



# Using technology for monitoring FRU performance

## Workshop on *Health Sector Reform: Reflections & Way Ahead*

22-23 October 09, Kolkata  
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# Background

- ◆ **MMR reduction – Major objective of HSS**
- ◆ **Strategic priorities of DoHFW to reduce MMR**
  - To promote institutional deliveries
  - To increase access to timely & quality EmOC services

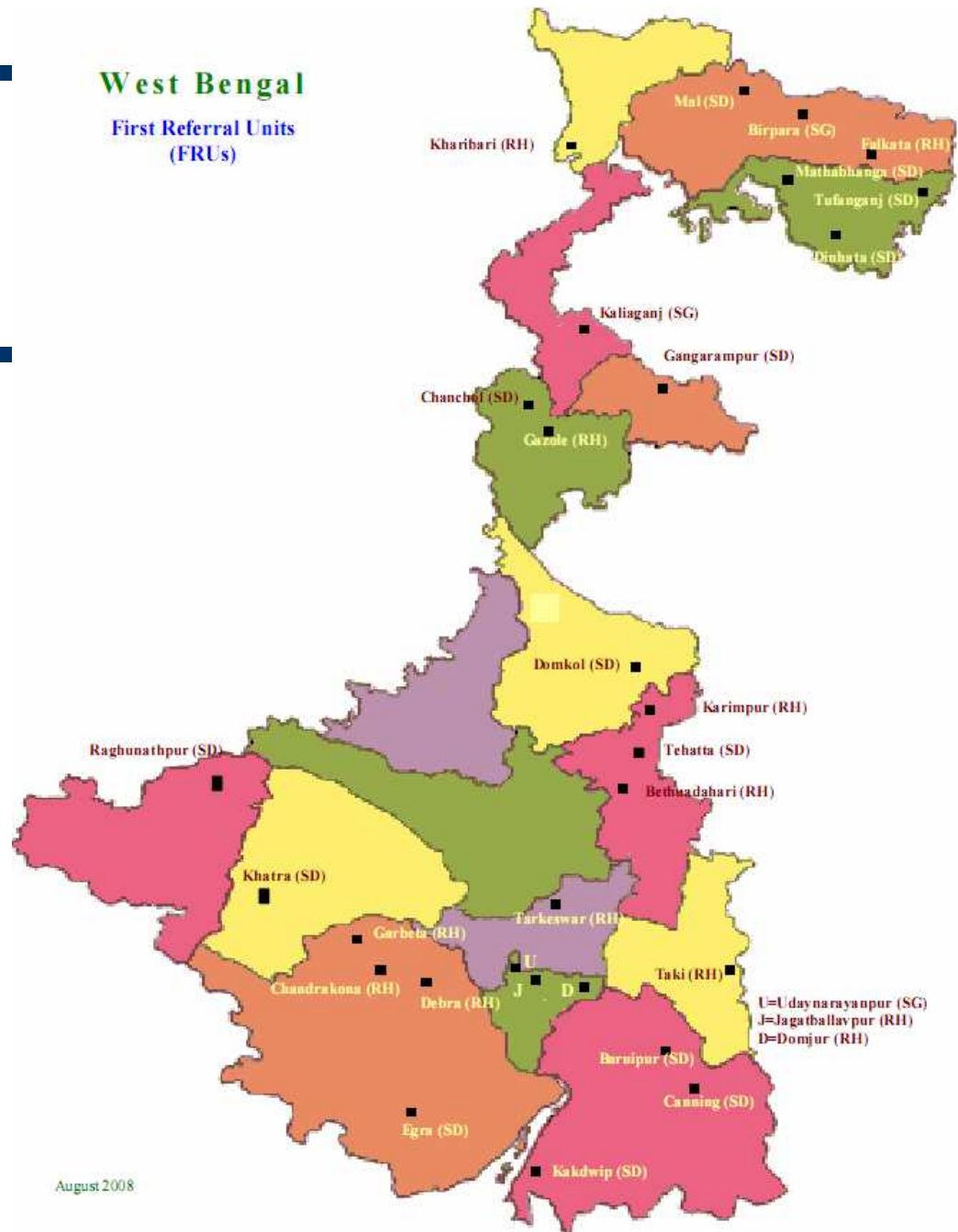
***Operationalization of FRUs - One of the strategic interventions taken up to increase access to quality CEmOC services***

# Current status of FRUs in the state

- ◆ 15DHs, 30 SDHs, 16 SGHs – Act as FRUs providing CEmOC services
- ◆ 9 Medical Colleges, 3 Govt. Hospitals in Kolkata at tertiary level provide CEmOC services
- ◆ **60 more facilities**(SDH, SGH & RHs) taken up for operationalization as **FRUs**
- ◆ **Of these 60 facilities 29 facilities**(14 SDH, 3 SGH & 12 RHs) are now operational as **FRUs**
- ◆ Remaining 31 facilities (all RHs) are in different stages of operationalization

# Geographical location of recently operational FRUs

## West Bengal First Referral Units (FRUs)



August 2008

# Issues under consideration

- ◆ **Operationalization of FRUs**
  - Multifaceted & requires time
  - Need of regular tracking of progress
  - Critical Path management necessary
- ◆ **Operationalization often does not ensure effective, sustained functioning**
- ◆ **Emerging need to monitor functioning & sustain optimal levels of functioning**
- ◆ **More than just a single facility –continuum of care & referral chain**

# Issues under consideration

- ◆ **Assessment report** of functioning of recently operational 29 FRUs in mid 2008 jointly by DoHFW & TAST highlighted:
  - The need for regular monitoring of FRU functioning
  - Setting up a system for **regular reporting & feedback from facilities to District /State**
  - Process required for **regular review and facilitative actions from State/District**
  - Enhancing team effort, generating better understanding on FRU functioning & better facility management at local level

# Steps taken: Using technology

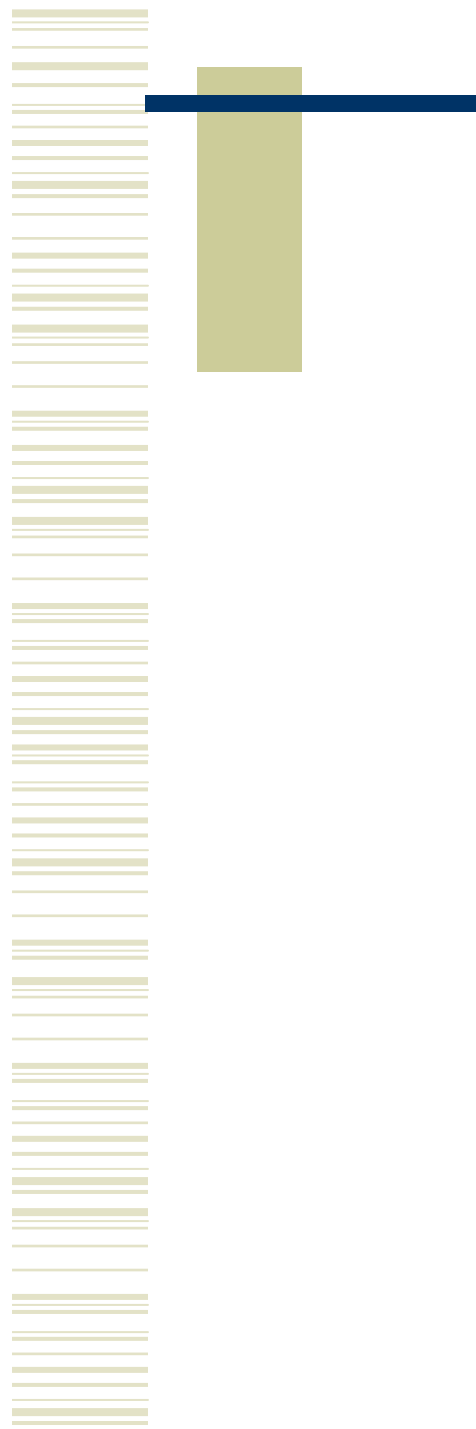
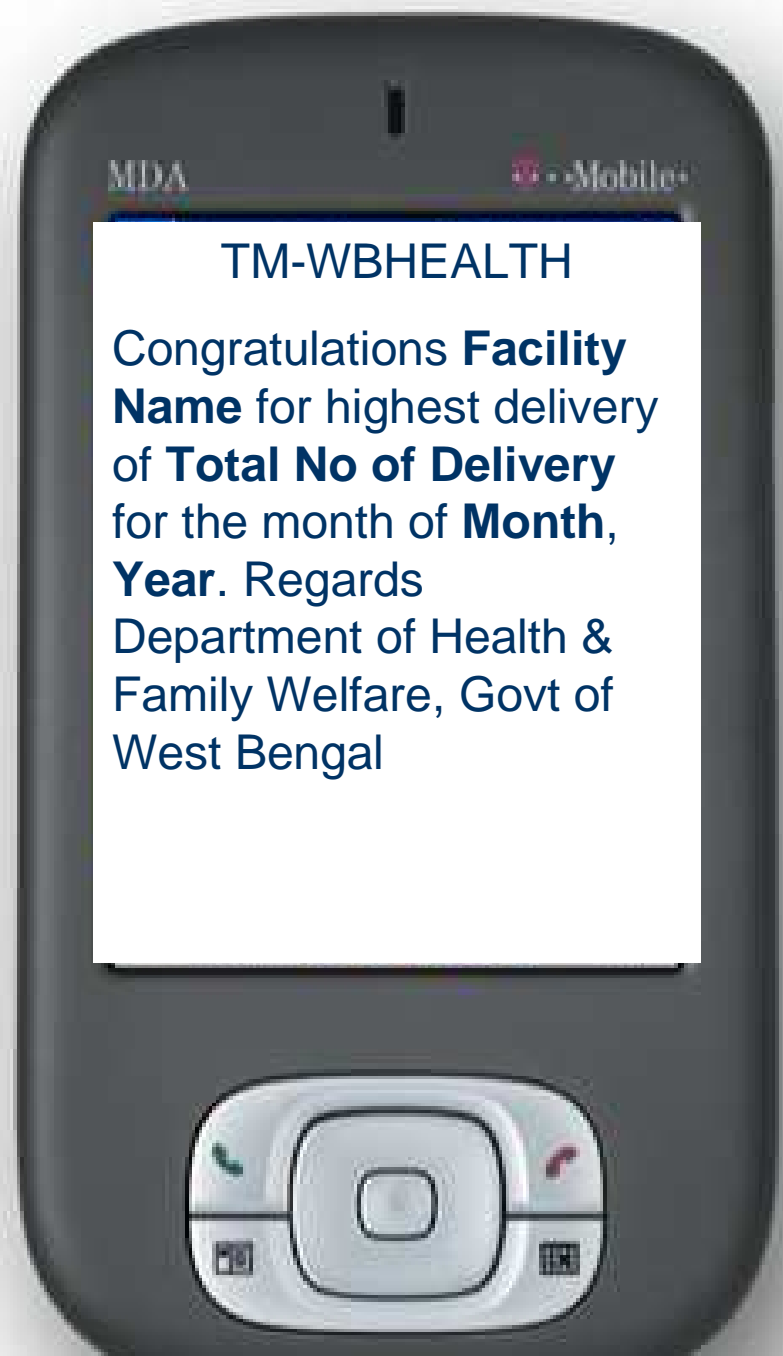
- ◆ Design of monthly web based reporting format for recently operational FRUs with support from TAST in January 09
- ◆ **Web based reporting format field tested** during January – March 09
- **Development of software for FRU reporting** by TAST in **April 09** & field tested
- ◆ **Software in regular use from May - June**
- ◆ **State level review meeting every month** initiated

# FRU software

- ◆ **User friendly**( state/district/facility log-in)
- ◆ Captures **key aspects of FRU functioning** – Performance related data – **focus on both number of deliveries & obstetric complications managed**
- ◆ **Infrastructure, logistics & manpower related data updated** every quarter
- ◆ Any **urgent issue/problem** easily highlighted
- ◆ Monthly facility wise & summary reports/graphs generated
- ◆ Opportunity to assess FRU functioning – **tracking improvements & identifying problems on regular basis**

# FRU software

- ◆ **Interactive format** giving scope for sharing/discussing facilitative actions at district & state level
- ◆ **Scope for encouragement & appreciation** of better performing facilities
- ◆ **Incorporation of Web enabled SMS**
  - **Thank you SMS**
  - **Action Taken:**
  - **Grade SMS**
  - **Reminder SMS**
  - **Forgot Password SMS**

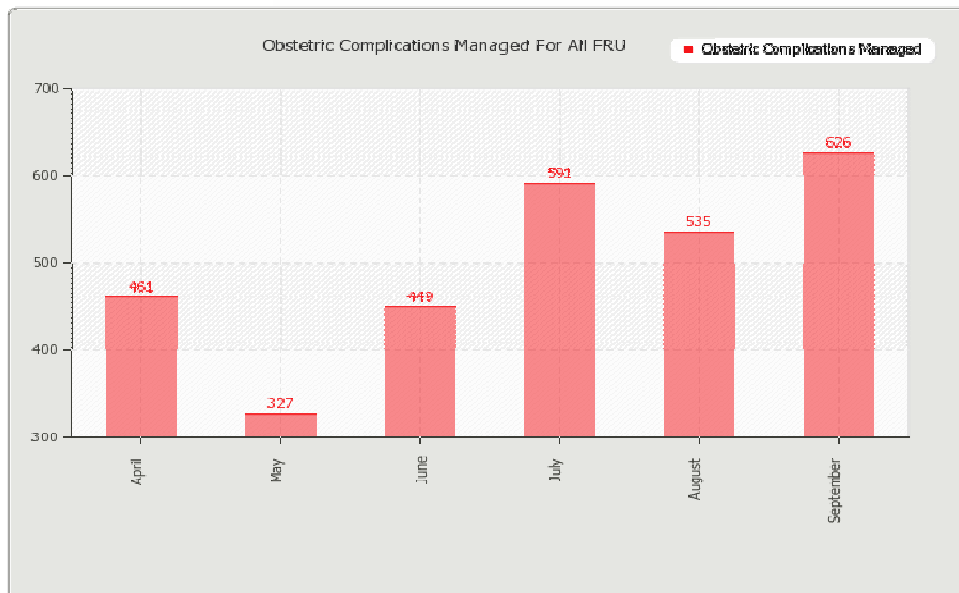
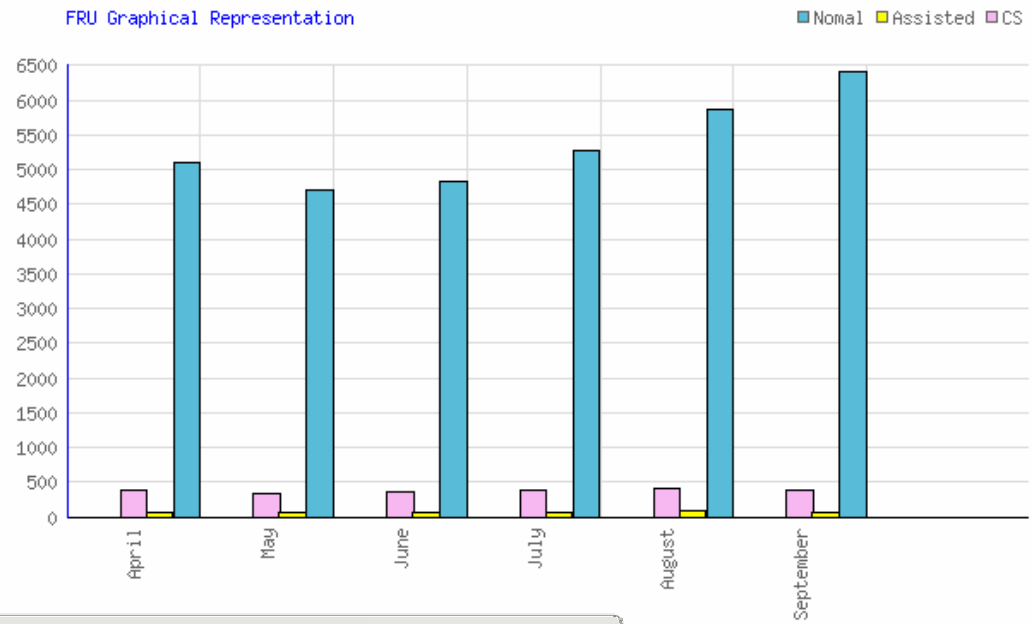




# Positive results

- ◆ Putting FRU functioning **high on agenda**
- ◆ **Improving performance at majority FRUs**
- ◆ Enhanced Team effort & better understanding on critical role of FRUs at facility level
- ◆ **Increased motivation at facility level**
- ◆ **State level regular review** of FRU functioning
- ◆ **Immediate facilitative actions** to address infrastructure, manpower & performance related issues

## No of deliveries conducted in the 29 FRUs over last 6m





# Way ahead

- ◆ Ensuring data quality at facility level
- ◆ Triangulation of data & on site supportive visits to FRUs
- ◆ Further use & analysis of data generated to assess availability & accessibility of EmOC services in state
- ◆ Expansion - Software can be used by all the FRUs in the state



*THANK YOU*