

## Annexure I

### Governance In Health Care under National Rural Health Mission In Cachar District of Assam

#### Interview Schedule for Patents/Beneficiaries

Name of the Scholar: Joyashri Dey

Department: Social Work

University: Assam University, Silchar

The interview schedules contain number of questions concerning the Socio economic background of beneficiaries and their relationship with rural healthcare providers at grassroots levels. The main purpose of this schedule is to know the beneficiary's perception' about the services of BPHC and any difficulties that they have encountered as a user. The information collected will be used only for my academic purpose

#### Objectives:

- To study the Socio- economic condition of the patients visiting for Block Primary Health Centers. (BPHCs)
- To understand the nature and types of treatment and services offered to the patients attending BPHCs
- To know the perception of the patient towards the services of BPHCs

**Serial Number:** \_\_\_\_\_ **Village:** \_\_\_\_\_

**Panchayat** \_\_\_\_\_ **Block:** \_\_\_\_\_

**District:** \_\_\_\_\_

#### I. Family Details:

Name of the respondents	Relationship To Head	Age	Marital Status	Education	Reason For drop out	Remarks


## II. Socio Economic Conditions:

Q. No	Questions	Codes	Remarks
1	Religion	1.Hindu 2. Muslim 3.Christian 4.Others	
2	In which category does your household belong?	1.SC 2.ST 3.OBC 4.General	
3	Nature of Family	1.Nuclear 2.Joint 3.Extended	
4.	Number Of family members	1.Adults 2.Children	
5.	Type of Accommodation	1.Owned 2.Rented	
6.	Type of House	1. Katcha 2. Pucca 3. Semi- Pucca	
7.	How many rooms are there in your household?	No. of rooms	
8.	How many rooms are occupied	No. of rooms	

	for sleeping?		
<b>9.</b>	Does this household have separate kitchen?	1.Yes 2.No	
<b>10.</b>	Does the household have any agricultural land?	1.Yes 2.No	Specify acres
<b>11.</b>	Does the household have another house /Shop?	H.... S....	
<b>12.</b>	Tick all the facilities that your household has?	1.Electricity 2.Inverter 3. Mattress 4.Table 5. Chair 6.Sofa 7.Fan 8. Colour TV 9.Refrigarator 10.Radio 11.Mobile phone 12. Tele phone 13. Sewing Machine 14. Washing Machine 15. Computer/ Laptop 16. Watch/ Clock 17. Bicycle 18. Motor cycle 19. Animal cart 20. Car	
<b>13.</b>	What type of cooking fuel do you use?	1.LPG 2. Kerosene 3.Fire wood 4. Cow Dung Cake & Others	
<b>14.</b>	Currently whether the	1.Yes	

	respondent is a member of a SHG or any other association?	2. No	
<b>14.(a)</b>	If yes, indicate name		
<b>14.(b)</b>	Is the group holding regular meeting?	1. Yes 2. No	
<b>15.</b>	Do you have a bank Account?	1. Yes 2. No	
<b>16.</b>	Does the household have BPL card?	1. Yes 2. No	
<b>17.</b>	Does the household have ration card?	1. Yes 2. No	
<b>18.</b>	Total Family income of the respondents	In rupees	
<b>19.</b>	Number of family members who are earning		
<b>20.</b>	Individual Income of the Respondents		
<b>21.</b>	Sources of Family Income of the Respondents	1. Fisherman 2. Agriculture 3. Business 4. Casual Labour 5. Job	
<b>22.</b>	Did your household do any animal husbandry last year?	1. Yes 2. No	

### III. Health and Sanitation:

Q. No	Questions	Codes	Remarks
<b>1</b>	Where do you get your drinking water?	1) piped water 2) Tap 3) Ground water 4) Open Source	

<b>2.</b>	How long does it take to go there, get water and come back in one trip?	1. 0-10 minutes 2. 10-20 minutes 3. 20-30minutes 4. 30 minutes and above	
<b>3</b>	Who usually goes to this source to fetch water for your household?	1. Adult man 2. Adult Women 3. Female Child under age 18 4. Male child under age 18 years 5. Other (specify)	
<b>5.</b>	How do you purify the water for safe drinking?	1. Boil----- 2. Filter----- 3. Electronic purifier-- 4. Other(Specify)-- 5. Don't Treat---	
<b>6.</b>	What type of toilet/latrine does your household have?	1) Sanitary 2) Semi-sanitary 3) Katcha 4) open defecation	
<b>7.</b>	Where does your household dispose waste?	1. Open bins within compound 2. Open bins outside compound 3. .Burn the waste 4. No Such Method Used	
<b>8.</b>	Is there any open gutter near the house?	1) Yes 2) No	
<b>9</b>	Does the house use mosquito nets or any repellents?	1) Yes 2) No	
<b>10.</b>	After cooking, do you cover your food items?	1) Yes 2) NO	
<b>11.</b>	How often did you wash your	1) Always	

	hands with soap when washing your hands after using toilets?	2) Sometimes 3) Never	
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#### IV. Health care Practices:

Q. NO.	Question	Codes	Remarks
1	Health facility available in your area within a radius of 15 km	1. ICDS (Anganwadi)..... 2. Sub-centre.....2 3. PHC.....3 4. Block PHC.....4 5. CHC.....5 6. District/Government hospital..... 7. Government Dispensary.... 8. Private Clinic..... 9. Private Hospital/ Nursing Home..... 10. AYUSH Health facility... 11. Others.....	
2.	Are all the above health facilities is accessible by road in good condition?	1. Yes 2. No	
3.	Distance to the nearest health facility- Specify km	1. ICDS (Anganwadi)..... 2. SC..... 3. PHC..... 4. Block PHC 5. CHC 6. District/Government Hospital 7. Government Dispensary 8. Private Clinic 9. Private Hospital/Nursing	

		Hospital 10.AYUSH Health Facility	
4.	Availability of health provider in the Village (staying and/or visiting): a. Anganwadi Worker b. ASHA c. Auxiliary mid-wife d. Traditional Care Givers/Dai/others e. Pharmacist	1. Yes 2. NO	
5.	What type of Health practices do you prefer most for your treatment?	1) Allopath 2.Homeopathy 3.Ayurveda 4.Unani 5.Other (specify	
6	Where do you generally visit first for your treatment?	1) Sub centre 2) PHC 3) CHC 4) District Hospital or Civil Hospital 5) SMCH/ 6) private nursing home 7) doctor's chamber 8) others (specify)	
7.	Do you have a personal doctor who regularly cares for you?	1.Yes 2.No 3.Don't Know	
8.	Is any member of your household covered by a health scheme or health insurance?	1. YES 2. NO	
9.	If yes, mention the type of health schemes.	1.ESI 2.Central Govt. health scheme	

		3.Community health insurance program 4.Other Health insurance through employer 5.Other privately purchased commercial health insurance 6.Other(please specify	
10..	Do you have chronic illness like diabetes, heart problems, B.P, cholesterol, T.B, Asthma, arthritis, cataract etc. over the past one year?	1. YES 2. NO	
11	Generally the amount of money spent for treatment/health per month individually?		

### V. Nature and Types of Services

Q.N	Questions	codes	Remarks
	Have you ever used telephone to seek health related advise	Yes.....1 No.....2	
	If yes, whom have you contacted		
	Have you heard of the Dial 104 health advice service?	Yes.....1 No.....2	
	If yes, from whom have you heard about it?	Family members.....1 Friends.....2 Village health worker (ASHA)/.....3 Nurse.....4 ANM.....5	



		PHC.....6 Radio.....7 TV.....8 Print media.....9 Panchayat .....10 Other (Specify).....11	
	Have you ever sought help from this Service?	Yes.....1 No.....2	
	What was the purpose of you contacting Dial 104 service?	Seeking Advice .....1 Seeking Counselling ...2 Seeking health information ...3 Other (Specify).....4	
	Are you aware of the 108 Mobile Van Services?	Yes.....1 No.....2	
	How did you come to know about the 108 Mobile van Service?	Family members.....1 Friends.....2 Village health worker (ASHA)...3 PHC.....4 Radio.....5 TV....6 Print media.....7 Panchayat.....8 Dial 104.....9 Other (Specify).....10	
	How often does the van visit your Village?	Once a week.....1 Once in two weeks.....2 Once in three weeks.....3 Once in a month.....4 Do not know.....5	
	Have you or ever visited one of these vans? (No use of Any service)	Yes.....1 No.....2	
	Why did you or visit the	Pregnancy care.....1	

van?	Child care.....2 Cough (TB).....3 Diabetes.....4 Hypertension.....5 Registration (birth, death, marriage)... 6	
Are you satisfied with the advice and care you Received at the van?	Fully Satisfied.....1 Moderately Satisfied.....2 Not Satisfied.....3	
Do you think that the van's visit to the village is benefitting the village population?	Yes.....1 No.....2 DK.....3	
Have heard of ASHA	Yes.....1 No.....2	
ASHA carry a kit	Yes.....1 No.....2 DK.....3	
Did ASHA held discussion about	Personal hygiene ...1 Water safety at home .....2 Hand washing practices ...3 Safe disposal of garbage .....3 Construction of HH Toilet.....4 Use of covered container .....5 Janani Suraksha Yojana.....6 Institutional delivery .....7 ANC/NC/PNC care .....8 Child care .....9 Nutrition related issues .....10 Family planning .....11 Dots service .....12 Attended any health day at AWC or village level .....13	

<b>Village Health &amp; Sanitation Committee</b>			
Is there any VHSC in the village	Yes....1 No.....2 DK.....3		
Contribution of VHSC (Multiple answers)	Constructed Community Toilet ....1 Arranges transport for patients ....2 Organize health day ....3 Have attended /participated in any of ....4 Village Health Nutrition Day...5		
<b>Janani Suraksha Yojana Scheme</b>			
Are you aware about the JSY Scheme	Yes.....1 No.....2 DK.....3		
Sources of information about JSY Scheme (Multiple answers)	Doctor .....1 ANM.....3 ASHA worker .....4 Anganwadi Centre / Worker ....5 Gram Panchayat ....6 NGOs/SHGs ....7 Radio/TV/Newspaper ....8 Pamphlets ....9 Hoardings at health facility ....10		
Person who registered the beneficiary for the JSY Scheme	Doctor .....1 LHV .....2 ANM / FHW .....3 Anganwadi worker .....4 ASHA .....5		
Cash received by the beneficiary under JSY	Yes.....1 No.....2 DK....3		

	ASHA worker facilitate in getting JSY benefit	Yes.....1 No.....2	
	Beneficiary faced difficulty in procuring JSY card	Yes.....1 No.....2	
	Type of difficulties faced by the beneficiary (Multiple reasons)	JSY card not available....1 Procedure too cumbersome.....2 Was asked to pay money.....3	
	Beneficiaries received advice from ANM/ASHA during pregnancy for the following Multiple answers)	Diet .....1 Danger signs.....2 Delivery care .....3 Breast feeding .....4 New born care .....5 Family planning .....6	
	Are you Aware about ANC	1.Yes 2.No	
	Frequency of ANC	Only one Only Two Full ANC No ANC	
	Are you aware about IFA Tablets	1.Yes 2.No	
	Place of last delivery	At home .....1 Dist. Hospital / Sub-div. Hospital ...2 CHC ....3 PHC ....4 Sub-centre .....5 Trust/NGO Hospital ...6 Govt. Accredited Pvt. Hospital .....7	
	Reasons for opting institutional delivery (Multiple reasons)	Money under JSY ....1 Better access to inst. Delivery ...2 Quality services in the area ....3 Support given by ASHA ....4 Availability of Transport ....5	

		Previous delivery in institution ...6 To have safe delivery ...7 No alternate service available ....8	
	Person who accompanied beneficiary to the health institution at the time of delivery	ASHA ....1 ANM ....2 AWW.....3 Neighbors ....4 Relative....5 Other...6	
	Type of delivery	Normal ...1 Caesarean ...2	
	Reason for opting home delivery (Multiple reasons)	Home delivery convenient ...1 Fear of stitches / caesarean...2 Indifferent behavior of facility staff ....3 Cultural / Social reasons....4 No transport services available...5 Too expensive / Can't afford ...6 Other ...7	
	Beneficiary aware of N P T K	Yes.....1 No.....2	
	Places from where beneficiary obtain NPTK	ASHA....1 ANM ....2 AWW .....3 PHC.....4 Other ....5	
	Beneficiary aware of immunization (TT)	Yes.....1 No.....2	
	Family planning method preferred if you does not want any more child (multiple reasons)	Male sterilization .....1 Female sterilization ...2 Condom.... 3 Other ...4	
	Methods available for	IUD ....1	

	spacing between two births(Multiple reasons)	Oral pills ...2 Condom/Nirodh ...3 Withdrawal ...4 Safer period method ...5	
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## VI. Perception of beneficiaries towards the services of BPHC

Q. No	Questions	Codes	Remarks
1	Reasons for choosing the facility of BPHC?	1.Inexpensive 2. Good infrastructure 3. Skilled doctors 4. Nurses	
2.	Sources of information about the facilities of BPHC	1. ASHA 2. ANM 3. Relatives & Family members 4. Neighbours	
3	Mode of transportation	1. on foot 2.Auto -Rickshaw 3. Bus 4. Truck 5. Other	
4	Time taken to reach the BPHC	1. 1—15 2. 15-30 3. 30 and above	
5	Problem in locating the BPHC	1. Yes 2. No	
6.	Sitting arrangement for the patient and attendants	1. Adequate 2. Inadequate	
7.	Cleanliness	1. Adequate 2. Inadequate	
8.	Lighting arrangement	1. Good	

		2. Satisfactory 3. Poor	
<b>9</b>	Fans	1. Adequate 2. Inadequate	
<b>10.</b>	Toilets	1.Availability and clean 2.Availability but dirty	
<b>11.</b>	Drinking water	1. Available 2. Available but irregular supply	
<b>12</b>	Telephone	1. Available 2. Not available	
<b>13</b>	How long do you wait to consult a healthcare provider?	1.Under 30 minutes 2.One hour approximately 3.More than one hour	
<b>14</b>	Did you come across such situation where you were not able to consult the healthcare providers even after waiting for long time?	1.Yes 2.No	
<b>15</b>	Time taken by the doctor to attend the patient (in minutes)	1. 0—10, 2. 11-30, 3. 30 and above	
<b>16</b>	Conduct of the doctor during visit	1. Good 2. Satisfactory	
<b>17</b>	Adequate time given by the doctor	1. Yes 2. No	
<b>18</b>	Availability of medicine	1. Yes 2. NO	
<b>19</b>	Does the BPHC have proper referral arrangement	1. Yes 2. No	
<b>20</b>	Are the staffs and doctors of PHC punctual in coming and leaving the BPHC	1. Yes 2. NO	
<b>21</b>	Is the equipment kept in BPHC in working order?	1. Yes 2. NO	

<b>22</b>	How often doctors have given proper attention during your treatment at BPHC?	1. Always 2. Usually 3.Sometimes 4.Never	
<b>23</b>	How often doctor has explained about your health problems?	1. Always 2. Usually 3.Sometimes 4.Never	
<b>24</b>	Whether you have faced any discrimination during treatment hours at BPHC?	1. Yes 2. No	
<b>25.</b>	If yes , on what ground you faced the discrimination ( Specify)		
<b>26</b>	Does BPHC have provision for indigenous system of Medicine?	1. Yes 2. NO	
<b>27</b>	Do the BPHC staffs provide health education services	1. Yes 2. NO	
<b>28</b>	Do the BPHC staffs involve people in its activities?	1. Yes 2. NO	
<b>29</b>	What are the major problems that you face in seeking care from healthcare institutions?	1. Cost 2. Distance/Access 3.Lack of quality care 4.Unavailability of trained personnel 5.unavailability of Infrastructure	



## Annexure II

### Governance In Health Care under National Rural Health Mission In Cachar District of Assam

#### Interview Schedule for ASHA

Name of the Scholar: Joyashri Dey

Department: Social Work

University: Assam University, Silchar

Objectives:

- To find out the role and intervention of other health care providers like PRI, ASHA, ANM in governing BPHCs

The interview schedules contains of number of questions concerning the role and intervention of ASHA in the delivery of rural health care with special reference to women and child health. The information collected will be used only for my academic purpose.

#### Interview Schedule for ASHA

SI No.	Status	Options	Remarks
1	Age of ASHA (in completed years)	1. Below 25 years 2. 25-33 3. 35 and above	
2.	Years of schooling completed	1. Illiterate 2. Upto class 5 3. Class 5-7 4. Class 7-10 & above	
3.	Marital status of ASHA	1. Married 2. Unmarried 3. Divorced 4. Widower	
4.	Religion	1. Hindu 2. Muslim	

		3. Christian	
5.	Caste Status	1. SC 2. ST 3. OBC 4. General	
6	Place of residence	In this village/in other village	
7.	Job Experience	1. 0-5 years 2. Above 5 years	
8.	Average household population served by ASHA(Specify)		
9.	Job satisfaction	1. Yes 2. No	
10.	Hospital staffs gives priority to your referrals/when you accompany	1. Always 2. Most of the times 3. Never	
11	To whom do you report when you face any problem in the community( Specify)	1. ASHA Supervisor 2. ANM 3. Panchayat 4. Doctors 5. Others	
12	Have you encounter any difficulty in making the patient and their family members in understanding their health problems?	1. Yes 2. No	
13.	If yes , illustrate in detail		
14.	Approximate monthly incentives of ASHA (Specify in Rs.)	1. Less than 500 2. 500-1000 3. 1000-1500 4. 1500 & above	
15.	Reasons for wanting to be an	1. Serving/helping the	

	ASHA	<ul style="list-style-type: none"> <li>community</li> <li>2. Save children / For the benefit of children</li> <li>3. Earning money</li> <li>4. To remove misconception</li> <li>5. population growth</li> <li>6. Others</li> </ul>	
16.	Method of Selection as ASHA	<ul style="list-style-type: none"> <li>1. By the Recommendation of ANM</li> <li>2. PRI</li> <li>3. Anganwadi Worker</li> <li>4. Village Health Committee</li> </ul>	
17.	Whether you have attended any training programme under NRHM	<ul style="list-style-type: none"> <li>1. Yes</li> <li>2. 2. No</li> </ul>	
18.	Place where the training was held	<ul style="list-style-type: none"> <li>1. PHC</li> <li>2. CHC</li> <li>3. Other hall</li> </ul>	
19.	Level of Satisfaction with the training programme	<ul style="list-style-type: none"> <li>1. Fully Satisfied</li> <li>2. Moderately Satisfied</li> <li>3. Not satisfied</li> </ul>	
20.	Responsibilities as an ASHA	<ul style="list-style-type: none"> <li>1. Help in immunization program</li> <li>2. Accompanying delivery cases</li> <li>3. Registration of birth and death</li> <li>4. Provide ANC care</li> <li>5. Create awareness on health</li> <li>6. Work with</li> </ul>	

		ANM/Anganwadi/dai 7. Create awareness on basic sanitation & hygiene 8. Motivating and mobilizing community 9. Counselling 10. Family planning 11. Village health planning 12. Provide basic curative care 13. Promote good health practices 14. Make timely referrals 15. Increase institutional delivery 16. Others	
21.	Ways the community feels about the ASHA (from the ASHAs perspective)	1. Appreciate the work 2. Consider me for health problems 3. No interaction 4. Does not accept me 5. Does not consult me for health questions 6. Cannot say/Do not know	
22.	ASHA issued drug kit	Yes....1 No....2	
23	JSY cases facilitated by ASHA in last six months	1. upto 5 cases 2. 5-10 cases 3. 10 cases and above	
24	Perception of ASHA on JSY	1. Perception of	

		<p>Institutional Delivery</p> <p>2. Proper Care of mother and new born</p> <p>3. Population Stabilization</p> <p>4. Registration of birth/ death</p> <p>5. Get Cash Incentives</p>	
25	Sources of Information on JSY	<p>1. ASHA Supervisor</p> <p>2. ANM</p> <p>3. BPHC</p> <p>4. During Training</p> <p>5. Village Panchayat Leader</p>	
26	No of VHND days organized in last one year	<p>Upto 5 days</p> <p>5-10 days</p> <p>10 days and above</p>	
27	<p>Knowledge of ASHA about Antenatal Care</p> <p>1. Pregnant women Should take two TT injections</p> <p>2. Women should undergo a minimum of three antenatal checkups during</p> <p>3. Recommended to exclusively breast feed child for three months</p> <p>4. Women should consume a minimum of 100 IFA</p> <p>5. During diarrhoea child should be given increased quantity of fluids</p> <p>6. The minimum birth</p>	<p>1. Know</p> <p>2. Don' Know</p>	

	weight of the new born child should be 2500grams.		
28	ASHA's Knowledge's on Vaccination for New Born 1. BCG 2. DPT 3. TT 4. OPV 5. Measles 6. Booster dose	1. Know 2. Don't Know	
29	Action of ASHA on Detection of Sign of Complications 1. Take her to Sub-Centre 2. Immediately take her to BPHC 3. Take her to functional CHC/ FRU 4. Refer her to SMCH/ District Hospital 5. Refer her to private hospitals.	1. Know 2. Don't Know	
30	Place where ASHAs usually recommend women for delivery	1. BPHC 2. CHC 3. Private Nursing Home 4. SMCH 5. District Hospital 6. Others	
31	Types of Difficulties Faced by ASHA	1. Funds not Available in time 2. Adequate training is not provided	

		<ul style="list-style-type: none"> <li>3. Delayed Supplied of Drugs</li> <li>4. Behaviour of health 5. personnel is not good</li> <li>6. Lack of Support from Panchayat</li> </ul>	
<b>32.</b>	Support required	<ul style="list-style-type: none"> <li>1. More training to be arranged</li> <li>2. ASHA should be paid fixed Remuneration</li> <li>3. Funds should be released regularly</li> </ul>	

### **Annexure III**

## **Governance In Health Care under National Rural Health Mission In Cachar District of Assam**

### **Interview Guide for Health Care Providers (ANM, PRI, Doctors and BPM)**

Name of the Scholar: Joyashri Dey

Department: Social Work

University: Assam University, Silchar

The interview guides contains of number of points concerning the service of rural health care providers. The purpose for conducting this interview is to get an idea about the service delivery mechanism of existing rural healthcare system in Cachar district of Assam. The information collected will be used only for my academic purpose.

Objectives:

- To find out the role and intervention of other health care providers like PRI, ASHA, ANM in governing BPHCs
- To ascertain the problems and challenges faced by BPHCs under NRHM in maintaining good governance in the delivery of health care services

### **Interview Guide for ANM**

#### **Points of Discussion:**

1. General Information (Background and Transmission)
2. Opinion regarding NRHM (What is your opinion about NRHM? Whether it has made any contribution in the area of Women and Child Health?)
3. Opinion on ASHA's Intervention (Whether ASHA have reduced your work load? How you have maintained network with ASHA)
4. Opinion on JSY (What is perception on JSY?)
5. Supporting System (How PRI is providing support to you in your work?)
6. Problem Faced( What problem at present you are facing in rendering your services under NRHM)



7. Support Required (What support you want from NRHM in governing Sub-centre)

**Interview Guide for PRI members**

**Points of Discussion:**

- General Information (Background and Transmission)
- Opinion on PRI's Involvement in NRHM
- Opinion on ASHA's role in mobilising community
- Opinion on Village Health Plan and Village Health Sanitation and Nutrition Committee in bringing people's participation
- Problem Faced (What Problem you faced in mobilising community Participation?)
- Support Required (What support you required from NRHM in bringing good governance in health care aspect?)

**Interview Guide for Doctors**

- General Information( Background and Transmission)
- Working Experience
- Opinion regarding NRHM and its impact on Rural Health care.
- Opinion about BPHC and its infrastructure
- Opinion about Service Delivery of BPHC
- Problem Faced by BPHC( What are challenges you are facing in governing BPHC )
- Support Required( What are the support required in catering the health needs of needy and disadvantaged section)

**Interview Guide for Block Programme Manager**

- General Information about BPHC and its basic services
- Opinion regarding Infrastructural Facilities of BPHC
- Opinion about the status of Rogi Kalyan Samitee
- Opinion about NRHM and good governance in BPHC

- Problem Faced ( what are the challenges BPHC is facing in maintain good governance )
- Support Required( what are the support you require in governing BPHC )