

Group on Service Delivery

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General Recommendations from the Group on “Service Delivery”

1. How will Civil Society Partnership ensure that the recommendations are incorporated in RNTCP III - Representation of CSP on Board of RNTCP III Planning Team?
2. Roles of CTD and Civil Society Partnership need to be specified and agreed upon in taking the recommendations forward.
3. Civil Society organisations (CSO) to be part of policy formulation, programme planning, implementation, monitoring and evaluation
4. All the NGO schemes under RNTCP to be designed by Civil Societies Partnership (Users)

General Recommendations from the Group on “Service Delivery”

5. Identify and institutionalise intermediary NGO (Mother NGO) to manage CSO participation with specific budget line and deliverables – National/state/district level

6. To ensure effectiveness and efficiency and accountability – a joint MIS to be developed with better set of tools

1. Reaching certain special target populations including Universal Access

- **Periodic Mapping** at district and block (TU area) level to identify underserved areas and populations
- **Allocate special incentives** for difficult/underserved areas to CSO
- **Enhanced Incentives** to be released in time to all volunteers and CSOs
- **Special interventions** to be devised for special groups

Increasing Universal Access

- More TUs under CSOs
- TB problem to be included in village health plan
- Convergence with other health programmes and non Health programmes
- Use of appropriate technology (Mobile phone)
- Improve internal communication systems (Feedback) between TUs and DTO
- CSOs to function as watch dogs with formal facilitation from RNTCP
- Patient Charter to be used as an elementary tool for improving Service delivery

2.Defaulters – Migrants/Homeless

- Focus to be on Default prevention by treatment adherence
- Incentivising homeless patients and CSOs to ensure diagnosis, treatment and care
- Not to exclude patients just because they are Migrants/Homeless
- Migrants : Identify migrants as a separate group and incorporate a special chapter in the plan

3.Sputum Collection Centres for hilly areas and conflict areas

NGO scheme need to be revised with higher allocation of budgets particularly covering transport and speedy delivery of samples

4.Active Case Finding

- **House hold contact tracing and examination to be included with higher incentives in Adherence scheme**
- **Active case finding for high risk groups by incentivising in DOTS providers scheme**

5.Low awareness on TB among PLHIV networks

- Directly work with PLHIV networks by reviewing the existing scheme**
- Work through Intermediary NGOs that are mentoring the PLHIV networks**

Lack of involvement of Existing HIV-TI in TB control

- To include TB Initiatives intensely and intentionally ,as a component in HIV-TIs advocating with NACO by CTD**
- Review and revise the existing NGO scheme (AVAHAN Learning) with enhanced budget lines**

Other Challenges and Recommendations

Counselling in TB programme

- Counselling to be made mandatory using patient charter at DMC /PHC level with specific budget and deliverables through CSO

Unregistered cases with private sector

- Identify a process to institutionalise 'Notification' by private practitioners

Rigidity in RNTCP

- Ensuring flexibility in RNTCP in the area of changing diagnosis, treatment and care methods

Other Challenges and Recommendations

Health Insurance Schemes covering TB

- **Insurance-emerging as a norm to be facilitated with the support of Government to ensure quality DOTS**

Sustaining technical expertise among health care staff

- **Regular orientation and refresher trainings for Health care staff – bottom up through CSOs including addressing apprehension with respect to administration of streptomycin injection**

Other Challenges and Recommendations

Space for innovation and operational research in Service delivery

- Identifying areas and institutionalising opportunities for innovation in service delivery and research for developing new models with budget lines (Innovation fund)
- Budget for New diagnostics and regimes particularly for children

**Long live N/GO partnership in the
movement against TB – Global
and noble service of the last man**