



सत्यमेव जयते

GOVERNMENT OF PUDUCHERRY

A Study on
COMMUNITY HEALTH CENTRES
IN THE UNION TERRITORY OF PUDUCHERRY



MARCH 2013

PLANNING AND RESEARCH DEPARTMENT
PUDUCHERRY

A Study on
COMMUNITY HEALTH CENTRES
IN THE UNION TERRITORY OF PUDUCHERRY



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Foreword

I am pleased to note that Planning and Research Department has done up an impact study on functioning of Community Health Centres in the U.T. of Puducherry. Any scheme needs to be evaluated on a continuous and constant basis for effective implementation so as to meet effectively the responses of the public. The findings of the study shows that there are a few deficiencies on the functioning of Community Health Centres which need urgent corrective measures.

I appreciate the Planning and Research Department for this endeavour.

(W.V.R. Murthy, IAS)

Puducherry
March 2013



A. S. Vijayalakshmi
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Preface

Directorate of Health & Family Welfare Services has been implementing plan programmes for the welfare of the people in the UT of Puducherry. All these programmes are implemented through the network of sub-centres, PHC, CHC and major hospitals. It is our endeavour to see whether the benefits are percolating to the target groups as intended. With this background, Planning and Research Department has taken up an impact study on the functioning of Community Health Centres. The study has thrown useful inputs for some corrective measures and improvement in the effective implementation of health programmes through CHCs.

I place on record my appreciation to the officials of my department who were involved in bringing out this useful report.

(A. S. Vijayalakshmi)

Puducherry
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STUDY ON COMMUNITY HEALTH CENTRES IN THE U.T. OF PUDUCHERRY

INTRODUCTION

The schemes under Health Sector are implemented by the Directorate of Health and Medical Services to provide preventive and curative health care. These health schemes are implemented through the network of 8 major hospitals, 4 CHCs, 39 PHCs, 77 Sub-Centres, 14 ESI dispensaries and 17 Disease Specific Clinics. Due to these programmes, the crucial health indicators of the U.T. of Puducherry as indicated below surpassed All India Average:

(Unit)

<i>Crucial Health Indicators</i>	<i>UT of Puducherry</i>	<i>All India</i>
	<i>2011-12</i>	<i>2009-10</i>
Birth rate Per '000 population	16.7	22.1
Death rate Per '000 population	7.4	7.2
Infant Mortality Rate Per '000 population	22.00	47.0
Bed - Population Ratio	1:408	9:10,000
Doctor - Population Ratio	1:2790	-
Nurse - Population Ratio	1:1015	1:2950

OBJECTIVES

Planning and Research Department has proposed to conduct a study on Community Health Centre to ascertain the following objectives:

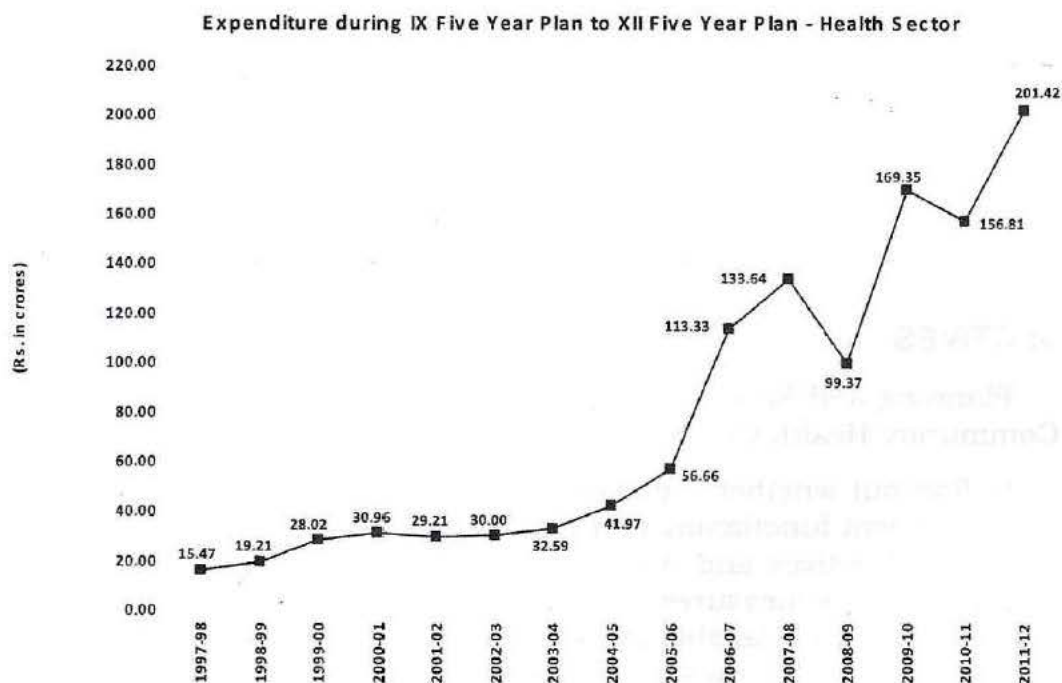
- to find out whether the stated objectives of CHCs are in tandem with the present functioning of the CHCs in the UT of Puducherry.
- If the objectives and the functioning are in contrast, then find ways for corrective measures.
- To assess the available infrastructure facilities including investigation facility and medicines in the CHCs.
- Role of CHC in the implementation of Family Welfare and National Health programmes.

METHODOLOGY

The study was based on the primary and secondary data to understand and analyse the functioning of the Community Health Centres such as coverage of population and location of CHCs, health infrastructure availability, utilization of services, beneficiaries' views and comments of public in the surroundings of CHCs. Scheduled Questionnaire was used for eliciting Primary data from the inpatient and chief medical officer of the concerned CHC and also from the Public. A copy of the relevant questionnaires are given in Annexures.

Plan Expenditure on Health Sector from IX Five Year Plan (1997-2002) to XI Five Year Plan (2007-2012)

UT of Puducherry occupies a pivotal position in Health sector. The plan expenditure has been steadily increasing every year under Health sector. The growth of plan expenditure from 9th Five Year Plan is illustrated below:



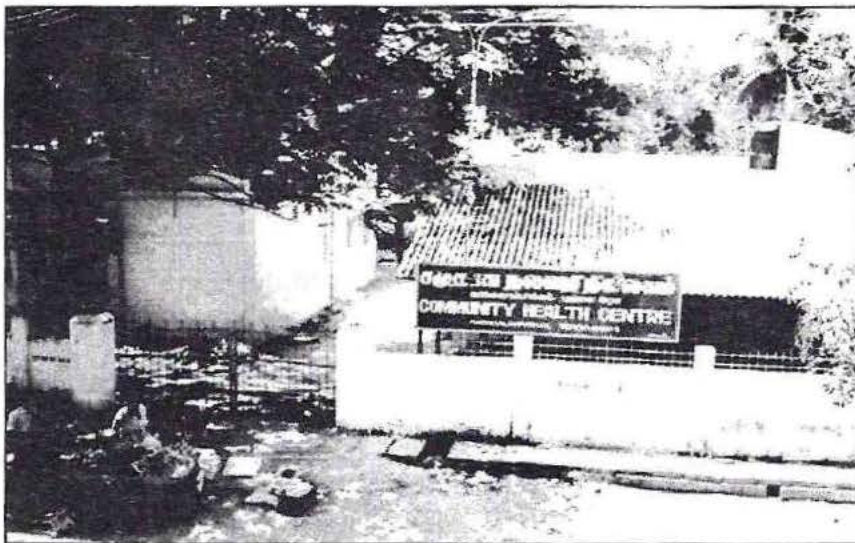
An amount of ₹ 122.87 crores was spent during IX plan (1997-2002), ₹ 274.55 crores during X Five Year Plan and ₹ 760.59 crores in XI Five Year Plan for health scheme. The expenditure trend during the last 15 years as indicated above reveals that there is approximately 6 fold increase in plan expenditure in health sector.

Community Health Centre (CHC)

Health & Family Welfare Service Directorate has established

Community Health Centre Service during the year 1987-1990 with the objective to provide

uninterrupted medical services



Community Health Centre, Karikalampakkam, Puducherry.

to the people in the rural areas. The CHCs functions round the clock with OPD functioning daily from 8.00 a.m. to 10.30 a.m.

The CHCs act as first referral centre for the neighbouring sub centres/PHCs for the patient requiring specialized treatment in the areas of medicine, surgery, paediatrics and gynaecology. These CHCs were built with four specialists in the areas of medicine, surgery, paediatrics and gynaecology, 30 beds for indoor patients; operation theatre, labour room, X-ray machine, pathological laboratory, standby generator, etc. along with the complementary and paramedical staff.

There are four CHCs in the UT of Puducherry. All these four Centres were taken up for study. The name of the centres and the locations are given below along with sub-centres attached to CHC:

Sl. No.	Name of the centre	Region	Sub-Centre attached to each CHC
1.	Karikalampakkam	Puducherry	Embalam Korkadu Uruvaiyar Aranganur
2.	Mannadipet	Puducherry	No Sub-Centre
3.	Thirunallar	Karaikal	Pettai Karukkankudy Muppithankudy
4.	Palloor	Mahe	East Palloor Cherukallayi

Since Mannadipet CHC is in the border of UT of Puducherry adjacent to Villupuram District, no sub-centres are attached.

Coverage of population

Each CHC covers population in the surrounding areas / villages allotted to them. CHC, Mannadipet covers 10,000 population in 6 villages. CHC, Karikalampakkam cover 13573 population in 13 nos. of villages. CHC, Thirunallar covers 23,236 population in 26 villages. CHC, Palloor covers 18,324 population in 6 wards of Mahe Municipality. CHC, Mannadipet covers the lowest population whereas CHC, Thirunallar covers the highest number of population. On an average, each CHC covers a population of 16,358 only.

Health Infrastructure Availability

All the CHCs are functioning in the buildings with adequate space with the following health infrastructure facilities like ECG, X-Ray,

Ultrasound, Labour Room, Laboratory, Operation Theatre, I.U.D. Room, ILRs, Deep Freezers, etc.

Availability of Doctors and Para-Medical Staff

All the CHCs are functioning with one Chief Medical Officer along with six Medical Officers and other para-medical staff viz. Staff Nurse, Pharmacist, Technicians (Lab/Xray), Asst. Nursing Maternity etc.

Transport Facilities

Directorate of Health & Family Welfare Services has supplied a vehicle to all the CHCs for transfer of patients. Ambulance services has been started recently. However, vehicles supplied in early years either need to be condemned or replaced. All the vehicles were put into use for more than 15 to 20 yrs. It is pertinent to state in this context that all the Chief Medical Officers have unanimously requested for replacement of vehicle.

Supply of Medicine and Instruments

Chief Medical Officers of Thirunallar (Karaikal) and Palloor (Mahe) informed that the respective Health Centres are facing short supply of medical instruments and medicines. They have suggested that the Health department may arrange adequate supply of medicines and instrument.

Awareness / Campaign

There is a need to disseminate on the awareness to be hygienic by the public. The use of toilets, early child care for pregnant mothers, food habits, etc. need to be propagated by way of displaying posters and pictures in the CHC premises. Health Department is celebrating the important days in a year to prevent diseases like AIDS, TB, Blindness control, Malaria Eradication which need to be done in all the CHCs.

Utilization of Services

The infrastructure facilities available in the CHCs are utilized by the doctors. However, operation theatre available in the CHC are not used intensively by the CHCs at Mannadipet and Thirunallar. Karikalampakkam and Palloor (Mahe) CHCs are using the operation theatre for various minor operations such as suturing of injuries, lipoma, sebaceous cist, excision, ear lose repair, Incision and drainage, sterilization, eye surgery, hydrocel.

CHCs, Karikalampakkam and Thirunallar have been undertaking institutional delivery for the pregnant mothers who want to deliver their children in the hospital, whereas, Mannadipet CHC has been referring these cases to Maternity Hospital, Puducherry due to non-availability of gynecologist. Similarly, in Palloor CHC, people prefer GH Mahe rather than CHC Palloor due to availability of specialist in gynecology in GH Mahe. Taking into account of location, coverage of area and population of a CHC, utilization rate depends on the ability of CHCs to deliver the complete package of services for specialized treatment. Variations in the availability of specialists, para-medical staff, facilities for medical investigation, physical infrastructure and the complementarity among these inputs are found to be responsible for differential utilization across CHCs.

Beneficiaries' Views

Patients in the hospital were interviewed with the scheduled questionnaire to assess service offered by the respective CHCs for the inpatient in the hospital. Male and female patients were interviewed in the respective wards. Most of the beneficiaries expressed their views that the service provided by the CHC are by and large satisfactory. One of the patients in CHC, Karikalampakkam informed that power cut is a problem for treatment. One of the patients in CHC, Palloor requested for repairing bathroom doors and lights. Another patient in the same CHC suggested that the existing old CHC building should be repaired and renovated.

Comments of public in the surroundings of CHCs.

The Public in the surrounding villages of a CHC were interviewed with the scheduled questionnaire for collection of information about the services provided by CHCs. Majority of the people informed that medical facilities provided by CHCs are satisfactory and appreciated the medical officers and staff of CHC for providing better care to the rural people. They also expressed that they could approach CHC at anytime as the CHCs were situated near their residence.

General observations of the functioning of the CHCs in the UT of Puducherry

- Since inception, in a phased manner all CHCs were expanded by incorporating additional health treatment facilities through NRHM, such as Ophthalmic services, Physiotherapist, Siddha, Ayurveda, Unani, Homoeopathy and Dental units.
- In Palloor CHC, there are two specialist Doctors providing service to the public in the field of Medicine & Pediatrics departments. In respect of CHC, Karikalampakkam specialist doctors are attending duty on alternative days from the GH, Puducherry. No specialist doctors are available in Thirunallar and Mannadipet CHCs.
- All the CHCs are providing 24 hrs. services to the public and patients can approach at any time to the CHCs. However, duty doctors and staff nurses working in the CHCs are facing insecurity to perform their duties at night time.
- The CHCs (Karikalampakkam, Thirunallar & Palloor) have frequent bus services available for patients and doctors for attending their duties and for taking medical treatment, whereas, CHC at Mannadipet located 28 Kms away from Puducherry face problem in bus services. Even one or two buses plying on the route are not stopping the buses. Medical Officer has also taken up this matter with DHFWS requesting

for arrangement of plying bus services between District headquarters and Mannadipet.

- Those patients who are in need of inpatient facilities for intensive medical care are admitted by the doctors in the beds for treatment in the CHC (Thirunallar Palloor, Karikalampakkam). While CHC, Mannadipet has been admitting inpatients one or two days and thereafter the patients are referred to GH, Puducherry for further treatment.
- The services of CHCs are utilized by the people of Puducherry, Karaikal and Mahe regions including the people who belong to adjacent district of Tamil Nadu and Kerala.
- Some old buildings in the Thirunallar and Karikalampakkam are in dilapidated condition and it should be demolished and reconstruction of new building should be taken immediately.
- Since there is no electrician in CHC, doctors have suggested that the services of electricians working in the GH in the respective region may be deputed once in a week to attend minor repair/replacement of tubes, etc.
- In respect of Thirunallar, CHC, an extent of 13759 sq.ft. vacant land is available. Hence the Forestry and Wild Life department, may plant trees under Farm Forestry scheme. Health Directorate may take up this issue with Forest Department.
- All the CHCs having more number of old/damaged steel cots/steel tables and other unused materials, and it may be auctioned immediately.
- By using kitchen wastes and medical waste materials, CHC, Palloor is producing 2 cubic of bio-gas for the own cooking.

SUGGESTIONS

- Health Directorate may supply adequate medicines and instruments to the CHCs in time for better service to the public.
- Specialist doctors should be posted in the CHC either in the alternative days or weekly twice.
- Vehicles in good conditions are to be arranged.
- Vacant posts of Pharmacist are to be filled up.
- Capacity of the existing power generator and X-ray machines in CHCs should be enhanced.
- General awareness on health programmes and hygienic conditions should be developed among the rural people through CHCs.
- Fund allocated to the CHC should be utilized properly.
- Health Department may supply adequate tables and chairs to laboratories in the CHC.

□

Questionnaire for Study on Community Health Centres

Location of CHC :

Region :

General Information of CHC

Population covered :

Number of Villages/Wards covered :

Sub-centres covered (in numbers) :

The following Health Infrastructure facilities are required for a CHC to take care of in-patients and out-patients when he/she arrives to the hospital

1	ECG	Yes	No
2	X-ray	Yes	No
3	Ultrasound	Yes	No
4	Laboratory	Yes	No
5	Labour Room	Yes	No
6	Are deliveries being conducted If no, reason	Yes	No
7	Operation theatre	Yes	No
8	What are the different minor operations performed (specify)		
9	I.U.D. room	Yes	No
10	ILRs	Yes	No
11	Deep Freezers	Yes	No
12	Refrigerators	Yes	No
13	Is there adequate supply of medicines	Yes	No
14	CHC building	Rented	Government
15	Area acquired for the building purpose		
16	Area of vacant place		

If Yes, please put a tick mark. If No, please mention the reason

Details of Staff

1	Total number of doctors	As per CHC norm : Actual :
A	General Duty Doctors	
B	Specialists	
	Medicine	
	Surgeon	
	Gynecologist	
	Pediatrics	
2	Number of duty doctors present Morning Night	
3	Staff Nurse/PHN/HN	
4	Pharmacist	
5	Technicians	
A	Lab	
B	X-ray	
6	ANM	
7	Other Para medical staff	

1.	Average Daily OPD attendance	
		Male
		Female
		Senior Citizen
		Children
		Total
2.	Out - patient (per month)	
		New
		Old
	Total	
3.	In- patient (in bed)	Per week
		Per month
Other National Health Programs		
a.	National Blindness Control Program	
b.	TB Control	
c.	Malaria Eradication	
d.	Health & Family Welfare Programme	

General Cleanliness of CHC Surroundings

1	Number of toilets for patients	Male	
		Female	
	How often are they cleaned		
2	Is there adequate lighting facilities		Yes No
	Emergency Lighting Generator Any other source-specify		Yes No
3	Water Supply -24 hrs		Yes No
4	How the hospital waste is disposed		
5	Cleanliness of the CHC surroundings		

**Signature of the Centre -Incharge
(with seal)**

Signature of the Enumerator

Questionnaire for Study on Community Health Centres

Respondent: In- patients / OPD

1. Name of the patient : _____
2. Age : _____
3. Gender : Male / Female
4. Residence :

5. Whether you are in-patient or OPD? In-patient / OPD
6. Are the services provided by the Centre satisfactory? Yes No

7. For how many days the doctors are prescribing the medicines? Is this sufficient or not?
8. Are you treated for the illness during any time?
9. Is the hospital kept clean?
10. Is the hospital near to you?
11. In case, patients are admitted as in-patient in the hospital, the food supplied by them is hygienic or not?

Say the food items supplied

12. Opinion/ suggestions :

Signature of the Enumerator

Signature of the Patient

Questionnaire for Study on Community Health Centres

Respondent - public

1. Name : _____

2. Age : _____

3. Sex : Male / Female

4. Residence :

5. Are the medical facilities available in the Centre are satisfactory?

Yes No

6. Do you prefer the CHC compared to any private hospitals and clinics for
treatment of general illness? Yes No

7. Opinion / Suggestions :

Signature of the Enumerator

Signature of Public

List of Officials involved in the Study

Tvl.

1. R. Asokan, Deputy Director
2. P. Balaji, Planning Officer
3. N. Nagalingame Periane, Planning Officer
4. R. Selvavelane, Assistant
5. G. Arunachalam, Data Entry Operator
6. S. Aishwariya, P.G. Student, Stella Marys College, Chennai.



Community Health Centre, Thirunallar



Inside the Community Health Centre, Palloor



Front View of Community Health Centre, Palloor