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HEALTH & FAMILY WELFARE DEPARTMENT

ORDER

The 12th May 2023

No. 11267—HFW-SCH-I-MISC-0014/2022-H.—The Health & Wellness Centre (HWC) at the Sub-Center (SC) level is equipped with essential infrastructure and staffed with an appropriately trained Primary Health Care team comprising of Mid-Level Health Service Provider (MLHSP) known as Community Health Officer (CHO), Multi-Purpose Health Workers (male and female) and ASHAs for delivering Comprehensive Primary Health Care (CPHC) services at facility and field level. The CHO will primarily act as a Mid-Level Health Provider (MLHSP) to manage facility-based services at the SC-HWC level and work in a team-based approach for delivering quality health care encompassing: Preventive, Promotive, Curative, Rehabilitative and Palliative care adhering to the principle of continuum of care. The SC-HWCs are conceived as field-level Hospitals as per CPHC mandate. Accordingly, as per Government decision, Nursing Officers recruited by OSSSC were deployed as Community Health Officers at SC level HWC after successful completion of 4 months CPCH training or those have studied integrated B. Sc. Nursing / Post Basic B. Sc. Nursing in the academic year 2019-20 onwards, as per the Letter No. 19567/H, dated the 13th July 2021.

Keeping in view the Gol guideline and for effective functioning of SC-HWCs, Government in Health & Family Welfare Department, after careful consideration have been pleased to modify the Terms of Reference (role of Nursing Officers deployed as CHOs) at SC level HWCs communicated earlier vide Letter No. 1671, dated the 29th January 2019. The revised ToR of CHOs are outlined below :

## A. Facility Based Services :—

### 1. OPD Services —

- The prime responsibility of the CHO is to provide OPD services on regular basis as per the CPHC mandate at the SC HWC level.
- The SC-HWC will remain open from 9 AM to 5 PM. (except on Meeting, Training & Field Tours).
- The mandatory OPD Hours are from 9 AM to 1 PM. During the non-OPD hours, the CHO is expected to take up outreach activities/ data recording, reporting & updation.
- OPD hours shall be rescheduled based on Government Notification from time to time.

## 2. Screening and Primary Management :—

- During OPD, the CHO will undertake detailed clinical history, physical examination of patients to assess the disease condition.
- Provide the first level of treatment/ management for all conditions covered under the 12 essential packages of services and various national health programs.
- Facilitate referral to enable continuum of care. This would require entering patient case records in referral slip / IT application, providing information on the closest and most appropriate health facility for seeking care, informing the service providers at referral centers, facilitate referral transport and providing pre-referral stabilisation if required.
- Conduct fixed day NCD Screening at the SC level preferably on Thursday with the support of SC-HWC team.
- Maintain all related records & reports (Manual/ Online).

## 3. Diagnostics :—

- Conduct free diagnostics services as mandated by the State.
- Maintain all related records at facility level.
- Update diagnostic reports on regular basis in manual / online mode as suggested by the State.

## 4. Drug availability and Dispensing :—

- Drugs to be made available as per the EDL shared by State.
- Ensure preparation of Annual indent of SC-HWC basing on Disease burden, consumption trends & buffer stock requirement to avoid stock out and submit it to appropriate authority for finalization of annual indent.
- Indent for drugs & consumables for SC-HWC to be prepared jointly by the CHO and ANM on a monthly basis to avoid stock outs and submit it through online/offline mode.
- Dispense medicines to patients as per defined protocol.
- Maintain all related records at facility level jointly, especially Stock & Store Register.

## 5. Tele-consultation Services :—

- Conduct tele-consultation with Service providers at higher level facilities for appropriate treatment/management of patients.
- Mobilise cases with the support of ASHA & ANM and from daily OPD for tele-consultation services.
- Maintain all related records / reports & update in portal / share with appropriate authority as per requirement.

## 6. Quality Assurance Activities & Certifications :—

The followings will be the joint responsibility of CHO & ANM :—

- Conduct internal assessment for National Quality Assurance Standards (NQAS) & Kayakalp on quarterly basis & keep record for future references prepare Time Bound Action Plan (TBAP).

- Ensure bridging the gaps identified during internal assessment as per quality improvement plan.
- Ensure branding of SC-HWC & display of protocols & signages as per NQAS guidelines.
- Ensure periodic improvement in quality services as per NQAS/ Kayakalp mandate.

#### 7. Disease Surveillance :—

- Report regularly in Presumptive & Laboratory (P & L) form as per guidelines.
- Co-ordinate and lead local response to disease outbreaks, emergencies and disaster situations and support the medical team for investigating the disease outbreaks.
- Analyze the S, P & L forms to find out any existence of an epidemic/ outbreak situation. If any inform appropriate authority.
- Actively engage in epidemic preparedness and management activities at the local level and raise Early Warning Signs.

#### 8. Vital Statistics :—

- Ensure reporting of all the domiciliary births & deaths happening under his / her SC-HWC jurisdiction.
- Both CHO & ANM to produce CD / NCD Register / Family folder before MO PHC / BPHO for verification during field inquiry for MCCD (Medically Certified Cause of Death).

#### 9. Bio medical Waste Management :—

- Ensure collection, segregation and disposal of Biomedical & general waste as per guidelines at the HWC.
- Maintain containment area as per mandate.
- Facilitate to obtain authorization from competent authority and maintain the same.

#### 10. In Case the SHC HWC is a Delivery Point :—

- Both CHO & ANM is to be trained on SAB and conduct deliveries following protocols.

### **B. Community Based Services :—**

CHOs will support in the community-based activities along with Facility level services. He / She will conduct minimum 4 days of outreach activities (except Meeting & Training / preferably in the 2nd half / At-least once in a week) in a month. Key community-based activities are as follows :—

- Conduct JAS meetings as per mandate, develop annual action plan & budget, ensure its implementation, keep records and share timely reports with the support of SC-HWC team.
- Carry out home visits to patients / beneficiaries as per need during the field visits and share findings in the sector meeting attended by her.
- Facilitate formation of different Patient support groups and ensure regular meetings for improving treatment compliance.
- Attend selected VHSNC for onsite support to strengthen as a vibrant community-based institution.
- Attend selected VHND / Immunization sessions / any other campaigns or activities related to National Programs for providing handholding support.

#### Wellness Sessions:

- Prepare annual plan & budget for organization of wellness sessions jointly with HW (M & F) & sensitize the SC-HWC team for its smooth implementation.
- Co-ordinate with SC HWC team for organization of wellness sessions as per plan.
- Update reports in the portal and keep documentation for future record.

#### **C. Management Responsibilities :—**

- She/He shall attend the Quarterly meeting at District level and Monthly meeting at Block level for review of activities related to SC-HWC.
- She/He shall conduct monthly HWC meetings with HW (M & F) and ASHAs on any fixed day (1st Thursday afternoon) to :—
  - Assess progress on coverage of beneficiaries for various services/programs ;
  - Identify and addressing gaps. The gaps could be on account of team members knowledge or skill that can be either resolved on the spot or facilitation of additional trainings ;
  - Discuss common issues and problems being faced by ASHAs and MPWs ;
  - Identify actions that need to be highlighted to PHC-Medical Officer ;
  - Keep the team updated about the new program guidelines and technical details ;
  - Facilitate in computing PLP & TBI for the entire team including her / himself with the support of other team members & submit at appropriate authority ;
  - Support ASHAs in calculating monthly ASHA incentives & submitting of claims at appropriate authority ;
  - Prepare a monthly work plan for the SC team in the defined format (will be intimated separately) & communicate it to the appropriate authority.
- Sector supervisors may be invited to participate in the SC-HWC monthly meeting on rotational basis.
- She/He will invite PRI members for organizing functions (Independence Day, Republic Day, etc.) at SC HWC level, wherever necessary.
- She/He will be responsible for upkeeping the physical infrastructure of SC HWCs (engage manpower for cleanliness services, timely whitewashing/ distemping, branding, appropriate lighting etc.) with the support of respective BPMU.
- Manage Books of account for all funds released for SC HWC (through JAS & NHMAccount) with support of BPMU.
- Report Submission :—
  - CHO is responsible for collection, compilation & in time reporting of all facility-based report (online / offline) with the support of SC-HWC team.

#### **D. Grievance redressal :—**

- As the CHOs are from the Government Cadre, the Grievance redressal mechanism followed for Nursing Officers will be applicable for the CHOs.

**E. Supportive Supervision :—**

- The Clinical activities of the SC HWC will be supervised by the MO at PHC & CHC level.
- The programmatic activities of the SC HWC will be regularly supervised by the BPHO / BPMU & other block level supervisors. The programmatic activities of the SC HWC will also be supervised by the CDMPHO/DPMU and other district level officials.

**F. Reporting Hierarchy :—**

- The CHO will report to the BPHO through PHC /Sector MO.
- Any leave will be sanctioned by appropriate authority as per Government rules.
- CHO will submit her work certificate to the BPHO through PHC / Sector MO.

**G. Any other works :—**

- Any other additional work may be assigned as per the guidelines issued from time to time.
- He /She may be deployed to work other than SC-HWC only during any epidemic/ disaster situation by the competent authorities.

The annual performance appraisal of CHOs shall be evaluated based on above ToR and performance parameters to be communicated from time to time.

SHALINI PANDIT  
Commissioner-*cum*-Secretary to Government