



# PAHAL

QUARTERLY NEWSLETTER BY UP-TSU



## A NOTE BY THE LEAD, UPTSU

Dear friends,

As we step into a new year filled with hope and possibilities, it is with great pleasure that I introduce the 20<sup>th</sup> edition of our PAHAL newsletter. This 5-year milestone edition is a testament to the dedication and hard work of our team as we continue to support GoUP towards making strides in public health at the facility, system, and community levels.

This edition showcases some of the key initiatives that have been driving positive change in our organization and the communities we serve. The development of the HOPE (Health Online Parameter Evaluation) platform to facilitate data-based decision-making in health, as well as the UDSP (Unified Disease Surveillance Platform) for surveillance, control, and management of diseases across the state has been critical for strengthening the health system. Our support on improving drugs availability and use of the Drugs and Vaccine Distribution Management System (DVDMS) through monthly training of newly appointed specialists on the system, activating and strengthening of First Referral Units (FRUs) and training of 5200 staff nurses and ANMs on gender e-module integrated SBA training, reflects our resolve towards improving public health systems.

This edition is an ensemble of our efforts towards supporting GoUP in strengthening the healthcare system for delivering quality services to the last mile beneficiaries.

Wishing you all a joyful holiday season and a prosperous New Year 2024.

Sincerely,

John Anthony  
(Sr. Project Director and Lead, UPTSU)



HAPPY  
NEW YEAR  
2024

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## About UP-TSU

Uttar Pradesh Technical Support Unit (UP-TSU) was established in 2013 under a Memorandum of Cooperation signed between the Government of Uttar Pradesh (GoUP) and Bill & Melinda Gates Foundation (BMGF) to strengthen the Reproductive, Maternal, Newborn, Child, Adolescence Health and Nutrition (RMNCAH+N). University of Manitoba's India-based partner, the India Health Action Trust (IHAT) is the lead implementing organization.

UP-TSU provides technical and managerial support to GoUP at various levels of the health system and that includes maternal, new born, child health, nutrition and family planning. UP-TSU also supports the GoUP at the state level in policy formulation, planning, budgeting, human resource management, monitoring, contracting, procurement, and logistics to improve healthcare throughout the state.

**Your suggestions, innovative ideas and feedback are invaluable to the success of our program.**

**Write to us at [iec.uptsu@ihat.in](mailto:iec.uptsu@ihat.in)**



BPM-BCPM orientation on FP during monthly district meeting



Mentor supporting mentee in minilap procedure of sterilization in Maharajganj



ANM-CHO orientation on FP during block meeting



Excerpts of Behavioral training with gender components

## AUGMENTING STERILIZATION SERVICE PROVIDER BASE IN UP THROUGH "MENTORING PLANS"

In UP, ~15 lakh women have expressed the need for sterilization according to the UPTSU FP Survey 2021. However, the state's annual provision of sterilization services is around 3 lakhs only for the last 4-5 years, leading to the need for increased capacity to meet the demand. One of the reasons identified was inadequate number of performing sterilization service providers at facilities.

Aiming to an increased sterilization service provider base, DG-FW issued instructions to identify trained but non-performing service providers in female sterilization and attach them with performing providers for mentoring. In January 2023, mentoring plans were developed for 220 non-performing providers. By November 2023, 117 service providers completed their mentoring and independently performed around 8,000 sterilization cases altogether.

### TESTIMONIALS FROM THE MENTOR-MENTEE



"In the district, there is a shortage of performing sterilization service providers, and many providers find it challenging to offer services even after training. Through the mentoring plan, I have been paired with one such provider Dr. Anamika, and mentored her."

**Dr. Sarika Rai**  
Medical Superintendent  
CHC Durga Kund, Varanasi, UP



"After being attached with Dr. Sarika, my self-confidence increased, and now I am confidently providing laparoscopic sterilization services independently." Since January 2023, to date I have done a total of 326 sterilizations independently."

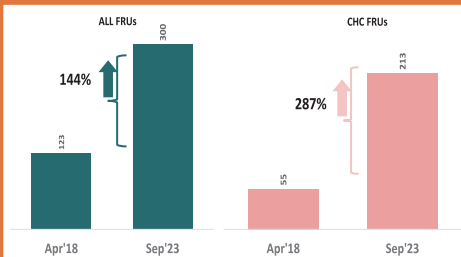
**Dr. Anamika Singh**  
Senior Medical Officer  
FRU CHC- Arajilain, Varanasi, UP

### KEY MILESTONES ACHIEVED IN FAMILY PLANNING IN YEAR 2023

- From January to November 2023, more than 3 million couples adopted a contraceptive method of their choice, marking a 7% increase compared to the previous year
- Over 9 lakh women received FP counseling at DH and CHCs
- 61% PHCs and 67% SCs were delivering a range of five contraceptive choices
- 91% of all health facilities were providing new contraceptive services
- Indenting for FP commodities through FPLMIS by ASHAs and sub-centres was above 75% by December 2023
- 74% of ASHAs submitted incentive vouchers for mobilizing clients for family planning services which was 20% more than the previous year
- Initiated the first round of monthly capsular orientation of BPM, BCPM and ANM, CHO on family planning from September 2023
- First round of divisional level review and capacity building of RMNCAH+N counsellors completed in August 2023 in all 18 divisions under the chairmanship of Additional Director, Health

### GENDER INTEGRATION: AN INNOVATIVE APPROACH FOR IMPROVING SERVICE DELIVERY AT HEALTHCARE SYSTEM

- **Gender Chapters** incorporation in the training manuals of GoUP for Staff Nurses, Laboratory Technicians and ANMs to bring a gender-sensitive lens to the daily tasks of these cadres.
- As part of the 2024-26 PIP proposal, the NHM with the support of UPTSU proposed a **behavioural training with gender components** to enable first-point contact staff. UPTSU conducted a pilot in four facilities (DH Avantibhai, DH Balrampur, CHC Sarojini Nagar, CHC Gosaiganj) across the Lucknow division to understand the pathways for designing and implementing this PIP. The first 2 batches of training were held in Veerangana Avanti Bai Hospital on 10<sup>th</sup> and 11<sup>th</sup> October 2023 where a total of 76 first-point contact staff were trained.
- **Gender e-module integrated SBA roll-out:** Between November 2022 and November 2023, 5158 SN and ANMs have undergone the gender e-module training as a part of the Skilled Birth Attendant trainings.



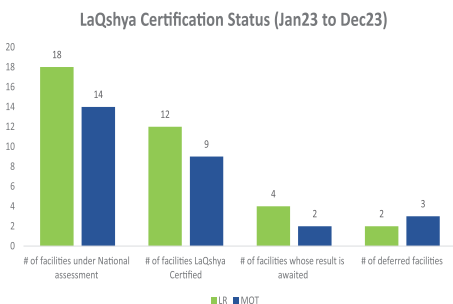
## INCREASE IN THE NUMBER OF FRU HEALTH UNITS PERFORMING CAESAREAN-SECTION DELIVERIES

To reduce maternal mortality & neonatal mortality in UP, UPTSU supported GOUP to increase the number of active FRU health facilities providing CEMONC services including C sec deliveries to 301 FRUs including 216 CHC-FRUs at sub-district level.

## CLINICAL MENTORING OF DOCTORS OF FRU HEALTH UNIT BY THE FACULTY OF MEDICAL COLLEGE

To improve quality of CEMONC services at FRUs, doctors clinical mentoring by RRTC medical college faculty program for upskilling doctors has been scaled up to all 75 districts of U.P and 16 Medical Colleges with 268 faculty master mentors. Regional trainings followed by two rounds of mentoring visits by medical faculty to District hospitals for 624 doctors from 76 district hospitals. has been completed in all districts. which includes CME sessions for doctors who scored less than 70% score topic wise during previous mentoring visit.

## LaQshya – A QUALITY INITIATIVE FOR PREVENTING MATERNAL AND NEW BORN MORTALITY



For enhanced focus on quality of care during the intra-partum and immediate post-partum care, to tackle approximately 46% maternal deaths, over 40% stillbirths and 40% new-born deaths that take place on the day of the delivery, UPTSU supports GoUP in LaQshya certification process in 51 assigned districts including 20 HPDs and 5 Aspirational districts. Total 18 Labour rooms and 14 Maternity Operation theatres have undergone LaQshya external assessment in these districts from Jan-Dec 2023. Out of these 12 Labour Room and 9 Maternity OT have received National certification while the result of the 4 LRs and 2 OTs is awaited. Similarly, 23 LRs and 13 OTs were certified last year from Jan-Dec 2022 with TSU support. The DNS, DSS and the State specialists provide intensive support during the preparatory gap closure phase of this activity to help in the certification process.

## IMPROVING MANAGEMENT OF SEVERE ANEMIA IN MOTHERS IN DISTRICT WOMEN HOSPITALS

At DWH Unnao, after constant efforts by DNS & DSS during Quality Circle meeting, CMS Dr. Sanju Aggarwal guided to establish 2 dedicated beds & 1 Nursing staff solely for iron infusion near the lab & OPD area for the ease of the clients. A 2- pager case sheet which includes all the requisite information for the infusion, was also introduced with the help of the DNS to make this easier and efficient.

This initiative has increased the iron sucrose administered from average 5-10 per month to around 60-70 clients per month in the last quarter.

At DWH Moradabad, there was a tendency in the facility to give blood transfusion more than iron sucrose in the PNC ward which was discussed by the TSU team in the quality circle meetings. Based on this, CMS Dr. Nirmala Pathak decided to establish a separate Iron sucrose infusion room with dedicated staff, which caters to both ANC and PNC women.



*"After the establishment of Iron sucrose room at district women hospital, numbers of iron sucrose administration to pregnant women have improved. The journey has just begun and much needs to be done eg early diagnosis of anaemia and timely management etc".*

**Dr. Nirmala Pathak**  
CMS DWH, Moradabad



*"Iron sucrose infusion for anaemic patient was my dream project and for that my team members along with the support of UPTSU took initiation and with their efforts I could succeed on implementation."*

**Dr. Sanju Aggarwal**  
CMS, DWH Unnao

## DEDICATED BREAST FEEDING ENCLOSURE IN THE PNC WARD OF DWH RAE BARELI



**Dr. Renu Chaudhary**  
CMS DWH, Rae Bareli

At DWH Raebareli, critical services are provided to pregnant women and new born babies of not only Rae Bareli but also adjoining districts. We treat our patients in a gender sensitive manner and in line to that we have established breastfeeding corners in the PNC wards.



**Mrs. Shashi Bala Singh**  
Nursing Officer DWH,  
Rae Bareli

We immediately put the new born baby on mother's breast on the labor table and encourage to initiate breast feeding. Our CMS paid heed to our requests and established a comfortable breast feeding room within the PNC ward to ensure privacy and comfort to women while breastfeeding.

## NURSE MENTORING PROGRAM UPDATE



*MSL of Virangana Avanti Bai Mahila Chikitsalaya, District Lucknow*

Around 60 nurse mentor nominations have been done in current financial year which makes the total number of nurse mentors to be 726. All nurse mentors need to undergo Daksh, Dakshata and Mentoring Methodology trainings to enable them to discharge their duties effectively.

80 nurse mentors were inducted with 6 batches of Daksh training in 2023 while 296 nurse mentors were trained in 31 batches against 399 expected participants in the refresher Dakshata training. Total 5 batches of Mentoring Methodology training were also conducted in 2023 wherein 123 nurse mentors from 75 districts have been trained against the planned 131 nurse mentors.

A network of 672 functional mini skill labs is established across 75 districts of Uttar Pradesh which provide a platform for onsite mentoring of facility staff and SBA trainings.



*MSL of CHC Achalganj, District Unnao*

## SUCCESS IN ESTABLISHMENT OF NEW-BORN STABILIZATION UNITS

In order to reduce mortality in sick and small new born and provide care nearer to home, TSU has been supporting establishment and activation of NBSUs as one of the key interventions. Total 319 NBSUs have reported 34,453 admissions from Jan-Dec 2023 on the FBNC portal. UP-TSU provided its strategic support in establishment of NBSUs at some difficult places eg. CHC Hathgaon in Fatehpur where lack of space was a major hurdle. TSU was able to sensitize the MOIC who then garnered support from the local community. Together the staff and community donated money for creating a space for NBSU in the CHC FRU and the admissions have now increased from 0 last year to 74 this year.



## NSSK TRAINING UPDATES

To reduce perinatal asphyxia related morbidity and mortality, Government of India launched a training programme - Navjaat Shishu Suraksha Karyakram (NSSK). UPTSU supported Govt of U.P./ NHM -UP to conduct state level ToT batches in form of preparation of Microplan and technical support. Nomination of total 234 Medical officers with help of UPTSU district level team across state made possible for total 10 batches. The batches successfully completed in 4 state skills lab in stipulated one-month duration.

UPTSU also helped in Hindi translation of revised NSSK module and also got involved in planning and organising NSSK training by -

- Preparation of micro plan
- Coordination with NSSK ToT trained trainers for their availability
- Following up with participants for maximum participation of trainees in each batch
- Support for ensuring logistics and other resources required for quality training

Till last update 18 districts have shared training micro plan. Total 35 batches completed in 15 districts in which 723 labour room staff have been trained till 7 December 2023.



*NSSK training at DWH Ghaziabad*



## RRTC PROGRAM UPDATE

1. Round 3 of the RRTC Doctor Mentoring Visit programme began in October 2023 and will run through December 2023. As of right now, 31 visits have been performed.
2. A handbook titled "Nurse Facilitator Guide" for implementation of Nurse Facilitator Program under RRTC was developed by the faculty of 16 Medical Colleges and UP-TSU. The guide was launched at King George Medical University, Lucknow.
  - i) Scale up in 16 Medical Colleges
  - ii) RRTC team for mentoring will include 5 faculty member and 1 nurse facilitator
3. RRTC program was published in KGMU's Newsletter 2023.



## KEY FEATURES OF MAMC

**1** Easily accessible visible and separate room for IV iron sucrose administration at facility

**2** Approved protocols related to Anaemia Management displayed in MAMC

**3** Strengthen the linkages from community to facility

**4** Daily reporting of women administered IV iron sucrose through google form

**5** Follow up by ASHA sangini to ensure all the dosages to SAPWs

## SCALE UP OF MATERNAL ANAEMIA MANAGEMENT CENTRES (MAMC) IN KUSHINAGAR, UTTAR PRADESH

In Kushinagar, almost one-third of pregnant women suffer from Anaemia. Out of these, 19.9% have mild Anaemia, while 12% have moderate Anaemia. To address this issue, the community and facility team have collaborated to pilot an initiative that aims to improve the coverage and dosage of intravenous iron sucrose in Ramkola and Motichak blocks in March 2023. Under this initiative Maternal Anaemia Management Centres have been established (MAMCs) that would strengthen the link between the healthcare facility and the community.

Severely anaemic pregnant women are now receiving all prescribed dosages of IV iron sucrose at the MAMC, and ASHA workers from the community are accompanying them and following up during their home visits. Upon successful implementation in these two blocks, the district administration, with the support of UPTSU, will scale up the program across all 14 blocks in Kushinagar.



Block-specific WhatsApp groups have been created to disseminate information about SAPW identification and treatment for further follow up community level.

## QUICK GAINS-

Between June and November 2023, the Health Management Information System (HMIS) identified a total of 2647 severely anaemic pregnant women (SAPW) in the health facility. Out of these, 51.3% received iron sucrose.





CM's inaugural function



## STRENGTHENING OF NUTRITION SERVICES AND SYSTEMS

### HOT COOKED MEAL (HCM) SCHEME

The ICDS and Primary Education departments of GoUP issued joint guidelines for the implementation of the HCM scheme, aimed at improving the nutritional status of the 3 to 6 years old children enrolled for pre-school education at the Anganwadi Centre. Which was followed up with orientation of the field functionaries on the same. UPTSU provided support for both of these key activities related to the roll-out of the scheme.



### MATERNAL NUTRITION INTERVENTIONS

ICDS issued guidelines for implementation of a structured intervention on maternal nutrition following which, training of field functionaries was done in a cascade model. UPTSU helped draft the guidelines, in consultation with the ICDS department and in collaboration with UNICEF. The trainings on maternal nutrition were also facilitated by UPTSU.

### PROMOTION OF ANGANWADI WORKER (AWW) TO MUKHYA SEWKA

In 2023, about 300 AWWs were promoted as Mukhya Sewikas by the ICDS department. This was a key achievement since the long-drawn, conventional, manual processes were reformed to leverage digital platforms, to make every step more efficient and transparent. UPTSU helped conceptualize the step-wise process, development of the online portals and their use including the day-to-day trouble shooting for the same.



Appointment letter



## UPKSK A SINGLE SOURCE OF TRUTH IN UP HEALTH SYSTEM

To view details of health facilities across 75 districts in Uttar Pradesh from the perspective of availability of medicines, human resource, health program data indicators and location, UP-TSU provided strategic support in development and roll out of UPKSK (Uttar Pradesh Kay Swasthya Kendra) platform. UPKSK is a single point for facility management and equipment functionality status across all public health facility with a unique facility ID.

- These Digital platforms facilitate a faster and transparent recruitment and appointment of doctors, staff nurses etc.
- Under NHM, a Reverse Bidding model was adopted, where all candidates were shortlisted on the basis of salary quotation under "You Quote, We Pay" scheme.
- GMs and DGMs on Deputation Model under NHM has also been done on the basis of online recruitment portal.

## HRH – A KEY TO HEALTHCARE SYSTEM'S IMPROVEMENT

To streamline and make transparent HR recruitments processes, UP-TSU provided technical support to Medical Health Department and Medical Education, Government of Uttar Pradesh in development of Digital platforms – Online Recruitment and Counselling Portals.



## IMPROVING DRUG AVAILABILITY ACROSS UP

UP-TSU collaborated with NHM, DGMH, and DGME to support the tendering process for 287 essential drug list items. Through e-tendering, 273 rate contracts were established, covering 95% of the purchasing needs. The drug specification process was streamlined, emphasizing generic drugs under a single tender, simplifying the overall process.



UP-TSU's role extends to capacity building, conducting timely training sessions for various healthcare professionals, both online and physical. Monthly training on DVDMS monitoring is provided for newly appointed specialists, ensuring a comprehensive and efficient drug supply system in Uttar Pradesh.

## ENSURING ADVANCE MEDICAL EQUIPMENT

- To strengthen maternal and child healthcare services across RMNCHA, UP-TSU played a crucial role by procuring advanced medical equipment and ensuring its efficient monitoring, real-time procurement updates, and utilization tracking and maintaining by implementation of Equipment Management and Maintenance System (EMMS).
- To enable real-time reporting and analysis of critical equipment by administrators, Critical Assessment and Review of Equipment (CARE) portal was launched in April 2023.

## ENSURING QUALITY SERVICE IN UP HEALTH SYSTEM

- UP-TSU supported the Directorate General of Medical Education (DGME) by facilitating the on boarding of an agency for evaluation of examination for the students in the nursing domain within the para-medical sector through student marking system.
- UP-TSU has been actively involved in supporting the Directorate General of Medical Health (DGMH) in the establishment and development of its IT cell. UP-TSU has extended its expertise to contribute to the creation of an efficient in-house IT capacity.



## FILMS ON GOVERNMENT HEALTH INITIATIVES IN UTTAR PRADESH

UPTSU provided support to the Department of Health in the development of films on UPKSK (Uttar Pradesh Ke Swasthya Kendra), HRH (Human Resource for Health), UDSP (Unified Disease Surveillance Portal), Mission Shakti, Roshni App, OPD registration through Scan & Share and Gender training of facility support staff (CHC- Gosainganj).



## D2C DISCUSSION WITH DEPARTMENT OF ICDS AND UPSACS

### D2C Demo to Director-ICDS

After the successful execution of D2C LF campaign, ICDS department organized a meeting under the chairpersonship of Director- ICDS to discuss the key feature of D2C platform. Following the discussion, ICDS department suggested that D2C can be used for AWW and beneficiaries both to improve the program indicators.



### D2C Demo to PD-UPSACS

UPSACS organized a meeting under the chairmanship of PD-UPSACS to discuss the key feature of D2C platform. The officers of UPSACS found D2C platform useful and suggested to use it to improve the uptake of ART among PLHIVs.

### EDITORIAL TEAM

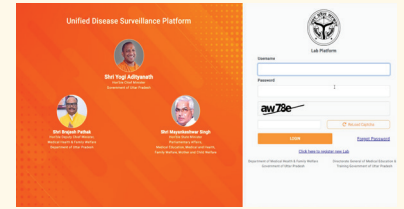
John Anthony, Sr. Project Director and Lead, UPTSU  
Shweta Naik Bankar, Deputy Director-Gender  
Dr. Shalini Raman, Sr. Team Leader-BCC

### COMMUNICATION TEAM

Pritika Ojha - Community Process  
Neha Parveen - Family Planning  
Tapaswini Swain - Nutrition  
Shreya Mazumdar - System  
Abhishek Sahu - Designing Support

## DEVELOPMENT OF UNIFIED DISEASE SURVEILLANCE PLATFORM (UDSP) PORTAL

Unified Disease Surveillance Platform (UDSP) was developed for surveillance, control, and management of diseases, for the Health Department with the technical assistance of UP-TSU. All 32000+ public health facilities and over 4000 private facilities have been successfully on-boarded and trained, to report state-wide data on the 12 Notifiable Diseases.



## HOPE - A PLATFORM FOR STRENGTHENING DATA-BASED DECISION-MAKING IN HEALTH

The health department of GoUP, in collaboration with Piramal Foundation and UP-TSU, established the Health Online Parameter Evaluation (HOPE) platform to:

- Monitor the functioning of public health facilities through real-time CCTV surveillance
- Bridging gaps in the public health system through data-driven decision-making

The CCTV surveillance has been primarily set up in all the district hospitals, with an expectation of future expansion to Special Hospitals and Community Health Centre, for observing the compliance against a standard protocol for 16 identified locations in the hospital.

The data-based decision-making component has been added under the HOPE platform which enables GoUP to optimally use the six dedicated data analysts for any programmatic analysis using available programme monitoring or survey data in an integrated manner. The M&E unit at UP-TSU is providing mentorship support to the data analysts on the usage of multiple data sets/portals, data extraction, and integrated analysis. To efficiently visualize the analytics and establish a flow between analysts and call operators, an online portal has also been developed by the UPTSU which includes:

- Registering all the HRs of HOPE in a single point
- Customized data visualization
- Allocation of geography-specific campaigns/analyses to operators
- Targeted follow-up mechanism through calls
- Systematic collation of responses for ease of subsequent analysis

## CELEBRATIONS AT UP-TSU



Uttar Pradesh Technical Support Unit  
India Health Action Trust

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