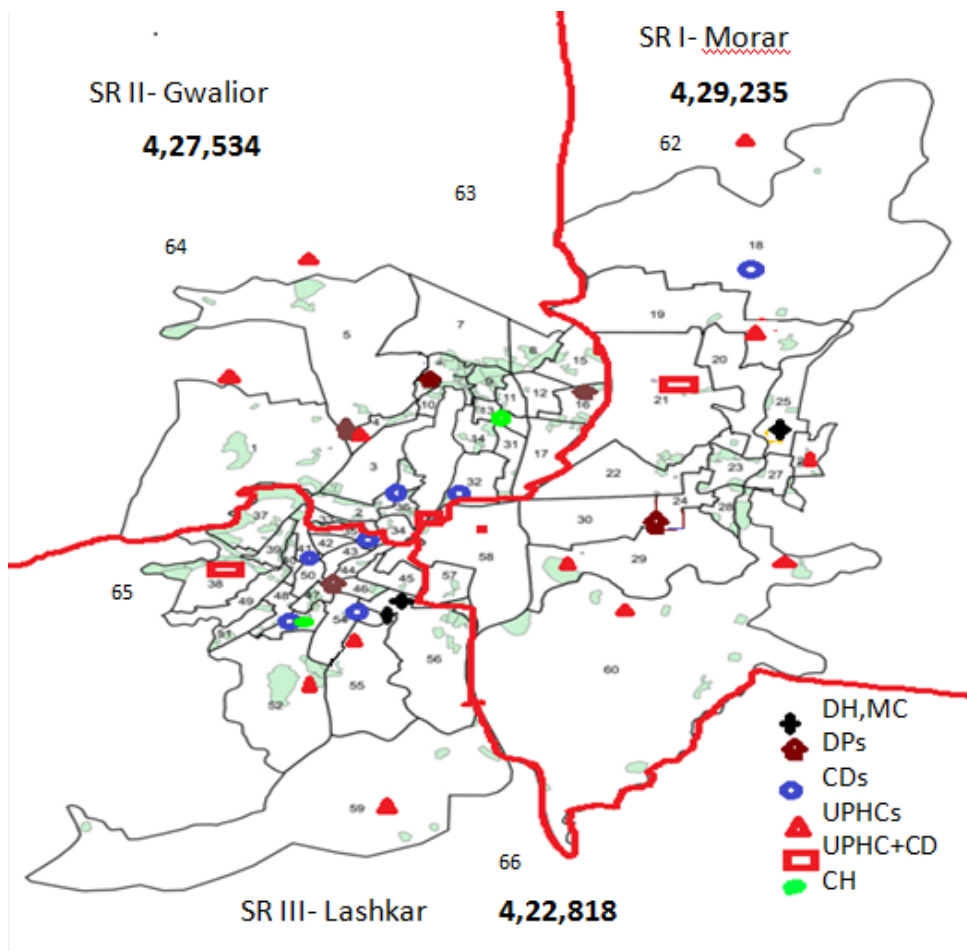## Baseline Referral Assessment Report- Gwalior

Background

According to WHO 'Health referral can be defined as a process in which a health worker at a one level of the health system, having insufficient resources (drugs, equipment, skills) to manage a clinical condition, seeks the assistance of a better or differently resourced facility at the same or higher level to assist in, or take over the management of, the patient's case'. The setting up referral mechanism enables decongestion of the health facilities, quality service delivery at primary facilities, establishing the linkage between various levels of care through defined clinical protocols and referral protocols with non-duplication of efforts and expenditure.

The population of Gwalior city is 12,96,320. As per NUHM guidelines, the UPHC/CD has to cater a population of 50,000 and a delivery point at a population of 2,50,000. Keeping the guidelines in view, the Gwalior city is divided into 3 zones with an approximate population of 4.5 lakhs each for establishing referral mechanism.

Methodology

The baseline referral assessment aimed at assessing the status of the health facilities and current mechanism of the patient flow from one level to another level of care (referral) in the Gwalior city. This assessment was conducted over the period of 2 months (from mid April, 2018 to mid-June, 2018) across the 25 facilities in the Gwalior city i.e. UPHCs, CDs and maternity homes. A structured questionnaire with quantitative and qualitative questions was used for data collection from the health facilities. Data was collected on the basic profile information of the facilities, referral processes, service provision, staffing, infrastructure, trainings, equipments/diagnostic, records and indicators.

First referral link –Zone I	Second referral link- Zone II	Third referral link-Zone III
Level 0 – Hathikhana, Hurawali, ohadpur, pant nagar, Dhullapur, DD nagar, Girgaon **Plus 1 –** Thatipur, Pinto Park (Proposed) **Plus 2 –** DH **Plus 3-** GRMC	**Level 0 –** Purani chhawani, shankarpur, Bahodapur, Hazira, Gende wali sadak, Shabdpratap aashram, FPAI khedapati **Plus 1 –** Ladhedi, Laxmiganj or Bahodapur **Plus 2 –** Birla nagar **Plus 3-** GRMC	**Level 0-** Guda-gudi ka naka, Gol pahadiya, Janakganj, Falka Bazaar, FPAI Kampoo, Hemsingh ki parade, Rocksi pul **Plus 1 –** Jhansi road (proposed), GAMC **Plus 2 –** Madhoganj (Proposed) **Plus 3-** GRMC

Findings

Basic profile information of health facilities-

Other than ANMs, most of the staff was unaware about the wards covered, total population, slum population, slum area, zone number, administrative ward number, electoral ward number. Most of the facilities do not have telephonic number/contact number.

S.No.	Name of the facility	Type of facility	Ward Location	Number of nearby health facilities	Name of the health facilities	Approx. distance
1.	UPHC Hathikhana	Primary	26	2	District Hospital, Morar	4 Km
					Thatipur	9 Km
2.	UPHC Hurawali	Primary	60	1	District Hospital, Morar	4 Km
3.	UPHC Pant nagar	Primary	29	2	Thatipur	2 Km

					District Hospital, Morar	5 Km
4.	UPHC ohadpur	Primary	60	3	UFHC Thatipur	2 Km
					UPHC Pant Nagar	2 Km
					District Hospital, Morar	4 Km
5.	UPHC Girgaon	Primary	62	2	CD DD nagar	5 Km
					District Hospital, Morar	10 Km
6.	CD Dhullapur	Primary	21	2	Thatipur	3 Km
					District Hospital, Morar	2 Km
7.	CD DD nagar	Primary	18	2	District Hospital, Morar	5 Km
					CD Dhullapur	8 Km
8.	UFHC Thatipur	Primary (Bemoc)	24	3	District Hospital, Morar	2 Km
					CD Dhullapur	1.5 Km
					CD Pant nagar	2 Km
9.	DH, Morar	Secondary (cemoc)	25	1	JH/KRH	12 Km
10.	UPHC Guda-Gudi ka naka	Primary	52	3	JH/KRH	2.5 Km
					MH Madhoganj	4 Km
					CH Hem singh ki parade	3 Km
11.	UPHC+CD Gol Pahadiya	Primary	38	2	MH Madhoganj	1 Km
					CD Janakganj	1 Km
12.	CD Janakganj	Primary	40	2	JH/KRH	5 Km
					MH Madhoganj	1 Km
13.	CD Falka Bazaar	Primary	35	5	CD Janakganj	3 Km
					UPHC Gende wali sadak	1.5 Km
					Shabdpratap aashram	2 Km
					MH Laxmiganj	3.5 Km
					JH/KRH	3 Km
14.	FPAI Kampoo	Primary	54	4	JH/KRH	2 Km
					MH Madhoganj	3 Km
					CH Hem singh ki parade	3 Km
					UPHC Gende wali sadak	3 Km
15.	CH Hem singh ki parade	Primary	53	2	MH Madhoganj	1 Km
					JH/KRH	2-3 Km
16.	GAMC	Primary (bemoc)	54	1	JH/KRH	1 Km
17.	MH Madhoganj	Primary (bemoc)	47	3	CD Janakganj	2 Km
					CH Hem singh ki parade	2.5 Km
					JH/KRH	2 Km
18.	FPAI Khedapati	Primary	32	4	CD Falka Bazaar	2 Km
					CH Hazira	4 Km
					MH Birla nagar	5 Km
					JH/KRH	4 Km
19.	CD shabdpratap	Primary	2	5	MH Laxmiganj	1.5 Km

	Aashram				JH/KRH	3 Km
					CD Falka Bazaar	1 Km
					UPHC Gendewali sadak	1 Km
					PDDO Ladhedi	2.5 Km
20.	UPHC Gende wali sadak	Primary	36	2	MH Laxmiganj	3 Km
					CD Janakganj	2.5 Km
21.	UPHC purani Chhawani	Primary	64	2	CH Hazira	8 Km
					MH Laxmiganj	6 Km
22.	UPHC shankarpur	Primary	64	2	UPHC Purani chhawani	3 Km
					MH Laxmiganj	3.5 Km
23.	UPHC Bahodapur	Primary	4	3	MH Laxmiganj	0 Km
					JH/KRH	4 Km
					Shabdpratap Aashram	1 Km
24.	CH Hazira	Primary	11	3	MH Birla nagar	1 Km
					PDDO ladhedi	1.5 Km
					JH/KRH	5 Km
25.	PDDO Ladhedi	Primary (bemoc)	10	3	MH Laxmiganj	3 Km
					MH Madhoganj	5 Km
					MH Birla nagar	2 Km
26.	MH Laxmiganj	Primary (bemoc)	4	2	JH/KRH	4 Km
					Shabdpratap aashram	1 Km
27.	MH Birla nagar	Secondary (cemoc)	16	2	CH Hazira	1 Km
					DH, Morar	6Km

Human Resources

S.No	Health Facilities	MO	Staff nurse	Pharmacist/compounder	LT	LHV	ANMs	Support staff	Remarks
1.	UPHC Hathikhana	0	2	1	1	0	4	1	ASHA- 10
2.	UPHC Hurawali	0	1	0	1	0	3	1	ASHA- 5
3.	UPHC Ohadpur	1	1	1	0	0	1	1	ASHA-0; Hired vaccinator-1
4.	UPHC Pant nagar	1	1	1	0	0	2	1	ASHA-4
5.	CD Dhullapur	2	1	1	1	0	2	4	ASHA-8; Dresser-1
6.	UPHC Girgaon	1	1	1	0	0	2	1	ASHA-1
7.	CD DD Nagar	1	1	1	0	0	4	2	ASHA-10
8.	UFHC Thatipur (delivery point)	3 (1-OBGY; 2-MO)	2	1	2	0	6	3	ASHA- 13; Radiographer-1; Dresser-1;malaria

								worker-1, Accountant-1, Opth. Assistant-2
9.	DH, Morar (maternity wing)	8	26	0	1	0	10+5	12	ICTC-1; FPC-1
10.	UPHC Guda-Gudi ka naka	1	2	0	1	0	2	2	ASHA-11
11.	UPHC+CD Golpahadiya	1	0	1	0	0	2	2	ASHA-7
12.	CD Janakganj	3	0	2	1	0	8	3	ASHA-9; FW, 1-; Dresser-1 & eye assistant-2
13.	CD Falka bazaar	1	0	1	0	1	2	2	ASHA-5
14.	FPAI Kampoo	1	0	0	0	1	2	1	ASHA-5; MPW-1
15.	CH+CD+HBO Hemsingh ki parade	3	2	2	1	0	3	5	ASHA-14; LDC-1, Dresser-2, Malaria worker-1
16.	GAMC	5	4	1	2	0	1	0	ASHA-13; Radiographer-1;intern-3
17.	MH Madhoganj	1 (OB GY)	6	1	1	0	3	15	ASHA-4, Janani DEO-1
18.	FPAI, khedapati	1	0	0	0	0	2	1	ASHA-9; CCH-1; vaccinator-1; CCC-1
19.	CD Shabdpratap Aashram	1	1	2	0	1	7	3	ASHA-12; Dresser-1
20.	UPHC+HBO Gende wali sadak	1	1	1	1	0	1	3	ASHA-1; Dresser-1; TB worker-1
21.	UPHC Bohadpur	0	1	0	1	0	3	1	ASHA-4
22.	UPHC Shankarpur	0	1	1	1	0	2	2	ASHA-4
23.	UPHC purani chhawani	1	1	0	1	0	1	0	ASHA-7
24.	CH Hazira	12	9	8	3	0	14	10	ASHA-28; Radiographer-2; LDC-1; computer operator-1; OT attendar-2,

									Dental assistant-1; HIV consultant-1, Malaria worker-1, dresser-3, HIV LT-1, eye assistant-1
25.	PDDO Ladhedhi (delivery point)	4 (2-OBGY, 1 med,1 paed.)	4	1	1	0	3	8	ASHA-4; Radiographer-1; Malaria worker-1;
26.	MH Birla nagar	5	8	4	2	1	3	9	ASHA-10
27.	MH Laxmiganj	3 (OBGY)	4	3	3	0	4	14	ASHA-8; Dresser-1

Service Provision

S.No	Service provision at facility/ Name of the CDs/UPHCs	ANC	PNC	New-born Care	Pediatric services	Pneumonia & Diarrhea mgmt	Immunization at facility	FP services (non-surgical)	Basic diagnostics
1.	UPHC Hathikhana	√						√	√
2.	UPHC Hurawali	√					√	√	√
3.	UPHC Ohadpur							√	
4.	UPHC Pant nagar	√					√	√	
5.	CD Dhullapur	√	√			√	√	√	√
6.	UPHC Girgaon	√	√					√	√
7.	CD DD Nagar	√					√	√	√
8.	UFHC Thatipur (delivery point)	√	√		√	√	√	√	√
9.	DH, Morar (maternity wing)	√	√	√	√	√	√	√	√
10.	UPHC Guda-Gudi ka naka	√					√	√	√
11.	UPHC+CD Golpahadiya	√					√	√	
12.	CD Janakganj	√			√	√	√	√	√

S.No	Name of the facility								
13.	CD Falka bazaar	√	√			√	√	√	
14.	FPAI Kampoo	√	√		√		√	√	
15.	CH+CD+HBO Hemsingh ki parade	√				√	√	√	√
16.	GAMC	√	√		√		√	√	√
17.	MH Madhoganj	√	√				√	√	√
18.	FPAI, khedapati	√	√				√	√	√
19.	CD Shabdpratap Aashram	√					√	√	
20.	UPHC+HBO Gende wali sadak	√					√	√	
21.	UPHC Bohadpur							√	√
22.	UPHC Shankarpur	√						√	√
23.	UPHC purani chhawani	√						√	√
24.	CH Hazira				√		√	√	√
25.	PDDO Ladhedhi (delivery point)	√	√		√	√	√	√	√
26.	MH Birla nagar	√	√				√	√	√
27.	MH Laxmiganj	√	√				√	√	√

Most of the health facilities are providing ANC services but complete service package is not been provided. The non-surgical family planning services (like condom, CPs & ECPs) are being provided at all the facilities.

Referral Processes

S.No	Name of the facility	Clinical protocol	Referral protocol	Referral slips	Service directory	Referral review mechanism	Formal agreement/ network
1.	UPHC Hathikhana			√			

2.	UPHC Hurawali						
3.	UPHC Ohadpur						
4.	UPHC Pant nagar						
5.	CD Dhullapur						
6.	UPHC Girgaon						
7.	CD DD Nagar						
8.	UFHC Thatipur (delivery point)			√			
9.	DH, Morar (maternity wing)			√			
10.	UPHC Guda-Gudi ka naka						
11.	UPHC+CD Golpahadiya						
12.	CD Janakganj						
13.	CD Falka bazaar						
14.	FPAI Kampoo						
15.	CH+CD+HBO Hemsingh ki parade						
16.	GAMC						
17.	MH Madhoganj			√			
18.	FPAI, khedapati			√			
19.	CD Shabdpratap Aashram						
20.	UPHC+HBO Gende wali sadak						
21.	UPHC Bohadpur						
22.	UPHC Shankarpur						
23.	UPHC purani chhawani						
24.	CH Hazira						
25.	PDDO Ladhedhi (delivery point)			√			

26.	MH Birla nagar			√			
27.	MH Laxmiganj			√			

- Readiness for referral-
    - Facilities do not have clinical protocol, facility protocols, service directory and no referral review mechanism.
    - Some facilities have referral slips.
- Referral In-
    - As ASHA are placed at many places, most of them send patients directly to MH or district hospital and not at UPHC to avail services- this seems to be the disadvantage.
        - This seems to be working well for the patients as they are getting full package of services at one place and ASHA do get money for completing the case.
        - But due to this practice of referring patients directly at MH, the UPHCs are underutilized for the services.
    - Also, mainly verbal mechanisms/method is used.

- Referral out-
    - UPHCs do not have referral slips. At OPD level, a slip book is used for prescribing medicines. The same slip is used to refer the patients to further facilities. Thus we may get access to OPD level referral data from these slip books.
    - Availability of referral slips at MH. But different type referral slips formats were observed at the facilities.
- Follow-up
    - Secondly, SNs working at UPHCs seems to be dependent on ASHA's data. But at the same time the follow up of patients is done through them which may be the advantage.
    - This type of follow up is done through ASHA but no documentation.
- Counter referral
    - Almost nil