Service Delivery Day - Varanasi

District Woman Hospital, Kabir Choura, Varanasi,
March, 24' 2011

Overview and Background

In view of rapid growth of urban slums in Varanasi and emerging Urban Health needs of the urban poor and disadvantaged population, UHI along with the District Women Hospital, Varanasi conducted fixed day service delivery as part of the commitment to provide health services to the identified urban population residing in the marginalized slums of the city.

The primary objective of the event was to provide integrated family planning services for the beneficiaries under one roof and assist in reducing the IMR & MMR and serve as a catalyst for the Government in reorienting and revitalizing the family planning services for the urban slums in Varanasi.

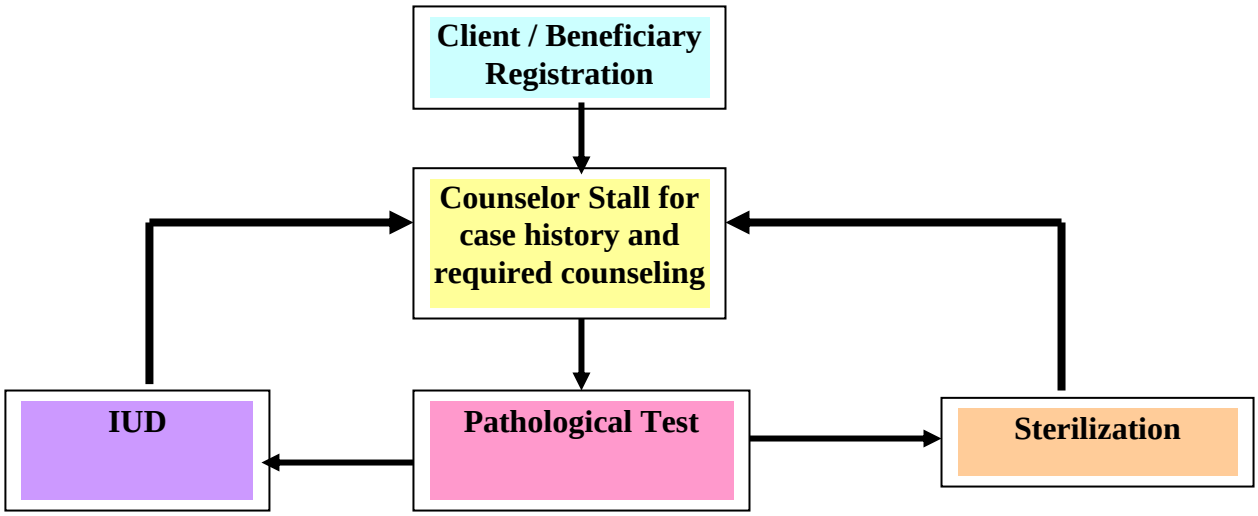
In view of this 13 slums were identified through intense discussion with all stakeholders (the partner Manav Seva Kendra, Government functionaries and City Manager). The approximate total population that was finalized to be covered in these identified 13 slums was around 30,000.

The primary objective of the event was to provide integrated, quality family planning services to beneficiaries from urban slums and in one location. Services and supplies available through the reproductive and child health day. Sterilization, IUD insertion, oral contraceptive pills and Condoms.

Fourteen (14) Peer Educators and Two (2) Supervisors were identified from the community for outreach activities. Peer Educators and Supervisors received one day orientation on community mobilization and were responsible for preparing an area map and identifying eligible couples in their assigned area (each Peer Educator was responsible for a population of 2000). Peer Educators identified potential clients in the targeted slums and motivated them to access family planning services during the Fixed Service Delivery Day. UHI City Manager provided field support as and when required. Peer Educators accompanied clients to the Fixed Service Delivery Day to provide support in a vehicle by the UHI.

Fixed Day Service Delivery – The Event

- A notification was given to all the concerned authorities in the district namely the District Magistrate, the CMO, the CMS of the District Woman Hospital about the Fixed Service Delivery Day
- Logistics arrangements (vehicles etc) were made available and temporary rooms for the counselor, their seating arrangement, the registration counter and other details were worked up.
- Stalls were displayed through canopy for social marketing products by HLFPPT.
- Each client / beneficiary was attended by the Community Mobilizer of UHI project.
- The following system was followed as part of process:



- In all 20 cases were escorted to the District Woman Hospital by our community mobilizers. After clinical and pathological examination; the number of clients being given the following family planning services are as follows

    - Sterilization: 04 clients
    - IUD: 03 clients

Rests of 13- clients were in mid cycle so doctor has suggested to coming just after or between 1st to 7 day of MC.

Concluding Note

CMO Family welfare **Dr. V. N. Singh** has appreciated to UHI effort. He told that I want to give thanks to whole UHI team for supporting us not only in mobilizing the community even availing quality family planning services too.

The CMS of the District Woman Hospital **Dr. Vidyawati** was happy in terms of the increased client load. She proposed possible collaboration with UHI in future for outreach health services in un-served and underserved slums.