

# **Chapter X**

## **Impact on Beneficiaries**

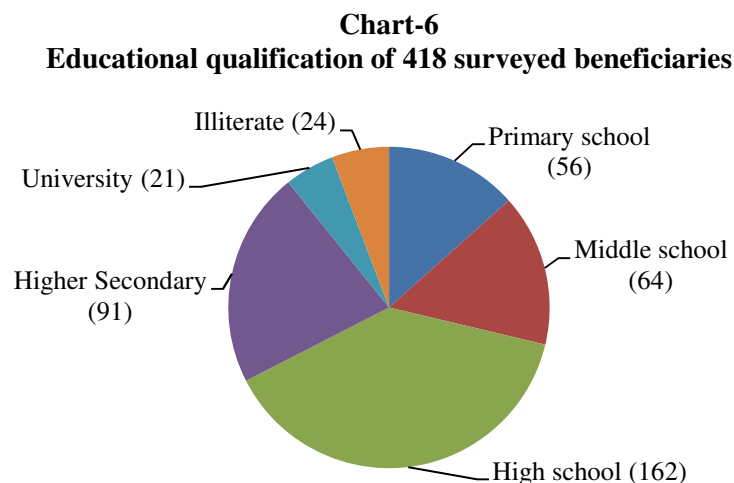


## Chapter-X: Impact on beneficiaries

Beneficiary survey was conducted by a joint team of audit and State NRHM representatives. 10 women from each selected Sub Centre (SC), who gave birth within the last 24 months [either at institution (private/government) or at home] were selected for interaction to ascertain the quality of health services provided by the various health centres. The interactions were conducted in the presence of the Auxiliary Nurse Midwives (ANMs) from the SCs with a view to ascertain facilities extended, including difficulties, if any, faced by them during their visit to the Government health centres.

### 10.1 Coverage of beneficiaries

- Altogether 418 beneficiaries of 45 sub-centres from seven selected districts were interviewed/ surveyed during the PA.
- Age of the beneficiaries surveyed ranged between 17 and 38 years.
- Education level of beneficiaries ranged between illiterate and graduate level, as given in **Chart-6**:



*Source: Beneficiary Survey.*

### 10.2 Role of ASHA and ANM

ANM and Accredited Social Health Activist (ASHA) are the village-level trained female health workers who are the first contact persons between the community and the Public Health Services. ASHA advises the pregnant woman (PW) about ANC, registers pregnancies, conducts Village Health and Nutrition Day (VHND)/Mamata Day/Immunisation Day, immunisation services, child care, taking pregnant women to Health Institutes (HI) for delivery, distributes oral pills/condoms *etc.* ANMs, *inter alia*, ensure registration of pregnancy, conduct blood tests and urine tests of PW, monitor their blood pressure, provide IFA tablets, refer the PW to hospital, counsel on pregnancy care and immunise the PW. Their services are considered important to provide safe and effective care to the beneficiaries.

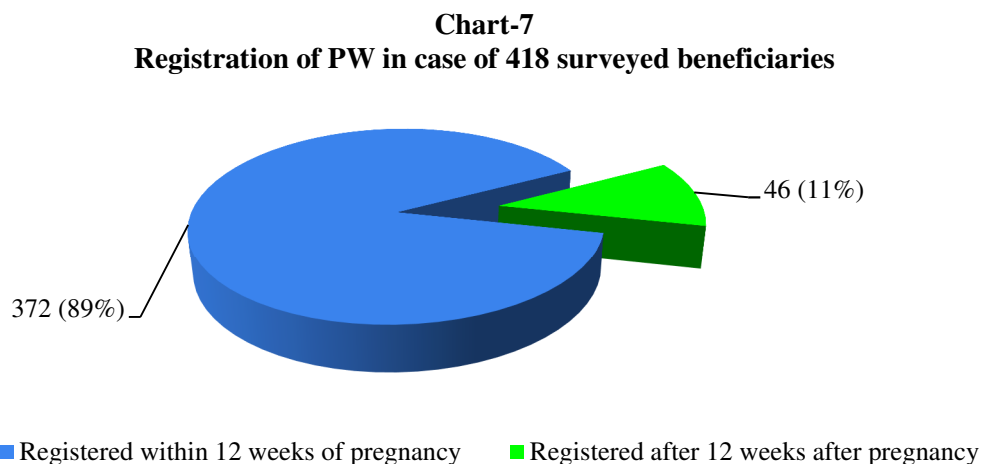
During the survey, 10.53 per cent (i.e. 44 out of 418) and 29.19 per cent (i.e. 122 out of 418) respectively, of the surveyed beneficiaries, stated that the above duties were done partially<sup>99</sup> by ANM and ASHA. Thus, sensitisation and care by ASHA and ANM remained deficient with reference to their assigned duties.

### **10.3 Antenatal Care (ANC)**

WHO recommends that PW should receive four antenatal check-ups. NRHM aimed to provide four ANCs to all PW. The first ANC was to be provided within 12 weeks of pregnancy, second within 20-24 weeks, the third within 28-32 weeks and the fourth ANC within 34-36 weeks of pregnancy, to monitor the progress. Thus, early detection of complications during pregnancy through timely prescribed antenatal check-ups was an important intervention for preventing maternal mortality.

It was revealed in audit that, only 89 per cent of the beneficiaries (372 out of 418) registered their names in the Health Institution (HI) within 12 weeks of pregnancy.

The number of registered PW as per beneficiary survey is shown in **Chart-7**:



*Source: Beneficiary Survey*

Further, survey revealed that 85 per cent (356 out of 418) of surveyed beneficiaries only undertook the four ANC check-ups.

Thus, complete and timely ANC check-ups were not ensured under NRHM.

### **10.4 Deliveries**

An important component of the RCH programme is to encourage mothers to undergo institutional deliveries. The beneficiary survey revealed that:

- Out of 418 deliveries, 368 (88 per cent) were conducted in Government HIs. The details of deliveries as per beneficiary survey are given in **Table-49**:

<sup>99</sup> One to six out of a total of seven duties and one to seven out of eight stated duties were performed by ASHA and ANM respectively.

**Table-49**  
**Position showing place of deliveries**

Government Health Institutions				Non Government Health institutions and Others				
DH	CHC	PHC	SC	Home	In transit	Non-Govt. facility <sup>100</sup>	Pvt. Clinic	Other <sup>101</sup>
188	107	59	14	22	01	07	18	02

Source: Beneficiary Survey.

Out of 368 deliveries in Government health centres, as many as 216 deliveries (58.70 *per cent*) were conducted in the presence of doctor/nurse/SBA-trained ANM<sup>102</sup>.

- Cash incentive under Janani Suraksha Yojana (JSY) was provided to 88 *per cent* (325 out of 368) beneficiaries only, thus depriving 12 *per cent* beneficiaries of the benefits under the scheme.
- There was delay in payment of the incentive money ranging between 3 and 365 days from the date of discharge of the beneficiaries from the HI.
- Out of 175 beneficiaries who had called for the Ambulances to reach the HIs, in 158 (90 *per cent*) cases, the same reached on time.
- Four beneficiaries had to pay for the Ambulance service (ranging from ₹ 100 to ₹ 400), despite it being free of charge.
- Forty seven *per cent* (172 out of 368) beneficiaries were discharged within 48 hours of delivery by the respective HIs, in contravention of mandatory stay of 48 hours prescribed as per JSSK/IPHS guidelines.
- Sixty two *per cent* beneficiaries (229 out of 368) were provided food during delivery while 32<sup>103</sup> *per cent* (117 out of 368) stated that no food was provided by the HIs. Remaining 22 beneficiaries could not recall and therefore did not furnish specific reply in this regard.

### 10.5 Post-natal care (PNC)/Immunisation

The post-natal period is a critical phase in the lives of mothers and newborn babies. Most of the maternal and infant deaths occur in the first month after the birth. Every mother and baby should get four PNC check-ups *viz.*, first on day one (within 24 hours), second on day three (48–72 hours), third on day seven to 14 and fourth in the sixth week.

Post-natal services include immunisation, monitoring weight of the child, physical examination of the mother, advice on breast feeding and family planning *etc.* The beneficiary survey in this regard revealed that:

<sup>100</sup> Non Government facility means NGO run hospital.

<sup>101</sup> Other means PPP Mode hospital.

<sup>102</sup> These deliveries were conducted in presence of ASHA, AWW, Family members and Others.

<sup>103</sup> 7 per cent (23 out of 367) could not remember.

- Forty six *per cent* (194 out of 418) beneficiaries availed post-natal care services four times or more, as required. 184 beneficiaries<sup>104</sup> availed less than four PNCs while 40 beneficiaries did not avail any PNC.

- In 2.63 *per cent* (11<sup>105</sup> out of 418) cases, Health Workers did not visit the residences of the beneficiaries within two to seven days after delivery to check the mother and the baby.

408 out of 418 beneficiaries (98.31 *per cent* of 415 live births) stated that they got vaccinated at SCs by ANM, which was a positive indication.

**10.6 Quality of care**

Quality of service received by mothers from HIs or from ANMs/ASHAs was surveyed with regard to 14 parameters. Responses gathered during interaction are shown in **Table-50**:

**Table-50**  
**Position showing service received by beneficiaries (418 numbers) in HI**  
**- outcome of survey**

Sl. No	Type of Services	Number of beneficiaries replied			Percentage of reply		
		'Yes'	'No'	'Don't know'	Yes	No	Don't know
1	Immunisation	414	4	-	99.00	1.00	-
2	Weight/Height measurement	416	2	-	99.50	0.50	-
3	Referral to another facility	374	44	-	89.50	10.50	-
4	Breastfeeding information	374	41	3	89.50	9.80	0.70
5	Information on JSY	412	5	1	98.50	1.20	0.30
6	Newborn care	368	50	-	88.00	12.00	-
7	Receive paediatric IFA tablets/syrup	348	70	-	83.00	17.00	-
8	Vitamin A dose	353	44	21	84.50	10.50	5.00
9	Diarrhoea management	358	40	20	85.50	9.50	5.00
10	Received adult IFA tablets	383	35	-	91.60	8.40	-
11	Received pediatric de-worming tablets/syrup	327	70	21	78.22	16.75	5.03
12	Advice about proper nutrition during pregnancy	407	8	3	97.36	1.91	0.73
13	Abdomen check-up	411	7	-	98.33	1.67	-
14	Blood pressure measured	417	0	1	99.70	0.30	-

Source: Beneficiary Survey.

The above services as per beneficiary survey were made available to 78 to 99 *per cent* of beneficiaries under NRHM which indicated a positive outcome.

**10.7 Problem/difficulties faced by beneficiaries to visit HIs**

Beneficiary survey of the 418 beneficiaries revealed that 22 (5 *per cent*) PW<sup>106</sup> did not visit HI for delivery, 62 (15 *per cent*) PW did not complete their ANC and 11 (3 *per cent*) PW did not visit for PNC at HI. Replies to further questionnaires on the

<sup>104</sup> 1 time PNC – 40 beneficiaries; 2 times PNC- 72 beneficiaries and 3 times PNC – 72 beneficiaries.

<sup>105</sup> Home delivery=1, Private Hospital=2, PHC=7, SC=1.

<sup>106</sup> Home delivery.

difficulties faced by the beneficiaries in visiting the HIs are summarised in **Table-51**:

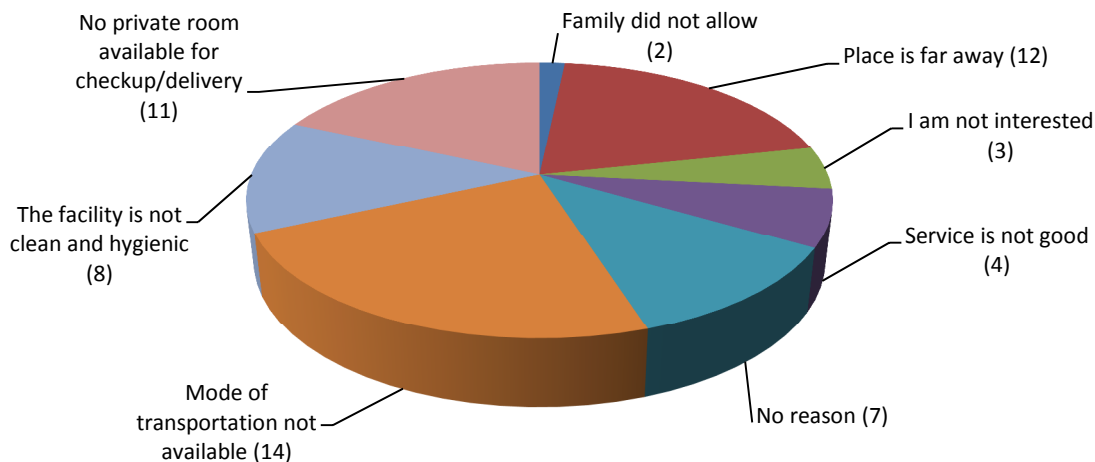
**Table-51**  
**Problems/difficulties faced by beneficiaries (418 numbers) - outcome of survey**

Problems faced by beneficiaries to visit HI	Number of beneficiaries replied 'Yes'	
	Number	Per cent
Mode of transportation not available	140	33.00
No private room available for check-up/delivery	121	29.00
Place is far away	111	27.00
The facility is not clean and hygienic	81	19.00
No reason	72	17.00
Facility is overcrowded	42	10.00
Service is not good	38	9.00
I am not interested	26	6.00
People providing services do not treat me well	18	4.00
Service not available	12	3.00
Family did not allow	8	2.00
Staff is rarely available	2	0.50
Service not needed	1	0.24

Source: Beneficiary Survey.

Further, various/ multiple reasons for not visiting the HIs, were given by the 22 women who delivered at home, are as shown in **Chart-8**:

**Chart-8**  
**Reason(s) for not visiting the HI by women who delivered at home**  
**(beneficiaries in number)**



Source: Beneficiary Survey.

Besides, seven women stated that they had paid ₹ 200 to ₹ 2200 for their delivery at HI. However, for obtaining IFA tablets, vaccination, meeting doctors *etc.*, none of the interacted beneficiaries paid any money, as stated.



**PA team conducting beneficiary survey (25.05.2016)**



**PA team conducting beneficiary survey(27.05.2016)**

It was thus, revealed that five *per cent* of the beneficiaries surveyed did not visit health centres for delivery. Remoteness of health centres, lack of transportation facilities, cleanliness, overcrowding, non-attending of all institutional deliveries by Doctors/Nurse, spending of own money *etc.*, were the areas of concern pointed out by sampled beneficiaries during the survey conducted by audit which would require to be addressed on priority.