



CLINICAL OUTREACH TEAM (COT)

Reaching the Underserved

Foundation for Reproductive Health Services India (FRHS India), an affiliate of Marie Stopes International (MSI), provides a range of modern family planning services in difficult to reach geographies. As part of its mission, FRHS India works towards increasing access to reproductive health services through mobile Clinical Outreach Teams (COTs).

A COT is a fully staffed and equipped team of trained medical personnel that provides family planning and reproductive health information, counselling and services at public sector sites. FRHS India pioneered COTs in Alwar district of Rajasthan in 2011 and since then has expanded to cover over 70 districts across the states of Bihar, Uttar Pradesh and Rajasthan. We currently operate 39 COTs serving a population of over 140 million.

Background

In many parts of rural India, the unmet need for family planning is very high. Women and men are unable to access quality family planning services, resulting in unwanted pregnancies which prevent them from improving quality of lives for themselves and their families.

Many women with such unintended pregnancy end up taking recourse to unsafe abortions putting their health and

lives at risks. Primary Health Centres/Community Health Centres (PHCs/CHCs) may be accessible to clients, but are unable to provide services due to a variety of reasons like non-availability of trained staff, lack of equipment, inadequate drugs and supplies etc. By providing quality family planning services at such public sector sites, our COTs bridge a crucial gap.

HOW DO COTs WORK ?

COTs are accredited by district health authorities under the Public Private Partnership (PPP) scheme of the National Health Mission. Based in the district headquarters, COTs travel to the public sector facilities identified in consultation with the district health authorities and ensure the delivery of high quality family planning services on fixed days. The Fixed Day Service (FDS) finalised are shared with the site staff and the community health workers such as Accredited Social Health Activists (ASHAs) and Auxiliary Nurse Midwives (ANMs), who then disseminate the information in communities and mobilise clients to avail the services.

Nine steps of service delivery through Clinical Outreach Team

To ensure that quality of services is maintained, each client goes through nine steps at the time of receiving service. Counters are established and signs are displayed for easy identification of each step. At each counter, the client is seen by an FRHS India staff. After completing the process at the counter, the client is advised to move on to the next step. This ensures smooth flow of clients and avoids clients getting confused/lost at the facility.

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| <p>01 Registration</p> <ul style="list-style-type: none"> • Welcoming client • Preparing client case card | <p>04 Pelvic (PV) Examination</p> <ul style="list-style-type: none"> • Client privacy ensured • Screening of clients to determine eligibility | <p>07 Procedure</p> <ul style="list-style-type: none"> • Performed by trained surgeon • Maintaining Infection Prevention norms |
| <p>02 Counselling</p> <ul style="list-style-type: none"> • Information sharing on suitable method options by trained counsellor • Ensuring client comfort and privacy | <p>05 Pre-procedure Examination</p> <ul style="list-style-type: none"> • Screening of clients' health | <p>08 Post-operative Care</p> <ul style="list-style-type: none"> • Monitoring of vital parameters • Close observation for up to four hours |
| <p>03 Laboratory Tests</p> <ul style="list-style-type: none"> • At pre-existing government lab or one set up by the FRHS India | <p>06 Pre-procedure Medication</p> <ul style="list-style-type: none"> • Administering medication • Preparing client for procedure | <p>09 Discharge</p> <ul style="list-style-type: none"> • Counselling of clients' attendants • Providing instructions for care • 24-36 hours telephonic follow-up of clients |

Team Composition

The eight-member COT consists of:



Surgeon



Medical Officer



Two Nurses



Counsellor



Operation Theater Assistant



Driver



Fixed Day Service (FDS) Coordinator

Services Offered

COTs offer a choice of family planning and reproductive health services that include:

- Family Planning Counselling (including post-partum family planning counselling)
- Tubectomy-Laparoscopic or Mini Lap
- Non Scalpel Vasectomy (NSV)
- Intra Uterine Contraceptive Device insertion and removal
- Emergency Contraception
- Oral Contraceptive Pills
- Condoms
- Post-procedure follow-up

Coverage and Reach

39 Teams providing services | **70+** Districts covered | **590+** Sites covered

Clients Served

Between January-December 2019:



1,21,069

Tubectomy clients served



1,230

Non Scalpel Vasectomy clients served



6,870

Intra Uterine Contraceptive Device clients served



16,12,931

Couple Years of Protection generated

Quality of Care

Client Comfort, Safety & Satisfaction

Clinical Governance

Technical Competence

Adherence to Professional Standards

- 01 Services provided by competent providers as per Government of India (GoI) and Marie Stopes International clinical standards
- 02 Annual Quality Technical Assessment carried out by Marie Stopes International
- 03 Regular refresher trainings and supportive supervision provided on key areas, such as Infection Prevention, Medical Emergency Management and Counselling
- 04 Client follow-ups done within 24-36 hours of providing service via telephone and Annual Client Exit Surveys carried out to assess client satisfaction levels
- 05 Annual Competency Assessment of all team members
- 06 National and state medical advisory teams review quality standards, organise trainings and monitor Incident Management

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