

A Study to Assess the Mitanin (ASHA) Referral System in Chhattisgarh

Objectives of the study

- To understand the Mitanin referral system
- To identify areas of strength and weakness

Methodology

Primary data collected during May 2009 from both Mitanins and patients referred in Palari block of Raipur district and Charama block of Kanker district. 47 Mitanins and 77 beneficiaries (patients) from 14 villages were interviewed.

Main Findings

- Mitanins had good knowledge of referral criteria for the specified illness or condition and know the importance of their role in giving referrals
- The referral rate of 21% shows an effective CHW programme
- Mitanin referral is a verbal as well as a facilitated referral
- Mitanin is catering to a significant number of women
- Referral compliance rate is 86 percent which reflects that it is a well functioning referral process.
- 96% of the Mitanins preferred referring the patients to the government facility.
- 97 percent of the patients interviewed find the role of Mitanin in referral helpful.
- Mitanins provided treatment to 34% of the cases before referring.
- Mitanin accompanied the family to the facility in 58% of the cases.
- Quality of the facility (including attitude of staff / trust) was an important determinant to whether the patient followed the referral made by the Mitanin
- 68% of the Mitanins received feedback (mostly verbal) about the patient from the facility.
- 79% of the patients who had gone for referral incurred out of pocket expenditure.

- Of the total expenditure, 37% of the expenditure was on drugs, 29% on transport, 16% on lodging/food, 13% on money to health staff, 3% on diagnostics and 1% on hospital charges