

### 6.4.4 Availability of Facility/ Equipment

MPWs need some basic equipment and facilities to provide services to the clients. The necessary information was collected from them and analysis is presented in Table 6-36. The perusal of the table shows that 4 MPWs had place for providing services. The places from where MPWs were

providing services were having poor basic facilities as only 3 MPWs reported toilet facilities for clients and consultation room. Waiting room facilities were available as reported by for only two MPWs and services such as electricity and water supply were not available in a single case. Only 2 MPWs reported that the facilities were clean. Majority of the MPWs were providing services from their home only. Four MPWs reported of having insufficient equipment whereas three indicated about the equipment are there but not sufficient. The availability and supply of drugs was also reported inadequate as mentioned by four MPWs and 3 MPWs mentioned that the supply were not sufficient at all (Table 6-36).

#### **6.4.5 Type of Support Received**

MPWs were asked whether they seek support from any other agency or from the community. Only 2 MPWs reported seeking the support from other agencies/ community. They further reported seeking support from Panchayat and anganwadi workers. The type of support extended was primarily in the form of labour (Table 6-37).

#### **6.4.6 Problems Faced in Providing RCH Services**

All MPWs reportedly faced problems in providing RCH services. When asked about the problems faced by them, it was revealed that inadequate equipment and inadequate supply of medicines were the two major problem faced by them. Almost all reported the requirement of additional training for providing RCH services (Table 6-38).

On enquiring regarding any other support required to provide RCH services, the functionaries mentioned the need of better infrastructure as basic requirement followed by proper equipment and 2 MPWs mentioned requirement of medicine. MPWs expected the support from CMO, government and from PHC officials (Table 6-38).

MPWs were further asked their suggestions to improve the delivery of RCH services. The suggestions commonly given were IEC activities to educate people on RCH services, improve infrastructure and equipment, provide training to staff and provision of medicines (Table 6-38).

**Table 6-32: Background Characteristics of MPW**

(in number)

Background Characteristics	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Age (in years)</b>						
<25			1			1
25-34					1	1
35-44		1				1
45-54		1	1			2
55-64		1		1		2
Mean		48.7	38.0	55.0	30.0	43.9
<b>Caste</b>						
General Caste		1	2	1	1	5
SC		1				1
Other religious group		1				1
<b>Educational Background</b>						
9-12 years		3	2			5
13-15 years					1	1
15+					1	1
Mean		11.3	11.0	13.0	16.0	12.1
<b>Number of years in the services (in yrs)</b>						
<5		1	1			2
5-10					1	1
11-15		1				1
16-20			1			1
21-30		1		1		2
Mean		15.3	11.0	30.0	10.0	15.4
<b>Area</b>						
Within the village-entire village		1	1			2
Neighbouring village as well		2	1	1	1	5
Total number		3	2	1	1	7

**Table 6-33: Training**

(in number)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether got training</b>						
Yes, training recognized by Government		3	2	1	1	7
<b>Categories of training</b>						
Screening clients for spacing methods		3	2	1	1	7
Prenatal Care		2	2	1	1	6
Checking blood pressure		1	1	1	1	4
Safe delivery			1			1
Neonatal care						1
Immunisation programme		3	2	1	1	7
Control of diarrhoeal diseases/ORT		3	2	1	1	7
Acute respiratory infection				1		1
Nutrition		3	2	1	1	7
RCH		3	2	1	1	7
Community needs assessment			1			1
Counselling techniques		3	2	1	1	7
<b>Total number</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>7</b>

**Table 6-34: Services Provided**

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
6 days/week		1	1	1		3
7 days/week		2	1		1	4
<b>Regular Service hours*</b>						
<b>Whether emergency services provided</b>						
Yes		2	1	1	1	5
No		1	1			2
Total number		3	2	1	1	7
<b>24 hours emergency services</b>						
Yes		2	1	1	1	5
<b>Number of clients per week (range)</b>						
20+		3	2	1	1	7
Mean		310.0	120.0	200.0	125.0	213.6
<b>Percent of Clients per week</b>						
<i>Women</i>						
0					1	1
1-20		1			1	1
21-40		2	2	1		5
Mean		25.0	32.5	25.0	0.0	23.6
<i>Children</i>						
0					1	1
1-20		1				1
21-40		1	1			2
41-60			1			2
60+				1		1
Mean		41.7	45.0	50.0	0.0	31.9
<i>Men</i>						
0					1	1
1-20		1	1			2
21-40		2	1	1		4
Mean		26.7	22.5	25.0	0.0	21.4
<b>Percent of clients per week by type of services</b>						
<i>Health education</i>						
<25		1	1			2
26-50.0		1		1	1	3
50.0+		1	1			2
Mean		183.3	40.0	40.0	32.0	100.3
<i>Antenatal</i>						
0		3	1	1		5
<25					1	1
26-50.0			1			1
Mean		0.0	15.0	0.0	3.0	4.7
<i>Post-Natal</i>						
0		3	1	1		5
<25			1		1	2
Mean		0.0	5.0	0.0	4.0	2.0
<i>Family Planning</i>						
<25					1	1
26-50.0		2	2	1		5
50.0+		1				1
Mean		86.7	40.0	50.0	15.0	57.9
<i>Child Diarrhoea</i>						
0			1			1
<25		3	1		1	5
26-50.0				1		1
Mean		15.0	5.0	36.0	4.0	13.6

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<i>Child Fever</i>						
0		1	1			2
<25			1			1
26-50.0		2		1	1	4
Mean		23.3	5.0	40.0	42.0	23.1
<i>TB</i>						
0		3	1	1	1	6
<25			1			1
Mean		0.0	5.0	0.0	0.0	1.4
<i>Chronic Illnesses</i>						
0		3		1	1	5
<25			2			2
Mean		0.0	5.0	0.0	0.0	1.4
<i>Emergency Cases</i>						
0		3		1		4
<25			2		1	3
Mean		0.0	3.5	0.0	3.0	1.4
Total number		3	2	1	1	7
<i>Anaemia</i>						
0		2	2	1	1	6
26-50.0		1				1
Mean		13.3	0.0	0.0	0.0	5.7
Total number		3	2	1	1	7
<i>Chlorinating of water</i>						
0		2	2		1	5
<25		1				1
26-50.0				1		1
Mean		5.0	0.0	40.0	0.0	7.9
Total number		3	2	1	1	7
<i>Minor illnesses</i>						
0		2	2	1	1	6
26-50.0		1				1
Mean		10.0	0.0	0.0	0.0	4.3
Total number		3	2	1	1	7

**Table 6-35: Service Charges**

(in number)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether pay clients for services</b>						
Yes		0	0	0	0	0
No		3	2	1	1	7
Total number		3	2	1	1	7

**Table 6-36: Facility/Equipment and Sanitation**

(in number)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether have any place for providing services</b>						
Yes			2	1	1	4
No		3				3
Total number		3	2	1	1	7
<b>Ownership of building</b>						
Donated/Rent free					1	25
Other, govt building			2	1		3
<b>Facilities available</b>						
<i>Waiting room</i>						
Yes			1	1		2
No			1		1	2
Total number			2	1	1	4
<i>Consultation Room</i>						
Yes			1	1	1	3
No			1			1
Total number			2	1	1	4
<i>Toilet for client</i>						
Yes			2	1		3
No					1	1
Total number			2	1	1	4
<i>Water supply</i>						
No			2	1	1	4
Total number			2	1	1	4
<i>Electricity supply</i>						
No			2	1	1	4
Total number			2	1	1	4
<b>Cleanliness</b>						
Clean				1	1	2
Fair			2			2
<b>Whether provide services to your clients</b>						
In client's house		3	2		1	6
In providers house				1		1
<i>Availability of equipments</i>						
Yes, but not sufficient		1	1	1		3
Not sufficient at all		2	1		1	4
<i>Availability of drugs</i>						
Yes, but not sufficient		2	1	1		4
Not sufficient at all		1	1		1	3
<i>Availability of supply of drugs</i>						
Yes, but not sufficient		2	1	1		4
Not sufficient at all		1	1		1	3
Total number		3	2	1	1	7

**Table 6-37: Support**

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether getting support from any other agencies communities</b>						
Yes				1	1	2
No		3	2			5
Total number		3	2	1	1	7
<b>Type of organising providing support</b>						
Panchayat					1	1
Anganwadi				1		1
<b>Type of support provided</b>						
Labour				1	1	2
Total number				1	1	2

**Table 6-38: Opinions and suggestions in relation to RCH**

(in number)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Problems faced in providing RCH services</b>						
Inadequate RCH staff				1	1	2
Inadequate & improve medicine		1	2	1		4
Inadequate equipment		2		1	1	4
Transport problem		2	2			4
Women don't follow proper treatment			1			1
Total number		3	2	1	1	7
<b>Training needs, if any</b>						
Training required		2	2	1	1	6
Training not required		1				1
Total number		3	2	1	1	7
<b>Support, other than the training need, required</b>						
Better infrastructure		2	1	1	1	5
Medicine required			1	1		2
Staff required		1				1
Equipment required		1		1	1	3
No support			1			1
Total number		3	2	1	1	7
<b>Whom do they think provide the support (including training)</b>						
Civil Surgeon /CMO/DTO		1			1	2
Government		1	1			2
PHC Officials			1	1		2
DK		1				1
Total number		3	2	1	1	7
<b>Suggestions for improvement in the present delivery of RCH services</b>						
Training of staff			1	1		2
Presence of staff				1	1	2
Improve infrastructure at HF			1	1	1	3
No opinion		1				1
Educate the people also on RCH		2				2
Total number		3	2	1	1	7



## **6.5 ANGANWADI WORKER (AWW)**

### **6.5.1 Background Characteristics**

In all, 66 anganwadi workers (AWWs) from 5 different districts of Madhya Pradesh were interviewed. These include 15 from Tikamgarh, 29 from Damoh, 7 from Chhatarpur, 14 from Sagar and 1 from Panna (Table 6-39). The analysis of the data reveals that a little more than half of the anganwadi workers were in the younger age group of 25-34 years and nearly 29 percent were aged 35 years and above. Only 6 percent were below 25 years. The average age of the anganwadi workers was 33 years. Caste wise analysis shows that 32 percent each belonged to general castes and other backward castes, 15 percent were scheduled castes and 3 percent were scheduled tribes. Eighteen percent anganwadi workers were from other religious groups. Nearly 15 percent anganwadi workers were educated up to primary school, 39 percent were middle pass and 35 percent were educated up to secondary level. Around 5 percent anganwadi workers were at least graduates. Anganwadi workers were reported to be well experienced. Thirty two percent anganwadi workers had more than 15 years of experience, 6 percent had 11-14 years of experience and 42 percent had 5-10 years of experience. On an average, anganwadi workers had 8 years of experience. As per the norms one anganwadi covers a population of 100.0. Ninety seven percent anganwadi workers reported covering either one village or a part of the village and remaining 3 percent reported providing services to the neighbouring villages as well (Table 6-39). In order to provide better service anganwadi workers were provided training under different programmes. All anganwadi workers reported receiving training on a variety of subjects related to family planning and maternal and child health care. Anganwadi workers further reported that they received training in antenatal care (97 percent), neonatal care (96 percent), immunisation programme (94 percent), nutrition (99 percent), control of diarrhoeal diseases (92 percent), counselling techniques (83 percent) and RCH (79 percent) (Table 6-40).

### **6.5.2 Services Provided**

Anganwadi workers besides providing preschool education to children and nutrition to children and pregnant women also provide family planning and MCH services as well. The information on regular service days, emergency services and clientele was collected from anganwadi workers to assess the availability and accessibility of services provided by anganwadi workers to the villagers. The results of the analysis are provided in Table 6-41. The perusal of the table indicates that majority of the anganwadi workers (91 percent) were providing services, on regular basis, during 6 days of a week. Fourteen percent anganwadi workers reported providing 24 hour emergency services as well. In order to assess the client workload, anganwadi workers were further asked the average number of clients they contact per week. The table further shows that the client workload on AWWs was quite high. Almost all the anganwadi workers reported contacting more than 20 clients per week. The average number of clients contacted per week was 243. Among the clients attended per week, throughout the year, majority was children and women. The anganwadi workers reported providing primarily health education, antenatal, postnatal, control of diarrhoeal diseases and family planning services. Besides a few anganwadi workers also reported providing delivery services, (Table 6-41).

### **6.5.3 Services Charges**

Anganwadi workers were asked whether clients pay for the services and the mode of payments. A large majority of the anganwadi workers denied receiving payments from their clients (Table 6-42).

### **6.5.4 Availability of Facility/ Equipment**

Anganwadi workers need some basic equipment and facilities to provide services to the clients. The necessary information was collected from anganwadi workers and analysis is presented in Table 6-43. The perusal of the table shows that nearly 92 percent anganwadi workers were having place either own, rented or government building to provide services. The places from where anganwadi workers were providing services were having poor basic facilities as only 3 percent places had toilet facilities for clients and 41 percent had water supply. Waiting room and

consultation room facilities were available at 30 percent and 67 percent centres only (Table 6-43). Nearly two-fifths of the facilities were reported to be clean and 51 percent were fairly clean. Majority of the AWWs was providing services from their home only. Only 18 percent anganwadi workers reported having sufficient equipment, 50.0 percent had insufficient and remaining 32 percent did not have any equipment. The availability and supply of drugs was also reported inadequate as 39 percent did not have any supply and 36 percent had insufficient supply (Table 6-43).

#### **6.5.5 Type of Support Received**

The anganwadi workers were asked whether they seek support from any other agency or from the community. Nearly 8 percent of the anganwadi workers reported seeking the support from other agencies/ community. They further reported seeking support from Panchayat and community groups. The type of support extended was primarily in the form of labour (Table 6-44)

#### **6.5.6 Problems Faced in Providing RCH Services**

More than four-fifth anganwadi workers reported facing problems in providing RCH services. Those who faced problems were asked the type of problems faced. The major problems faced as reported by the anganwadi workers were inadequate supply of food items (52 percent), inadequate and improper supply of medicines (29 percent) and inadequate infrastructure. Nearly 83 percent anganwadi workers reported the requirement of additional training for providing RCH services (Table 6-45).

On inquiring regarding any other support required to provide RCH services, while around 12 percent anganwadi workers mentioned not requiring any support, the others required support in the form of better infrastructure, adequate supply of food, medicine and equipment. Anganwadi workers expected the support primarily from government and PHC officials (Table 6-45).

The anganwadi workers were further asked their suggestions to improve the delivery of RCH services. Nearly one-fourth of the anganwadi workers did not give any suggestion. The suggestions commonly given by remaining anganwadi workers were IEC activities to educate people on RCH services, improvement in infrastructure facilities and organise health camps at regular intervals (Table 6-45).

**Table 6-39: Background Characteristics of Anganwadi Worker**

Background Characteristics	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
(in percentage)						
<b>Age (in years)</b>						
< 25	6.7	3.4	14.3			6.1
25-34	46.7	51.7	71.4	57.1		54.5
35-44	40.0	34.5	7.1	28.6		28.8
45-54	6.7	10.3	7.1	14.3		9.1
55-64					100.0	1.5
Mean	33.0	33.2	30.3	33.7	57.0	33.0
Total number	15	29	14	7	1	66
<b>Caste</b>						
General Caste	13.3	37.9	28.6	57.1		31.8
SC	26.7	3.4	28.6	57.1	100.0	15.2
ST		6.9			100.0	3.0
OBC	46.7	24.1	42.9	14.3		31.8
Other Religious Group	13.4	27.6		28.6		18.1
Total number	15	29	14	7	1	66
<b>Educational Background</b>						
<3 Years		3.4	7.1			3.0
3-6 Years	26.7	10.3	14.3	14.3		15.2
7-8 years	26.7	51.7	35.7	14.3	100.0	39.4
9-12 years	46.7	24.1	35.7	57.1		34.8
13-15 years		3.4		14.3		3.0
16 years or more		6.9	7.1			4.5
Mean	8.3	8.9	8.4	10.1	8.0	8.8
Total number	15	29	14	7	1	66
<b>Any qualification/certificate in health/medical field</b>						
Others (excluding MBBS/Diploma)	93.4	100.0	100.0	100.0		65.0
None	6.7					1.5
<b>Number of years in the services (in yrs)</b>						
<5	33.3	3.4	42.9	14.3		19.7
5-10	53.3	55.2	14.3	28.6		42.4
11-15	13.3		7.1	14.3		6.1
16-20		20.7		14.3	100.0	12.1
21-30		17.2	35.7	28.6		18.2
30+		3.4				1.5
Mean	6.1	10.3	4.9	8.1	17	8.1
Total number	15	29	14	7	1	66
<b>Area</b>						
Within the village-one section	73.3	55.2	71.4	28.6		59.1
Within the village-entire village	20.0	41.4	28.6	71.4	100.0	37.9
Neighboring village as well	6.7	3.4				3.0
Total number	15	29	14	7	1	66

**Table 6-40: Training**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether got training</b>						
Yes, training recognized by Government	93.3	96.6	100.0	100.0	100.0	97.0
Yes, training not recognized by Government	6.7	3.4				3.0
<b>Type of training</b>						
Screening clients for spacing methods	33.3	96.6	71.4	100.0	100.0	77.3
IUD insertion		3.4				1.5
Antenatal care	93.3	100.0	92.9	100.0	100.0	97.0
Safe delivery			7.1			1.5
Neonatal care	93.3	96.6	92.9	100.0	100.0	95.5
Immunisation programme	86.7	96.6	92.9	100.0	100.0	93.9
Control of diarrhoeal diseases/ORT	80.0	96.6	92.9	100.0	100.0	92.4
Nutrition	100.0	100.0	92.9	100.0	100.0	98.5
CSSM	13.3	6.9				6.1
RCH	53.3	86.2	78.6	100.0	100.0	78.8
Community needs assessment	6.7	3.4	14.3			6.1
Counselling techniques	80.0	96.6	57.1	85.7	100.0	83.3
Others (Family planning)			7.1			1.5
N	15	29	14	7	1	66

Table 6-41 : Services Provided

	(in percentage)					
Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Regular Service days*</b>						
Monday	100.0	96.6	100.0	100.0	100.0	98.5
Tuesday	93.3	96.6	100.0	100.0	100.0	97.0
Wednesday	86.7	100.0	100.0	100.0	100.0	96.9
Thursday	86.7	100.0	100.0	100.0	100.0	96.9
Friday	86.7	100.0	100.0	100.0	100.0	96.9
Saturday	86.7	100.0	100.0	100.0	100.0	96.9
Sunday	100.0	96.4	92.9	85.7	100.0	95.2
<b>Regular Service days*</b>						
1 day/week	13.3					3.0
2 days/week		3.4				1.5
6 days/week	86.7	93.1	92.9	85.7	100.0	90.9
7 days/week		3.4	7.1	14.3		4.5
Total number	15	29	14	7	1	66
<b>Whether emergency services provided</b>						
Yes	6.7	10.3	14.3	28.6	100.0	13.6
No	93.3	89.7	85.7	71.4		86.4
Total number	15	29	14	7	1	66
<b>24 hours emergency services</b>						
Yes	100.0	100.0	100.0	100.0	100.0	90.0
Total number	1	3	2	2	1	9
<b>Number of clients per week (range)</b>						
1-5			7.1			1.5
20+	100.0	100.0	92.9	100.0	100.0	98.5
Mean	243.3	246.7	232.3	242.9	250.0	242.5
Total number	15	29	14	7	1	66
<b>Percent of Clients per week</b>						
<i>Women</i>						
0		17.2	14.3	14.3	100.0	13.6
1-20	93.3	51.7		85.7		53.0
21-40	6.7	10.3	85.7			24.2
41-60		3.4				1.5
60+		17.2				7.6
Mean	20.0	30.0	34.3	14.4	0.0	26.5
Total number	15	29	14	7	1	66
<i>Children</i>						
0		20.7	14.3	28.6	100.0	16.7
1-20		10.3				4.5
21-40	13.3	13.8				9.1
41-60		10.3	85.7			22.7
60+	86.7	44.8		71.4		47.0
Mean	73.3	47.9	51.4	57.1	0.0	54.7
Total number	15	29	14	7	1	66
<i>Men</i>						
0	100.0	93.1	100.0	100.0	100.0	97.0
1-20		6.9				3.0
Mean	0.0	0.7	0.0	0.0	0.0	0.3
Total number	15	29	14	7	1	66
<b>Percent of clients per week by type of services</b>						
<i>Health education</i>						
0			14.3			3.0
<25	26.7	6.9		100.0	100.0	21.2
26-50.0	73.3	93.1	85.7			75.8
Mean	26.7	36.9	25.7	21.7	22.0	30.4
Total number	15	29	14	7	1	66

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<i>Antenatal</i>						
0			7.1			1.5
<=25	93.3	100.0	85.7	100.0	100.0	95.5
26-50.0	6.7		7.1			3.0
Mean	11.7	8.9	12.1	10.0	10.0	10.3
Total number	8	12	2	8	1	31
<i>Delivery</i>						
0	86.7	79.3	92.9	100.0	100.0	86.4
<25	13.3	20.7	7.1			13.6
50.0+	12.5					
Mean	10.0	1.3	0.0	0.0	0.0	3.1
Total number	8	12	2	8	1	31
<i>Post-Natal</i>						
0	6.7		7.1			3.0
<25	86.7	82.8	92.9	100.0	100.0	7.9
26-50.0	6.7	17.2				9.1
Mean	10.7	15.9	9.3	10.0	10.0	12.6
Total number	15	29	14	7	1	66
<i>Family Planning</i>						
0	33.3	20.7	7.1			18.2
<25	46.7	13.8	28.6			22.7
26-50.0	20.0	65.5	64.3	100.0	100.0	59.1
Mean	12.7	26.7	22.9	32.1	32.0	23.4
Total number	15	29	14	7	1	66
<i>Child Diarrhoea</i>						
0	13.3	17.2	21.4			15.2
<=25	80.0	72.4	78.6	85.7	100.0	77.3
26-50.0	6.7	10.3		14.3		7.6
Mean	9.7	10.1	9.3	10.3	5.0	9.8
Total number	15	29	14	7	1	66
<i>Child Fever</i>						
0	53.3	31.0	7.1	28.6		30.3
<=25	46.7	58.6	92.9			56.1
26-50.0		10.3		71.4	100.0	13.6
Mean	5.0	12.2	10.7	28.6	30.0	12.3
Total number	15	29	14	7	1	66
<i>Child ARI</i>						
0	100.0	96.6	92.9	100.0	100.0	97.0
<25		3.4	7.1			3.0
Mean	0.0	0.3	0.7	0.0	0.0	0.3
Total number	15	29	14	7	1	66

**Table 6-42: Service Charges**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether pay clients for services</b>						
Yes			14.3			3.0
No	100.0	100.0	85.7	100.0	100.0	97.0
Total number	15	29	12	7	1	64
<b>Method of payment</b>						
In kind only			100.0			100.0

**Table 6-43: Facility/Equipment and Sanitation**

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether have any place for providing services</b>						
Yes	93.3	89.7	92.9	100.0	100.0	92.4
No	6.7	10.3	7.1			7.6
Total number	15	29	14	7	1	66
<b>Ownership of building</b>						
Own	50.0	23.1	23.1	57.1	100.0	34.4
Rented	28.6	42.3	61.5	14.3		39.3
Functioning from panchayat		7.7	7.7			4.9
Other, govt building	21.4	26.9	7.7	28.6		21.3
<b>Facilities available</b>						
Yes	71.4	15.4	30.8			29.5
No	28.6	84.6	69.2	100.0	100.0	70.5
Total number	14	26	13	7	1	61
<i>Consultation Room</i>						
Yes	21.4	84.6	61.5	100.0	100.0	67.2
No	78.6	15.4	38.5			32.8
Total number	14	26	13	7	1	61
<i>Toilet for client</i>						
Yes		7.7				3.3
No	100.0	92.3	100.0	100.0	100.0	96.7
Total number	14	26	13	7	1	61
<i>Water supply</i>						
Yes	57.1	15.4	53.8	71.4	100.0	41.0
No	42.9	84.6	46.2	28.6		59.0
Total number	14	26	13	7	1	61
<i>Electricity supply</i>						
Yes	71.4	34.6	76.9	85.7	100.0	59.0
No	28.6	65.4	23.1	14.3		41.0
Total number	14	26	13	7	1	61
<b>Cleanliness</b>						
Very Clean			23.1			4.9
Clean	21.4	50.0	30.8	28.6		36.1
Fair	64.3	38.5	46.2	71.4	100.0	50.8
Dirty	14.3	7.7				6.6
Very dirty		3.8				1.6
Total number	14	26	13	7	1	61
<b>Whether provide services to your clients</b>						
In client's house		3.4	21.4			6.1
In open spaces in the community	13.3	3.4				4.5
Others (in providers house)	86.7	93.1	78.6	100.0	100.0	89.4
Total number	15	29	14	7	1	66
<b>Availability of equipment</b>						
Yes, sufficient	26.7	13.8	21.4		100.0	18.2
Yes, but not sufficient	60.0	62.1	28.6	28.6		50.0
Not sufficient at all	13.3	24.1	50.0	71.4		31.8
Total number	15	29	14	7	1	66
<b>Availability of drugs</b>						
Yes, sufficient	33.3	27.6	28.6			25.8
Yes, but not sufficient	46.7	51.7	42.9	42.9	100.0	48.5
Not sufficient at all	2.0	20.7	28.6	57.1		25.8
Total number	15	29	14	7	1	66
<b>Availability of supply of drugs</b>						
Yes, sufficient	26.7	27.6	28.6			24.2
Yes, but not sufficient	40.0	41.4	21.4	28.6	100.0	36.4
Not sufficient at all	50.0	31.0	50.0	71.4		39.4
Total number	15	29	14	7	1	66

**Table 6-44: Support**

Details	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether getting support from any other agencies communities</b>						
Yes	13.3		14.3	14.3		7.6
No	86.7	100.0	85.7	85.7	100.0	92.4
Total number	15	29	14			
<b>Type of organising providing support</b>						
Panchayat	50.0		50.0	100.0		60.0
Community group	50.0		50.0			40.0
<b>Type of support provided</b>						
Labour	100.0		100.0	100.0		100.0



**Table 6-45: Opinions and suggestions in relation to RCH**

Details	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Problems faced in providing RCH services</b>						
No problem	26.7	17.2	21.4			18.2
Inadequate staff	13.3	6.9	14.3			9.1
Inadequate & improper medication	26.7	17.2	35.7	57.1	100.0	28.8
Inadequate instrument/equipment			14.3	14.3		4.5
Inadequate infrastructure	20.0	13.8	7.1	28.6		15.2
Inadequate supply of food items	33.3	62.1	50.0	57.1		51.5
Transport problem			7.1			1.5
Women not seek proper treatment		10.3	7.1	42.9		10.6
<b>Total number</b>	<b>15</b>	<b>29</b>	<b>14</b>	<b>7</b>	<b>1</b>	<b>66</b>
<b>Training needs, if any</b>						
Training required	66.7	93.1	71.4			83.3
Training not required	33.3	6.9	28.6			16.7
<b>Total number</b>	<b>15</b>	<b>29</b>	<b>14</b>	<b>7</b>	<b>1</b>	<b>66</b>
<b>Support, other than the training need, required</b>						
Staff required		17.2	7.1			9.1
Separate room for staff	6.7	6.9				4.5
Equipment required		20.7	7.1	28.6		13.6
No support	26.7	6.9	14.3			12.1
Better infrastructure (building, vehicle)	40.0	13.8	64.3	42.9		33.3
Adequate supply of food item	20.0	34.5	21.4	57.1		30.3
Medicine required		13.8	14.3	71.4		16.7
<b>Total number</b>	<b>15</b>	<b>29</b>	<b>14</b>	<b>7</b>	<b>1</b>	<b>66</b>
<b>Whom do they think provide the support (including training)</b>						
D.K.	20.0	6.9	14.3			10.6
Government	73.3	69.0	35.7	85.7	100.0	65.2
PHC official	6.7	24.1	35.7	14.3		21.2
Civil surgeon/CMO/DTO		3.4	7.1			3.0
Private doctor			7.1			1.5
<b>Total number</b>	<b>15</b>	<b>29</b>	<b>14</b>	<b>7</b>	<b>1</b>	<b>66</b>
<b>Suggestions for improvement in the present delivery of RCH services</b>						
Training of staff	13.3		7.1			4.5
Educate the people of RCH	6.7	6.9	57.1			18.2
Presence of staff	6.7	51.7		14.3		16.7
Increase manpower at H.F.	40.0	13.8	14.3	28.6		21.2
No opinion	26.7	20.7	35.7		100.0	24.2
Improve road infrastructure			21.4			4.5
Periodic health camps / programs			7.1	57.1		7.6
<b>Total number</b>	<b>15</b>	<b>29</b>	<b>14</b>	<b>7</b>	<b>1</b>	<b>66</b>

## **6.6 DAI**

### **6.6.1 Background Characteristics**

In all, 52 dais from 5 different districts of Madhya Pradesh were interviewed. These include 13 from Tikamgarh, 25 from Damoh, 3 from Chhatarpur, 9 from Sagar and 2 from Panna (Table 6-46). The analysis of the data reveals that about one-fourth of the dais were in the younger age group of less than 34 years. Nearly 50.0% of the dais was aged between 35 to 54 years. The average age of the dais was 44 years. Majority of them (83 percent) belonged to scheduled castes, 6 percent were scheduled tribes and 10 percent belonged to other backward castes. Nearly 85 percent of the dais were either illiterate or attended school for 1-2 years. None of the dais were educated beyond primary school. Dais were reported to be well experienced. Forty four percent dais had more than 15 years of experience and 27 percent had 11-14 years of experience. On an average, dais had 15 years of experience. Eighty one percent dais reported covering one village and the remaining 19 percent reported providing services to the neighbouring villages as well (Table 6-46). In order to provide better services dais were provided training under different programmes. Nearly 56 percent of the dais reported receiving training. Dais further reported that they received training in safe delivery (100 percent), antenatal care (17 percent), immunisation programme (14 percent), neonatal care (10 percent) and RCH (7 percent) (Table 6-47).

### **6.6.2 Services Provided**

The information on regular service days, emergency services and clientele was collected from dais to assess the availability and accessibility of services provided by dais to the villagers. The results of the analysis are provided in Table 6-48. The perusal of the table indicates that almost all the dais were providing services, on regular basis, during all the 7 days of a week. All dais reported providing 24 hour emergency services as well. In order to assess the client workload, dais were further asked the average number of clients they contact per week. A large majority of the dais (94 percent) was contacting 1-5 clients and 6 percent were contacting 6-12 clients per week. The average number of clients contacted per week was 3. Among the clients attended per week, throughout the year, majority was women and a few children. The dais reported providing primarily natal and antenatal services (Table 6-48).

### **6.6.3 Services Charges**

Dais were asked whether clients pay for the services and the mode of payments. Sixty nine percent reported receiving payment for the services provided. Half of the dais (those reported of getting payment for service) reported receiving the payments in the form of both cash and kind, 31 percent in the form of kind only and 19 percent in the form of cash only (Table 6-49). Dais further reported that they receive payments primarily for delivery. On an average they reported receiving Rs. 54 for each delivery.

### **6.6.4 Availability of Facility/ Equipment**

Dais need some basic equipment and facilities to provide services to the clients. The necessary information was collected from dais and analysis is presented in Table 6-50. The perusal of the table shows that only 4 percent dais were having place to provide services. Remaining dais were providing services at clients' residence. The places from where dais were providing services were having basic facilities such as waiting room, consultation room, toilet facilities, water supply and electricity. The facilities were reported to be clean. Only 10 percent dais reported having sufficient equipment, 21 percent had insufficient and remaining 69 percent did not have any equipment. The availability and supply of drugs was also reported poor as more than 85 percent did not have any supply (Table 6-50).

### **6.6.5 Type of Support Received**

The dais were asked whether they seek support from any other agency or from the community. Nearly 10 percent of the dais reported seeking the support from other agencies/ community. They

further reported seeking support from Panchayat and community groups. The type of support extended was primarily in the form of labour and funds (Table 6-51)

#### **6.6.6 Problems Faced in Providing RCH Services**

Almost all dais reported facing problems in providing RCH services. Those who faced problems were asked the type of problems faced. The major problems faced as reported by the dais were inadequate equipment (65 percent) and inadequate and improper supply of medicines (65 percent). Nearly two-third dais reported the requirement of additional training for providing RCH services (Table 6-52).

On enquiring regarding any other support required to provide RCH services, while around 10 percent dais mentioned not requiring any support, the others required support in the form of medicine, equipment and better infrastructure. Dais expected the support primarily from government and PHC officials (Table 6-52).

The dais were further asked their suggestions to improve the delivery of RCH services. Nearly three-fourth of the dais did not give any suggestion. The suggestions commonly given by remaining dais were IEC activities to educate people on RCH services and improvement in infrastructure facilities (Table 6-52).

#### **6.6.7 Time Lapse Since Seen Cases Last**

Dais were asked the time lapse since they attended last delivery. Thirty one percent of the dais reportedly conducted delivery during the last one week, 37 percent in the last month and 10 percent conducted delivery 1-6 months back. Nearly one-fifth dais reportedly never conducted a delivery (Table 6-53). As a part of the postnatal care it is necessary that a woman must return to the health facility for her and baby's check-up with in the postnatal period. In order to assess the same a question was asked to dais when they ask the women to return for check-up after normal delivery. Nearly 13 percent of the dais were asking the mother to come for check-up within one week of the delivery and another 17 percent ask them to return for check-up with in 6 weeks of normal delivery. Thirteen percent dais ask the women who delivered a baby to visit the health facility only in case of problems. Nearly two-fifth of the dais never suggested women to visit the health facility after delivery (Table 6-54).

After the birth of the child dais advise mother on various postnatal care aspects. The analysis shows that dais mostly provided information on early breastfeeding (59 percent), nutrition for mother (46 percent), personal hygiene (40 percent) and immunisation (22 percent). Nearly one-fifth dais also advised mothers on child spacing or adopting any family planning method (Table 6-54)

Knowledge of danger signs during pregnancy, delivery and in the postnatal period is very necessary to manage, give advice for institutional delivery and refer cases to health facility. The perusal of the Table 6-55 shows that dais had a poor knowledge of most of the warning signs for referring the cases to a health facility. The most commonly mentioned warning signs were abnormal position of foetus (69 percent) and obstructed/ prolonged labour (41 percent). The other important warning signs such as previous bad obstetric history, hypertension/ headache/ swelling/ fits, anaemia, and haemorrhage, multiple pregnancy, and overage and under age pregnancy etc. were mentioned by less than one-fifth of the dais.

Another important precaution to be taken during delivery is to use sterilised instruments for cutting the cord. During training to dais in safe delivery the emphasis is given to follow 5 cleans including using new blade to cut the cord. To find out the current practice dais were asked the practice they follow to cut the cord. Majority of the dais (85 percent) reported following the right practice of using appropriate sterile instruments (Table 6-56). Thirteen percent dais were not using the sterile instruments. Dais further reported that they apply nothing after cutting the cord, 26 percent applied 'kathha', 2 percent applied turmeric. It is important to note that 4 percent of dais still follow the practice of applying ash or dust after cutting the cord (Table 6-56). Dais were

further asked when they last delivered the placenta. A little more than half of the dais reportedly never delivered a placenta, 17 percent delivered it within one week, 13 percent within one month and 11 percent within 6 months prior to the survey (Table 6-57).

Abortion in unhygienic conditions and by untrained personnel leads to complications that sometimes lead to maternal mortality. One-third of the dais reportedly saw a case of incomplete or unsafe abortion and nearly three-fourth of them came across such a case within one year prior to the survey (Table 6-58).

### 6.6.8 Interaction with ANMs

Dais are supposed to interact with ANMs of their area and give information about the deliveries conducted in their area. This is considered important as ANM will subsequently follow up for postnatal care and immunisation of the child. The perusal of the table shows that nearly 35 percent dais did not interact with dais, 7 percent interacted within one week, 22 percent within one month and 19 percent within 6 months prior to the survey (Table 6-59). Regarding passing on the delivery information to ANM, only 26 percent dais reported providing information on the day they attended delivery. Thirty percent provided information within one month and 13 percent within 2 months of delivery. Another 15 percent of the dais reported providing information whenever ANM asked the information. Seventeen percent dais never provided this information to ANMs (Table 6-60).

**Table 6-46: Background Characteristics of Dai**

Background Characteristics	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Age (in years)</b>						
<25	7.7	4.0				3.8
25-34	15.4	16.0	33.3		50.0	19.2
35-44	15.4	32.0	22.2			23.1
45-54	15.4	32.0	11.1	33.3	50.0	25.0
55-64	23.1	4.0	22.2	33.3		13.5
65 +	23.1	12.0	11.1	33.3		15.4
Mean	46.8	42.6	42.6	56.7	39.0	44.3
<b>Caste</b>						
General Caste			11.1			1.9
SC	76.9	88.0	77.8	66.7	100.0	82.7
ST		8.0		33.3		5.8
OBC	23.1	4.0	11.1			9.6
<b>Educational Background</b>						
<3 Years	84.6	92.0	77.8	33.3	100.0	84.6
3-6 Years	15.4	8.0	22.2	66.7		15.4
Mean	0.8	0.5	0.9	3.0	0.0	0.8
<b>Number of years of experiences</b>						
<5	15.4	8.0	11.1			9.6
5-10	15.4	16.0	33.3	33.3		19.2
11-15	23.1	20.0	33.3	66.7	50.0	26.9
16-20	15.4	24.0				15.4
21-30	30.8	28.0	11.1		50.0	25.0
30+		4.0	11.1			3.8
Mean	14.2	16.1	14.3	11.7	10.0	14.8
<b>Area</b>						
Within the village-one section	46.2	32.0	22.2			30.8
Within the village-entire village	23.1	52.0	66.7	100.0	50.0	50.0
Neighbouring village as well	30.8	16.0	11.1		50.0	19.2
Total number	13	25	9	3	2	52

**Table 6-47: Training**

	(in percentage)					
Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether received training</b>						
Yes, training recognized by Government	53.8	4.4	66.7	33.3	100.0	51.9
Yes, training not recognized by Government	7.7		11.1			3.8
No	38.5	56.0	22.2	66.7		44.2
Total number	13	25	9	3	2	52
<b>Type of training</b>						
Antenatal care	37.5	9.1			50.0	17.2
Safe delivery	100.0	100.0	100.0	100.0	100.0	100.0
Neonatal care	12.5		14.3		50.0	10.3
Immunisation programme	25.0	18.2				13.8
Nutrition					50.0	3.4
RCH	12.5				50.0	6.9
Counselling Techniques	12.5					3.4
Total number	8	11	7	1	2	29

**Table 6-48: Services Provided**

	(in percentage)					
Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Regular Service days*</b>						
1 day/week	7.7					1.9
7 days/week	92.3	100.0	100.0	100.0	100.0	98.1
<b>Whether emergency services provided</b>						
Yes	100.0	100.0	100.0	100.0	100.0	100.0
Total number	13	25	9	3	2	52
<b>24 hours emergency services</b>						
Yes	100.0	100.0	100.0	100.0	100.0	100.0
<b>Number of clients per week (range)</b>						
1-5	100.0	88	100.0	100.0	100.0	94.2
6-12		12				5.8
Mean	2.8	3.5	2.1	3.0	2.5	3.0
<b>Percent of Clients per week</b>						
<i>Women</i>						
1-20	92.3		11.1	33.3		26.9
60+	7.7	100.0	88.9	66.7	100.0	73.1
Mean	15.2	98.8	89.1	69.3	99.0	74.3
<i>Children</i>						
0	92.3	96.0	100.0	100.0	100.0	96.2
1-20	7.7	4.0				3.8
Mean	0.4	0.2	0.0	0.0	0.0	0.2
<b>Percent of clients per week by type of services</b>						
<i>Antenatal</i>						
0	100.0	92.0	100.0	100.0	100.0	96.2
<25	93.3	100.0	85.7	100.0	100.0	95.5
26-50.0		8.0				3.8
Mean	0.0	0.2	0.0	0.0	0.0	0.1
<i>Delivery</i>						
<=25	100.0	100.0	100.0	100.0	100.0	100.0
Mean	2.8	3.3	2.1	2.7	2.5	2.9

**Table 6-49: Service Charges**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether clients pay for services</b>						
Yes	61.5	60.0	100.0	66.7	100.0	69.2
No	38.5	40.0		33.3		30.8
Total number	13	25	9	3	2	52
<b>Method of payment</b>						
Cash only		20.0		100.0	100.0	19.4
In kind only	62.5	6.7	55.6			30.6
Cash & kind	37.5	73.3	44.4			50.0
<b>Payment paid towards services by patients</b>						
<i>First visit registration (in Rs)</i>						
<10	100.0	100.0	100.0	100.0	100.0	100.0
<i>Consultation (in Rs)</i>						
<10	100.0	100.0	100.0	100.0	100.0	100.0
Mean	0.0	0.0	0.0	0.0	0.0	0.0
<i>Drugs (in Rs)</i>						
<10	66.7	100.0	100.0	100.0	100.0	96.0
10-20	33.3					4.0
Mean	5.0	0.0	0.0	0.0	0.0	0.6
<i>Delivery (in Rs)</i>						
<10	33.3	7.1				8.0
10-20		7.1	25.0	50.0		12.0
20+	66.7	85.7	75.0	50.0	100.0	80.0
Mean	75.0	41.8	86.3	25.0	75.0	54.2

**Table 6-50: Facility/Equipment and Sanitation**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether have any place for providing services</b>						
Yes	7.7			33.3		3.8
No	92.3	100.0	100.0	66.7	100.0	96.2
Total number	13	25	9	3	2	52
<b>Ownership of building</b>						
Own				100.0		50.0
Other, govt. building	100.0					56.0
<b>Facilities available</b>						
<i>Waiting room</i>						
Yes	100.0			100.0		100.0
Total number	1			1		2
<i>Consultation Room</i>						
Yes	100.0			100.0		100.0
Total number	1			1		2
<i>Toilet for client</i>						
Yes	100.0			100.0		100.0
Total number	1			1		2
<i>Water supply</i>						
Yes	100.0			100.0		100.0
Total number	1			1		2
<i>Electricity supply</i>						
Yes	100.0			100.0		100.0
Total number	1			1		2
<b>Cleanliness</b>						
Very Clean				100.0		50.0
Clean	100.0					50.0
<b>Whether provide services to your clients</b>						
In client's house	92.3	100.0	100.0	66.7	100.0	96.2
In providers house	7.7			33.3		3.8
<b>Availability of equipments</b>						
Yes, sufficient	23.1	4.0	11.1			9.6
Yes, but not sufficient	15.4	12.0	55.6	33.3		21.2
Not sufficient at all	61.5	84.0	33.3	66.7	100.0	69.2
<b>Availability of drugs</b>						
Yes, sufficient	7.7	4.0				3.8
Yes, but not sufficient	23.1	4.0				9.6
Not sufficient at all	69.2	92.0	88.9	100.0	100.0	86.5
<b>Availability of supply of drugs</b>						
Yes, sufficient	7.7	4.0				3.8
Yes, but not sufficient	15.4	4.0	11.1			7.7
Not sufficient at all	76.9	92.0	88.9	100.0	100.0	88.5
Total number	13	25	9	3	2	52

**Table 6-51: Support**

(in percentage)						
Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether getting support from any other agencies communities</b>						
Yes			55.6			9.6
No	100.0	100.0	44.4	100.0	100.0	90.4
Total number	13	25	9	3	2	52
<b>Type of organising providing support</b>						
Panchayat			60.0			60.0
Community group			40.0			40.0
<b>Type of support provided</b>						
Fund (in cash/in kind)			40.0			40.0
Labour			60.0			60.0
Total number			5			5

**Table 6-52: Opinions and suggestions in relation to RCH**

(in percentage)						
Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Problems faced in providing RCH services</b>						
No problem	7.7					1.9
Inadequate RCH Staff	23.1					5.8
Inadequate & improper medicine	53.8	60.0	100.0	33.3	100.0	65.4
Inadequate instrument	30.8	72.0	88.9	66.7	100.0	65.4
Inadequate infrastructure (Build)		4.0				1.9
Women do not seek treatment	7.7	4.0		33.3		5.8
<b>Training needs, if any</b>						
Training required	61.5	64.0	88.9	66.7		65.4
Training not required	38.5	36.0	11.1	33.3	100.0	34.6
<b>Support, other than the training need, required</b>						
Financial support	23.1	4.0	66.7	66.7	50.0	25.0
Better infrastructure		4.0		66.7	50.0	7.7
Medicines required	23.1	36.0	88.9	33.3	50.0	42.3
Staff required	7.7	4.0				3.8
Equipment required	61.5	72.0	66.7	66.7	50.0	67.3
No support	23.1	8.0				9.6
<b>Whom do they think provide the support (including training)</b>						
Civil surgeon/CMO/DTO	7.7					1.9
DK	15.4	28.0				17.3
Government	69.2	28.0	22.2	66.7	50.0	40.4
PHC officials	7.7	44.0	77.8	33.3	50.0	40.4
<b>Suggestions for improvement in the present delivery of RCH services</b>						
Presence of staff	15.4		11.1			5.8
Educate the people on RCH	7.7	4.0	11.1	33.3		7.7
Improve infrastructure	7.7	28.0				15.4
No opinion	76.9	68.0	77.8	66.7	100.0	73.1
N	13	25	9	3	2	52



**Table 6-53: Time of conducting last delivery**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Last time delivery conducted</b>						
Never	22.2	13.8	9.1	57.1		19.4
In the past week	22.2	34.5	36.4	28.6	50.0	31.3
In the past month	44.4	41.4	27.3	14.3	50.0	37.3
In the past 6 months	5.6	10.3	27.3			10.4
In the past year	5.6					1.5
Total number	18	29	11	7	2	67

**Table 6-54: Time of referring woman after a normal, non-complicated birth and advice given after the birth**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Time of referring after the normal delivery</b>						
Never or don not refer patients	35.7	60.0	90.0	33.3		55.6
During first week	28.6			66.7	50.0	13.0
During first six weeks	21.4	20.0			50.0	16.7
If she is ill or in case of problem	7.1	20.0	10.0			13.0
Others	7.1					1.9
Total number	14	25	10	3	2	54
<b>Advice &amp; information to mothers after birth</b>						
Child spacing or family planning		12.0	40.0	100.0	50.0	20.4
Early breast-feeding	78.6	48.0	60.0	66.7	50.0	59.3
Information on postpartum complications	7.1	12.0	30.0		50.0	14.8
Cord Care		12.0		33.3	100.0	11.1
Nutrition for mother	28.6	44.0	60.0	66.7	100.0	46.3
Immunisation	21.4	16.0	10.0	100.0	50.0	22.2
Personal hygiene	35.7	56.0	20.0	33.3		40.7
Do not use cold water	7.1	24.0	10.0			14.8
Total number	14	25	10	3	2	54

**Table 6-55: Warning or danger signs during pregnancy, delivery, and after delivery prompting Dai for referring a woman to health facility**

Warning signs for referring	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpu r	Panna	Combined
pervious bad obstetric history/ abdominal scars/ previous stillbirth	14.3	8.0	40.0		50.0	16.7
hyper tension/headache/ swelling/fits	28.6	12.0	10.0	100.0	50.0	22.2
anaemia/pallor/fatigue/ breathlessness	14.3	8.0	50.0	66.7	50.0	22.2
cessation of foetal movement/baby does not move	7.1	16.0		66.7	50.0	14.8
abnormal lie/position of foetus	57.1	84.0	50.0	66.7	50.0	68.5
sepsis/ foul smelling discharge/ postpartum abdominal pain		12.0	10.0	33.3		9.3
light bleeding/spotting	7.1	8.0	10.0			7.4
haemorrhage/heavy bleeding	7.1	8.0	20.0	100.0	50.0	16.7
multiple pregnancy/large abdomen	7.1	8.0	20.0			9.3
obstructed/prolonged labour	21.4	44.0	40.0	66.7	100.0	40.7
Can't say	14.3	8.0				7.4
Short stature women	7.1	12.0				7.1
Discharge at premature state/ early pain	71.0					1.9
<b>Total number</b>	<b>14</b>	<b>25</b>	<b>10</b>	<b>3</b>	<b>2</b>	<b>54</b>

**Table 6-56: Materials used to cut the cord and Treatment given after cutting the cord**

Details	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Materials used for cutting cord</b>						
Appropriate sterile instrument	78.6	92.0	80.0	100.0	50.0	85.2
Appropriate not sterile instrument	21.4	4.0	20.0		50.0	13.0
Other-specify		4.0				1.9
<b>Treatment given after cutting cord</b>						
Nothing	42.9	68.0	10.0	66.7	100.0	51.9
Ash		4.0				1.9
Kattha powder	21.4	12.0	80.0			25.9
Dust from pestle	7.1					1.9
Haldi		4.0				1.9
Dettol/Betodin	14.3	4.0				5.6
<b>Total number</b>	<b>14</b>	<b>25</b>	<b>10</b>	<b>3</b>	<b>2</b>	<b>54</b>

**Table 6-57: Time when last delivered placenta**

Details	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
Never	35.7	52.0	80.0	33.3	50.0	51.9
In the past week	21.4	20.0	10.0			16.7
In the past month	14.3	12.0		33.3	50.0	13.0
In the past 6 months	7.1	16.0	10.0			11.1
In the past year	21.4			33.3		7.4
<b>Total number</b>	<b>14</b>	<b>25</b>	<b>10</b>	<b>3</b>	<b>2</b>	<b>54</b>

**Table 6-58: Time of seeing last complicated case resulting from an incomplete or unsafe abortion**

Details	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
Never	57.1	76.0	70.0	33.3	50.0	66.7
In the past month	7.1	4.0				3.7
In the past 6 months	7.1	12.0	10.0	33.3		11.1
In the past year	14.3	8.0	10.0	33.3		11.1
in the past 5 years	7.1					1.9
5 years or longer			10.0			1.9
Do not know	7.1			50.0		3.7
Total number	14	25	10	3	2	54

**Table 6-59: Time when last discussed their work with nurse or midwife**

Details	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
Never	35.7	28.0	70.0			35.2
In the past week	7.1	8.0		33.3		7.4
In the past month	14.3	32.0		33.3	50.0	22.2
In the past 6 months	14.3	16.0	20.0	33.3	50.0	18.5
In the past year	14.3	12.0				9.3
in the past 5 years	7.1	4.0				3.7
Do not know	7.1		10.0			3.7
Total number	14	25	10	3	2	54

**Table 6-60: Frequency of giving delivery reports to the ANM or Lady health supervisor**

Details	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
Once a month	28.6	32.0	20.0	33.3	50.0	29.6
Over 2 months	28.6	12.0				13.0
The day delivery attended	7.1	32.0	40.0		50.0	25.9
Whenever supervisor/ ANM meet/Ask	21.4	20.0				14.8
Never	14.3	4.0	40.0	66.7		16.7
Total number	14	25	10	3	2	54

## 6.7 JAN SWASTHYA RAKSHAK (JSR)

### 6.7.1 Background Characteristics

In all, 48 Jan Swasthya Rakshaks (JSRs) from 5 different districts of Madhya Pradesh were interviewed. These include 13 from Tikamgarh, 21 from Damoh, 5 from Chhatarpur, 7 from Sagar and 2 from Panna (Table 6-61). The analysis of the data reveals that 27 percent of the JSRs were in the younger age group of 25-34 years and nearly 31 percent each were aged 35-44 years and 45 years above. Only 6 percent were below 25 years. The average age of the JSRs was 38 years. A large majority of the JSRs was males. Caste wise analysis shows that 29 percent belonged to general castes and 44 percent to other backward castes, 10 percent were scheduled castes and 4 percent were scheduled tribes. Four percent JSRs were from other religious groups. Nearly 13 percent JSRs were educated up to primary school, 23 percent were middle pass and 64 percent were educated up to secondary level and above. JSRs were reported to be well experienced. Forty six percent JSRs had more than 16 years of experience, 17 percent had 11-15 years of experience and 8 percent had 6-10 years of experience. On an average, JSRs had 13 years of experience. Eighty seven percent JSRs reported covering either one village or a part of the village and remaining 13 percent reported providing services to the neighbouring villages as well (Table 6-61). In order to provide better services JSRs were provided training under different

programmes. Almost all JSRs reported receiving training on a variety of subjects related to family planning and maternal and child health care. JSRs further reported that they received training in screening clients for spacing methods (96 percent), immunisation programme (98 percent), nutrition (87 percent), control of diarrhoeal diseases (87 percent), counselling techniques (75 percent) and RCH (62 percent). The other areas of training reported by less than half JSRs were antenatal care, neonatal care, checking blood pressure etc. (Table 6-62).

### **6.7.2 Services Provided**

The information on regular service days, emergency services and clientele was collected from JSRs to assess the availability and accessibility of services provided by JSRs to the villagers. The results of the analysis are provided in Table 6-63. The perusal of the table indicates that majority of the JSRs (85 percent) were providing services, on regular basis, during 6 –7 days in a week. Seventy three percent JSRs reported providing emergency services and 97 percent of them were providing 24 hour emergency services. In order to assess the client workload, JSRs were further asked the average number of clients they contact per week. The table further shows that the client workload on JSRs was quite high. Almost all the JSRs reported contacting more than 20 clients per week. The average number of clients contacted per week was 87. Among the clients attended per week, throughout the year, majority was children followed by men and women. The JSRs reported providing primarily health education, antenatal, postnatal, control of diarrhoeal diseases, ARI, treatment for fever and family planning services. Besides a few JSRs also reported providing nutrition advice (Table 6-63).

### **6.7.3 Services Charges**

JSRs were asked whether clients pay for the services and the mode of payments. A large majority of the JSRs denied receiving payments from their clients (Table 6-64).

### **6.7.4 Availability of Facility/ Equipment**

JSRs need some basic equipment and facilities to provide services to the clients. The necessary information was collected from JSRs and analysis is presented in Table 6-65. The perusal of the table shows that only 27 percent JSRs were having place either own, rented or government building to provide services. The places from where JSRs were providing services were having poor basic facilities as only 8 percent places had toilet facilities for clients, 31 percent had waiting room, 53 percent had consultation room and 62 percent had water supply (Table 6-65). Nearly three-fifths of the facilities were reported to be clean and two-fifths were fairly clean. Majority of the JSRs (81 percent) was providing services at client's house. Only 8 percent JSRs reported having sufficient equipment, 27 percent had insufficient and remaining 65 percent did not have any equipment. The availability and supply of drugs was also reported inadequate as 60 percent did not have any supply and 35 percent had insufficient supply (Table 6-65).

### **6.7.5 Type of Support Received**

The JSRs were asked whether they seek support from any other agency or from the community. Nearly 4 percent of the JSRs reported seeking the support from other agencies/ community. The type of support extended was primarily in the form of labour (Table 6-66)

### **6.7.6 Problems Faced in Providing RCH Services**

Nearly 94 percent JSRs reported facing problems in providing RCH services. Those who faced problems were asked the type of problems faced. The major problems faced as reported by the JSRs were inadequate and improper supply of medicines (71 percent) and insufficient staff trained for RCH (19 percent). Nearly 85 percent JSRs reported the requirement of additional training for providing RCH services (Table 6-67).

On inquiring regarding any other support required to provide RCH services, while around 6 percent JSRs mentioned not requiring any support, the others required support in the form of better infrastructure, adequate supply of food, medicine and equipment. JSRs expected the support primarily from government, PHC officials and private doctors (Table 6-67).

The JSRs were further asked their suggestions to improve the delivery of RCH services. Nearly one-seventh of the JSRs did not give any suggestion. The suggestions commonly given by remaining JSRs were improvement in infrastructure facilities, IEC activities to educate people on RCH services, ensure availability of staff at health facility and organise health camps at regular intervals (Table 6-67).

**Table 6-61: Background Characteristics of JSR**

Background Characteristics	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
	(in percentage)					
<b>Age (in years)</b>						
< 25		4.8	28.6			6.3
25-34	7.7	28.6	42.9	40.0	50.0	27.1
35-44	38.5	23.8	28.6	60.0		31.3
45-54	53.8	33.3			50.0	31.3
55-64		9.5				4.2
Mean	42.5	38.9	26.4	36.2	39.0	37.8
Total number	13	21	7	5	2	48
<b>Sex</b>						
Male	100.0	90.5	100.0	100.0	100.0	95.8
Female		9.5				4.2
<b>Caste</b>						
General Caste	30.8	19.0	28.6	60.0	50.0	29.2
SC	7.7	4.8	28.6		50.0	10.4
ST		9.5				4.2
OBC	53.8	47.6	42.9	20.0		43.8
Other Religious Group		9.5				4.2
Total number	13	21	7	5	2	48
<b>Educational Background</b>						
3-6 Years	15.4	19.0				12.5
7-8 years	23.1	38.1				22.9
9-12 years	53.8	38.1	71.4	80.0	50.0	52.1
13-15 years	7.7	4.8	14.3	20.0		8.3
16 years or more			14.3		50.0	4.2
Mean	9.2	8.8	11.9	12.6	13	9.9
Total number	13	21	7	5	2	48
<b>Any qualification/ certificate in health/medical field</b>						
None	7.7					2.1
Anganwadi Workers		28.6	14.3			14.6
Certificate						
Diploma	92.3	71.4	85.7	100.0	100.0	83.3
Total number	13	21	7	5	2	48
<b>Number of years in the services (in yrs)</b>						
<5	7.7	28.6	71.4	20.0	50.0	29.2
6-10	15.4	9.5				8.3
11-15	23.1	4.8	14.3	60.0		16.7
16-20	23.1	42.9				25.0
21-30	30.8	14.3	14.3	20.0	50.0	20.8
Mean	16.2	12.4	5.3	13.8	11.0	12.5
Total number	13	21	7	5	2	48
<b>Area</b>						
Within the village-one section	30.8	38.1	28.6			29.2
Within the village-entire village	46.2	52.4	57.1	100.0	100.0	58.3
Neighbouring village as well	23.1	9.5	14.3			12.5
Total number	13	21	7	5	2	48

**Table 6-62: Training**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether got training</b>						
Yes, training recognized by Government	100.0	95.2	100.0	80.0	50.0	93.8
Yes, training not recognized by Government				20.0	50.0	4.2
Total number		4.8				21
<b>Type of training</b>						
Screening clients for spacing methods	84.6	100.0	100.0	100.0	100.0	95.7
IUD insertion		5.0		20.0		4.3
Antenatal care	7.7	60.0		80.0	100.0	40.4
Checking blood pressure	15.4	15.0		60.0	100.0	21.3
Safe delivery	7.7	5.0				4.3
Neonatal care	15.4	60.0	42.9	100.0	100.0	51.1
Immunisation programme	92.3	100.0	100.0	100.0	100.0	97.9
Control of diarrhoeal diseases/ORT	76.9	85.0	100.0	100.0	100.0	87.2
Acute respiratory infection	7.7					2.1
Nutrition	61.5	95.0	100.0	100.0	100.0	87.2
CSSM	23.1	10.0	28.6			14.9
RCH	38.5	80.0	14.3	100.0	100.0	61.7
Community needs assessment		5.0				2.1
Counselling techniques	61.5	80.0	57.1	100.0	100.0	74.5
Pap smear examination/tests	7.7					2.1
Family Planning			14.3			2.1
Total number	13	20	7	5	2	47

**Table 6-63: Services Provided**

(In percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Regular Service days*</b>						
1 day/week		4.8				2.1
2 days/week	7.7	4.8	28.6			8.3
3 days/week	7.7					2.1
4 days/week	7.7					2.1
6 days/week	7.7	9.5	14.3	20.0		10.4
7 days/week	69.2	81.0	57.1	80.0	100.0	75.0
<b>Whether emergency services provided</b>						
Yes	84.6	61.9	71.4	80.0	100.0	72.9
No	15.4	38.1	28.6	20.0		27.1
Total number	13	21	7	5	2	48
<b>24 hours emergency services</b>						
Yes	90.9	100.0	100.0	100.0	100.0	97.1
No	9.1					2.9
Total number	11	13	5	4	2	35
<b>Number of clients per week (range)</b>						
0		4.8	28.6			6.3
13-19		4.8				2.1
20+	100.0	90.5	71.4	100.0	100.0	91.7
Mean	66.9	111.0	58.6	83.0	80.0	87.2
Total number	13	21	7	5	2	48
<b>Percent of Clients per week</b>						
<i>Women</i>						
0		4.8	42.9			8.3
1-20	76.9	52.4		100.0	50.0	56.3
21-40	15.4	33.3	42.9		50.0	27.1
41-60		9.5	14.3			6.3
60+	7.7					2.1
Mean	24.6	25.7	22.9	19.0	22.5	24.2
Total number	13	21	7	5	2	48
<i>Children</i>						
0		4.8	42.9			8.3
1-20	15.4	28.6				16.7
21-40	30.8	19.0	42.9			22.9
41-60	46.2	38.1	14.3	80.0	100.0	43.8
60+	7.7	9.5		20.0		8.3
Mean	43.5	39.8	25.7	62.0	55.0	41.7
Total number	13	21	7	5	2	48
<i>Men</i>						
0		14.3	42.9			12.5
1-20	53.8	23.8	57.1	100.0	50.0	45.8
21-40	15.4	38.1			50.0	22.9
41-60	30.8	19.0				16.7
60+		4.8				2.1
Mean	31.5	30.7	8.6	19.0	22.5	26.1
Total number	13	21	7	5	2	48
<b>Percent of clients per week by type of services</b>						
<i>Health education</i>						
0	15.4	9.5	28.6			12.5
<25	46.2	38.1	28.6	80.0		41.7
26-50.0	30.8	33.3	42.9	20.0	100.0	35.4
50.0+	7.7	19.0				10.4
Mean	23.7	39.5	15.7	18.8	26.0	29.0
Total number	13	21	7	5	2	48

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<i>Antenatal</i>						
0	69.2	85.7	100.0	80.0	100.0	83.3
<25	30.8	14.3		20.0		16.7
Mean	2.4	1.5	0.0	0.6	0.0	1.4
Total number	13	21	7	5	2	48
<i>Post-Natal</i>						
0	76.9	85.7	71.4	80.0	100.0	81.3
<25	23.1	14.3	28.6	20.0		18.8
Mean	2.2	1.5	3.6	0.8	0.0	1.9
Total number	13	21	7	5	2	48
<i>Family Planning</i>						
0	23.1	9.5	28.6	20.0		16.7
<25	69.2	38.1	57.1	80	100.0	56.3
26-50.0	7.7	47.6	14.3			25.0
50.0+		4.8				2.1
Mean	12.5	28.7	12.1	13.6	12.0	19.6
Total number	13	21	7	5	2	48
<i>Child Diarrhoea</i>						
0	23.1	33.3	28.6			25.0
<25	76.9	57.1	71.4	100.0	100.0	70.8
26-50.0		9.5				
Mean	5.8	11.2	6.4	4.4	4	8.1
Total number	13	21	7	5	2	48
<i>Child Fever</i>						
0		14.3	42.9			12.5
<25	84.6	42.9	57.1			50.0
26-50.0	7.7	42.9		80.0	100.0	33.3
50.0+	7.7			20.0		4.2
Mean	14.2	21.7	5.0	39.2	32.0	19.5
Total number	13	21	7	5	2	48
<i>Child ARI</i>						
0	92.3	95.2	85.7	100.0	100.0	93.8
<25	7.7	4.8	14.3			6.3
Mean	0.2	1.0	2.1	0.0	0.0	0.8
Total number	13	21	7	5	2	48
<i>TB</i>						
0	84.6	85.7	85.7	100.0	100.0	87.5
<25	15.4	9.5	14.3			10.4
26-50.0		4.8				2.1
Mean	0.9	2.0	0.3	0.0	0	1.2
Total number	13	21	7	5	2	48
<i>Emergency Cases</i>						
0	53.8	71.4	85.7	20.0		60.4
<25	46.2	28.6	14.3	80.0	100.0	39.6
Mean	1.9	0.9	0.7	2.6	3.0	1.4
Total number	13	21	7	5	2	48
<i>Nutrition</i>						
0	76.9	90.5	100.0	100.0	100.0	89.6
<25	23.1					6.3
50.0+		9.5				4.2
Mean	3.8	11.9	0.0	0.0	0.0	6.2
Total number	13	21	7	5	2	48



**Table 6-64: Service Charges**

(In percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether pay clients for services</b>						
Yes	7.7			20.0		4.2
No	92.3	100.0	100.0	80.0	100.0	95.8
Total number	13	21	7	5	2	48
<b>Method of payment</b>						
Cash only	100.0			100.0		100.0
Total number	1			1		2

**Table 6-65: Facility/Equipment and Sanitation**

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether have any place for providing services</b>						
Yes	23.1	33.3	14.3	40.0		27.1
No	76.9	66.7	85.7	60.0	100.0	72.9
Total number	13	21	7	5	2	48
<b>Ownership of building</b>						
Own	66.7	57.1	100.0	100.0		69.2
Rented		42.9				23.1
Other, govt building	33.3					7.7
Total number	3	7	1	2		13
<b>Facilities available</b>						
<i>Waiting room</i>						
Yes	100.0	14.3				30.8
No		85.7	100.0	100.0		69.2
Total number	3	7	1	2		13
<i>Consultation Room</i>						
Yes	33.3	42.9	100.0	100.0		53.8
No	66.7	57.1				46.2
Total number	3	7	1	2		13
<i>Toilet for client</i>						
Yes	33.3					7.7
No	66.7	100.0	100.0	100.0		92.3
Total number	3	7	1	2		13
<i>Water supply</i>						
Yes	100.0	28.6	100.0	100.0		61.5
No		71.4				38.5
Total number	3	7	1	2		13
<i>Electricity supply</i>						
Yes	66.7	42.9	100.0	100.0		61.5
No	33.3	57.1				38.5
Total number	3	7	1	2		13
<b>Cleanliness</b>						
Very Clean						
Clean	100.0	57.1	100.0			61.5
Fair		42.9		100.0		38.5
Dirty						
Very dirty						

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether provide services to your clients</b>						
In client's house	92.3	71.4	85.7	80.0	100.0	81.3
In open spaces in the community		4.8	14.3			4.2
Others	7.7	23.8		20.0		14.6
<b>Availability of equipments</b>						
Yes, sufficient	15.4	9.5				8.3
Yes, but not sufficient	38.5	19.0	42.9	20.0		27.1
Not sufficient at all	46.2	71.4	57.1	80.0	100.0	64.6
<b>Availability of drugs</b>						
Yes, sufficient	7.7	4.8				4.2
Yes, but not sufficient	38.5	28.6	57.1	40.0		35.4
Not sufficient at all	53.8	66.7	42.9	60.0	100.0	60.4
<b>Availability of supply of drugs</b>						
Yes, sufficient	7.7	4.8		20.0		6.3
Yes, but not sufficient	15.4	33.3	28.6	20.0		25.0
Not sufficient at all	76.9	61.9	71.4	60.0	100.0	68.8
Total number	13	21	7	5	2	48

**Table 6-66: Support**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether getting support from any other agencies communities</b>						
Yes			28.6			4.2
No	100.0	100.0	71.4	100.0	100.0	95.8
Total number	13	21	7	5	2	48
<b>Type of support provided</b>						
Labour			100.0			100.0
Total number			2			2

**Table 6-67: Opinions and suggestions in relation to RCH**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Problems faced in providing RCH services</b>						
No problem	7.7	4.8	14.3			6.3
Inadequate RCH staff	15.4	14.3	28.6	20.0	50.0	18.8
Inadequate & improper medicine	76.9	81.0	71.4	40.0		70.8
Inadequate instrument/equipment	23.1	33.3	14.3	40.0		27.1
Inadequate infrastructure (building)	15.4					4.2
Inadequate supply of food item		4.8				2.1
Transport problem		4.8				2.1
Women do not seek to follow proper treatment		4.8		40.0	50.0	8.3
Training needs, if any						
Training required	92.3	85.7	85.7	80.0	50.0	85.4
Training not required	7.7	14.3	14.3	20.0	50.0	14.6
<b>Support, other than the training need, required</b>						
Staff required	15.4	1.9				12.5
Separate room for staff	7.7	4.8	14.3		50.0	8.3
Equipment required	23.1	61.9	42.9	20.0		41.7
No support	15.4	4.8				6.3
Better infrastructure	46.2	19.0	14.3	80.0	100.0	35.4
Adequate supply of food item		4.8				2.1
Medicine required	38.5	57.1	85.7	40.0	100.0	56.3
Financial Support	7.7	19.0	59.1	80.0	50.0	29.2
<b>Whom do they think provide the support (including training)</b>						
DK		14.3				6.3
Government	53.8	23.8	28.6	80.0	100.0	41.7
PHC official	38.5	57.1	28.6	20.0	50.0	43.8
Civil services /CMO/DTO	15.4	4.8	14.3			8.3
Private Doctor			28.6			4.2
<b>Suggestions for improvement in the present delivery of RCH services</b>						
Staff training		4.8		20.0	50.0	6.3
Presence of staff	46.2	9.5	42.9	20.0	50.0	27.1
Education the people on RCH	15.4	47.6	14.3			27.1
Improve infra structure at HF	30.8	33.3	42.9	20.0	50.0	33.3
Increase Manpower at HF	7.7	23.8	42.9			18.8
No opinion	15.4	9.5	28.6	20.0		14.6
Improve road	13.0					
Periodic health/ programme should be initiated				60.0	50.0	8.3
Total number	13	21	7	5	2	48

## 6.8 PRIVATE DOCTORS (REGISTERED)

### 6.8.1 Background Characteristics

In all, 31 registered private doctors from 5 different districts of Madhya Pradesh were interviewed. These include 8 from Tikamgarh, 12 from Damoh, 8 from Chhatarpur, 2 from Sagar and 1 from Panna (Table 6-68). The analysis of the data reveals that 39 percent of the private doctors were

In the younger age group of 25-34 years, 19 percent in the age group 35-44 years, 26 percent in the age group 45-54 years and 10 percent were aged 55 years and above. Only 7 percent were below 25 years. The average age of the private doctors was 38 years. A large majority of the private doctors were males. Caste wise analysis shows that 55 percent belonged to general castes, 12 percent to other backward castes and 7 percent were scheduled castes. About 26 percent private doctors were from other religious groups. Nearly 23 percent private doctors were educated up to secondary level, 16 percent were higher secondary pass and 48 percent were graduates. Private doctors were reported to be well experienced. Forty nine percent private doctors had more than 16 years of experience, 16 percent had 11-15 years of experience and 16 percent had 6-10 years of experience. On an average, private doctors had 13 years of experience. Forty five percent private doctors reported covering either one village or a part of the village and remaining 55 percent reported providing services to the neighbouring villages as well (Table 6-68). In order to provide better services private doctors were provided training under different programmes. All the private doctors reported receiving training on a variety of subjects related to family planning and maternal and child health care. Private doctors further reported that they received training in screening clients for spacing methods (84 percent), immunisation programme (74 percent), antenatal care (71 percent), checking blood pressure (77 percent), neonatal care (68 percent), nutrition (94 percent), control of diarrhoeal diseases (87 percent), counselling techniques (71 percent) and RCH (81 percent). The other areas of training reported by less than half private doctors were IUD insertion, safe delivery, community need assessment, RTI/ STD and ARI etc. (Table 6-69).

### **6.8.2 Services Provided**

The information on regular service days, emergency services and clientele was collected from private doctors to assess the availability and accessibility of services provided by private doctors to the villagers. The results of the analysis are provided in Table 6-70. The perusal of the table indicates that majority of the private doctors (94 percent) were providing services, on regular basis, during 6-7 days in a week. Sixty seven percent private doctors reported providing emergency services and 91 percent of them were providing 24 hour emergency services. In order to assess the client workload, private doctors were further asked the average number of clients they contact/receive per week. The table further shows that the client workload on private doctors was quite high. Almost all the private doctors reported contacting/ contacting more than 20 clients per week. The average number of clients contacted per week was 102. Among the clients attended per week, throughout the year, majority was children (average 40) followed by men (average 29) and women (average 27). The private doctors reported providing primarily health education (90 percent), antenatal (39 percent), postnatal (39 percent), control of diarrhoeal diseases (13 percent), ARI (10 percent), treatment for fever (87 percent), treatment for chronic illness (32 percent) and family planning services (64 percent). Besides a few private doctors also reported providing treatment to complicated abortion cases, STD diagnosis and treatment nutrition advice (Table 6-70).

### **6.8.3 Services Charges**

Private doctors were asked whether clients pay for the services and the mode of payments. A large majority of the private doctors (90 percent) reported receiving payments from their clients. A large majority of private doctors (93 percent) were receiving the payments in cash only and remaining 7 percent in both cash and kind (Table 6-71).

### **6.8.4 Availability of Facility/ Equipment**

Private doctors need some basic equipment and facilities to provide services to the clients. The necessary information was collected from private doctors and analysis is presented in Table 6-72. The perusal of the table shows that all private doctors were having place for providing services. Sixty one percent private doctors were having their own building and remaining 39 percent were providing services from rented accommodation. Nearly half of the places from where private doctors were providing services were having poor basic facilities as 45 percent places had toilet facilities for clients, 55 percent had waiting room and 65 percent had water supply (Table 6-72). Nearly three-fourth of the facilities were reported to be clean and two-fifths were fairly clean. Only

39 percent private doctors reported having sufficient equipment, 52 percent had insufficient and remaining 10 percent did not have any equipment. The availability and supply of drugs was also reported inadequate as 10 percent did not have any supply and 39 percent had insufficient supply (Table 6-72).

#### **6.8.5 Type of Support Received**

The private doctors were asked whether they seek support from any other agency or from the community. Nearly 13 percent of the private doctors reported seeking the support from other agencies/ community. They further reported receiving support from anganwadi workers, NGOs and panchayat (Table 6-73)

#### **6.8.6 Problems Faced in Providing RCH Services**

Nearly 74 percent private doctors reported facing problems in providing RCH services. Those who faced problems were asked the type of problems faced. The major problems faced as reported by the private doctors were inadequate and improper supply of medicines (39 percent), inadequate supply of equipments (32 percent) and insufficient staff trained for RCH (19 percent). Nearly 74 percent private doctors reported the requirement of additional training for providing RCH services (Table 6-74).

On inquiring regarding any other support required to provide RCH services, private doctors reportedly required the support in the form of better infrastructure (26 percent), adequate supply of medicine (32 percent) and equipment (65 percent). Private doctors expected the support primarily from government (58 percent) and PHC officials (23 percent) (Table 6-74).

The private doctors were further asked their suggestions to improve the delivery of RCH services. Nearly 13 percent private doctors did not give any suggestion. The suggestions commonly given by remaining private doctors were improvement in infrastructure facilities ensure availability of staff at health facility and organize health camps at regular intervals (Table 6-74).

**Table 6-68: Background Characteristics of Private Doctor/ Registered**  
(in percentage)

Background Characteristics	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Age (in years)</b>						
< 25	12.5	8.3				6.5
25-34	37.5	33.3	50.0	50.0		38.7
35-44	25.0	16.7		12.5	100.0	19.4
45-54	25.0	25.0	50.0	25.0		25.8
55-64		8.3		12.5		6.5
65 or more		8.3		12.5		6.5
Mean	33.9	40.5	41.5	40.4	36.0	38.7
Total number	8	12	2	8	1	31
<b>Sex</b>						
Male	100.0	83.3	100.0	100.0	100.0	93.5
Female		16.7				6.5
Total number	8	12	2	8	1	31
<b>Caste</b>						
General Caste	37.5	41.7	100.0	87.5		54.8
SC	12.5				100.0	6.5
OBC	12.5	16.7		12.5		12.9
Other Religious Group	37.5	41.6				8.0
Total number	8	12	2	8	1	31
<b>Educational Background</b>						
<3 Years		16.7				6.5
3-6 Years		8.3	50.0			6.5
9-12 years	37.5	25.0		12.5		22.6
13-15 years	12.5	25.0		12.5		16.1
16 years or more	50.0	25.0	50.0	75.0	100.0	48.4
Mean	14.1	10.7	10.5	17.9	17.0	13.6
Total number	8	12	2	8	1	31
<b>Any qualification/certificate in health/medical field</b>						
MBBS		16.7			100.0	9.7
Total number	8	12	2	8	1	31
<b>Number of years in the services (in yrs)</b>						
<5	25.0	25.0		12.5		19.4
6-10	25.0	8.3		12.5	100.0	16.1
11-15	12.5	8.3	50.0	25.0		16.1
16-20		8.3	50.0	12.5		9.7
21-30	37.5	41.7		25.0		32.3
30+		8.3		12.5		6.5
Mean	9.9	12.3	15.5	15.8	10.0	12.7
Total number	8	12	2	8	1	31
<b>Area</b>						
Within the village-one section	12.5	16.7	100.0			16.1
Within the village-entire village	25.0	41.7		12.5	100.0	29.0
Neighbouring village as well	62.5	41.7		87.5		54.8
Total number	8	12	2	8	1	31

**Table 6-69: Training**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether got training</b>						
Yes, training recognized by Government	50.0	58.3	100.0	87.5		64.5
Yes, training not recognized by Government	50.0	41.7		12.5	100.0	35.5
Total number	8	12	2	8	1	31
<b>Type of training</b>						
Screening clients for spacing methods	75.0	83.3	100.0	87.5	100.0	83.9
IUD insertion	12.5	25.0	50.0		100.0	19.4
Antenatal care	50.0	66.7	100.0	87.5	100.0	71.0
Checking blood pressure	75.0	66.7	100.0	87.5	100.0	77.4
Safe delivery	37.5	25.0	50.0		100.0	25.8
Neonatal care	50.0	58.3	100.0	87.5	100.0	67.7
Immunisation programme	62.5	66.7	100.0	87.5	100.0	74.2
Control of diarrhoeal diseases/ORT	75.0	83.3	100.0	100.0	100.0	87.3
Acute respiratory infection	25.0	16.7	50.0	50.0	100.0	32.3
Nutrition	87.5	91.7	100.0	100.0	100.0	93.5
CSSM	62.5	41.7	50.0	50.0	100.0	51.6
RCH	75.0	66.7	100.0	10.0	100.0	80.6
Community needs assessment		8.3	50.0	25.0	100.0	16.1
Counselling techniques	50.0	75.0	50.0	87.5	100.0	71.0
Pap smear examination/tests	37.5	8.3	50.0		100.0	19.4
RTI/STD	12.5		100.0	37.5	100.0	22.6
MTP			50.0		100.0	6.5
Safe abortion		16.7	50.0		100.0	12.9
Others Family Planning		8.3		12.5	100.0	6.5
Minor illness /Surgery		8.3				3.2
N	8	12	2	8	1	31

**Table 6-70: Services Provided**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Regular Service days*</b>						
Monday	75.0	91.7	100.0	100.0	100.0	90.3
Tuesday	75.0	91.7	100.0	100.0	100.0	90.3
Wednesday	75.0	100.0	100.0	100.0	100.0	93.3
Thursday	75.0	100.0	100.0	100.0	100.0	93.3
Friday	71.4	100.0	100.0	100.0	100.0	93.1
Saturday	71.4	100.0	100.0	100.0	100.0	93.1
Sunday	83.3	63.6	100.0	100.0		78.6
<b>Regular Service days*</b>						
1 day/week		8.3				3.2
4 days/week	12.5					3.2
7 days/week	62.5	66.7	100.0	100.0		74.2
<b>Whether emergency services provided</b>						
Yes	75.0	66.7	50.0	65.5	100.0	66.7
No	25.0	33.3	50.0	35.5	-	32.3
Total number	8	12	2	8	1	31
<b>24 hours emergency services</b>						
Yes	83.3	87.5	100.0	100.0	100.0	90.5
No	16.7	12.5				9.5
Total number	8	12	2	8	1	31
<b>Number of clients per week (range)</b>						
13-19	12.5					3.2
20+	87.5	100.0	100.0	100.0	100.0	96.8
Mean	107.5	98.8	85.0	108.1	90.0	102.3
Total number	8	12	2	8	1	31
<b>Percent of Clients per week</b>						
<i>Women</i>						
0		8.3				3.2
1-20	62.5	58.3		50.0		51.6
21-40	37.5	8.3	100.0	50.0	100.0	35.5
60+		25.0				9.7
Mean	22.2	32.1	27.5	23.8	25.0	26.9
Total number	8	12	2	8	1	31
<i>Children</i>						
0		8.3				3.2
1-20		33.3				12.9
21-40	75.0	8.3	50.0	37.5		35.5
41-60	25.0	50.0	50.0	62.5	100.0	48.4
Mean	38.4	38.3	37.5	45.0	50.0	40.4
Total number	8	12	2	8	1	31
<i>Men</i>						
0		8.3				3.2
1-20	12.5	75.0	50.0	25.0		41.9
21-40	50.0	8.3		62.5	100.0	35.5
41-60	37.5	8.3	50.0	12.5		19.4
Mean	37.9	21.3	35.0	31.3	25.0	29.1
Total number	8	12	2	8	1	31



Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Percent of clients per week by type of services</b>						
<i>Health education</i>						
0	12.5	16.7				9.7
<25	50.0	75.0	50.0	75.0	100.0	67.6
26-50.0	25.0	8.3	50.0	25.0		19.4
50.0+	12.5					3.2
Mean	25.3	14.2	22.5	21.0	12.0	19.3
Total number	8	12	2	8	1	31
<i>Antenatal</i>						
0	87.5	66.7	50.0	37.5		61.3
<25	12.5	16.7	50.0	62.5	100.0	32.3
50.0+		16.7				6.5
Mean	0.5	13.1	2.5	5.3	6.0	6.9
Total number	8	12	2	8	1	31
<i>Delivery</i>						
0	87.5	83.3	100.0	100.0	100.0	90.3
<25		16.7				6.5
50.0+	12.5					3.2
Mean	10.0	1.3	0.0	0.0	0.0	3.1
Total number	8	12	2	8	1	31
<i>Post-Natal</i>						
0	87.5	58.3	50.0	50.0		61.3
<25		25.0	50.0	37.5	100.0	25.8
26-50.0				12.5		3.2
Mean	7.5	16.7	2.5	9.0	12.0	11.3
Total number	8	12	2	8	1	31
<i>Family Planning</i>						
0	62.5	16.7	100.0	25.0		35.5
<25	25.0	66.7		62.5	100.0	51.6
26-50.0	12.5	16.7		12.5		12.9
50.0+						
Mean	7.5	17.5	0.0	12.0	16.0	12.3
Total number	8	12	2	8	1	31
<i>Treat of complicated abortion</i>						
0	100.0	91.7	100.0	87.5	100.0	93.5
<25		8.3		12.5		6.5
Mean	0.0	1.7	0.0	0.9	0.0	0.9
Total number	8	12	2	8	1	31
<i>STDs Diagnosis</i>						
0	100.0	100.0	100.0	87.5	100.0	96.8
<25				12.5		3.2
Mean	0.0	0.0	0.0	0.8	0.0	0.2
Total number	8	12	2	8	1	31
<i>STD Treatment</i>						
0	87.5	100.0	100.0	87.5	100.0	93.5
<25				12.5		3.2
50.0+	12.5					3.2
Mean	5.0	0.0	0.0	0.8	0.0	1.5
Total number	8	12	2	8	1	31
<i>Child Diarrhoea</i>						
0						
<25	87.5	83.3	100.0	87.5	100.0	87.1
26-50.0		16.7		12.5		9.7
50.0+	12.5					3.2
Mean	42.3	15.8	10.0	11.5	7.0	20.8
Total number	8	12	2	8	1	31

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<i>Child Fever</i>						
0	12.5	25.0				12.9
<25	75.0	16.7	100.0	25.0		38.7
26-50.0	12.5	50.0		75.0	100.0	45.2
50.0+		8.3				3.2
Mean	13.9	25.8	10.0	31.9	40.0	23.7
Total number	8	12	2	8	1	31
<i>Child ARI</i>						
0	75.0	100.0	100.0	87.5	100.0	90.3
<25	25.0			12.5		9.7
50.0+						
Mean	3.3	0.0	0.0	0.4	0.0	0.9
Total number	8	12	2	8	1	31
<i>TB</i>						
0	100.0	100.0	50.0	87.5	100.0	93.5
<25			50.0	12.5		6.5
Mean	0.0	0.0	1.0	0.5	0.0	0.2
Total number	8	12	2	8	1	31
<i>Chronic Illnesses</i>						
0	87.5	83.3	50.0	25.0		67.7
<25	12.5	16.7	50.0	75.0		32.3
Mean	1.3	1.4	5.0	6.0	0.0	2.7
Total number	8	12	2	8	1	31
<i>Emergency Cases</i>						
0	62.5	58.3	50.0	37.5		51.6
<25	37.5	41.7	50.0	62.5	100.0	48.4
Mean	3.4	1.7	2.5	3.9	5.0	2.8
Total number	8	12	2	8	1	31
<i>Nutrition</i>						
0	87.5	100.0	50.0	87.5	100.0	90.3
<25	12.5			12.5		6.5
26-50.0			50.0			3.2
Mean	0.8	0.0	20.0	2.5	0.0	2.1
Total number	8	12	2	8	1	31

**Table 6-71: Service Charges**

Details	(in percentage)					
	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether pay clients for services</b>						
Yes	87.5	100.0	100.0	75.0	100.0	90.3
No	12.5			25.0		9.7
Total number	7	12	2	6	1	28
<b>Method of payment</b>						
Cash only	85.7	91.7	100.0	100.0	100.0	92.9
Cash & kind	14.3	8.3				7.1
Total number	7	12	2	6	1	28
<b>Payment paid towards services by patients</b>						
<i>First visit registration (in Rs)</i>						
<10	100.0	91.7		100.0	100.0	89.3
10-20			100.0			7.1
20+		8.3				3.6
Mean	0.0	3.8	10.0	0.0	0.0	2.3
Total number	7	12	2	6	1	28
<i>Consultation (in Rs)</i>						
<10	85.7	91.7	100.0	33.3		75.0
10-20		8.3		16.7		7.1
20+	14.3			50.0	100.0	17.9
Mean	4.3	1.7	0.0	16.7	30.0	6.4
Total number	7	12	2	6	1	28
<i>Drugs (in Rs)</i>						
<10	14.3	16.7	50.0	66.7	100.0	32.1
10-20	57.1	66.7				42.9
20+	28.6	16.7	50.0	33.3		25.0
Mean	17.4	16.7	25.0	9.2	0.0	15.3
Total number	7	12	2	6	1	28
<i>Delivery (in Rs)</i>						
<10	100.0	83.3	100.0	100.0	100.0	92.9
20+		16.7				7.1
Mean	0.0	91.7	0.0	0.0	0.0	39.3
Total number	7	12	2	6	1	28
<i>Abortion (in Rs)</i>						
<10	100.0	91.7	100.0	100.0	100.0	96.4
20+		8.3				3.6
Mean	0.0	100.0	0.0	0.0	0.0	42.9
Total number	7	12	2	6	1	28
<i>Minor surgery (in Rs)</i>						
<10	100.0	91.7	50.0	100.0	100.0	92.9
20+		8.3				
Mean	0.0	416.7	10.0	0.0	0.0	179.3
Total number	7	12	2	6	1	28
<i>Others (in Rs)</i>						
<10	100.0	100.0	100.0	100.0	100.0	100.0
Mean	0.0	0.0	0.0	0.0	0.0	0.0
Total number	7	12	2	6	1	28

**Table 6-72: Facility/Equipment and Sanitation**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether have any place for providing services</b>						
Yes	100.0	100.0	100.0	100.0	100.0	100.0
Total number	8	12	2	8	1	31
<b>Ownership of building</b>						
Own	62.5	75	50.0	37.5	100.0	61.3
Rented	37.5	25	50.0	62.5		38.7
Total number	8	12	2	8	1	31
<b>Facilities available</b>						
<i>Waiting room</i>						
Yes	37.5	50.0	50.0	75.0	100.0	54.8
No	62.5	50.0	50.0	25.0		45.2
Total number	8	12	2	8	1	31
<i>Consultation Room</i>						
Yes	87.5	91.7	50.0	100.0	100.0	90.3
No	12.5	8.3	50.0			9.7
Total number	8	12	2	8	1	31
<i>Toilet for client</i>						
Yes	37.5	41.7	50.0	50.0	100.0	45.2
No	62.5	58.3	50.0	50.0		54.8
Total number	8	12	2	8	1	31
<i>Water supply</i>						
Yes	50.0	50.0	100.0	87.5	100.0	64.5
No	50.0	50.0		12.5		35.5
Total number	8	12	2	8	1	31
<i>Electricity supply</i>						
Yes	75.0	91.7	100.0	100.0	100.0	90.3
No	25.0	8.3				9.7
Total number	8	12	2	8	1	31
<b>Cleanliness</b>						
Very Clean		25.0	50.0	25.0		19.4
Clean	62.5	50.0	50.0	62.5		58.1
Fair	37.5	25.0		12.5		22.6
Total number	8	12	2	8	1	31
<b>Whether provide services to your clients</b>						
In client's house	75.0	66.7	50.0	50.0		61.3
Others	25.0	33.3	50.0	50.0	100.0	38.7
Total number	8	12	2	8	1	31
<b>Availability of equipment</b>						
Yes, sufficient	37.5	58.3	100.0			38.7
Yes, but not sufficient	62.5	33.3		75.0	100.0	51.6
Not sufficient at all		8.3		25.0		9.7
Total number	8	12	2	8	1	31
<b>Availability of drugs</b>						
Yes, sufficient	25.0	58.3	100.0	62.5		51.6
Yes, but not sufficient	62.5	33.3		25.0	100.0	38.7
Not sufficient at all	12.5	8.3		12.5		9.7
Total number	8	12	2	8	1	31
<b>Availability of supply of drugs</b>						
Yes, sufficient	37.5	58.3	100.0	50.0		51.6
Yes, but not sufficient	50.0	33.3		37.5	100.0	38.7
Not sufficient at all	12.5	8.3		12.5		9.7
Total number	8	12	2	8	1	31

**Table 6-73: Support**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Total
<b>Whether getting support from any other agencies communities</b>						
Yes		16.7		25.0		12.9
No	100.0	83.3	100.0	75.0		87.1
Total number	8	12	2	8	1	31
<b>Type of organising providing support</b>						
Anganwadi		50.0				25.0
Nima				50.0		25.0
Panchayat				50.0		25.0
Other		50.0				25.0
Total number		2		2		4
<b>Type of support provided</b>						
Fund (in cash/in kind)		50.0				25.0
Labour		50.0				25.0
Others (medicine)				50.0		25.0
Total number		2		1		3

**Table 6-74: Opinions and suggestions in relation to RCH**

(in percentage)

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Problems faced in providing RCH services</b>						
No problem	12.5	41.7	50.0		100.0	25.8
Inadequate RCH staff	37.5	25.0				19.4
Inadequate & improper medicine	37.5	33.3	50.0	50.0		38.7
Inadequate instrument/equipment	37.5	16.7		62.5		32.3
Inadequate infrastructure (building)				25.0		6.5
Inadequate supply of food item	12.5					3.2
Transport problem				12.5		3.2
Total number	8	12	2	8	1	31
<b>Training needs, if any</b>						
Training required	87.5	66.7	50.0	87.5		74.2
Training not required	12.5	33.3	50.0	12.5	100.0	2.5
Total number	8	12	2	8	1	31
<b>Support, other than the training need, required</b>						
Staff required		16.7		12.5		9.7
Separate room for staff		8.3				3.2
Equipment /instrument required	75.0	66.7		62.5	100.0	64.5
Better infrastructure (building vehicle)		16.7		75.0		25.8
Medicine required	12.5	41.7		37.5	100.0	32.3
Total number	8	12	2	8	1	31
<b>Whom do they think provide the support (including training)</b>						
DK	12.5	8.3		50.0		12.9
Government	37.5	66.7	50.0	62.5	100.0	58.1
PHC official	37.5	25.0		12.5		22.6
Civil services /CMO/DTO	25.0			12.5		9.7
Private Doctor		8.3				3.2
Total number	8	12	2	8	1	31

Details	Tikamgarh	Damoh	Sagar	Chhatarpur	Panna	Combined
<b>Suggestions for improvement in the present delivery of RCH services</b>						
Training of staff		16.7		12.5		9.7
Presence of staff	62.5	16.7	100.0	12.5		32.3
Improve infra structure at HF	25.0	25.0	50.0	25.0		25.8
Increase Manpower at HF	37.5	25.0		25.0		25.8
No opinion	12.5	16.7		12.5		12.9
Periodic health camps/ programmes should be initiated				25.0	100.0	9.7
<b>Total number</b>	<b>8</b>	<b>12</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>31</b>