

Quality of Care in Sub Centers: Community Monitoring of Indian Public Health Standard (IPHS) at Sub Centers in Eleven Districts of Uttar Pradesh

The National Rural Health Mission (NRHM) is first program which specifically focuses on improving access to primary healthcare in rural areas by improving the quality of existing public health facilities – Sub center, PHCs, CHCs, and District Level Hospitals. It also envisions active involvement of the community in monitoring quality of health services.

What is IPHS?

The Indian Public Standard Indian Public Health Standards (IPHS) are a set of standards envisaged to improve the quality of health care delivery in the country under the National Rural Health Mission. They set a minimum requirement for public health facilities like Sub Centers and Primary Health Centers.

In keeping with this principle, the quality of health services at the village level sub center **was monitored by community women in 71 villages across 11 districts of Uttar Pradesh**. Their objective was to use these findings to develop recommendations for the District Action Plan of the NRHM.

Who monitored the Sub-centres?

Members of Mahila Swasthya Adhikar Manch – a forum of 8000 women rural women from 11 districts in Uttar Pradesh who have organized to improve quality of health services and claim their entitlements to nutrition, food security and livelihood. Most women are poor daily wage labourers.

What was monitored?

A Sub Center is provided for 5000 population in plain areas and for every 3000 population in hilly/tribal/desert areas. The Indian Public Health Standard specifies minimum requirements in several areas like human resource, drugs, equipment, infrastructure etc that is required at the health facilities. **The MSAM monitored the sub-centres according to 19 selected services and equipment that are meant to be provided as facilities at the sub center.**

How was it Monitored?

A monitoring format was developed with list of the 19 facilities that should be available at the Sub-center. Since a majority of the women are non literate, it was a pictorial check-list format which women could easily understand. A group of women went to their village sub-center with these checklists and ticked on the facilities that were available.

Where was the monitoring done?

The monitoring was done local 71 sub-centres in and close to the villages where the MSAM is active, in 11 districts of Uttar Pradesh – Azamgarh, Banda, Bareilly,

Chitrakoot, Chandauli, Gorakhpur, Jaunpur, Kushinagar, Mirzapur, Muzaffarnagar and Saharanpur.

Findings from the monitoring (District-wise information given below):

When it comes to basic infrastructure facilities in the sub-centers, it is encouraging that most of the sub-centers seem to have some sort of basic physical structure present with 40 out of 71 sub-centers having more than one room. However it is a matter of concern that nearly half the sub-centers did not have electricity or sanitation, and 15 out of 71 sub-centers had buildings in poor dilapidated conditions. Water was available in two thirds (48 out of 71) of the sub centers but toilets were not available in 33 out of 71 of the sub-centers.

Sub Center should provide contraceptives like pills, condoms as well as generic medicines for common ailments like fever. Two thirds (46 out of 71) sub-centers reported having contraceptive pills while 41 out of 71 sub-centers had condoms available. Medicine for fever was available in 37 out of 71 sub-centers.

Ante-natal services for pregnant women are one of most important service that village level sub centers should provide. It is encouraging that iron-tablets that are meant to be regularly provided to pregnant women were available in around 2/3 of the sub centers. However only 27 out of 71 again (roughly one-third) sub-centers were reported providing ante-natal check-ups. Basic instruments like weighing machine and blood pressure measuring instruments are needed for pre-natal check-ups: more than half (39 out of 71) sub-centers did not have weighing machines and 49 out of 71 sub centers did not have instrument for measuring blood pressure.

Sub-centers should be able to handle normal deliveries at the local level. However some of the basic requirements to handle a delivery were missing. Nearly half the sub centers (36 out of 71) did not have a bed and 42 out of 71 did not have curtains near the bed for privacy. Other basic things like gloves were absent in half (37 out of 71) the sub-centres as well as stove required for sterilizing was missing in 36 out of 71 villages.

Conclusion:

It is commonly known that women are often the last to access health care in a poor family. Distance of the health-center and cost of treatment may act as important factors that determine women's access to primary healthcare. Given the easy location of the sub-centers, it has the potential to increase access to primary healthcare for women. However as the data suggests, many sub-centers lack basic facilities like water, electricity or toilets, which raise serious questions about quality of care provided.

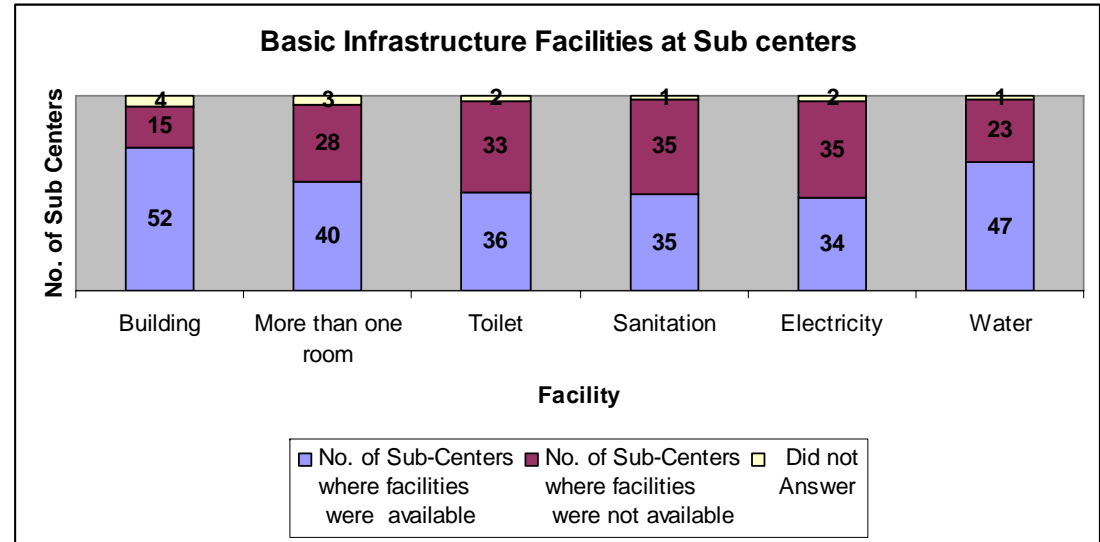
UP being one of the worst states when it comes to maternal health indicators, the importance of ante natal care is immense. Much of the problems associated with maternal death can be averted if there is early detection of anemia, low weight, blood pressure etc. However, as the data suggests, more than half the sub centers are not providing ante-natal check-ups, thereby increasing the load on higher level of facilities. Sub- centers were found to be ill equipped to handle normal deliveries, with nearly half the sub-centers not even having beds. Easy availability of quality contraceptives is integral for women to have control over reproductive decision making and avoid unwanted pregnancies. Yet, not all sub-centres had even contraceptive facilities.

The Report Card: Findings By Mahila Swasthya Adihkar Manch Women

Table 1: Basic Infrastructure Facilities at Sub Centers-

Facility	Azamgarh Sub Centers monitored= 5	Banda Sub Centers monitored= 6	Barailly Sub Centers monitored= 5	Chandauli Sub Centers monitored=5	Chitrakoot Sub Centers monitored=5	Gorakhpur Sub Centers monitored=19	Jaunpur Sub Centers monitored=5	Kushinagar Sub Centers monitored=6	Mirzapur Sub Centers monitored=5	Muzaffar- Nagar Sub Centers monitored=6	Saharanpur Total Sub Centers monitored=4
Good Condition of Building (physical structure)	3	3	5	2	1	17	4	4	5	4	4
One Room	1	3	3	0	2	13	0	1	2	2	1
More than one room	4	3	2	3	3	6	5	4	3	4	3
Toilet	2	2	4	2	2	6	2	3	5	4	4
Sanitation	2	2	5	1	0	12	2	2	3	3	3
Electricity	2	2	3	2	0	13	5	1	1	3	2
Water	2	3	5	2	1	13	3	4	4	6	4

	No. of Subcenters where facilities were available	No. of Sub centers where facilities were not available	No Answer
Building	52	15	4
More than one room	40	28	3
Toilet	36	33	2
Sanitation	35	35	1
Electricity	34	35	2
Water	47	23	1



When it comes to basic infrastructure facilities in the sub-centers, the following results emerged

- Most of the sub-centers seem to have some sort of basic physical structure present with 40 out of 71 sub-centers having more than room .

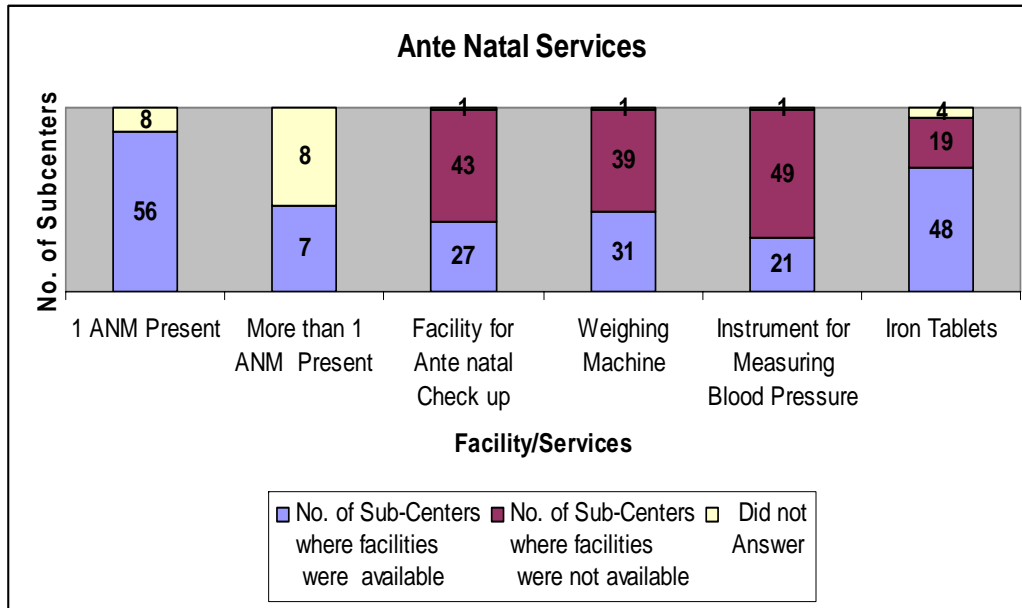
However it is a matter of concern that 15 out of 71 sub-centers had buildings in poor dilapidated conditions.

- When we look at district wise situation Barailly (5 out of 5) , Gorakhpur(17 out of 19) and Mirzapur(5 out of 5) had fared relatively better when it comes to presence of good physical structure. Chitrakoot only 1 out of 5 and in Chandauli only 2 out of 5 subcenters monitored had good building. In most of the districts, more than half the sub-centers monitored had more than one room. However in Gorakhpur and Barailly, only 6 out of 19 and 2 out of 5 sub centers had more than one room in the sub center.

- Despite the physical infrastructure, a large number of sub-centers do not have basic necessities like electricity, water , toilets and sanitation. Nearly half the sub centers did not have electricity or sanitation put the toilets data here. Water which is essential for running such a facility is not available in 23 out of 71 which is about one-third of the sub centers . **Toilets were not available in 33 out of 71 of the sub-centers .**
- Among districts, Barailly (4 out of 5) Mirzapur (5 out of 5) , Muzaffarnagar (4 out of 6) and Saharanpur (4 out of 4)relatively more sub centers have provision for toilets. In Azamgarh, Chandauli,Chitrakoot and Jaunpur only 2 out of 5 sub centers monitored had toilets. In Banda only 2 out of 6 and in Gorakhpur only 6 out of 19 sub centers had toilets.
- Jaunpur was the only district where all the subcenters (5 out of 5) had electricity. In Kushinagar only 1 out of 6 and in Mirzapur only 1 out of 5 sub centers monitored had electricity! Availability of water was relatively better in subcenters monitored in Muzaffarnagar (6 out of 6), Mirzapur (4 out of 5), Saharanpur (4 out of 4) and Barailly (5 out of 5). The situation was relatively poor in Azamgarh (2 out of 5), Chandauli (2 out of 5) and Chitrakoot (1 out of 5) where less than half the sub centers monitored had water available.

Table 2: Ante Natal Services/Facilities/Manpower

Facility	Azamgarh Sub Centers monitored= 5	Banda Sub Centers monitored= 6	Barailly Sub Centers monitored= 5	Chandauli Sub Centers monitored=5	Chitrakoot Sub Centers monitored=5	Gorakhpur Sub Centers monitored=19	Jaunpur Sub Centers monitored=5	Kushinagar Sub Centers monitored=6	Mirzapur Sub Centers monitored=5	Muzaffar-Nagar Sub Centers monitored=6	Saharan-pur Sub Centers monitored=4
One ANM Present	5	3	5	5	1	17	5	5	5	1	4
More than one ANM	0	1	0	0	0	0	0	1	0	5	0
Facility for Ante natal Check up	2	2	2	1	1	8	0	2	3	3	3
Weighing Machine	1	4	3	0	1	10	0	3	3	2	4
Instrument for Measuring Blood Pressure	1	4	0	0	1	6	0	2	1	2	4
Iron Tablets	5	4	5	2	1	14	2	3	3	5	4



	No. of Sub-Centers where facilities were available	No. of Sub-Centers where facilities were not available	No Answer
1 ANM Present	56		8
More than 1 ANM Present	7		8
Facility for Ante natal Check up	27	43	1
Weighing Machine	31	39	1
Instrument for Measuring Blood Pressure	21	49	1
Iron Tablets	48	19	4

Ante natal services for pregnant women is one of most important service that village level sub centers should provide.

However this monitoring shows that even basic equipments for ante-natal check up are not available

- Only 27 out of 71 again roughly one-third sub-centers were reported having ante-natal check ups. In Chitrakoot and Chandauli, only 1 out of 5 subcenters were reported to have Ante Natal Checkups while in Banda and Barailly only 2 out of 5 sub centers monitored had facility for ante natal check up.
- Basic instruments like weighing machine and blood pressure measuring instruments that are needed for pre-natal check ups were not present in more than half the sub-centers. **39 out of 71 sub-centers did not have weighing machines and 49 out of 71**

sub centers did not have instrument for measuring blood pressure. Azamgarh, Chitrakoot, Chandauli, Jaunpur , the sub centers monitored the situation was relatively poorer

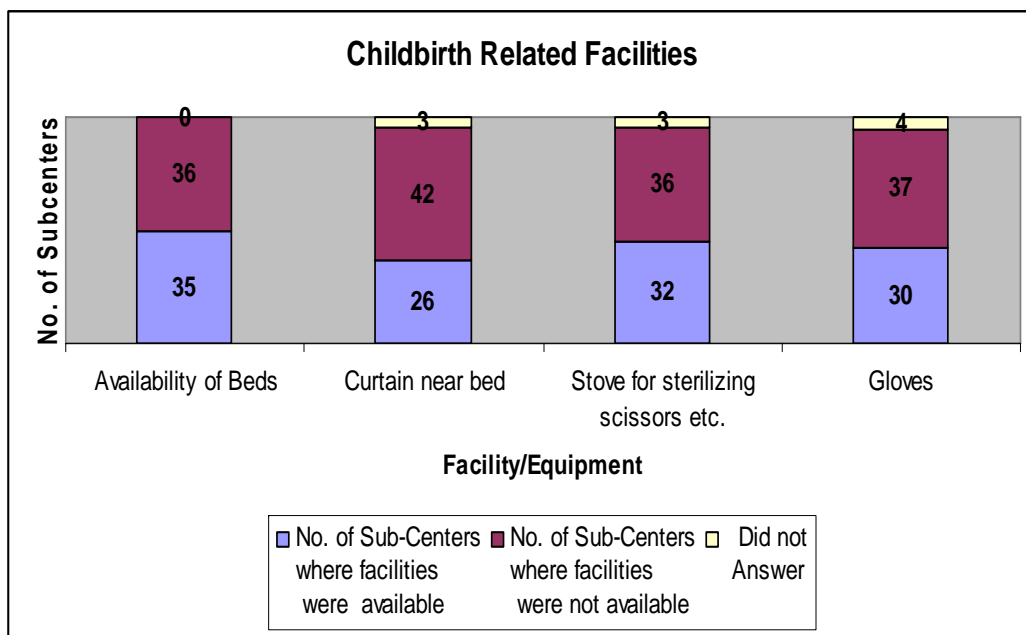
- Iron tablets that are often meant to be regularly provided to pregnant women who are anemic were available in around 2/3 of the sub centers. In Chitrakoot only 1 out of 5 and in Chandauli only 2 out of 5 subcenters were reported as having iron tablets.

Azamgarh, Barailly, Muzaffarnagar and Saharanpur all the sub centers that were monitored had iron tablets.

Table 3: Childbirth Related Services

Facility	Azamgarh Sub Centers monitored= 5	Banda Sub Centers monitored= 6	Barailly Sub Centers monitored= 5	Chandauli Sub Centers monitored=5	Chitrakoot Sub Centers monitored=5	Gorakhpur Sub Centers monitored=19	Jaunpur Sub Centers monitored=5	Kushinagar Sub Centers monitored=6	Mirzapur Sub Centers monitored=5	Muzaffar-Nagar Sub Centers monitored=6	Saharanpur Total Sub Centers monitored=4
Availability of Beds	2	2	4	2	1	10	2	3	3	3	3
Curtain near bed	1	3	3	0	1	6	1	1	3	5	2
Stove for sterilizing scissors etc.	1	4	2	0	1	10	2	3	3	2	4
Gloves	1	4	2	0	1	9	1	2	3	3	4

	No. of Sub-Centers where facilities were available	No. of Sub-Centers where facilities were not available	Did not Answer
--	---	---	-----------------------



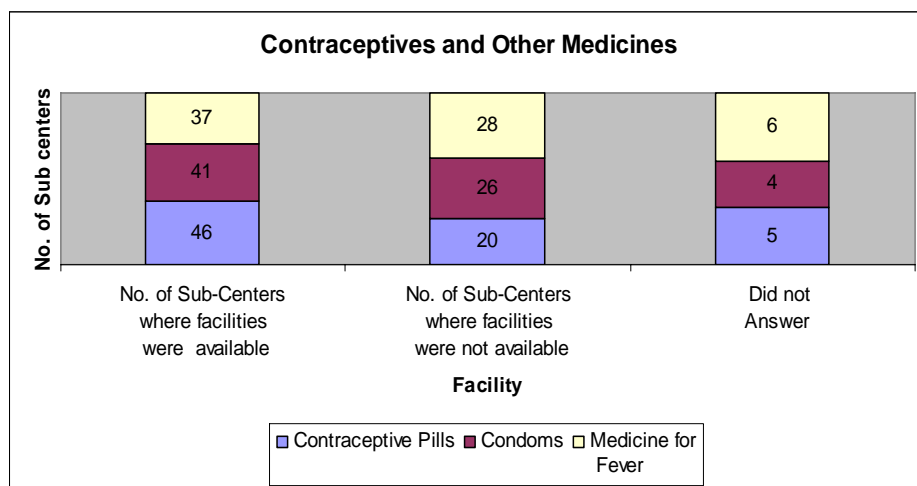
Availability of Beds	35	36	0
Curtain near bed	26	42	3
Stove for sterilizing scissors etc.	32	36	3
Gloves	30	37	4

Sub-centers should be able to handle normal deliveries at the local level. However some of the basic requirements to handle a delivery were missing.

- Nearly half the sub centers (36 out of 71) did not have a bed and 42 out of 71) did not have curtains near the bed for privacy. Other basic things like gloves were absent in half (37 out of 71) the villages as well as stove required for sterilizing 36 out of 71 villages
- In Azamgarh, Chandauli and Chitrakoot the situation was relatively poor. In Chandauli none of the sub centers monitored had gloves or stove. In Chitrakoot and Muzaffarnagar, only 1 out of 5 subcenters monitored had these basic requirements. In Chitrakoot only 1 out of 5 sub centers had a bed while in Azamgarh, Chandauli and Jaunpur it was 2 out of 5 sub centers .

Table 4: Contraceptives and Other Medicines

Facility	Azamgarh Sub Centers monitored= 5	Banda Sub Centers monitored= 6	Barailly Sub Centers monitored= 5	Chandauli Sub Centers monitored=5	Chitrakoot Sub Centers monitored=5	Gorakhpur Sub Centers monitored=19	Jaunpur Sub Centers monitored=5	Kushinagar Sub Centers monitored=6	Mirzapur Sub Centers monitored=5	Muzaffar-Nagar Sub Centers monitored=6	Saharanpur Total Sub Centers monitored=4
Contraceptive Pills	4	4	5	2	0	13	2	4	3	5	4
Condoms	2	3	5	2	1	0	2	4	3	5	4
Medicine for Fever	2	4	5	2	1	8	1	2	3	5	4



	No. of Sub-Centers where facilities were available	No. of Sub-Centers where facilities were not available	No Answer
Contraceptive Pills	46	20	5
Condoms	41	26	4
Medicine for Fever	37	28	6

Sub Center should provide contraceptives like pills, condoms as well as generic medicines for common ailments like fever. Compared

to other indicators in the survey, the sub-center fared relatively better in this.

- 46 out of 71 sub centers reported having contraceptive pills while 41 out of 71 sub-centers had condoms available. It is however worth concern that of the sub centers did not have facility for contraceptive pills while did not have condoms available.
- Districtwise data shows that in Barailly, Muzaffarnagar and Saharanpur all the sub centers that were monitored had contraceptive pills and condoms available. In Chitrakoot, Chandauli and Jaunpur the situation was relatively poor. In Chandauli and Jaunpur only 2 out of 5 subcenters were reported to have contraceptives while in Chitrakoot none of the subcenters monitored had contraceptive pills. In Azamgarh ,Chandauli and Jaunpur only 2 out of 5 subcenters had condoms available
- Medicine for fever was available in 37 out of 71 sub-centers.