Topic: A study on workload, performance and perceptions of ANMs in implementing Mother Child tracking system in Chandigarh.

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ABSTRACT

Background:

Earlier, ANMs were known as temporary workers, a local women with a primary education who was recruited and trained for a short period to man the Sub-Centres. Over time, various committees, such as Mudaliar, suggested the continuation of auxiliary cadre to provide basic healthcare at the field level. The ANMs gradually became permanent staff in the public-health system. ANMs have broad spectrum of responsibilities to play in under National health mission. Government of India launched Mother Child Tracking System in 2009 and currently covers all states in India. MCTS is an information system for tracking maternal and child health beneficiaries in India’s public health system, and improving service delivery planning and outcomes. Over the period of time, different national health programmes have resulted in increased workload of ANMs. There are many studies on ANMs and their workload. But very few studies have been reported on workload calculation based on standardized methodology like WISN(Workload Indicators of Staffing Needs) toolkit. The present study was hence taken up to determine workload of ANM using standard methodology given by WHO, to calculate required number of ANMs in implementing MCTS at civil dispensary and to determine their performance and perceptions in the same. Objective: To assess the workload, performance, and perceptions of ANMs in implementing Mother Child Tracking System in Chandigarh. Material and Methods: A quantitative approach was chosen to assess the workload, performance and mothers’ satisfaction regarding services received from ANMs with research design of Time-motion design; Retrospective design; and Cross-sectional design respectively. The qualitative approach was chosen to explore the perceptions of ANMs in implementing Mother Child Tracking System. The study setting selected was civil dispensaries of Chandigarh and residential areas covered under respective dispensaries. The present study involves ANMs implementing Mother Child Tracking System in Chandigarh and the mothers’ who had received the services from the ANMs. The
workload was assessed in all the dispensaries using WISN (Workload indicators of staffing needs) manual. For developing activity standards, in determining workload one ANM was selected using purposive sampling technique. For determining performance systematic random sampling technique was used to select 15 entries of beneficiary from each dispensary. Hence, in 21 dispensaries total 315 entries were selected. Convenient sampling technique was used select 105 mothers who had availed the services of ANMs. Total 9 Focus group discussions were conducted till the data saturation was achieved with 5-6 ANMs in each FGD. Various research tools were developed for data collection. The validity of research tools was established through the panel of experts from the field of Nursing and Public health. The permission to conduct study was obtained from District family welfare Bureau of Chandigarh. A written informed consent was taken from study participants. After discussion with the Medical officers of dispensaries arranged were made for conducting Focus group discussions with the ANMs. The data was collected from April 2017-October 2017. The data, thus collected was coded and entered in SPSS-22 for analysis. Descriptive statistics i.e mean, standard deviation and inferential statistics i.e, chi-square test, One –way ANOVA, t-test was used to analyze the data.

Results: The total number of ANMs enrolled in the study was 66. Majority (71.2%) of ANMs were above 25 years of age while 28.8% of ANM were below 25 years of age (Mean=34.95 ± SD=8.486). There were variations in total pregnancies registered and total pregnancies to be tracked according to population of area. Dispensaries of sector 38 (333/356), dadu majra colony(525/604), sector 40(273/292), sector 42(200/218), sector 33(209/228), sector 29(252/262) were tracking less number of pregnancies based on population of area. The Data Entry Operator, Computer system and Internet connection was available in only 7 dispensaries. The workload was found to be high in 9 dispensaries (CD-sector 35, CD-sector 23, CD-sector 19, CD-Ramdarbar, CD-Halomajra, CD Sector-52 Kajheri, CD-Kaimbala and CD-Mauli Jagran) with workforce problem of staff shortage. The workload was found to be normal in 7 dispensaries (CD-38, Dadumajra colony, Maloya, CD-42, CD-8, CD-26, CD-29) and no workload was there in 5 dispensaries (CD-40, CD-56, CD-20, CD-11 and CD Citco colony No.4). While calculating the percentage of time spent in doing activities under MCTS, it was found that the workload was very high in 4 dispensaries: CD-sector 35, CD-sector 23, CD-sector 19, CD-Kaimbala where ANM spent their total annual working time in doing activities under MCTS and they are left with no time for doing activities under other national health programs. The condition was also worst in 3 dispensaries CD-sector 33, CD-Mauli
jagran, CD-Kajheri where ANMs are not even left with 25% of time for doing activities under other national health programs. The majority (18 dispensaries) of ANMs of dispensaries were having excellent performance in implementing MCTS where as ANMs of 2 dispensaries -sector 33 and sector 26 were having high performance, 1 dispensary-sector 38 was having average performance and none of the ANMs of dispensary had shown low performance. 278 (88%) beneficiaries had received all due services and the performance category was excellent. Out of 105 mothers who availed the services of ANMs, 16.2% mothers were very satisfied, 58.1% mothers were moderately satisfied, and 25.7% mothers were dissatisfied. A significant difference was observed between the performance scores of ANMs with their age at $t(64) = -4.163$, $p = 0.00$ i.e statistically high performance scores were observed in ANMs >25 years of age. A significant difference was observed between the performance scores of ANMs with their years of experience and qualification at $f(65) = 5.199$, $p = 0.008$ and $f(65) = 5.133$, $p = 0.009$ respectively. A significant difference was observed between the satisfaction scores of mothers with their qualification and their children’s age at $f(104) = 2.650$, $p = 0.038$ and $t(103) = 3.171$, $p = 0.002$ respectively. Various themes emerged during FGDs conducted with the ANMs posted in various civil dispensaries of Chandigarh. The themes generated are: Duplication of work & high workload; Reduced time for practical work; Mismanagement of work; Scarce resources and facilities; Unplanned work and affected family life; Field issues & people response in community; Safety & security issues; Work pressure from officers; ANMs’ understanding of MCTS; Positive effects of MCTS; Negative effects of MCTS; Difficulties encountered in MCTS; Issues related to salary and other perks; Changes in records and reports; Problems in filling records; Compromised quality of services; Use of mobile phones; Manpower Issues; Ways to tackle problems; Support from community leaders and relations with community; Alternatives suggested by ANMs. The findings of FGDs suggests that ANMs face problems related to safety and security in the field, less salary as per workload status and increased written work, reduced time for practical work, duplication of work, scarce resources and facilities, compromised quality of services.

**Keywords:** Activity standards, Auxillary Nurse Midwife, Civil dispensary, Mother Child tracking system, WISN(Workload indicators of staffing needs)