Citizens Report Card (CRC) Training - Report

QIPHS project aims the empowerment of beneficiaries of government hospitals in terms of their rights and entitlements. In order to achieve this objective we have proposed sensitization session for general public, RTI Trainings and Health Watch initiative. Sustainability of the project results depends upon the empowerment of the targeted community. It is in this context QIPHS project proposed the development of citizen’s report card (CRC) as a tool to be used for monitoring the services delivered from the hospitals under the project. Community monitoring will ensure the sustainability of the positive results created under the project. Since Jananeethi is not having the required expertise in this exercise we have availed the service of Public Affairs Centre (PAC) Bangalore for developing the CRC tool. A MoU with PAC was signed specifying the role and responsibilities on each side while implementing the work. Before developing the CRC an in depth survey has to be completed to record the experiences of the patients who availed services from the three hospitals under the project. As a prelude to the survey two day long intensive training was conducted for the volunteers who were selected for the survey on 7th and 8th of November. Prior to the training a scientific and in depth questionnaire was prepared by PAC based on the project experiences so far. Since the questionnaire was lengthy a pilot survey using the proposed questionnaire was done in order to
identify the time required for completing the form and also to know any flaw in the questionnaire. The training was headed by Dr. Meena Nair, Head of Research at PAC with assistance from Mr. Poondala Karthik, Program Officer at PAC. There were fifteen volunteers who were selected for the training anticipating one or two drop outs. The training started with a detailed narration of the ongoing project and the expectations from the volunteers by Adv. Sunilkumar P, Executive Director of Jananeethi. It was followed by the sharing of experience from the pilot survey conducted by using the proposed questionnaire by E. Jayasree, Project Officer of Jananeethi. Dr. Meena Nair started the training by sharing her experiences in this field and reminded the trainees the importance of the data in making the survey a scientific one. Each trainee was supplied with four questionnaires proposed to be used for each hospital falling under the project. Each question was read and discussed during the training so that the trainees will understand the questions in its real sense and also to clarify any doubt regarding the same. Role play was also conducted by using the trainees as surveyor and patient. This has helped them to understand the time that may require for filing the questionnaire and also any difficulty that may arise during the conduction of interview. Second day was mainly devoted to test the questionnaire in the field. Trainees were sent in group of three persons in the nearby houses to conduct the interview. This field exercise gave them clarity about the proposed survey and also helped to build enough confidence. Questionnaire was then modified based on the discussions and field experiences.

Mr. Poondala Karthik from PAC and Ms. E. Jayasree from Jananeethi made necessary arrangements for making the training a successful program.

Based on the training received the volunteers have now completed the survey. A total of 458 patients were interviewed and the tabulation of the data collected by the survey is in progress.

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