Monthly meeting of ASHA

Regular review and monitoring forum for strengthened ASHA programme implementation

July, 2015

Community Process Resource Centre (CPRC)
National Health Mission (NHM)
Department of Health and Family Welfare
Govt. of Odisha
Monthly meeting of ASHA
(Regular review and monitoring forum for strengthened ASHA programme implementation under National Health Mission (NHM), Odisha)

Guidelines

ASHAs have been established themselves as the first port of call for all health related and allied activities at the community level. It is their facilitation support, commitment and dedication which have helped the health system to achieve the desired results. Further they have been playing the pivotal role in mobilising the community to promote appropriate health seeking behaviour and adopt right health practices.

The ASHA programme needs a strong network of supportive structures and forums woven around it in order to facilitate her work and make her more effective. One of such important forum is the monthly meeting of ASHA. The activity is being conducted on a regular basis at the sector level in order to provide a platform for providing supportive supervision for effective implementation of ASHA programme.

Key objectives of Monthly meeting of ASHA

The key objectives of Monthly meeting of ASHA is to act as a forum for strengthening implementation of ASHA Programme. The specific objectives are as follows:

- Regular planning, review and monitoring of ASHA programme
- Continuous capacity development to improve the knowledge and skills of ASHA
- Review the Performance monitoring of ASHA with a special focus on identification of marginalised sections of the community and efforts for improving health care access for such households.
- Provide required need based handholding support to ASHAs for effective activity performance.
- Drug kit and HBNC replenishment
- Submission of incentive payment vouchers / consolidation of incentives amount due for each ASHA. Sharing amount of incentive transferred to each ASHA during last month
- Problem solving and Grievance redressal of ASHA
- Dissemination of new guidelines / orders / information to ASHA
- Discussion on one health topic every month

The following are three platforms where monthly meeting of ASHA will be conducted

A. Monthly meeting of ASHA at PHC/Sector level
B. Monthly meeting of ASHA at Health Sub Centre level
C. Cluster meeting of ASHA at sub block level
A. Monthly meeting of ASHA at PHC/Sector level

Designated venue of meeting

The ideal venue for the monthly meeting of ASHA is the PHC at the sector level in rural setting and Urban Health Centre in urban settings. Any other venue could be used for the purpose having the space to accommodate at least 30-35 ASHAs and having other required logistics support to conduct the meeting. Monthly meeting will be conducted on two days / two places if the number of ASHA in a sector is more than 50. The identified venue will be designated to conduct the monthly meeting of ASHA every month.

Designated Sector nodal person for monthly meeting of ASHA

The District as per the recommendation of the Block will designate a responsible person as Sector Nodal person to conduct the monthly meeting of ASHA. The Nodal person could be chosen from amongst the MO I/C, BPM, BAM, BDM, PHEO, Ayush Doctor, LHV of the Block. The Designated CP Nodal Person of the PHC/Sector will conduct the monthly meeting of ASHA at the designated venue and date as decided by the block.

Block plan for Monthly meeting of ASHA at PHC/Sector level

The block will prepare the Block plan for monthly meeting of ASHA at PHC/Sector level in the following format

<table>
<thead>
<tr>
<th>Name of Sector</th>
<th>Designated official</th>
<th>Date of meeting</th>
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Date of meeting

The monthly meeting of ASHA will preferably be organised during the last week of the month i.e. from 25th to the end of the month. The duration of the meeting will be Four hours and should preferably be conducted from 10 AM to 2 PM.

Participants

- All ASHAs of the PHC/Sector will participate in the monthly meeting of ASHA. All ANMs and ASHA SAATHI of the sector will participate in the meeting.
- AYUSH Doctor, LHV, BPM, PHEO will also participate in the meeting in order to provide facilitation and resource person support in the meeting.
- Block Medical Officer I/C should attend the monthly meeting of ASHA at least once in a quarter on a rotation basis.
- In addition District level officials, ASHA Trainers may be invited as resource person for the relevant skill building sessions.

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Agenda

The monthly meeting of ASHA at the PHC/Sector level will be organised as per the following agenda.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Key focus points</th>
<th>Time</th>
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<tbody>
<tr>
<td>Capacity building of ASHA</td>
<td>Discussion on health topic, dissemination of new information/guidelines/important day celebration, refresher session on the training conducted etc.</td>
<td>30 minutes</td>
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</table>
| Review of performance monitoring report    | • Discussion on ASHA wise activity performance based on the performance monitoring report submitted by ASHA SATHI/ANM  
• Identify ASHA who are not functional on 6/10 indicators  
• Find out the ASHA wise reasons of this low performance  
• Sharing ASHA wise action points for providing handholding support to these ASHA by ASHA SATHI  
• Review the improvement of performance of low performing ASHA on a Quarterly basis | 45 minutes |
| Review of HBNC field activity implementation | • Review of sub centre wise HBNC activity implementation based on ANM reports (Annex – 18 of guideline “Role of ANM in HBNC”)  
• Identify ASHA and reasons for not having 100% coverage of new born under HBNC  
• Prepare action points for providing support to these ASHA for 100% coverage of new born under HBNC  
• Review 100% coverage of new born by ASHA in the sector. | 45 minutes |
| Incentive payment                          | • Calculation of ASHA wise incentive amount based on the submission of incentive payment vouchers  
• Prepare consolidated ASHA incentive payment sheet  
• Share with ASHA regarding the amount of incentive transferred to their bank account | 45 minutes |
| Replenishment of Drug kit and HBNC kit     | • Find out the availability of drugs in Drug kit and HBNC kit of ASHA  
• Take appropriate action for the replenishment of drugs for Drug kit and HBNC kit of ASHA | 15 minutes |
| Preparation of Monthly Plan by ASHA        | • Support and ensure that each ASHA prepares the monthly plan  
• The plan should contain activities to be taken up by ASHA, | 30 minutes |
| Service delivery and utilization           | • Discussion on the reaching and utilization of health services with a focus on marginalized population and unreachsed habitation | 15 minutes |
| Other activities                           | • Difficulties faced by ASHA  
• Action plan focusing on difficult to reach habitations where service delivery is inadequate  
• Grievance redressal by ASHA | 15 minutes |
Details of the Agenda discussion

Capacity building of ASHA

Monthly meeting of ASHA is taken as a forum for continuous capacity development of ASHA. In order to enable the capacity development of ASHA, the following topics will be discussed in the meeting.

- ASHA activity performance
- Gaps notices in ASHA training
- Feedback to ASHA
- Seasonal health problems
- Important day observation
- Topic as per calendar of topics communicated for VHND
- Any other topic based on State priority intervention

The session could be taken up by qualified resource persons which may include Medical Officer/LHV/ANM/Ayush Doctor/District Level Trainers who are trained in different modules to conduct the training of ASHA.

Discussion will also be made on the new guidelines and information to be shared with ASHA as communicated from the District/State.

Review of ASHA performance monitoring report

The performance monitoring report submitted by ANM/ASHA SATHI will be discussed in the meeting on a quarterly basis during the month of June, September, December and March. ASHA wise review will be made on number of indicators on which each ASHA is functional. ASHAs who are not functional on 6 out of 10 tasks will be asked to explain on as to the reasons of low performance. Based on the analysis of the situation, required support will be given to the low performing ASHAs. ASHA SATHI will be asked to follow up with these identified ASHAs. Steps will be taken to ensure that all ASHAs must remain functional in 10 out of 10 tasks following the criteria as defined in the guideline.

ASHA Report Card will be prepared based on the Performance Monitoring Report of each ASHA. The Report Card will be given to ASHA for reference. Steps will be taken for improvement of performance of the low performing ASHAs.

Steps to be followed

- Discussion on ASHA wise activity performance based on the performance monitoring report submitted by ASHA SATHI/ANM
- Identify ASHAs who are not functional on 6/10 indicators
- Find out the ASHA wise reasons of this low performance
- Sharing ASHA wise action points for providing handholding support to these ASHAs by ASHA SATHI
- Review the improvement of performance of low performing ASHAs on a Quarterly basis

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Review of HBNC field activity implementation

It is extremely important to review the field activity implementation of HBNC programme in the monthly meeting of ASHA. The following steps will be taken to strengthen the programme.

- Review of sub centre wise HBNC activity implementation based on ANM reports (form 1A & 1B)
- Identify ASHAs and reasons for not having 100% coverage of new born under HBNC
- Prepare action points for providing need based support to these ASHAs for 100% coverage of new born under HBNC
- Review 100% coverage of new born by ASHA in the sector.
- Hand over the list of ASHA not attained 100% coverage of new born under HBNC to ASHA SATHI in order to do the follow up.
- Do the knowledge and skill test of ASHA on ASHA HBNC programme periodically. Support of DLTs could be taken in this regard.

ASHA Incentive payment

Monthly meeting of ASHA will be the forum for the calculation, consolidation and review of incentive payment of ASHA. The following activities will be conducted in the meeting

- Calculation of ASHA wise incentive amount based on the submission of certified incentive payment vouchers by the ASHA/ HW (F)
- Prepare consolidated ASHA incentive payment sheet
- Share with ASHAs regarding the amount of incentive transferred to their bank account during last month.
- Review the incentive heads in which activities are not performed by ASHA vis-a-vis the target of the area.
- Review the activities performed by ASHA who have received less than Rs.500/- during last month.

The consolidated ASHA incentive sheet is to be submitted at the Block level by the Sector in charge. Required support provision will be made through ASHA SATHI to those ASHAs who are not earning less than Rs.500/- per month.

Replenishment of Drug kit and HBNC kit

Monthly meeting of ASHA will be the forum for ascertaining the replenishment of drug kit and HBNC Kit to ASHA. The following steps will be taken for the purpose.

- The Sector i/c will ascertain the availability of drugs in Drug kit and HBNC kit of ASHA
- Take appropriate action and instruct the HW (M/F) to ensure the replenishment of drugs for Drug kit and HBNC kit of ASHA.
- Find out the items of the HBNC kit which are not functional and hampers the demonstration of skills of ASHA while conducting the home based new born care.

Steps will be taken for the replenishment of drugs for ASHA Drug kit and HBNC kit
Preparation of Monthly Plan by ASHA

Each ASHA will be asked to prepare the monthly plan based on the target of activity of her area. The Monthly plan to include the following aspects

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<thead>
<tr>
<th>Details of activity to be conducted</th>
<th>Date / period of implementation</th>
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<td>Reproductive Health</td>
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<td>Maternal Health</td>
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<td>Neonatal Health</td>
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<td>Child Health</td>
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<td>Adolescent Health</td>
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<td>DCP</td>
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The Sector in charge will provide required support to each ASHA for the preparation of monthly action plan by ASHA. S/he will ensure that each ASHA goes back with a concrete activity plan for the coming month.

Review of activity performed by ASHA SATHI

Activities performed by ASHA SATHI will be reviewed in the monthly meeting of ASHA. Activity wise performance along with the mentoring support provided by ASHA SATHI will be discussed in the meeting. Each of the ASHA SATHI will prepare the monthly action plan based on the required support provision to each ASHA. The date of the cluster meeting to be conducted by ASHA SATHI will be decided and participating ASHAs will be informed accordingly to participate in the meeting. Activity performance report of ASHA SATHI will be certified by the Sector in charge in the meeting.

Discussion on GKS and GSS implementation

Implementation of GKS and GSS will be discussed in the Monthly meeting of ASHA. GKS wise review will be done regarding the status of activity implementation in the GKS. ASHAs will be asked to facilitate the implementation of activities in low performing GKS which are having huge amount of untied fund lying unspent. Similarly preparation of Village Health Plan, utilization of untied fund, maintenance of relevant records and documents will be reiterated for the functioning of each GKS.

Problem solving and Grievance redressal of ASHA

Monthly meeting will be used as the forum for problem solving and grievance redressal of ASHA. ASHAs will be asked to speak out their problems and grievances which they face in due course of their work. Appropriate action will be taken by the sector i/c in the meeting. Any matter which requires intervention at higher level will be forwarded to the higher level for taking appropriate action.

Other activities

Any other activities pertaining to ASHA may be discussed in the meeting depending upon the need of the programme.

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Minutes of the meeting

The attendance of the ASHAs participating in the meeting is to be recorded. Proceedings of the monthly meeting should be recorded by the Sector in Charge in a register and a copy of the same is to be submitted to the BPMU. Appropriate action will be taken based on the minutes of the meeting. Minutes of the meeting must be available at the block level and the same should be maintained by BPM. BPM will ensure that the monthly meeting of ASHA is conducted as per the schedule in the Block.

Important - ASHAs not attending the monthly meeting should be tracked and notice to be given through ASHA SATHI to the ASHAs who are remaining absent in the monthly meeting for more than three months.

Monitoring of Monthly meeting of ASHA

Monthly meeting of ASHA will be monitored by District and Block level officials as per the schedule. Responsible officers from District and Block level will be assigned in order to participate in the monthly meeting of ASHA and provide required input. Asst. Manager ASHA, Asst. Manager, GKS must participate in at least two monthly meeting of ASHA and submit their reports to the DPMU and CPCR, NHM, Bhubaneswar.

Report submission

The designated sector in charge will be responsible for the submission of the following reports of the monthly meeting of ASHA at the BPMU:

1. Performance monitoring of ASHA
2. ASHA Report Card
3. HBNC reports
4. Consolidated Incentive payment sheet of ASHA
5. Minutes of the meeting

B. Monthly meeting of ASHA at the Sub Centre level

HW (F) in presence of HW (M) will conduct a monthly meeting of ASHA at the Health Sub centre. All the ASHAs of the sub centre will participate in the meeting. The meeting will be organised during 20th to 25th of the month. So the reporting period of ASHA will be from 20th to 20th of the month.

Agenda of the meeting

The following are the agenda for discussion in the meeting

- Discussion on health issues and coverage of health services by ASHA. (VHND, Immunization, Institutional delivery, nutrition, follow up of LBW and SNCU discharge baby, HBNC, DCP etc.)
- Provision of technical support to ASHA by HW (F).
- HBNC activity implementation and fill up Form 1A and 1B.
- Identify the ASHA who have not covered all the new born of their assigned village under HBNC and do the corrective action for 100% coverage.
- Conduct and preparation of performance monitoring report by ASHA SATHI on a quarterly basis (during the month of April, June, September and December)
- Discuss on the consolidated performance monitoring of ASHA and provide required support for low performing ASHAs
- Analysis of the service delivery and utilization of RMNCH+A, DCP and NCD programme.
- Develop strategy to reach to the marginalized sections and unreached habitations of the community based on local context.
- Consolidation of the Incentive vouchers submitted by ASHA and prepare sub centre ASHA Incentive payment sheet.

HW (F) will submit the following reports in the monthly meeting of ASHA conducted at PHC/Sector level.

1. Form 1A and 1B of ASHA HBNC programme
2. Consolidated ASHA Incentive payment sheet

C. Cluster meeting of ASHA by ASHA SATHI

ASHA SATHI will conduct the monthly cluster meeting of ASHA in a suitable location and venue as per the requirement. She will identify the number of ASHA who needs support in her assigned area and subject areas for providing support. Concerned ASHAs must be informed beforehand to participate in the meeting.

<table>
<thead>
<tr>
<th>Date and place of cluster meeting</th>
<th>Name of ASHAs to participate</th>
<th>Points of discussion / provision of support to be given</th>
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Points of discussion and need based handholding support to be provided in cluster meeting of ASHA

- Improvement of performance of ASHA on 10 indicators
- Skill demonstration and format fill up by ASHA
- Activity performance and Incentive payment
- Writing of Diary
- Sharing of updated information
- Any other topic as per the need

The minutes of the cluster meeting mentioning name of ASHAs and support provided of each of them is to be submitted by ASHA SATHI in the monthly review and planning meeting conducted at the District and sub district level and monthly meeting of ASHA at the PHC/Sector level.

Mission Director
NHM, Odisha

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