



PUBLIC SECTOR SUPPORT (PSS)

Improving the Quality of Services

Foundation for Reproductive Health Services India (FRHS India) is an affiliate of MSI Reproductive Choices. Our Public Sector Support (PSS) model is aimed at supporting public sector sites in providing sterilisation services on a fixed day basis by providing capacity building and handholding support to government teams. This model aims to improve choice and quality of family planning services for clients in identified public sector sites of 8 districts in Rajasthan.

In 2020, despite the restrictions, we were able to provide the strategic technical assistance to strengthen the quality of family planning services at government sites. We provided virtual trainings and engaged online to build our capacity and provided handholding support in key areas such as Infection Prevention, Counselling and Medical Emergency Management.

Background

With a high unmet need for family planning (12.3%) and a high total fertility rate (2.4)¹, Rajasthan is among the high focus states in the country for implementation of family planning programmes. The majority of the women, who seek permanent methods, get their desired services from the public sector facilities. Most of these public sector sites operate in low resource settings with very high caseloads and limited staff. Significant gaps are often found in areas of counselling and informed choice, infection prevention practices, emergency preparedness, supplies and consumables, and follow-ups which affect the overall quality of care.

FRHS India works closely with identified public sector facilities and staff in Rajasthan to strengthen their capacities, provide handholding support and offer supportive supervision in key areas such as infection prevention, counselling and medical emergency management. Our teams ensure that the quality of services offered in the public health system are improved and follow the guidelines set forth by the Government of India.

How Does PSS Work?

Through the Public Sector Support model, FRHS India provides strategic technical assistance to strengthen and sustain improvements in quality of family planning services at government sites. In partnership with the district health authorities, we are implementing the model in 45 sites of 8 districts in Rajasthan. For this purpose, we have deployed 2 trained counselling supervisors and 4 nurses across 8 districts of the state. The counselling supervisor provides handholding support to the government counsellors to ensure that clients are counselled about various family planning methods and are able to make an informed choice. The nurse provides overall Fixed Day Service (FDS) management support, supportive supervision in the areas of Infection Prevention and Medical Emergency Management and may also assist the Operation Theatre staff when required.

Source: ¹International Institute for Population Sciences (IIPS) and ICF, 2017. National Family Health Survey (NFHS-4), 2015-16: India. Mumbai: IIPS.

The Approach Involves

- Site-wise baseline assessment to identify gaps and evolving action plans in consultation with the FDS site staff to fix those gaps
- Capacity building and need-based training of facility level staff
- Facilitation of facility level quality circle and staff meetings to identify gaps and measure progress on action plans
- Advocacy with district health authorities through District Quality Assurance Committees/District Health Society meetings to address issues faced at the facility level
- Experience sharing through evidence based advocacy with the state and district officials for including good practices in state programmes
- Strengthening clinical/technical governance through trainings and workshops for service providers

Support Provided

Through the Public Sector Support channel, we aim to strengthen four key areas of service delivery:

- 01 Infection Prevention
- 02 Counselling
- 03 Medical Emergency Management
- 04 Client-centeredness and FDS management

Coverage and Reach

45

Public Sector Support Sites

8

Districts covered in Rajasthan

Clients Served



12,344

Tubectomy clients served



120,354

Couple Years of Protection (CYPs) generated

Strengthening Counselling Practice

The Community Health Centre in Pushkar, Rajasthan had no separate counselling room. The lack of privacy made women feel hesitant and uncomfortable in voicing their health concerns. The counsellor was also involved in other duties and could not offer comprehensive counselling to all clients. As a result, clients were not receiving adequate attention and information. With the support of FRHS India's counselling supervisor, the counsellor was given training on client-centered interpersonal communication and counselling. Communication aids were also made available to the counsellor and a dedicated counselling corner was established. Besides the counsellor, the facility in charge and other relevant stakeholders at the site level were also sensitised on the importance of counselling. "Due to the lack of a private counselling room earlier, women faced difficulties. However, since we dedicated a separate space for counselling, the quality of the information provided has improved and women feel more comfortable in sharing their concerns", shared Dr. Mahesh Darshan Kalra, Facility in Charge, CHC Pushkar.



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