



Staff Agility and Technical Expertise Combat COVID-19: The Story of Patrakar Colony Urban PHC, Jaipur, Rajasthan

Located in Jaipur, Patrakar Colony UPHC is a high-volume site that caters to nearly two thousand patients per month. During the ongoing pandemic, it is continuing to provide OPD services, including COVID-19 screenings. Thus far, over 6,000 cases with COVID-19 symptoms have been identified, in addition to providing regular OPD services at the facility.

When the pandemic hit, the facility staff got deputed to the field for screenings, surveys, and visits to quarantine camps, which created a management challenge, given multiple expectations. Moreover, the lockdown added to the problems for staff because of inaccessibility to public transportation, continuous duty hours without weekly breaks, etc. Fear of the disease was very high in the general public, which posed one of the biggest challenges at times; the community members did not cooperate in screenings, and some people did not disclose their health status from fear of stigma.



To overcome these challenges, WISH's technical team designed a responsive strategy, dividing the facility staff into three groups. The first team comprised of Medical Officer, Public Health Manager, and GNM. Their main task was to screen those, who had traveled from other states or districts. The team provided screening services along with diagnosis and further referrals. The second team included ANMs. This team screened the community for COVID-19 symptoms, provided ante-natal care, looked after the children and the elderly population, and sensitized population. The third team involved the GNM, Pharmacist, and other staff, who took care of all the cases with COVID-19 symptoms coming into the facility via a temporary arrangement made outside the facility. They provided OPD services with diagnostics, which directly contributed to stopping the spread of infection within the facility premises. They also prepared a line listing of all cases with other health conditions, which could result in a fatality, to ensure the availability of emergency services.

This strategy worked effectively for the Patrakar Colony UPHC. The facility reached out to approximately 18,000 persons through community screenings and contact tracing in its first few weeks. Nearly 4,000 cases got referred to higher facilities for further care. Continuous positive reinforcement and awareness campaigns resulted in better community participation. The community started following hand sanitization, cough and cold-related hygiene, and other practices for infection prevention.

These measures helped service providers gain valuable experience for future emergencies, and lessons learned for strategically utilizing the existing human resource.