



Visit made by Dr Henry Mosley and Ms Kiran Ambwani to UHI Agra.

Objective: The objective behind Dr Henry Mosley and Dr Ambwani visit to UHI Agra, was to view the UHI program critically, to understand the ground realities and the strategies adopted by UHI Agra and accordingly provide feedback and support which is needed to bring some positive changes in the strategies. And also suggest ways to increase service access and utilization, and work with the team and partners on possible ideas and suggest next steps for immediate implementation.

Date: 26th March, 2012

Venue: UHI Office and Slum visit

Participants: Dr Henry Mosley, Professor John Hopkins University and also a member of IPAC, PPD where he provides guidance to the organization in the design, development and implementation of South-South programs in the field of reproductive health, population and development, Dr. Kiran Ambwani, Retired Deputy Commissioner, Family Planning Division, Ms Gita Pillai, Director/Chief of Party, Urban Health Initiative, Dr Rajni Wadhwa, Coordinator/ Advisor Expanded Service Delivery and Quality, UHI, Dr Rashmi Goyal, TO, Expanded services and Quality, Dr Zakia, TO, Expanded services Ms Pratibha Pandey, City Manager, UHI Agra, Mr. Amit Pathak, Dr Sunita Bhagia, Mr. Amit Sharma, Mr. Dinesh Chauhan, Mr. Pradeep Pandey, Mr Naushad Ali, Ms Gitanjali Babbar.



Dr Mosley, Dr Zakia and Ms Gita, enjoying their ride on a Rickshaw with an FP Method



AGENDA

- To review critically what UHI is doing well and what we are not doing, to increase service access and utilization, with particular emphasis on strategies to increase a) post partum and post abortion sterilization and IUCD; b) fixed service days; and c) DMPA strategies.
- Review and discuss with key staff and counterparts on strategies to overcome key bottlenecks to service access and utilization, and prioritization of efforts to meet unmet need especially by the very poor.
- Seminar or presentation that may motivate joint action and greater focus on increasing service access by the poor in each location visited.

Main highlights of the day:

- The day started with an introduction of UHI Team with Dr. Kiran Ambwani and Dr. Henry Mosley.
- A brief presentation was given by UHI Agra to Dr. Mosley and Dr. Kiran to introduce them, about the objectives, strategies, achievements, and challenges which UHI Agra is facing while implementing the program. Also a comparative picture of Agra city with the Urban Slums of Agra was given.
- UHI city team also explained them, that how we are working in close coordination with various service delivery partners both Government and Private partners.
- A visit was made to PSS, one of the private service delivery partners, in order to meet Doctor, Counselor and clients to understand the overall working style of the center.
- Next the Team moved to SN Medical College, Government service delivery partner, to meet HOD Gynae, Family Planning Unit In-charge and Medical Doctors to discuss Quality services, Trainings on Family Planning, FP acceptance and issues
- Then the next visit was made to Ravidas Nagar to attend women's group meeting and to meet the beneficiaries and know their experience.
- From there, they went to Shankar Garh ki Puliya to attend Chauraha meeting with men's community and understand, what they think about such meetings, why they participate in these meetings. Other objective was to understand the knowledge and perception of the men from slums and Rickshaw Pullers, regarding Health and Family Planning issues.
- The last visit was made to slum Garhi Chandni to interact with Civil Societies and women groups to understand their role in motivating community and providing Family Planning services.
- In the end a joint meeting was organized at UHI Office, where people from Health Department, Agra, Private providers of UHI (JFC), PSS and Janani and members from UNICEF and UHI team participated to discuss the challenges faced by UHIs stakeholders while implementation of FP program in Agra and also where all they need support suggestions and feedback from Dr. Mosley and Dr. Kiran Ambwani.

THE DAY IN DETAIL

ACTIVITY 1

Introduction Meeting at UHI Office:

Main Discussion Points and Suggestions by Dr Mosley and Dr Ambwani

After the brief introduction about the participants, Ms Pratibha gave the presentation about UHI, its goals, objectives, strategies, the success which we have achieved in the past 2 years, challenges we are facing on field and with government officials

- The issue of accreditation of Doctors was discussed to which Dr. Ambwani shared that for giving an accreditation to a delivery center and Empanelment to a Doctor, finances is not required, only a certificate is given to the delivery center and a doctor. And she said that she will speak to the concerned authority regarding the same.
- During the presentation, Dr Mosley asked whether there are enough providers or Doctors or the patient is asked to wait for a week or so, to get the date of operation. To which Ms Gita replied that its in 3 tiers:
 - a. Are enough doctors credited for providing services, so in this case in Government Hospitals the answer is yes as there are enough credited doctors whereas in Private Hospitals the doctors are not credited
 - b. Whether enough Doctors are empanelled, again the answer is Yes in Government facility and No in Private Facility.



- c. What percent of client get the service on time and what percent of clients are asked to come back, in this case 75% of the clients get the service on the same day.



UHI Agra sharing a presentation about the status of Agra City in terms of unmet need of Family Planning.

- Dr Mosley shared his concern over the unmet need of Sterilization cases, he said that UHI Agra should make some changes in its strategies; he gave a suggestion to give some targets to Peers.
- On Urban Health Posts and D-type centers, UHI shared that out of 15 D- type centers, they have taken 3 and worked towards making them properly functional as before that the condition of all 15 was bad, no water, in some centers products are there but there are no providers etc. Therefore, UHI supervises 3 centers themselves, appointed their own counselor and Dr Bhagia made regular visits to these centers as a result, the improvement can be noticed in these centers but as UHI has its own limits, so they cannot take all 15 under their supervision, though Government wants UHI to work on all 15.
- UHI shared that NSV cases has come down because of unavailability of funds, to this Dr. Kiran shared that it's an issue of worry as the demand is increasing but supply is not according to that.
- The issue of Annual Accreditation was also discussed, to which Ms Ambwani said that no where In Government guidelines is mentioned that annually accreditations of the delivery centers needs to be renewed.

Suggestion by Dr Mosley and Dr Ambwani

- Dr Ambwani suggested documenting the expulsion cases out of the total number of sterilization cases whose mobilization is being done by UHI.
- As Ms Pratibha shared about the Service Delivery Days, Dr Ambwani appreciated the innovation and the effort and suggested to put up banners and hoardings and also do wall writings across Agra city in order to inform larger population about these SDD, so that more and more people can come to avail service to otherwise feel shy while contacting, Peer Educator,
- She also suggested going with Mini Lap rather than providing training to the Doctors for Laparoscopic sterilization as she said that Complications in Mini Lap are less and the incidents of expulsions are also less in Mini Lap.

ACTIVITY 2

Visit to PSS (Private Service Delivery Franchisee)

The team visited PSS Clinic, one of the service delivery partners of UHI. During the visit Dr. Mosley and Dr. Ambwani interacted with the doctors of PSS to understand how they give services to the client, from what all steps a client goes before adopting FP method. Dr Mosley also interacted with counselor to understand her techniques. They asked Doctors how she uses the checklist and counsels her clients. With what notions a client comes and how she deals with them.



They also interacted with the client to understand the process from outreach to counseling to services to follow up and also to know more why they have come for adopting any method and what do they think about the service they are getting.

They also interacted with the Peer Educators to know how they mobilize the client in the community and how they motivate them to adopt any FP Method.



Dr Mosley reading about Female Sterilization, displayed at PSS.



Dr Mosley , Dr Rajni and UHI Agra team interacting with clients at PSS.

ACTIVITY 3

Visit to SN Medical College (Government Hospital)

During the visit to SN Medical College, the team from UHI and visitors interacted with Dr Saroj regarding the service, discussion about improving the FP services was also done.

Dr Saroj shared that they are facing infrastructural problems and don't have enough funds for the same. The condition of Operation Theatre was bad and for that she asked UHI to give them monetary support.

Dr Mosley interacted with Counselor to understand how she counsels the client, he asked, which one is the most common method among the users and which method she generally suggests to the client?

Dr Ambwani interacted with client to know why they come to S.N Medical College and are they satisfied with the service and also asked who motivated them to adopt FP Method.

ACTIVITY 4

A Visit was made to Ravidaas Nagar to attend Group Meeting, to make Household Visits and also visited one of the NTO's.



Members of the Women's group at Ravidaas Nagar, sharing their experience, of how they feel after adopting FP Method

A field visit was made to Ravidaas Nagar to observe the mobilization part of UHI, to attend the group meeting and interact with the beneficiaries and field level workers.

- The beginning was made with household visit, the visitors along with UHI team and NGO partner visited the beneficiary of sterilization and IUCD. Dr Mosley interacted with them to understand if they are facing any problems after adopting the method. He also asked that who accompanied her to the Service Delivery Center to which she said that it was Peer Educator, Sudha, who took her to Lady Lyall Hospital for sterilization.
- Then they visited the NTO running in the same area where they found that condoms and contraceptives were available. Dr Mosley asked the NTO owner about his monthly sales to which he said that he sells around one box of condoms in a month. He had the stock of Deluxe Nirodh and Mala-D at his outlet.
- After this they participated in a group meeting of "Nai Kiran Mahila Samiti", a budding federation society who shared about their work. The group members welcomed the guests by offering flowers and with songs, a welcome song and a health song.
- There were 10-12 females present in the meeting, they shared that they are working on 3 issues: *Health of Pregnant Women, Child Immunization and Family Planning issues*. They shared that apart from these 3 health issues, they also identify other problems in the slum and work towards their solution.
- Dr Mosley asked some question from the group members like: how do they identify if a pregnant lady is in a risk or danger, all of them gave one or the other symptoms like if the lady is under weight, her age is less, if the lady is 35 and its her first pregnancy, if the lady faces some swelling problem.

- He also asked which method they refer/suggest to the client, to this they replied that if the client feels that their family is complete, in that case, they suggest to go for permanent method otherwise they suggest spacing method. But they also said clearly that the end decision remains in the hands of client.
- The group members also shared that they help the peer educators of NGO partners in field, they tell them about the MWRA, refer the client to the peer educators and also make joint home visits with them.
- In the end, the visitors were very happy; Dr Ambwani praised the ladies and appreciated them for coming out of the four walls of their house and for spreading the message of Family Planning. She appreciated the team work done by the group to promote contraceptive use in their slum. The meeting was ended with some more songs on FP method.



Dr Ambwani interacting with a client of sterilization and DMPA to know their experience.



Dr Mosley and UHI team, going through the Hamara Register which Peer educator fills on regular basis.



A group meeting organized by Adarsh Sewa Samiti at Ravidaas Nagar (the group consist of users, MWRA, Peers and ORW).



Dr Ambwani and Ms Gita while visiting one of the Non Traditional Outlet at Ravidaas Nagar.

ACTIVITY 4

Next visit was made to Shankar Garh Ki Puliya to attend Rickshaw Puller's meeting.

Major Observations

The visitors saw the Rickshaws being used as mobile IEC (with a message of Family Planning).

- The meeting was attended by the male members, some of them were beneficiaries of NSV and Rickshaw Pullers and some of them were the eligible clients. Mr Ramesh, one of the role model of UHI Agra also attended the meeting; Ramesh got his NSV done during the first camp organized by UHI in the year 2010. Since then he took this mission of spreading the awareness about adopting small family, not only this, he himself takes the interested client to the service delivery center on his own rickshaw for the NSV. He shared that till date, he has mobilised 40-50 NSV clients.
- While ORW (community outreach worker) was explaining the participants about various methods with the use of Flash Cards, Ms Geeta noticed a different card among all, and asked about the same, to which ORW shared that this card is about breast feeding and one of them was about maternal and child health, he said that in the beginning when they approach somebody, they start the discussion with all these topics rather than directly talking about Family Planning.



Nukkad Meeting/ Chauraha Meeting observed by the visitors and UHI team. Dr Mosley interacted with the participants.



Dr Mosley and Ms Gita with Ramesh, a rickshaw puller who is also a role model of UHI Agra.

- Dr Ambwani suggested putting up a helpline number along with a Family Planning message on Rickshaw. As it will be beneficial for those who feel hesitant in talking about the same.
- In the end Dr Mosley gave his own example and shared that he himself adopted sterilization 40 years back, at present he is 78 and is absolutely fit and healthy.

ACTIVITY 5

Visited Garhi Chandni to meet and interact with Civil Society Groups

Though this was the last slum visit when everybody was feeling tired but once the team reached Garhi Chandni, everyone regained their lost energy by looking at the smiling faces of the passionate members of the civil society.

The meeting was organized in their own office which they have recently made, the welcomed the visitors by offering garland and a welcome song.

Then everybody introduced themselves and shared about their work. Ms Gita asked about the story behind coming together and forming a group and then into a federation, to this the ladies shared that how in the beginning 3-4 ladies thought of finding solutions to the small problems prevailing in their slum like hygiene issues,



drunken men, about the health issues of Pregnant women and infants. In the beginning the slum people even the other ladies resisted but then they also joined slowly and became a part of the mission which was to work for their slum.

While listening to their tales there were many questions which came to the mind of Dr Mosley, Dr Ambwani and Ms Gita, which they asked in between and got satisfactory answers to all of their questions.



During the visit at Garhi Chandni to meet and understand Civil Society groups working in the slums of Agra.

They also shared about the health camps which they organize on fortnightly basis. They shared that that now they are also planning to give the service of DMPA in their camp.

In the end, Ms Gita thanked all the ladies for their support and Dr Ambwani and Dr Mosley appreciated the spirit of the ladies to work for the community from which they only get happiness and satisfaction and no monetary benefits.

ACTIVITY 6

Meeting at UHI Office with service providers

Points discussed during the joint meeting at UHI in which Doctors from Private Service Delivery Partners participated, Dr RN Goel, (ANHA, FOGSI, IMA, JFC), Dr Sudha Bansal (Head of Menopause Society, FOGSY, JFC), Dr Saurabh from UNICEF and Mr. Amritanshu from UNICEF, Ms. Meera and Mr. Irshad from PSS, Dr Bhawna Chopra from Janani Clinic

Main Points Discussed:

- Dr. R.N Goel shared that he collaborated with Janani just because of UHI and the collaboration is still on and they are providing the service to every client who comes to them, mobilized by Peer Educator.
- He shared that per client cost is much higher than it is being set by Janani as they operate a sterilization case by giving general anesthesia and keeps the patient for atleast 2 days at their clinic. Also before inserting IUCD, he make sure that the patient gets her ultrasound, which is for Rs100 at his clinic but for UHI clients, he gives this service for free. To all this Dr Kiran asked Dr Goel, that why he do not operate the sterilization client in Local anesthesia as then the need of keeping the patient at hospital for 2-3 days can be avoided. But again to this Dr Goel said that he will not do this as according to him its dangerous for the clients.
- He also requested to get the empanelment.
- Ms Meera from PSS shared the problem of area verification to which Dr Ambwani said that it's not written anywhere that you cannot give the sterilization service to the person from other area. She clearly stated that don't deprive anyone from FP service just by saying that because you don't belong to this area.



Debrief meeting at UHI Agra.

- Dr Sudha shared that the registration forms which they are asked to fill for every client during counseling is lengthy and consumes so much of time of Counselor, they should be brief and to the point.

In the end, Ms Gita thanked everybody for their participation and cooperation. She recognized the work done by all the stakeholders and shared that because of everybody's effort, UHI is reaching its goal.

This summary was generated by the Urban Health Initiative.