

## Report of sensitization meeting of health workers

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| <b>Name of the Training:</b>        | <b>Sensitization Meeting of Healthcare Workers on Training Module</b> |
| <b>Date:</b>                        | <b>14<sup>th</sup> - 16<sup>th</sup> September, 2022</b>              |
| <b>Name of member organization:</b> | <b>Calcutta Kids, Howrah</b>  |
| <b>No. of participants:</b>         | <b>13</b>   |



**Group snaps with the participants and facilitators**

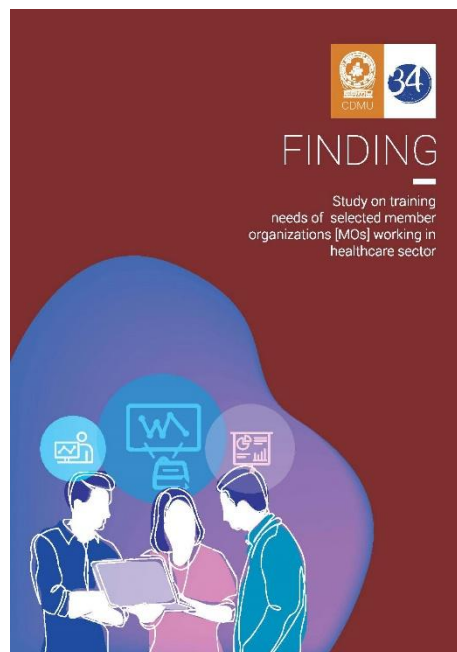
### **Introduction:**

Healthcare delivery needs of the common people cannot be accomplished totally by the government sector. In India, a number of non-governmental organizations [NGOs] appear to fill a large share of the gap in healthcare delivery. More often than not they cater to the needs of thousands of care seekers with too scarce resources which they manage to gather through assistance and donations of different kinds. While their motivation to run a regular health care activity is praiseworthy, most of such NGOs operating in the rural and remote areas are manned by health care workers who often lack formal training. Besides, such NGO clinics are almost always left with handling too huge a patient load in too short time available. To

strengthen the healthcare services of member organizations [Mos] it is the high time that CDMU should take a leadership to strengthen health system management of it MOs.

Community Development Medicinal Unit [CDMU] is not-for-profit health care organization working on medicines access & rational use working with its network organizations [referred to as MOs] for last 3 decades. The need was felt by CDMU as well by its partner organizations to strengthen its medical care programs. It was also felt during personnel visit to its partner organizations as well as in the meeting that one of the area of strengthening medical care is to educate the care givers of its MOs.

A study on training need assessment was conducted among willing member organizations [MO] of CDMU. These MOs are spread over 10 district of West Bengal and engaged in different types of healthcare activities. Some are located in tea gardens, some of them are mental hospitals or rehabilitation centre, some runs health camps in village whereas some have their static clinic. The commonality being their transaction with CDMU in connection with drugs and consumables.



With such objectives CDMU initially conducted a training need assessment to understand the training need of member organizations and effective delivery of information as well as knowledge with frontline health workers – the first contact with the patient in the clinic of member organizations. The common agenda for CDMU, its member organization and the donor is to provide effective and efficient health care delivery.

#### Location and period of the training:



The sensitization meeting was organized with healthcare workers, who are responsible for clinical activities with the MO – Calcutta Kids. The program was arranged in the organization's training hall, opposite to their registered office. Though the hall was small but the space was well lit. There were sufficient tables and chairs but there were limited space for movement. They have facilities for audio visuals also. The duration of the program was 3 hours per day for three days.

### **Brief description of activities of Calcutta Kids:**

Calcutta Kids is a non-governmental institution and a member organization of CDMU working with a mission to provide essential services that enable adolescent girls, women, and children in Kolkata's slums to thrive.

Calcutta Kids serves adolescent girls, women, and children in Fakir Bagan, a transient slum community on the outskirts of Kolkata, India.

They provide following services for the community:

- Prenatal and postpartum health care
- Labor and delivery services
- Neonatal and pediatric health care
- Adolescent health services
- Growth monitoring and promotion
- Nutrition assistance
- Health education
- Social and emotional support

These services — which the community health workers and medical staff provide at their local community center and clinic and in the homes of the women, children, and adolescent girls they serve — comprise our maternal health, child health, and adolescent girls programs.

Further information available at [last searched on 30.9.2022] : <https://www.calcuttakids.org>

## Opening:

The program was initiated with registration and brief remarks from Mr. Kalyan Kumar Roy



**Dr K K Ray in his inaugural speech**

(Managing Trustee), who narrated the need of such program and necessity of continuous education program among health service providers. He appreciated the role of CDMU for such program and also requested the participants for active participation during the session. Soon after his inaugural speech, next session was conducted by Mr. Sushanta Roy, the Project Coordinator of CDMU, who concisely described about the objective of the

program and how the program was devised as well as the contents. He then introduced the resource person Ms. Sharmistha Gupta with the participants. After his brief introduction participants introduced themselves. This was followed by filling up of pre-test questionnaire.

**Workshop Sessions:** Mr. Sushanta Roy instigated the session by giving a brief note on the design of the training programme for three days. The first session of Day – 1 was Covid – 19. The facilitator Ms. Sharmishtha Gupta asked one participant to read the topic from the



**Sharmistha Gupta in her session**

module. After reading the chapter, she explained key issues in brief. As there was Hindi speaking participant, she explained few line and technical words in Hindi also. The next topic was about 'Burn'. One of the participants was asked to read from the module and later she repeated the key messages. Few participants had some questions on the management of burn – the facilitator and Mr. Roy both gave the clarifications for the same. Mr. Roy also added few

points on myths and misconceptions associated with burn. He emphasized the importance of referral and the role of the frontline workers in severe burn cases. Later, the participants also shared some of their life experiences. This session was followed by discussion on Snake bite. Like other sessions, this was also read by one participant and later the facilitator summarized



the topic. However, the participants said that they hardly get any patient of snake bite there. The participants asked questions on dog bite as well as rat, cat bites. Mr. Roy explained that it is necessary to provide first aid to the patient and rush the patient immediately to the hospital or nearby referral centre as there is appropriate vaccine for all these cases. The next topic was on Fever. One participant read out from the module and while reading, few technical issues were discussed like, use of antibiotics. It was emphasized that except doctor, nobody is entitled to advice antibiotics. Mr. Roy discussed issues related to Paracetamol, he assured the participants that he would give a chart on Paracetamol doses in next day. The next topic was Chest pain. The facilitator asked the participants to read out from the module. She explained how to differentiate between cardiac chest pain and chest pain for other causes like gas, acidity etc. Emphasis was given on referring the patient to right health facility at right time. The day's session was ended by summarizing the topics and Mr. Roy instructed the participants to jot down 2 key points on each topic on board on the next day morning.

The next day, session started with previous day's recapitulation. There were few questions on preceding day's topics, which were adequately answered by the facilitator. The first session of second day was on Balanced diet. The facilitator explained the topic while one of the participants was reading from the module. The participants were eager to know what kind of food they should take to keep them healthy. Mr. Roy explained the food chart depicted in the module. The next topic discussed was on Personal hygiene. The participants actively participated in the discussion and issues like hand washing, menstrual hygiene, waste management etc. were discussed in detail. This session was followed by the session- Lifestyle Modification. The facilitator first wanted to know



**A section of participants**

what they understand by the very term “lifestyle modification”, then she discussed it in brief and one of the participants read out the topic from the module. The methodology of this session was through interactive discussion. Mr. Roy added the importance of lifestyle modification to control non-communicable diseases. The next session was on Substance Abuse, which was primarily discussed through participatory discussion, followed by reading the module. The facilitator gave more emphasis on proper history taking and necessity of counselling. While answering a participant's question, Mr. Roy said that the first aid for substance abuse patient could be nothing but proper counselling. This was followed by the topic Unconsciousness, where two methods like recovery position as well as CPR was discussed. A video on CPR was shown, which was followed by recapitulation of the steps of CPR by the participants. The next topic of the day was Tuberculosis. The facilitator started the

session with brainstorming by the trainees. She asked about their concept of tuberculosis. Then one of the participants read out the topic from the module and the facilitator discussed the technical issues and also clarified the doubts of the participants. The last topic of the day was Vector Borne Diseases. The trainer asked one participant to read the topic loudly from the module and then she explained it in brief. She also replied the relevant questions asked by the participants (e.g. - one participant asked –‘How diarrhoea spreads through water?’ The trainer replied that when the drinking water is contaminated by germs it carries the germ and those who ingest the water full of germs, gets infected.. Most of the time human beings or cattle pass faeces on ground and it is washed by water and percolate into the level of drinking water and there by the water is contaminated. We need to treat or decontaminate water to make it suitable for drinking. Later ,facilitator checked the level of understanding by asking questions. Finally, Mr. Sushanta Roy told the participants to make a list of two key points from each topic and present the same on the next day on chart papers. The main three points were suggested as: key learnings, how to implement the same learning in the field and the topics they want to learn in future.



**A participant demonstrating hand washing technique**

point no-6 and 7 respectively.

The next day started with the presentation by the participants, depicting three areas as inculcated by Mr. Sushanta Roy on the previous day. Regarding implementation at field level, most of the participants emphasized on knowledge sharing, awareness generation among community people, providing counselling on lifestyle modification and importance on referral at right time. However, the future expectations and key learnings are summarized in

### **Questions:**

At the time of discussion on several topics, the participants asked questions on technical issues and the facilitator explained each question in lucid language and in a way so that they can understand them easily. Technical jargons were avoided but the concept was clearly depicted by the facilitator. The facilitator gave equal chance to the participants to read the manual as well as involved each participant in the sessions either by asking questions or by doing brainstorming. However, the atmosphere of the training was congenial and hence, all participants spoke with ease. The participants were very much interested in learning new things and they expressed their keen interest for further participation in such training programmes in future.

### **Future expectations and Feedback (from participants):**

Throughout the training, participants were very much involved. However, they expressed their interest to learn more on several other topics. The chart they prepared explicitly showed their topic of interest. One of the participants wanted to know the dose of Paracetamol as per body weight along with details of HIV/AIDS. The other participant showed interest to learn on Immunization Schedule and also wanted to know the name of vaccine and the diseases they can protect. She also wanted to know the types and patterns of several pathology tests. Another participant showed her interest on ante-natal care, New-born Care and Breast Cancer. One participant wrote about RTI, STI and HIV/AIDS. She also mentioned about detail of balanced diet chart for adults along with details of cancer. One of the participants showed her interest on typology of TB besides how to stop the drug users from taking illicit drugs. The other participant wanted more information on the types of drugs that should be avoided in a particular type of diseases or conditions. Another participant showed her interest on the interval time which should be maintained between two body check-up. She also wanted to know about the dressing procedure for cuts and wounds. Two participants were keen to know about stroke and heart diseases and how to get rid of them by simple ways. One trainee showed her interest on the process of communication to be done with mentally ill persons. She also mentioned about the list of banned drugs in India. One of the trainee wanted to know about the causes for which people aged 40-50 years get sick with several chronic diseases. She also has questions on thyroid problems and their interventions. Many participants also wanted to know about counselling process in detail for helping drug users. The overall feedback of the participants were very positive and they articulated that they came to know a lot of information which definitely would benefit in their future work as grass root health service providers.

### **Closing remarks:**

The three-day training was concluded by thanksgiving to the participants for their active participation as well as to the organizing NGO-Calcutta Kids for their constant support and initiative to make the training programme a successful one. However, the main take home messages, could be summarized as: Salt intake should be restricted for maintaining proper BP and kidney health, Painkillers should be avoided as much as possible including Paracetamol, All chest pains are not related to Heart Attack,, appropriate diet means taking carbohydrate, protein and fat in a balanced ratio and adequate amount, in case of snake bite awareness generation is vital to erase myths and misconceptions within the community, CPR is an amazing method to restore a man's life etc.

**Annexure:**

- **Annex I: List of participants**
- **Annex II: Analysis of Pre & Post Test Questionnaire**

**Annexure I: List of participants**

| Sl no | Name of participants | Age | Sex    | Qualification | Role of participants in organization         |
|-------|----------------------|-----|--------|---------------|--|
| 1.    | Smt. Malti Shaw      | 36  | Female | Class X       | Counselling, Home visit, medicine dispensing |
| 2.    | Tulika Chakraborty   | 24  | Female | Post-Graduate | Counselling, Home visit, medicine dispensing |
| 3.    | Shraboni Paul        | 35  | Female | Class XII     | Counselling, Home visit, medicine dispensing |
| 4.    | Laxmi Gupta          | 45  | Female | Class X       | Counselling, Home visit, medicine dispensing |
| 5.    | Piyali Das           | 32  | Female | Class XII     | Counselling, Home visit, medicine dispensing |
| 6.    | Kaberi Mondal        | 35  | Female | Graduate      | Counselling, Home visit, medicine dispensing |
| 7.    | Neelam Prajapati     | 30  | Female | Class XII     | Counselling, Home visit, medicine dispensing |
| 8.    | Priyanka Yadav       | 24  | Female | Graduate      | Counselling, Home visit, medicine dispensing |
| 9.    | Munni Das            | 41  | Female | Class X       | Counselling, Home visit, medicine dispensing |



|     |                      |    |        |           |   |
|-----|----------------------|----|--------|-----------|---|
| 10. | Dipika Chowdhury     | 30 | Female | Class XII | Counselling,<br>Home visit,<br>medicine<br>dispensing |
| 11. | Arpita Bhattacharjee | 32 | Female | Graduate  | Counselling,<br>Home visit,<br>medicine<br>dispensing |
| 12. | Sima Das             | 36 | Female | Class XII | Counselling,<br>Home visit,<br>medicine<br>dispensing |
| 13. | Chandan Kumar Das    |    |        |           |   |
|     | CDMU & Team          |    |        |           |   |
| 1.  | Sushanta Roy         |    |        |           |   |
| 2.  | Sarmistha Gupta      |    |        |           |   |

## ANALYSIS OF FEW PRE-POST QUESTIONNAIRE

