

Promoting Social Accountability for 'Safe Delivery' through Report Card

Experiences from two blocks of Dahod district, Gujarat, India

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Introduction

This paper is about a collaborative project initiated in 2012 in four Primary Health Centres (PHCs) of two backward and inaccessible blocks in Dahod and Panchmahals districts, covering 25 villages each. One objective of the project was: to enable communities to monitor quality of maternal healthcare through the use of 'safe delivery' indicators. The population covered was around 90,000 people.

Context

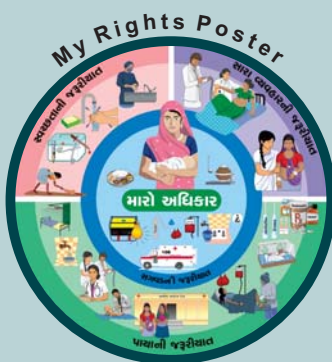
Gujarat is one of the better performing states in India with more than 75% institutional deliveries and a Maternal Mortality Ratio of 112. It did not achieve the Millennium Development Goal by 2015. One of the reasons includes the many remote/geographically difficult and poorly served areas of the state. (SRS Reports 2011-13).

Dahod and Panchmahal are particularly marginalized in terms of remoteness, low literacy and high proportions of tribal populations. In 2012 when we started our project hardly any sub-centres in Dahod and Panchmahal had labour rooms in use (13.6%, 9%), no Female Health Worker resided in sub-centres in Panchmahal district and only 16.7% of PHCs in Dahod district were functioning on a 24 hour basis (IIPS, 2010).

Methodology

Women's perceptions of 'safe delivery' were captured through group discussions and participatory exercises. A monitoring tool combining both women's concepts and the technical standards of ante natal and post natal care laid out by the Government of India, was developed. Inputs of members of the local women's organization (Sangathan), were also considered. The tool was filled twice for each pregnant woman by trained local volunteers, once in the eighth month of pregnancy and then within 20 days post delivery. Quality checks were done on 10 per cent of the filled forms.

Report Cards were compiled from the data gathered through the monitoring tools. Findings were shared with respondents and the Sangathan women to corroborate the information. The report cards were the basis for dialogues with the health system representatives and local elected representatives and other leaders.



Report Card Sharing



Awareness Raising Tool: Services Provided on Village Health and Nutrition Day



Report Card

REPORT CARD	2012-13	2013-14
A. I. ANC		
1. Registration before 12 weeks	100%	100%
2. Average (minimum 80%)	100%	100%
B. Antenatal Care (ANC)		
1. First antenatal visit (within 12 weeks)	100%	100%
2. Antenatal visits (minimum 4 times)	100%	100%
3. Antenatal visits (minimum 8 times)	100%	100%
4. Antenatal visits (minimum 12 times)	100%	100%
5. Antenatal visits (minimum 16 times)	100%	100%
6. Antenatal visits (minimum 20 times)	100%	100%
7. Antenatal visits (minimum 24 times)	100%	100%
8. Antenatal visits (minimum 28 times)	100%	100%
9. Antenatal visits (minimum 32 times)	100%	100%
10. Antenatal visits (minimum 36 times)	100%	100%
11. Antenatal visits (minimum 40 times)	100%	100%
12. Antenatal visits (minimum 44 times)	100%	100%
13. Antenatal visits (minimum 48 times)	100%	100%
14. Antenatal visits (minimum 52 times)	100%	100%
15. Antenatal visits (minimum 56 times)	100%	100%
16. Antenatal visits (minimum 60 times)	100%	100%
17. Antenatal visits (minimum 64 times)	100%	100%
18. Antenatal visits (minimum 68 times)	100%	100%
19. Antenatal visits (minimum 72 times)	100%	100%
20. Antenatal visits (minimum 76 times)	100%	100%
21. Antenatal visits (minimum 80 times)	100%	100%
22. Antenatal visits (minimum 84 times)	100%	100%
23. Antenatal visits (minimum 88 times)	100%	100%
24. Antenatal visits (minimum 92 times)	100%	100%
25. Antenatal visits (minimum 96 times)	100%	100%
26. Antenatal visits (minimum 100 times)	100%	100%
27. Antenatal visits (minimum 104 times)	100%	100%
28. Antenatal visits (minimum 108 times)	100%	100%
29. Antenatal visits (minimum 112 times)	100%	100%
30. Antenatal visits (minimum 116 times)	100%	100%
31. Antenatal visits (minimum 120 times)	100%	100%
32. Antenatal visits (minimum 124 times)	100%	100%
33. Antenatal visits (minimum 128 times)	100%	100%
34. Antenatal visits (minimum 132 times)	100%	100%
35. Antenatal visits (minimum 136 times)	100%	100%
36. Antenatal visits (minimum 140 times)	100%	100%
37. Antenatal visits (minimum 144 times)	100%	100%
38. Antenatal visits (minimum 148 times)	100%	100%
39. Antenatal visits (minimum 152 times)	100%	100%
40. Antenatal visits (minimum 156 times)	100%	100%
41. Antenatal visits (minimum 160 times)	100%	100%
42. Antenatal visits (minimum 164 times)	100%	100%
43. Antenatal visits (minimum 168 times)	100%	100%
44. Antenatal visits (minimum 172 times)	100%	100%
45. Antenatal visits (minimum 176 times)	100%	100%
46. Antenatal visits (minimum 180 times)	100%	100%
47. Antenatal visits (minimum 184 times)	100%	100%
48. Antenatal visits (minimum 188 times)	100%	100%
49. Antenatal visits (minimum 192 times)	100%	100%
50. Antenatal visits (minimum 196 times)	100%	100%
51. Antenatal visits (minimum 200 times)	100%	100%
52. Antenatal visits (minimum 204 times)	100%	100%
53. Antenatal visits (minimum 208 times)	100%	100%
54. Antenatal visits (minimum 212 times)	100%	100%
55. Antenatal visits (minimum 216 times)	100%	100%
56. Antenatal visits (minimum 220 times)	100%	100%
57. Antenatal visits (minimum 224 times)	100%	100%
58. Antenatal visits (minimum 228 times)	100%	100%
59. Antenatal visits (minimum 232 times)	100%	100%
60. Antenatal visits (minimum 236 times)	100%	100%
61. Antenatal visits (minimum 240 times)	100%	100%
62. Antenatal visits (minimum 244 times)	100%	100%
63. Antenatal visits (minimum 248 times)	100%	100%
64. Antenatal visits (minimum 252 times)	100%	100%
65. Antenatal visits (minimum 256 times)	100%	100%
66. Antenatal visits (minimum 260 times)	100%	100%
67. Antenatal visits (minimum 264 times)	100%	100%
68. Antenatal visits (minimum 268 times)	100%	100%
69. Antenatal visits (minimum 272 times)	100%	100%
70. Antenatal visits (minimum 276 times)	100%	100%
71. Antenatal visits (minimum 280 times)	100%	100%
72. Antenatal visits (minimum 284 times)	100%	100%
73. Antenatal visits (minimum 288 times)	100%	100%
74. Antenatal visits (minimum 292 times)	100%	100%
75. Antenatal visits (minimum 296 times)	100%	100%
76. Antenatal visits (minimum 300 times)	100%	100%
77. Antenatal visits (minimum 304 times)	100%	100%
78. Antenatal visits (minimum 308 times)	100%	100%
79. Antenatal visits (minimum 312 times)	100%	100%
80. Antenatal visits (minimum 316 times)	100%	100%
81. Antenatal visits (minimum 320 times)	100%	100%
82. Antenatal visits (minimum 324 times)	100%	100%
83. Antenatal visits (minimum 328 times)	100%	100%
84. Antenatal visits (minimum 332 times)	100%	100%
85. Antenatal visits (minimum 336 times)	100%	100%
86. Antenatal visits (minimum 340 times)	100%	100%
87. Antenatal visits (minimum 344 times)	100%	100%
88. Antenatal visits (minimum 348 times)	100%	100%
89. Antenatal visits (minimum 352 times)	100%	100%
90. Antenatal visits (minimum 356 times)	100%	100%
91. Antenatal visits (minimum 360 times)	100%	100%
92. Antenatal visits (minimum 364 times)	100%	100%
93. Antenatal visits (minimum 368 times)	100%	100%
94. Antenatal visits (minimum 372 times)	100%	100%
95. Antenatal visits (minimum 376 times)	100%	100%
96. Antenatal visits (minimum 380 times)	100%	100%
97. Antenatal visits (minimum 384 times)	100%	100%
98. Antenatal visits (minimum 388 times)	100%	100%
99. Antenatal visits (minimum 392 times)	100%	100%
100. Antenatal visits (minimum 396 times)	100%	100%
101. Antenatal visits (minimum 400 times)	100%	100%
102. Antenatal visits (minimum 404 times)	100%	100%
103. Antenatal visits (minimum 408 times)	100%	100%
104. Antenatal visits (minimum 412 times)	100%	100%
105. Antenatal visits (minimum 416 times)	100%	100%
106. Antenatal visits (minimum 420 times)	100%	100%
107. Antenatal visits (minimum 424 times)	100%	100%
108. Antenatal visits (minimum 428 times)	100%	100%
109. Antenatal visits (minimum 432 times)	100%	100%
110. Antenatal visits (minimum 436 times)	100%	100%
111. Antenatal visits (minimum 440 times)	100%	100%
112. Antenatal visits (minimum 444 times)	100%	100%
113. Antenatal visits (minimum 448 times)	100%	100%
114. Antenatal visits (minimum 452 times)	100%	100%
115. Antenatal visits (minimum 456 times)	100%	100%
116. Antenatal visits (minimum 460 times)	100%	100%
117. Antenatal visits (minimum 464 times)	100%	100%
118. Antenatal visits (minimum 468 times)	100%	100%
119. Antenatal visits (minimum 472 times)	100%	100%
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121. Antenatal visits (minimum 480 times)	100%	100%
122. Antenatal visits (minimum 484 times)	100%	100%
123. Antenatal visits (minimum 488 times)	100%	100%
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128. Antenatal visits (minimum 508 times)	100%	100%
129. Antenatal visits (minimum 512 times)	100%	100%
130. Antenatal visits (minimum 516 times)	100%	100%
131. Antenatal visits (minimum 520 times)	100%	100%
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142. Antenatal visits (minimum 564 times)	100%	100%
143. Antenatal visits (minimum 568 times)	100%	100%
144. Antenatal visits (minimum 572 times)	100%	100%
145. Antenatal visits (minimum 576 times)	100%	100%
146. Antenatal visits (minimum 580 times)	100%	100%
147. Antenatal visits (minimum 584 times)	100%	100%
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149. Antenatal visits (minimum 592 times)	100%	100%
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155. Antenatal visits (minimum 616 times)	100%	100%
156. Antenatal visits (minimum 620 times)	100%	100%
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160. Antenatal visits (minimum 636 times)	100%	100%
161. Antenatal visits (minimum 640 times)	100%	100%
162. Antenatal visits (minimum 644 times)	100%	100%
163. Antenatal visits (minimum 648 times)	100%	100%
164. Antenatal visits (minimum 652 times)	100%	100%
165. Antenatal visits (minimum 656 times)	100%	100%
166. Antenatal visits (minimum 660 times)	100%	100%
167. Antenatal visits (minimum 664 times)	100%	100%
168. Antenatal visits (minimum 668 times)	100%	100%
169. Antenatal visits (minimum 672 times)	100%	100%
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171. Antenatal visits (minimum 680 times)	100%	100%
172. Antenatal visits (minimum 684 times)	100%	100%
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177. Antenatal visits (minimum 704 times)	100%	100%
178. Antenatal visits (minimum 708 times)	100%	100%
179. Antenatal visits (minimum 712 times)	100%	100%
180. Antenatal visits (minimum 716 times)	100%	100%
181. Antenatal visits (minimum 720 times)	100%	100%
182. Antenatal visits (minimum 724 times)	100%	100%
183. Antenatal visits (minimum 728 times)	100%	100%
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213. Antenatal visits (minimum 848 times)	100%	100%
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217. Antenatal visits (minimum 864 times)	100%	100%
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219. Antenatal visits (minimum 872 times)	100%	100%
220. Antenatal visits (minimum 876 times)	100%	100%
221. Antenatal visits (minimum 880 times)	100%	100%
222. Antenatal visits (minimum 884 times)	100%	100%
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224. Antenatal visits (minimum 892 times)	100%	100%
225. Antenatal visits (minimum 896 times)	100%	100%
226. Antenatal visits (minimum 900 times)	100%	100%
227. Antenatal visits (minimum 904 times)	100%	100%
228. Antenatal visits (minimum 908 times)	100%	100%
229. Antenatal visits (minimum 912 times)	100%	100%
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232. Antenatal visits (minimum 924 times)	100%	100%
233. Antenatal visits (minimum 928 times)	100%	100%
234. Antenatal visits (minimum 932 times)	100%	100%
235. Antenatal visits (minimum 936 times)	100%	100%
236. Antenatal visits (minimum 940 times)	100%	100%
237. Antenatal visits (minimum 944 times)	100%	100%
238. Antenatal visits (minimum 948 times)	100%	100%
239. Antenatal visits (minimum 952 times)	100%	100%
240. Antenatal visits (minimum 956 times)	100%	100%
241. Antenatal visits (minimum 960 times)	100%	100%

Results

Four report cards were produced. They resulted in visible changes: Improved responsiveness of the health system, improvement in the quality of maternal healthcare, increased community recognition for maternal health and increased awareness of maternal health entitlements among women and community leaders in all districts.

Figure 1 - Frequency of receipt of information on benefits in community monitoring data, Dahod and Panchmahal districts, Dec 2012-Oct 2015, N=1145

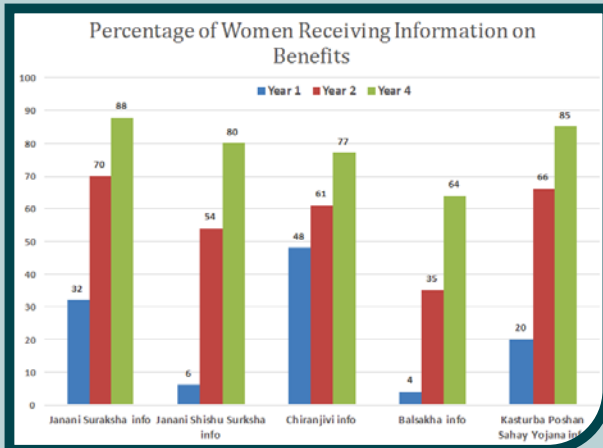


Figure 2 - Receipt of services by pregnant women in community monitoring data, Dahod and Panchmahal districts, Dec 2012-Oct 2015, N=1145

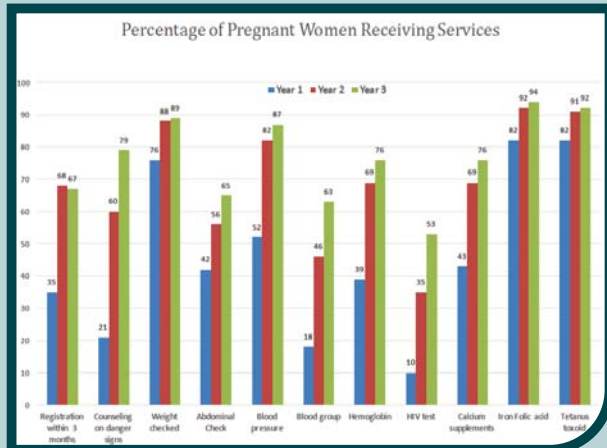


Figure 3/4 - Extent and location of facility deliveries for the least vs. most vulnerable (SC/ST) from year 1 to year 3 adjusted for socio-demographic variables in community monitoring data, Dahod and Panchmahal districts, Dec 2012-Oct 2015, N=1145

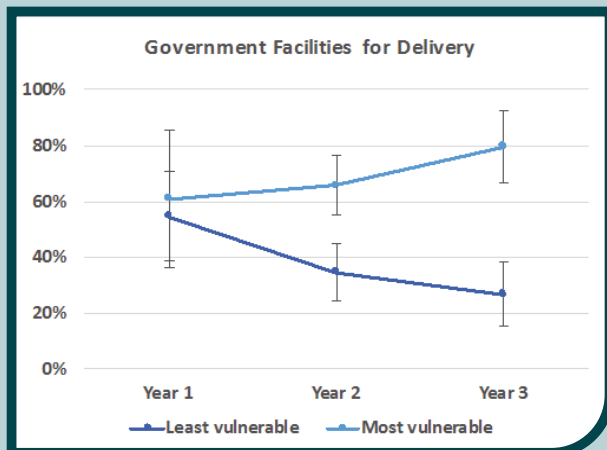
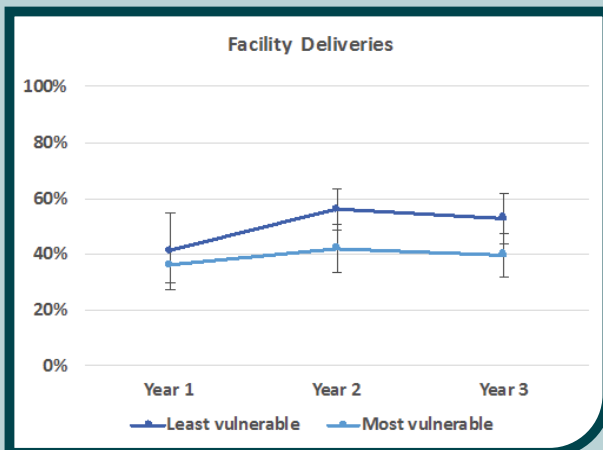
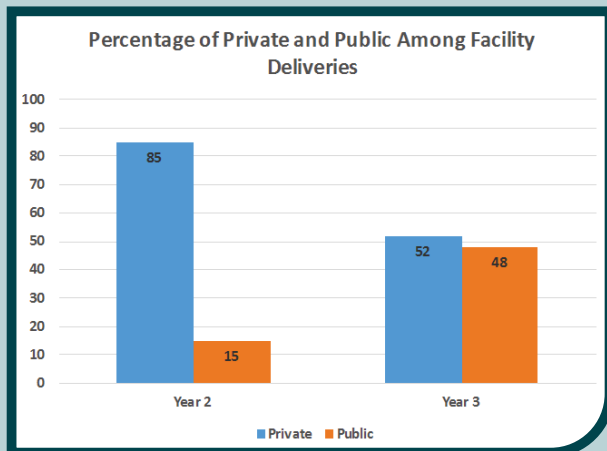
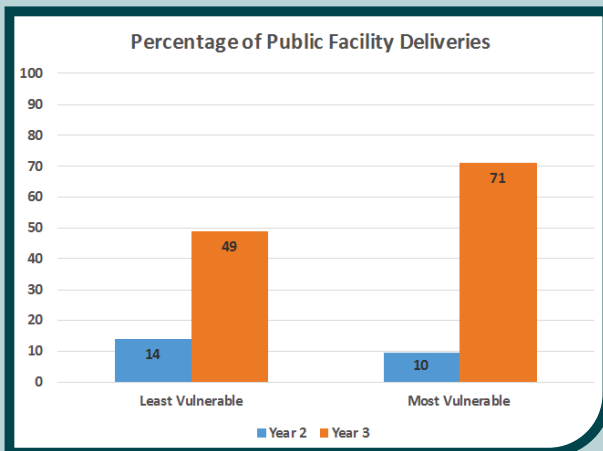


Figure 5/6 - Location of facility deliveries for the least vs. most vulnerable (SC/ST) from year 2 to year 3 in community monitoring data, Anand districts, Jan 2014-Oct 2015, N=1250



Credits: This brief is based on an end evaluation report. George Asha, B. Subha Sri, Ved Rajani. Strengthening People-Centered Services through Improved Accountability: The Enabling Community Action for Maternal Health Project in Gujarat. (2016)
Project Supported by MacArthur Foundation

