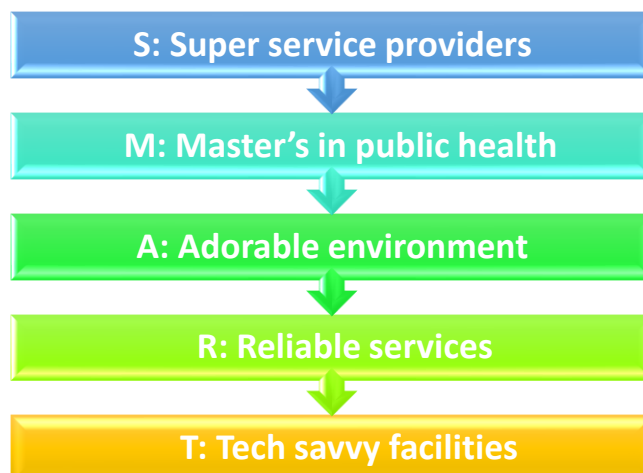


SMART PHC INITIATIVE – Satara District, Maharashtra

1. Need/Rationale:

According to the National Health Policy 2017, the state is expected to ensure quality service delivery to every community member. Improving the quality of health services provided will result in increased uptake of services from government health facilities with more accessibility. The SMART PHC Initiative in Satara district aims to upgrade primary healthcare centers in terms of better infrastructure, better competency of PHC human resources and achieving national quality standards.



2. Description of the model:

Under this initiative, 17 out of 84 primary healthcare centers were selected on the basis of their performance in service delivery. These PHCs are spread across different geographical regions in the district giving a diverse context. Major objectives under the SMART PHC Initiative are:

- A) Upgrading and standardizing infrastructure at all primary healthcare facilities
- B) Increasing community participation
- C) Upgrading PHCs with latest equipment in all departments
- D) Use of sustainable energy resources such as solar power, rainwater harvesting
- E) Improving referral services by designing referral pathways, follow up, creating awareness among community
- F) SMART data management, reporting and action planning

The district has redeveloped select PHCs as per IPHS 2022 norms in collaboration with PWD. Innovative point-of-care diagnostic devices will be deployed at SMART PHCs by Zila Parishad in collaboration with development partners to improve diagnostic services.

SMART PHCs aim to achieve quality certifications such as KAYAKALP, SUMAN and NQAS.

Status of implementation phases:

Implementation of SMART PHC model is planned to implement in phase wise manner.

Sr. No.	Planned Interventions	In progress	Activity completion Target
1	Upgrading and standardizing infrastructure s per guidelines	✓	Jul-23
2	HR as per guidelines	✓	Jul-23

3	Capacity building and training	✓	Jul-23
4	IEC	✓	Jul-23
5	Increasing community participation		
5.1	VHSNC	✓	Regular activity
5.2	JAS	✓	Regular activity
6	Upgrading PHCs with latest equipment in all departments	✓	Jul-23
7	Use of sustainable energy resources		
7.1	Solar power	✓	Jul-23
7.2	Rainwater harvesting	✓	Jul-23
8	Improving referral services by designing referral pathways, follow up, creating awareness among community	✓	Jul-23
9	SMART data management, reporting and action planning	<p>Regular activity: Ensure regular data reporting on Online and Offline reporting formats.</p> <p>Monitoring through review meetings.</p>	

3. Human resources:

The task force for supportive supervision of selected SMART PHCs was created under the chairmanship of CEO, Zila Parishad with the District Health Officer being the co-chair. Teams including staff from district, blocks and development partners having different expertise were created and assigned responsibility for different blocks. These teams contributed in gap analysis of selected facilities and development of a monitoring tool for the same. Task force meeting is planned at regular intervals to discuss gaps and plan further interventions.

4. Capacity building strategies:

It is ensured that HR gaps at SMART PHCs should be filled at the district level. Mandated trainings for the staff are being conducted at district level with support from development partners. PATH has developed a NQAS training module for PHC and SHC staff and will facilitate trainings. PATH is also supporting HWC operationalization at SMART PHCs as per to the government guidelines. New SOPs are being developed for these facilities with technical support from PATH and facility staff will be oriented for the same.

5. Evidence of effectiveness:

The initiative is in its implementation phase. Impact of activities will be assessed using a Result Framework Document (RFD)

Sr. no.	Indicators	Score
1	Basic amenities	20
2	OPD	10
3	IPD	10
4	Institutional deliveries	20
5	Sterilization services	10
6	ANC registrations	10
7	ANC services	10
8	Fully immunized children	10
9	Suspected TB cases	10
10	E OPD	10
11	Malaria screening	10
12	E Aushdhi progress	10
13	Field visits by PHC MO	10
14	development fund utilization	10
15	Innovations through self motivation	10
16	Data reporting through RCH, IDSP, NCD and HMIS portals	30
	Total	200

NQAS performance will be another tool for monitoring progress of facilities. Facilities have shown 15-25% increase in NQAS score since the initiative started.

6. Cost

For intervention, district will utilize funds from NHM, 15th Finance Commission, Zila Parishad budget, development fund, CSR, and other community-based organizations.

7. Summary of lessons and challenges:

- Capacity building of facility staff is crucial before implementing such an initiative.
- Some of the facilities are understaffed and overburdened with regular responsibilities, which affects regular internal monitoring. To streamline this, a digital tool has been developed for easy and real time monitoring.
- In-service PHC staff is also part of the task force for supportive supervision. Regular field visits to a different block for supervision becomes a challenge while serving regular duties. Therefore, teams are visiting facilities on weekends, moreover district has involved development partners in supervision visits to ensure routine visits.

8. Potential for scale:

Key focus of the intervention is on improving the services by ensuring optimum utilization of the existing resources. Moreover, resources have been pooled from newer GoI initiatives to develop a comprehensive model, which makes it replicable across other geographies. Along with the

continuous supportive supervision, the selected 17 PHCs under the SMART PHC initiative will serve as a model for other PHCs and Subcenters to ensure overall improvement in health-related indicators in the district. Progress of activities is being documented so that same model can be replicated in other districts.

9. Partners involved in implementation:

PATH is supporting the initiative by providing technical support to districts in terms of capacity building, designing IEC material, development of SOPs. PATH is providing handholding support to PHCs and their subcenters in terms of quality improvement through NQAS, KAYAKALP and SUMAN programmes. Innovative point-of-care diagnostic devices will also be deployed at selected PHCs for improving diagnostic services and NCD screening.