



Improving quality of child birth and neonatal care in primary health centres in two districts in Haryana, India

The project was started in September, 2013 with the aim to improve quality of child birth and neonatal care in selected Primary Health Centres of Haryana. It was a collaborative effort between National Rural Health Mission, Haryana, SWACH Foundation, Government Medical College and Hospital, Chandigarh and All Institute of Medical Sciences, New Delhi, India. The project was funded by WHO and happened from 01-09-2013 to 31-10-2015.

The baseline observations were started in all the 15 PHCs of Haryana from 3 February 2014. By a process of randomization undertaken in WHO HQs, 3 PHCs (Majri, Khizrabad and Panjokhra) were selected and quality improvement interventions were started from May 2014. In the first week of May, the 3 PHCs were visited for orienting the staff regarding key interventions that would bring about improvement in child birth and post natal care practices. A 3 days training was then organized in Panchkula (11-14 May 2014) in which all the concerned staff participated. The meeting was facilitated by NRHM, SWACH and Ernest and Young representing AIIMS staff. Detailed discussion was done on key issues. Gaps were identified and plan was prepared for achieving the common goal of improving the quality of services related to childbirth and newborn care at the 3 PHCs. The participants were briefed about quality improvement processes, SOPs, audit tools, audit processes and the plans for implementation. The process of audit of death and adverse outcome was also explained. It was agreed that quality improvement process would include Internal Quality Assessment in the form of weekly and monthly review meetings and External Quality Assessment to be quarterly by an external team. Another lot of 3 PHCs were selected through the process of randomization by W.H.O. – HQ for intervention w.e.f. 01-08-2014. These included Chhachhrauli, Haibatpur and Burhia. PHCs under intervention and non-intervention are given in the illustration below:

S.No.	PHC	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct
1	Khizrabad									
2	Majri									
3	Panjokhra									
4	Haibatpur									
5	Burhia									
6	Chhachhrauli									
7	Kharwan									
8	Boh									
9	Naggal									
10	Pathreri									
11	Bihta									
12	Bilaspur									
13	Kalanour									
14	Nohani									
15	Samlerhi									





Internal Quality Assessment and Improvement

Purpose

To continually verify and ensure the provision of quality patient care services at the PHC

Objectives

- To enhance existing capacity of staff through regular weekly and monthly meetings
- To evaluate the appropriateness and assess the progress of the services rendered as per the SOP in PHC.
- To identify the gaps in service delivery and take corrective and preventive action.
- To establish a mechanism of regular reporting of such weekly and monthly reviews

Involved Personnel

- The Medical officer in charge of the PHC and the staff of PHC.
- Weekly review undertaken by the PHC personnel
- Monthly review facilitated and observed by SWACH team, in person or remotely over the phone.

External Quality Assessment and Improvement

Purpose

To validate externally and ensure that quality patient care services are provided at the PHC as per the standards.

Objectives

- Evaluate whether appropriate services are being provided as per the standards to patient seeking labor room postnatal care services in PHC.
- Identify the gaps in service delivery.
- Check if the PHC staff is addressing all the gaps seen in services and taking corrective actions
- Evaluate robustness of clinical decision-making process of the staff and if they are adequately trained to provide clinical services.
- Assess the documentation process pertaining to patient flow & clinical process in terms of its adequacy, reliability and accuracy. Verify data sources like medical records, prescriptions and other patient area records.
- Assess ethical aspects of patient care--patient rights, privacy issues, patient and family education, and staff communications.

Involved personnel

Experts in maternal and child health from AIIMS-New Delhi, Earnest & Young-New Delhi, GMCH-Chandigarh, Mullana Medical College, Haryana with support from SWACH and NHM, Haryana.





Achievements

Internal and External Quality Assessment and Improvement done (as on 31st October, 2014)

PHC	PHC May		Ju	ne			Jul	ly			Au	ıgus	t		Se	pten	nber		Oc	tob	er			
	w- 1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Khizrabad																								
Panjokhra																								
Majri																								
Chhachhrauli		'	-								•													
Burhia	Non intervention																							
Haibatpur																								

Note: - Green -Weekly meeting done, Yellow - Monthly meeting done, Blue - EQI done and Red - weekly meeting not done

- At least 1 MO and 4 GNMs were placed at the PHC under intervention. This facilitated provision of 24x7 maternal and newborn services at the facility.
- SOPs and protocols were developed to ensure quality of services.
- Additional tools like Post natal monitoring of the mother and newborn were developed by SWACH
 and were used as a bed side ticket to record the vitals. Since these were color coded, it helped the
 GNM to classify and take appropriate and timely action, Copy attached on next page.
- Similarly a color coded Report Card has been developed and used to assess the overall progress of the PHC.
- Delivery load showed an improving trend in all the PHCs





Monitoring of Newborn

37 1			^		_	**		20	20	46	10
Newborn	0	4	8	12	16	20	24	30	36	42	48
Weight-2500 grams or more (no											
problems)											
Weight-2000 upto 2500 grams											
(no problems)											
Weight-1500 grams upto 2000											
grams (no problems)											
Weight-Less than 1500 grams											
Axillary temperature>38 °C											
Axillary temperature 37.5-38 °C											
Axillary temperature 36.5-37.4											
°C											
Axillary temperature 32-36.4 °C											
Axillary temperature <32° C											
Breathing rate 60 or											
more/minute											
Breathing rate 30-60/minute											
Breathing rate <30 /minute											
Breathing normally											
Breathing difficulty- severe chest											
indrawing, gasping											
Jaundice nil											
Jaundice in eyes or face only											
Jaundice on palms or soles											
Breast feeding normal, good											
sucking and swallowing											
Baby does not suck well											
Baby does not suck or swallow											
Normal movement wakes up											
Poor movement does not wake up											
Urine passed											
Urine not passed											
Stools passed											
Stools not passed											
Umbilicus healthy											
Umbilicus draining pus or blood											
Skin normal											
Skin pustules less than 10											
Skin pustules more than 10											
Eyes normal											
Pus from the eyes											
a marital the eyes											





Monitoring of Mother after Child birth

Post partum mothers	0	4	8	12	16	20	24	30	36	42	48
Pulse 60-90/minute								-	-		
Pulse above 90/minute											
BP 100-140 mm systolic 70-90 mm											
diastolic											
BP 140-160 mm systolic 90-100 mm											
diastolic (any of the two)											
BP above 160 mm systolic above 100											
diastolic (any of the two)											
Temperature below 38° C											
Temperature above 38 °C does not											
get better with treatment											
Hb 9 G/dl and above											
Hb 7-9 G/dl											
Hb below 7 g/dl											
Normal vaginal bleeding											
Excess bleeding (changes pads very											
often), gush of blood											
Passage of large clots of blood											
Vaginal discharge normal											
Vaginal discharge foul smelling											
Headache											
Headache not relieved after											
treatment with paracetamol											
Vomiting or dizziness, cold palms											
sweating											
Pain in calf redness on one leg											
Severe pain in abdomen hurts a lot											
on palpation											
Breast feeding normally											
Breasts and nipples normal											
Breasts and or nipples hurt a lot											
Lump in the breast											
Urine passed											
Urine not passed for > 6 hours											
Stool passed											
Stool not passed											
Depressed bizarre behaviour or cries											
a lot											