

## Assessment of Services at Primary Health Centre's (PHCS), of District Ganderbal, As per Indian Public Health Standards (IPHS)

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### Original Research Article

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**Abstract:** In India, Bhore Committee gave the idea of the Primary Health Care. Primary Health Care is a holistic approach to deliver comprehensive health care to the community. The Primary Health Centre's are the first level of contact between community and health professionals. In order to improve the services provided by the Primary Health Centre's (PHCs) NRHM laid standards known as Indian Public Health Standards (IPHS) in 2005 which were then revised in 2012. This cross-sectional study was done in district Ganderbal of Jammu and Kashmir to assess the services provided by Primary Health Centre as per the IPHS 2012. The data was collected in four randomly selected PHCs of Ganderbal using a semi structured questionnaire. All Primary Health Centre's were providing outpatient (OPD), Inpatient (IPD) and Referral services however, only 50% were giving emergency services. Antenatal, postnatal, child care, immunization and family planning services were available at all PHC's. However 24 hour delivery facility was available at only 50% of PHCs and Low Birth Weight babies were managed only in 25 % PHCs. ECG, X-ray and USG facilities were only available at 25% of PHCs. The services at the Primary Health Centre's should be made available and checked regularly as per IPHS standards so that the quality care is provided at the grass root level.

**Keywords:** IPHS, Jammu and Kashmir, services, PHC.

### INTRODUCTION

In India the Primary Health Care was envisaged by Bhore Committee in 1946 much before its importance was recognized worldwide [1,2].

In 1978 Alma Atta Declaration made a commitment for attaining "Health for All" by 2000 A.D by means of the Primary Health Care approach [3,4]. India being a signatory to this Declaration is committed towards achieving this goal of "Health for All" by 2000 A.D[5]. Primary Health Care is a holistic approach to deliver comprehensive health care to the community [1]. Primary health care is delivered through Sub-Centre's and Primary Health Centre's in India[2]. Primary Health Centre's are the linchpin of the Rural Health Care and are the first level of contact between community and health professionals [1,4]. They are the centers for providing not only curative health services but promotive and preventive also [6,1]. In order to improve the services provided by the Primary Health Centre's Standards known as Indian Public Health Standards (IPHS) were laid down by NRHM in 2005 which were then revised in 2012[1,7,8]. Although Primary Health Centre's (PHCs) have increased in numbers since the inception of Primary Health Care then but the quality of services provided by these are not good enough as shown by studies[6,7,5]. Moreover quality check of the services provided by them needs to be reviewed from time to time. The study was done to

assess the services provided by the Primary Health Centre's in district Ganderbal of Jammu and Kashmir as per the Indian Public Health Standards (IPHS).

### METHODOLOGY

This cross-sectional study was carried in Primary Health Centers (PHCS) of Ganderbal district. The study was undertaken after getting clearance from Directorate of Health Services and from Institutional Ethical Committee. District Ganderbal is located in North Kashmir and has a population of 297,446 as per census 2011[9]. The complete list of Primary Health Centers of the District was obtained from the Directorate and four Primary Health Centers were selected randomly. The Data regarding the services provided was collected using a pre-structured proforma of IPHS which was validated before conducting the study. The in-charge Medical Officer of the selected Primary Health Centre was interviewed as well as record was checked simultaneously in order to avoid bias. The data was entered in Microsoft Excel and analyzed. The results of the study were expressed in percentages.

RESULTS

**Table-1: Availability of assured services at Primary Health Centre’s (PHCs)**

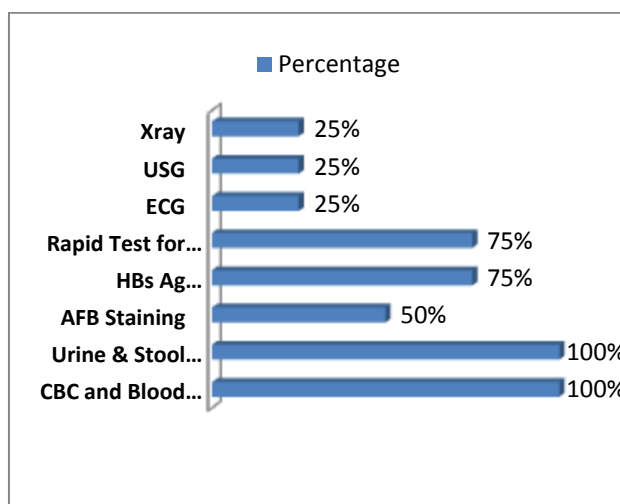
SERVICES		PERCENTAGE
OPD Services		100%
Emergency Services		50%
Inpatient Services		100%
Referral Services		100%
Minor Surgeries		100%
Primary Management Of	Wounds	100%
	Fractures	75%
	Burns	75%
	Poisoning	75%

**Table-2: Availability of MCH services at Primary Health Centre’s (PHCs)**

SERVICES	PERCENTAGE
Regular Antenatal Checkups	100%
Intra-natal Care	50%
24 Hour Delivery Facility	50%
Post Natal Care	100%
Newborn Care	50%
Management Of Low Birth Weight Babies	25%
Childcare & Immunization	100%
Family Planning	100%
MTP Services	75%
Management Of Gynecological Disorders	100%
Management Of STD/RTIS	100%
Management Of Anemia	100%

**Table-3: Other services provided at Primary Health Centre**

SERVICES	PERCENTAGES
Management Of Diarrhea With Severe Dehydration	75%
Immunization Day	100%
Day For Adolescent Health	25%
School Health Programme	50%



**Fig-1: Availability of lab services**

The average population covered by the Primary health Centre was 16467. Table 1 shows assured services provided by the Primary health Centre’s .All Primary Health Centre’s were providing

outpatient (OPD), Inpatient (IPD) and Referral services however, only 50% were giving emergency services. Minor surgeries and wound management was done at

all PHCs while as fractures, burns and poisoning was managed only at 75% of PHCs.

Table 2 shows percentages of maternal and child health services provided at Primary Health Centre's. Antenatal, postnatal, child care, immunization and family planning services were available at all PHC's. Also management of gynecological infections, treatment of reproductive tract infections and management of anemia were available at all PHCs. However 24 hour delivery facility was available at only 50% of PHCs and Low Birth Weight babies were managed only in 25 % PHCs.

Table 3 shows other services such as immunization day, day for adolescent health, school health programme and management of diarrhea with severe dehydration.

Figure 1 shows the availability of laboratory services at PHC. All PHCs were providing laboratory services like complete blood count (CBC), blood grouping and routine urine examination as well as stool examination but rapid test for HIV and HBs Ag screening was present only in 75% of PHCs. Similarly ECG, X-ray and USG facilities were only available at 25% of PHCs.

## DISCUSSION

The Primary Health Centre (PHC) is a first level of contact of the community with a health care provider [1]. In order to attain Universal Health Coverage and strengthen the Primary Health Care it is important that services provided at PHCs are up to the mark. Our study reveals that even basic services are lacking at Primary Health Centre's. Maternal and child health (MCH) is a very important aspect and to decrease infant mortality and maternal mortality MCH services should be available at all PHCs[10]. However as our study reveals that even 24hour delivery services are not available at all PHCs and so there is a great lacuna in services. Studies in Kashmir done to evaluate the services by Sheema *et al.*, Rabbanie *et al.* and Rifat *et al* have also shown that services provided are not at par with the IPHS[4,7,6]. Similarly studies in India also have shown that there is deficiency in the services provided by the Primary Health Centre's (PHCs) [5,2,11]. This indicates that although standards have been laid down on paper but on ground level the effect is yet to be visualized. In order to strengthen the health care delivery and it is important that we evaluate the PHCs regularly and every effort should be made that IPHS standards are met. This will help in improving the health of the people and of the community as a whole.

## CONCLUSION

The services at the Primary Health Centre's should be made available and checked regularly as per IPHS standards so that the quality care is provided

right from the first contact of health system and there is less burden on secondary and tertiary care system.

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