



# merrygold

HEALTH NETWORK



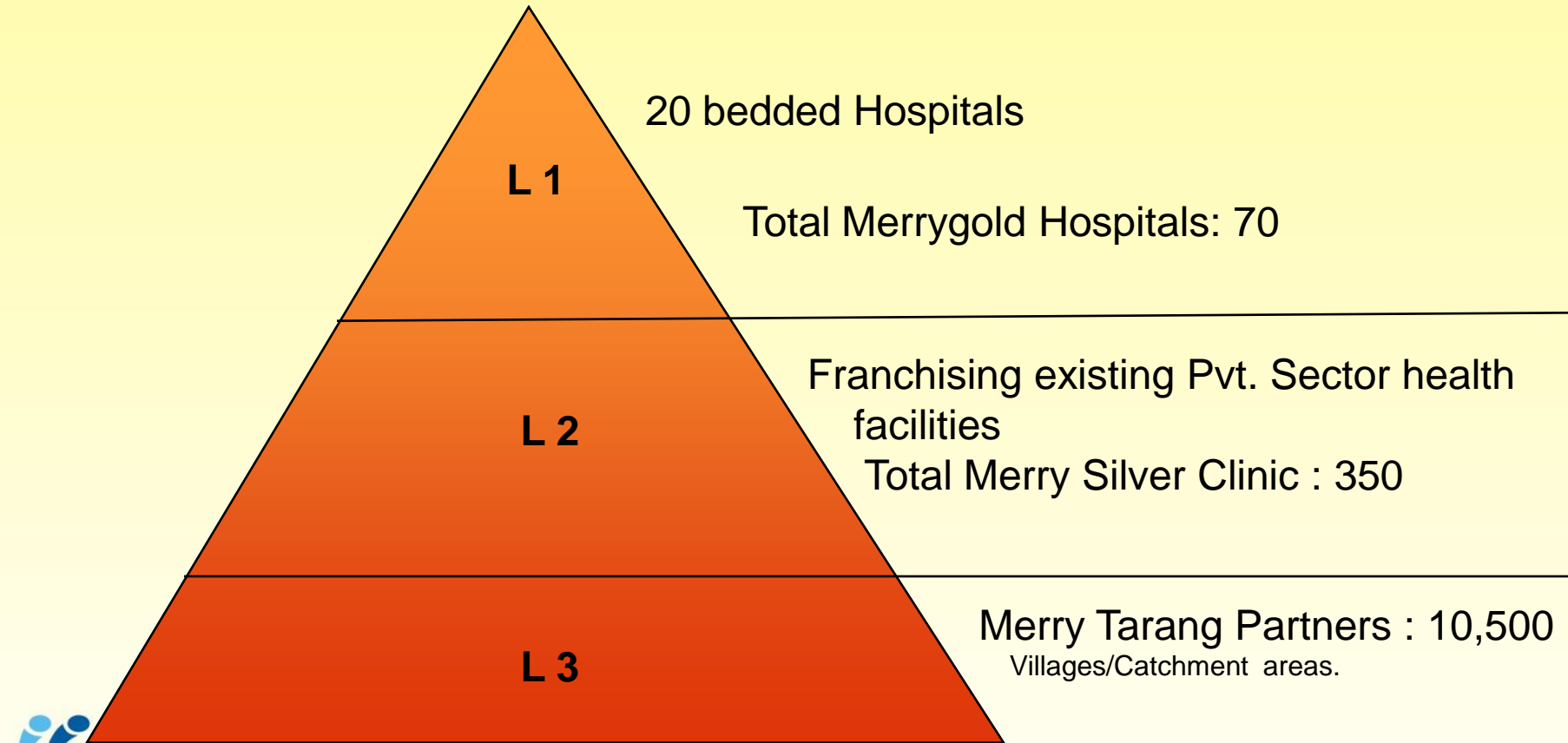
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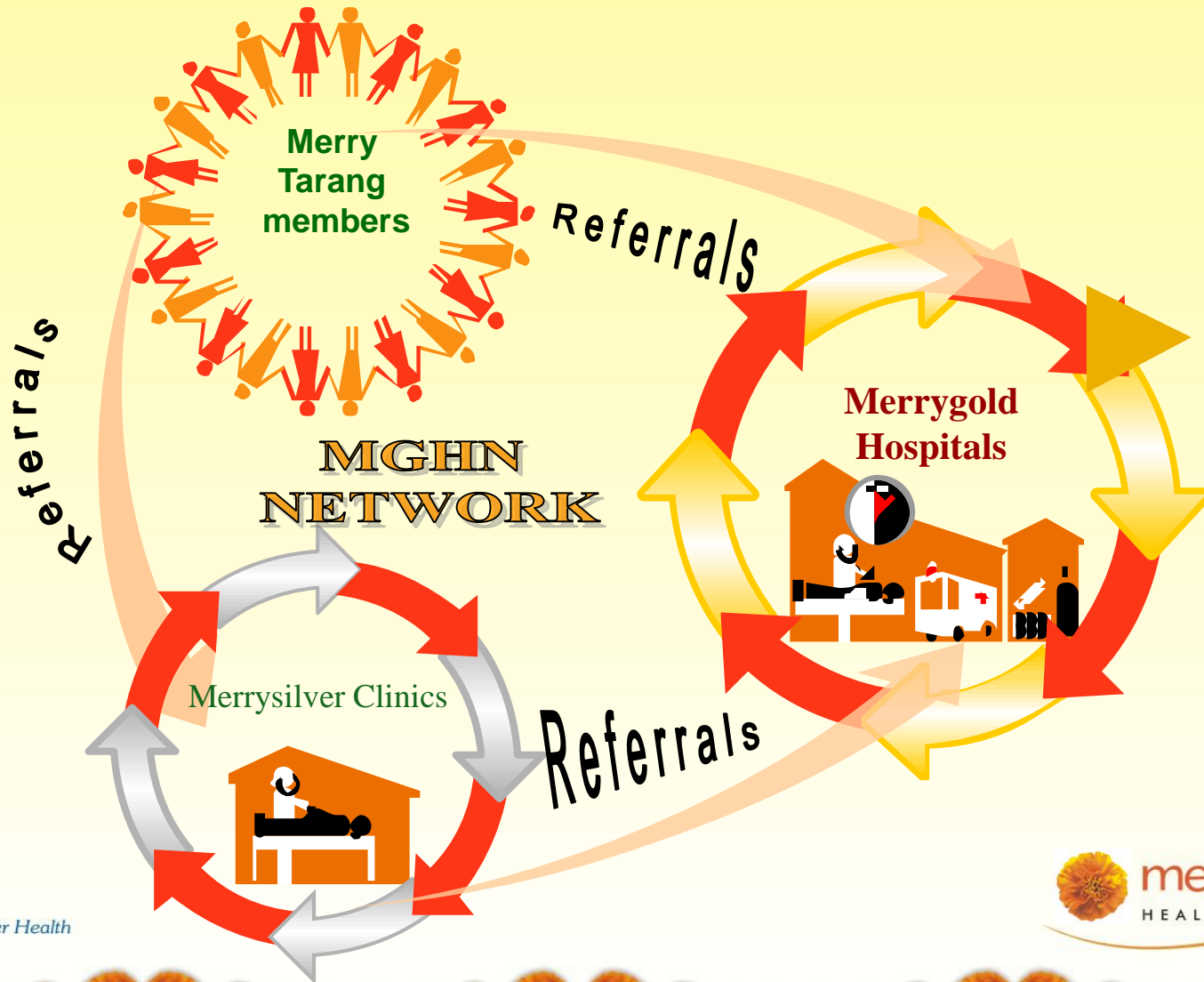
# Details of Project

- **Objective:** To access low cost good quality Maternal and Child Health (MCH) services by networking with Private health service providers as franchisees.
- Regular Training, Medical Audit and Quality Assurance
- **Area of operation:** 35 Districts of U.P.
- **Project Funding :** US\$ 4.5 Million

# Merrygold Health Network



# How MGHN works



# Features of MGHN

- The network lays emphasis on following important features:
- Affordable pricing- Rs.2499 for Normal Delivery and Rs. 7999 for cesarean section
- Quality assurance- A team of public health and clinical professionals facilitates capacity building and quality assurance.
- Customer servicing -efficient service delivery through standardized operating protocols

# Conti...

- IT enabled Hospital Management Information System (HMIS)
- Integrated Health Insurance policy for coverage of risk during maternity
- A branded pharmacy and chain of diagnostic facilities is also being strategized.
- State government has accredited Merrygold hospitals for Sauwbhagyavati Scheme to provide free of cost RCH services and emergency obstetric care.



# MGHN Price Structure

Procedure	Category	Price (In Rs.)
Normal delivery	General Ward	2499
	Semi Private	2999
	Private	3999
Caesarian	General Ward	7999
	Semi Private	8999
	Private	11999
Hysterectomy	General Ward	7999
	Semi Private	8999
	Private	12999
ANC/PNC/OPD		50
IUCD		100
Sterilization		1500
Day Care Procedure		999

# Service Output Data

From June 2011 to Feb. 2012	
Total Deliveries	10795
Normal Delivery	8933
LSCS Delivery	1862
ANC	48470
DCP	3519
IUCD	893
Sterlization	185
CYP	9229



# **Training Needs Assessment and Quality Assurance**



# OBJECTIVE OF THE STUDY

- To find out the needs of training areas during training and re-training sessions.
- To assess the quality of services available in the Merrygold hospitals & Merrysilver clinics.
- To suggest improvements for the Merrygold hospitals & Merrysilver clinics based on the scores of Quality assessment and medical Audit checklist.

# METHOD OF DATA COLLECTION

- **Area of study-** The data is collected randomly from various districts of UP from the franchised hospitals and clinics by Merrygold Health Network.
- **Study Design and Tools & Techniques-**
- The study is based on quantitative design aiming to get in-depth understanding of the quality of services and training needs assessment of the franchised hospitals and clinics .
- closed ended questionnaire was developed for data collection by experts of organisation .

- The scoring of the questionnaire was done in 0 and 1 format. The parameter was scored 1 if services were available else 0 was marked.

# TNA and QA District

- Assesment related to training and quality improvement were conducted in the Merrygold hospital, Merrysilver clinics and Merrytarang also.

Merrygold hospital	Merrysilver clinic	Merrytarang
Varanasi	Bareilly	Moradabad
Sultanpur	Barabanki	Agra
Bhadohi	Kanpur	Mathura
Jaunpur	Agra	Azamgarh
Lucknow	Mathura	Varanasi
Kanpur		Saharanpur
Agra		

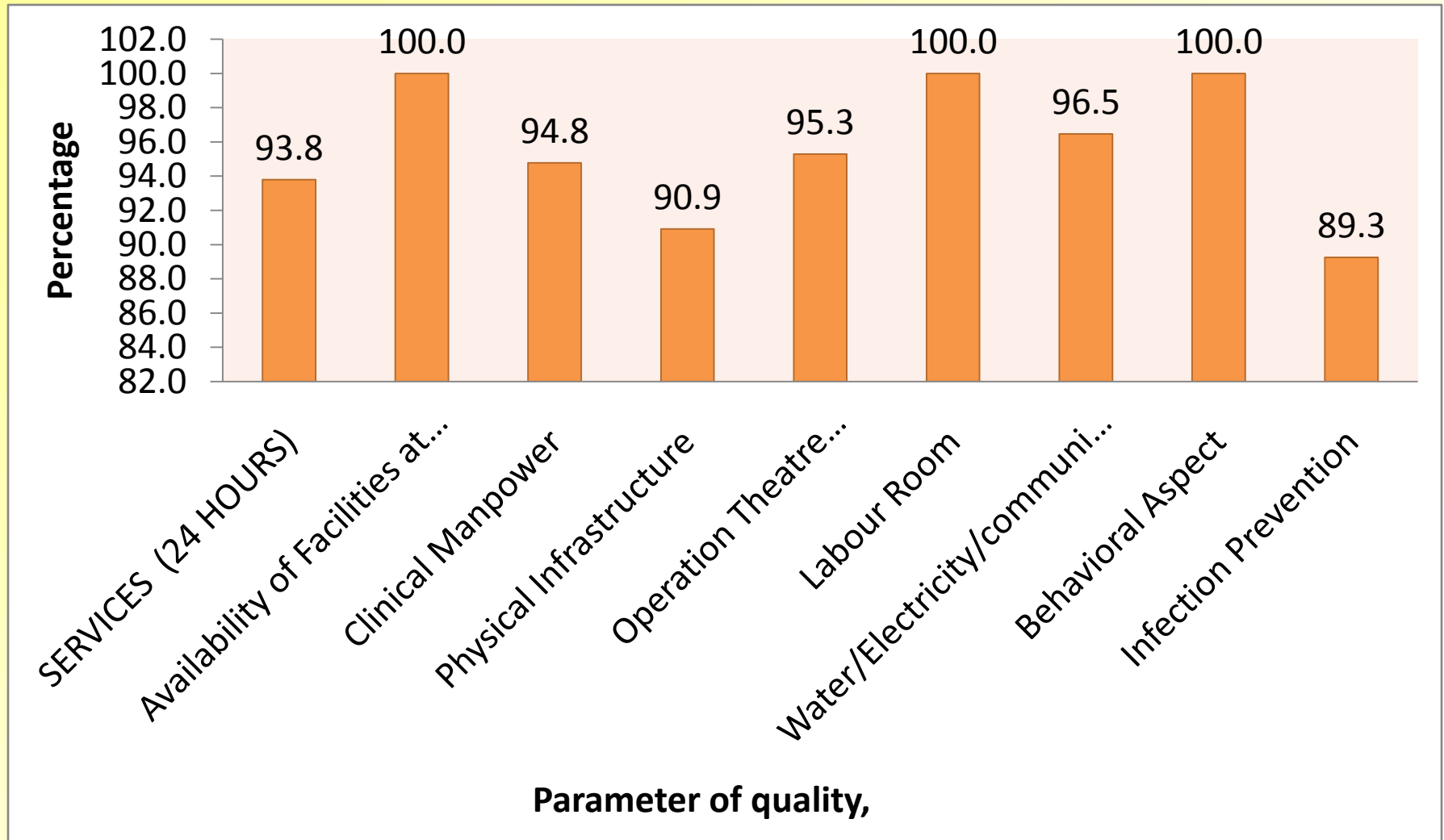
# TNA Parameter

- Facility is accredited or not
- Availability of speciality
- Average OPD per day
- Bed strength and occupancy
- Audit review done periodically or not
- Is Staff trained on quality issue
- What do you think training of staff on issue like patient safety, risk management and review of medical audit is required or not.

# QA Parameter for L1

- 24 hour availability of services
- Availability of Facilities at OPD of Obstetrics &Gynecology Department
- Clinical Manpower
- Physical Infrastructure
- Operation Theatre Equipments
- Labour Room
- Water/Waste disposal/electricity
- Behavioral Aspect
- Infection Prevention and waste management

# Performance of 17 Merrygold(L1)





# Findings

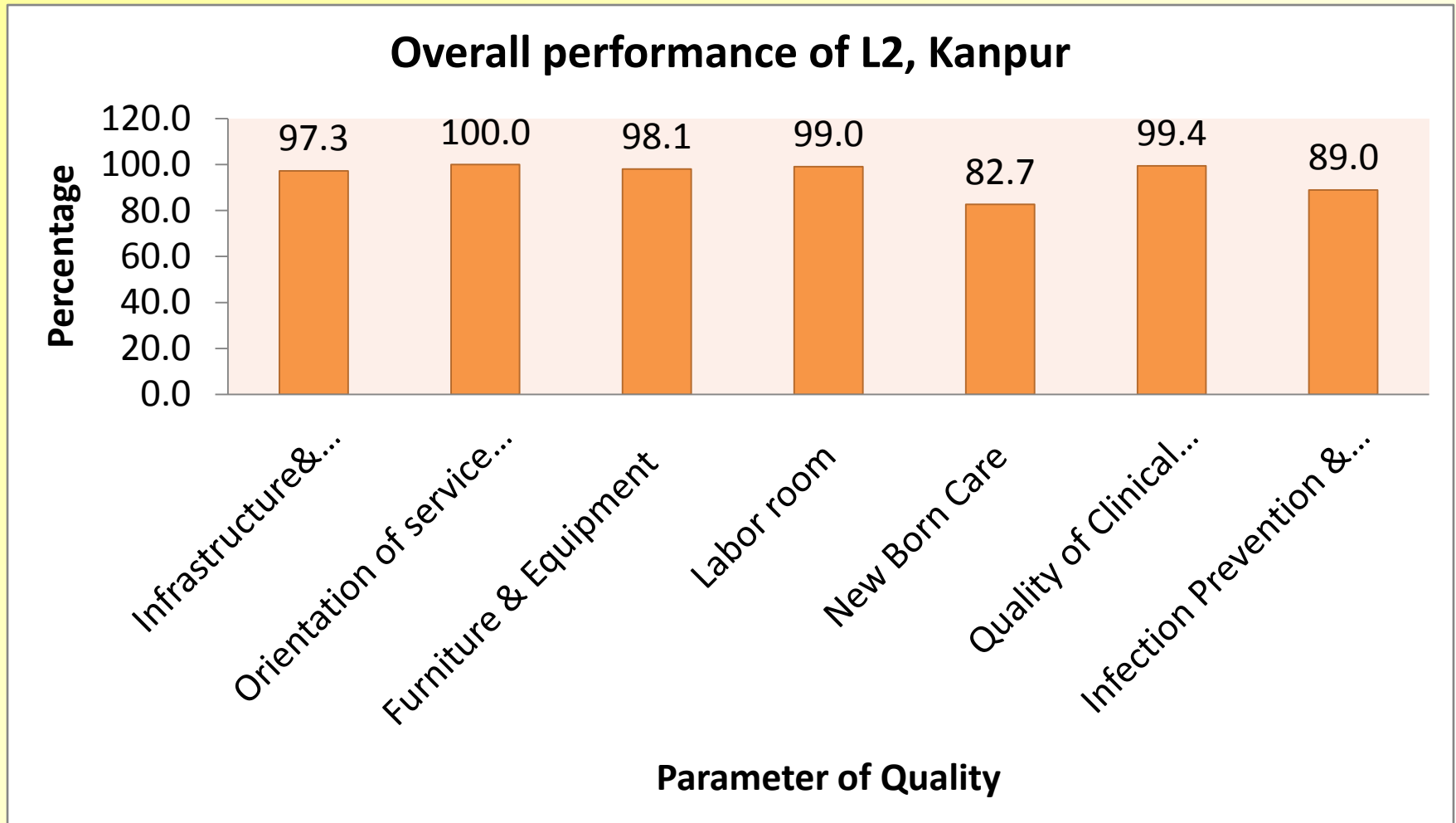
- All the L1's fulfill the components of availability of services at O&G department, provision of Labor room as well as in the behavioral aspects.
- Seven out of seventeen L1 hospitals studied were not fulfilling the criteria for 24hrs availability of services & 6 out of 17 L1 hospitals were not fulfilling the criteria for adequate clinical manpower.
- Twelve out of seventeen L1 hospitals were not fulfilling the criteria for adequate physical infrastructure
- Five out of 17 L1 hospitals were not having fully equipped operation theatre & 5 out of 17 L1 hospitals were not fulfilling the criteria under availability of water, electricity,

- 13 out of 17 L1 hospitals are lacking on the criteria of safe infection prevention practices and safe waste disposal.
- The two segments that mark the least are the physical infrastructure and infection prevention practices that constitute only 90.9% and 89.3% only. The hospitals performing low in these two areas are L1 at Gorakhpur, Metro hospital and Merrygold L0 Panki at Kanpur.

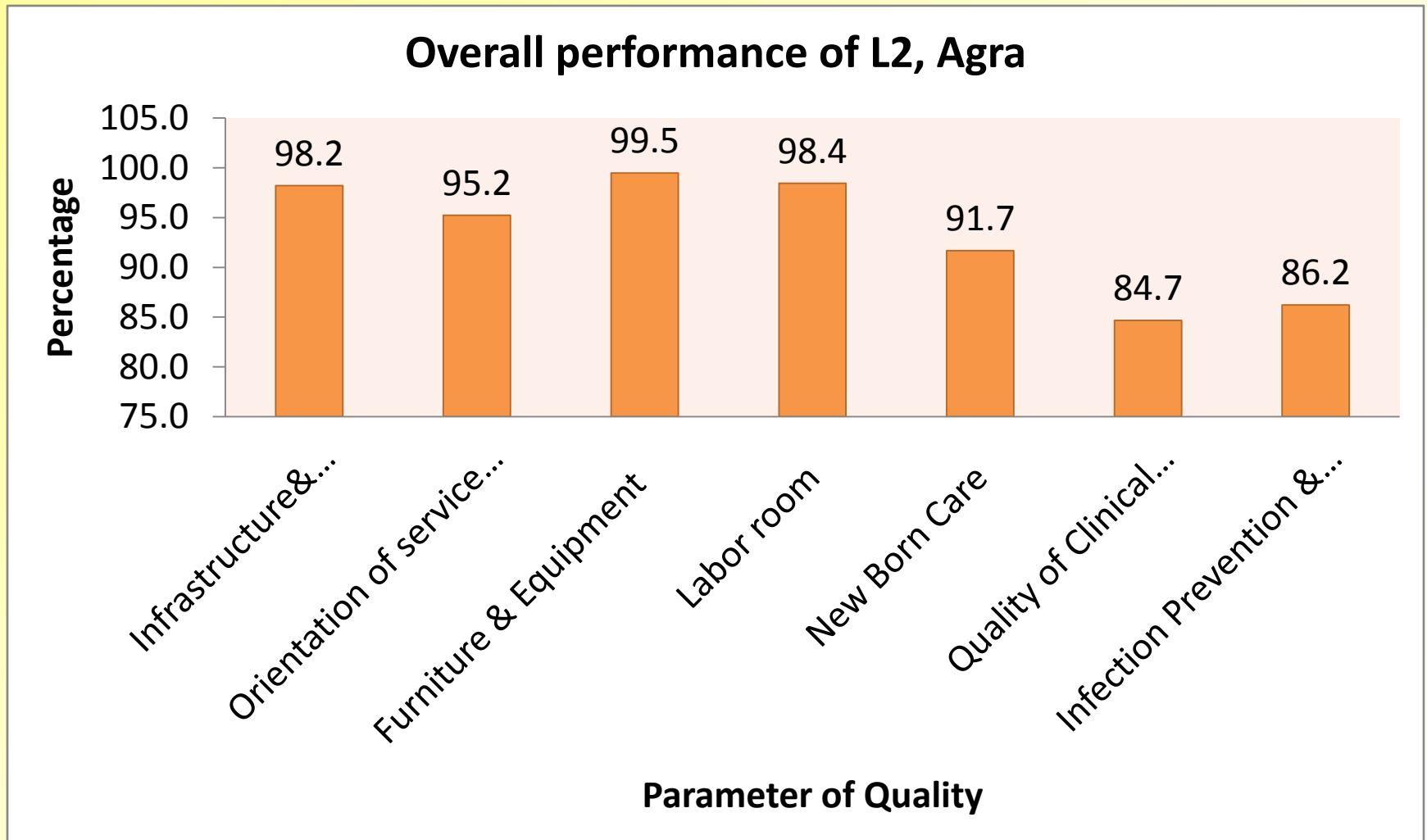
# QA Parameter for Merrysilver

- **MERRYSIVER CLINICS**: The 109 Merrysilver clinics were assessed. The parameters for L2 were divided into 7 criteria's which was divided as following
- **Infrastructure& Manpower**
- **Orientation of service provider to client's right**
- **Furniture & Equipment**
- **Labor room**
- **New Born Care**
- **Quality of Clinical Services**
- **Infection Prevention & Waste Management**

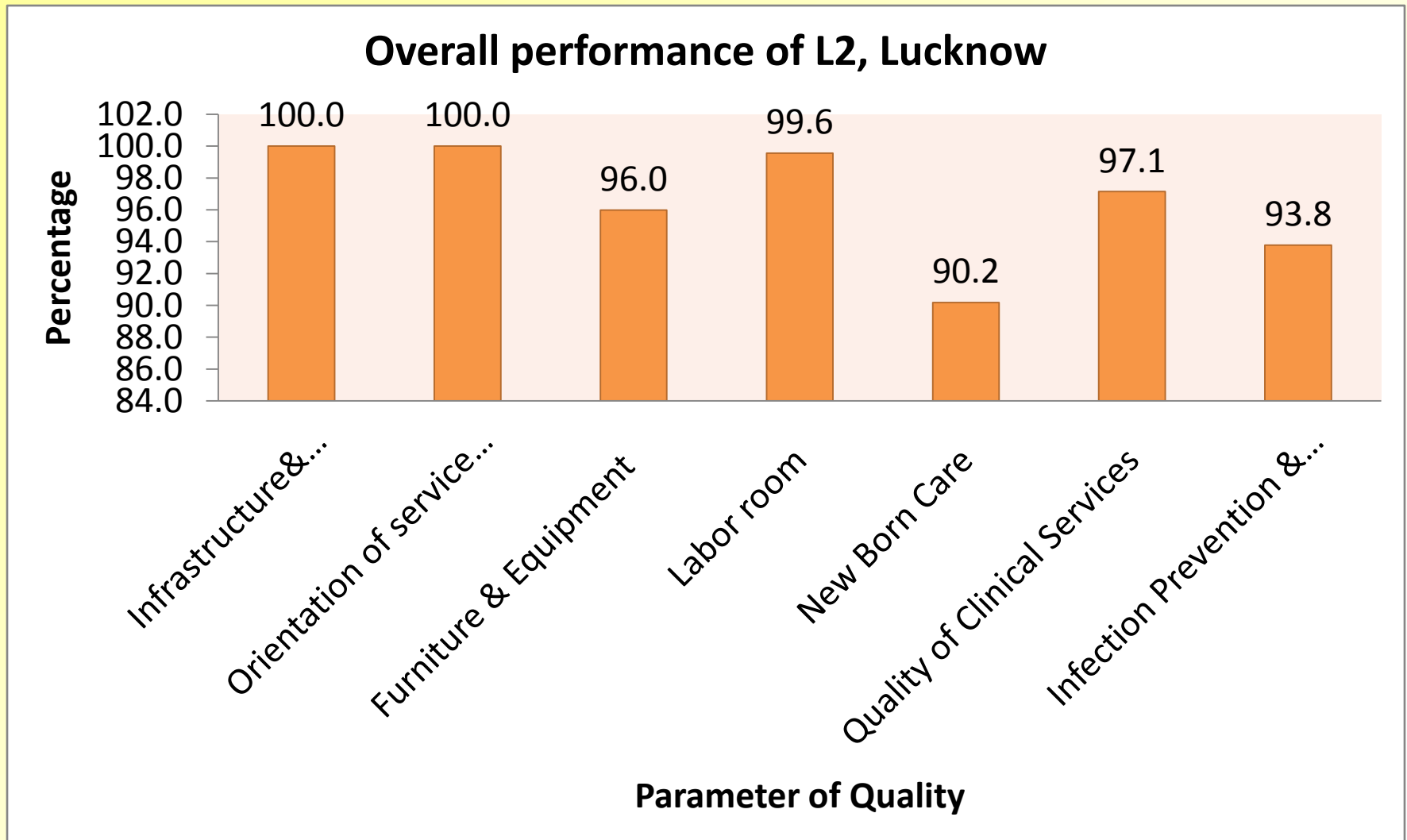
# Performance of L2,Kanpur



# Performance of L2,Agra



# Performance of L2,Lucknow



# Observation

- Lacking of infection prevention practices and no safe waste disposal practices in L2.
- Lack of new born care facilities in L2.
- Cleanliness around the hospital or a clinic was not good because of Unqualified and untrained nursing staff in hospital
- Many L2 didnot have seprate labour room for delivery.

- Doctors were not available at the time of emergency in many round the clock facility hospitals.
- Merrytarang member were not much influenced by training.



# Conclusion

- The analysis basically leads to 5 segments of Quality parameter where improvement should be necessary
- Infection Prevention Practices
- Safe waste disposable practices
- New Born Care
- Quality of Clinical Services
- Adequate labor room availability.

# Limitation

- Time was not sufficient for desired level of in-depth understanding.
- financial limitations of the project.
- Geographical constraints was there.
- Transportation facility was limited.

# Suggestion



- Training manuals should be upgraded accordingly with passage of time
- Feedback should be taken from the participants and analyzed them to make further changes in the training aids.
- Training session on waste management and infection prevention should be conducted in low scored segments.
- Continuous monitoring and supervision of the hospitals and staff should be done so that quality of services can be improved.

# Conti...

- Trainings and follow-up trainings are required in the forms of role-play, video and audio aids, through printed aids, and live demonstrations to make training more interesting and effective.
- Medical audits review should be conducted at certain interval.
- QA should be conducted 4 times in a year
- A small re-trainings should also be conducted with QA so behavioral change can be done.

# Major Project Achievements

- Ensured Safe Delivery to more than 30500 women in the network.
- Govt Recognition to MGHN as a major Public Private Partnership initiative in the state.
- Community Network placed in more than 6000 inaccessible areas and villages.
- Inclusion of private providers in regulatory framework through quality workshops and upgradation of skills.
- Project able to reach out to approx 1 lac satisfied MCH and FP clients In Phase 1.
- Accreditation of the MerryGold Hospitals under Govt schemes i.e. Saubhagyavati and RSBY
- Linkage with NGOs has established
- Sanction for 5 ICTC in Districts– Varanasi, Gorakhpur, Agra ,Baduan & Kanpur

# Thank you

