



CLINICAL OUTREACH TEAM (COT)

Reaching the Underserved

Foundation for Reproductive Health Services India (FRHS India) is an affiliate of MSI Reproductive Choices. We work towards increasing access to reproductive health services in hard to reach areas through mobile Clinical Outreach Team (COT), which is a fully staffed and equipped team of trained medical personnel providing family planning services at public sector sites.

We pioneered COTs in Alwar district of Rajasthan in 2011 and now cover over 76 districts across the states of Bihar, Rajasthan and Uttar Pradesh. We currently operate 35 COTs serving a population of 205.7 million.

In 2020, our COTs left no stone unturned in delivering quality family planning services. In the middle of the pandemic, they travelled kilometres with clients to take them to the nearest clinics and kept in touch with them even after providing the services. Their persistence and client-centeredness in times of COVID made us possible to deliver the crucial family planning services to those in need.

FRHS India's COVID Response

There are many parts in rural India where the unmet need for family planning is very high and the pandemic made the situation even worse. Since 25th March, 2020, after the lockdown, many public health facilities had suspended their clinical family planning services. All public transport came to a halt, due to which it was impossible for our COTs to travel to difficult geographies in order to deliver the services. After putting a lot of advocacy efforts, Fixed Day Service (FDS) was allowed to 10 clients/FDS initially from mid-May, and was later increased to 30 clients/FDS in November. Our COTs were able to reach its full potential in 2020 in the last quarter.

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 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

1 Registration <ul style="list-style-type: none"> • Welcoming client • Preparing client's case card 	2 Counselling <ul style="list-style-type: none"> • Information sharing on suitable method options by trained counsellor • Ensuring client comfort and privacy 	3 Laboratory Tests <ul style="list-style-type: none"> • At pre-existing government lab, or one set up by FRHS India
4 Pelvic (PV) Examination <ul style="list-style-type: none"> • Client privacy ensured • Screening of clients to determine eligibility 	5 Pre-procedure Examination <ul style="list-style-type: none"> • Screening of client's health 	6 Pre-procedure Medication <ul style="list-style-type: none"> • Administering medication • Preparing client for procedure
7 Procedure <ul style="list-style-type: none"> • Performed by trained surgeon • Maintaining Infection Prevention norms 	8 Post-operative Care <ul style="list-style-type: none"> • Monitoring of vital parameters • Close observation for up to four hours 	9 Discharge <ul style="list-style-type: none"> • Counselling of client's 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 Theatre Assistant
Driver | 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
- Intra Uterine Contraceptive Device (IUCD) insertion and removal (5 years and 10 years)
- Non-Scalpel Vasectomy (NSV)
- Emergency Contraception
- Oral Contraceptive Pills
- Condoms
- Post-procedure follow-up

Coverage and Reach

35

Teams providing services

76

Districts covered

1,261

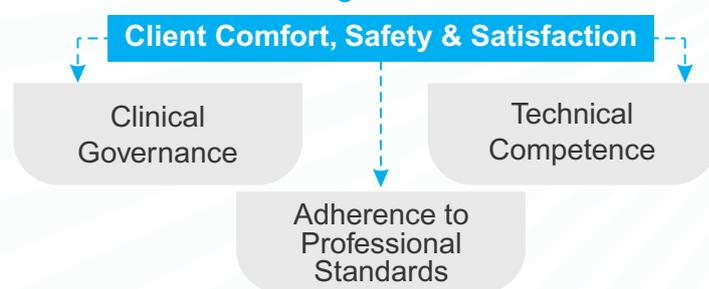
Sites covered

Clients Served

Between January-December 2020:

-  **121,454** Tubectomy clients served
-  **1,596,445** Couple Years of Protection (CYPs) generated
-  **1,850** IUCD clients served

Quality of Care



- Services provided by competent providers as per Government of India (GoI) and MSI Reproductive Choices clinical standards.
- Annual Quality Technical Assessment carried out by MSI Reproductive Choices.
- Regular refresher trainings and supportive supervision provided on key areas, such as Infection Prevention, Medical Emergency Management and Counselling.
- 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.
- Annual Competency Assessment of all team members.
- National and state medical advisory teams review quality standards, organise trainings and monitor Incident Management.

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