



- * **Defining HWC**
- * **Key principles and Key elements of HWC**
- * **Understanding expanded range of services at HWC**

Session Objectives

- By the end of the session CHOs will able:
 - To understand the levels of organization of Services on 12 expanded services of HWC:
 - To Know about the care given at :
 - ✓ Community level
 - ✓ HWC-Sub health centres
 - ✓ First Level Referral
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Defining Health and Wellness Centers

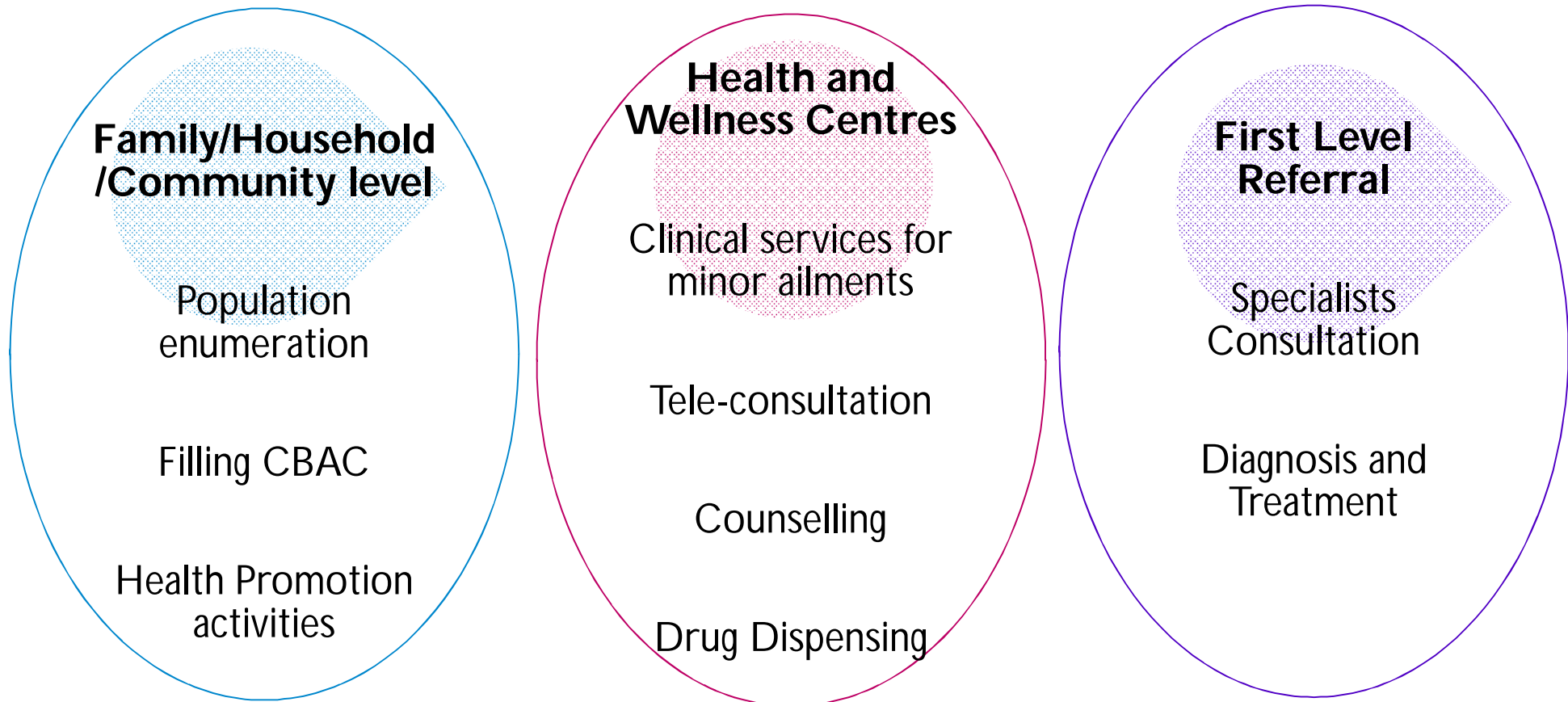
- In order to ensure delivery of Comprehensive Primary Health Care (CPHC), all the existing Sub Health Centres and Primary Health Centres (both Rural and Urban) are being upgraded to Health Wellness Centres (HWCs).
 - The Medical Officer of the PHC ensures that CPHC services will be provided to population falling under the service area of both PHC and the linked SHCs. Thus, enabling a network of HWCs to deliver CPHC services.
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Key principles of Health and Wellness Centres

1. Provides people-centered, holistic, health care that is sensitive to the health care needs of marginalized and vulnerable sections
2. Reaches every section of the community through a process of population empanelment, regular home visits, community interactions and people's participation
3. Delivers high-quality care addressing health risks and disease conditions through- a commensurate expansion of medicines and diagnostics, use of standard treatment and referral protocols and IT systems to enable continuum of care and maintenance of health records.
4. Uses a team-based approach in delivery of quality health care encompassing: Preventive, Promotive, Curative, Rehabilitative and Palliative Care.
5. Ensures continuity of care with a two-way referral system and follow up support
6. Undertakes health promotion (including through school education and individual centric approach) and promotes public health action through active engagement and capacity building of community platforms and individual volunteers.
7. Integrates Yoga, AYUSH services etc. as appropriate to people's needs for wellness activities.

Organization of services- 3levels

Delivery of an expanded range of services, closer to the community at HWCs would require re-organization of the existing workflow processes. The delivery of services would be at three levels



Service Packages

Services made available at HWC

- 1. Care in Pregnancy and Child-birth.**
- 2. Neonatal and Infant Health Care Services**
- 3. Childhood and Adolescent Health Care Services.**
- 4. Family Planning, Contraceptive Services and other Reproductive Health Care Services**
- 5. Management of Communicable Diseases: National Health Programmes**
- 6. General Out-patient Care for Acute Simple Illnesses and Minor Ailments**
- 7. *Screening, Prevention, Control and Management of Non-communicable Diseases and Chronic Communicable diseases like Tuberculosis and Leprosy.***

Services* being added in incremental manner

- 8. Basic Oral Health Care**
- 9. Emergency Medical Services including Burns and Trauma**
- 10. Care for Common Ophthalmic and ENT Problem**
- 11. Elderly and Palliative Health Care Services**
- 12. Screening and Basic Management of Mental Health Ailments**

Care in Pregnancy and Childbirth



Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Antenatal care checks • Counselling regarding care during pregnancy • Facilitating institutional delivery • Support birth planning • Post- partum care visits • Identifying HRPs, timely referrals • Enabling access to Take home ration from Anganwadi centre • Follow up for IFA in normal and anaemic cases • Sensitization of community regarding entitlements provided by government 	<ul style="list-style-type: none"> • Early registration of pregnancy • Antenatal check-up. • Identifying HRPs, child births and post-partum cases and referral to higher facilities • Screening, referral and follow up care in cases of Gestational Diabetes, and Syphilis during pregnancy • Normal vaginal delivery -where Mid-level provider or MPW (F) is trained as Skill Birth Attendant (Type B SHC) • First aid treatment and referral for obstetric emergencies, e.g. eclampsia, PPH, Sepsis, and prompt referral (Type B SHC) • Sensitization of community regarding entitlements provided by government 	<ul style="list-style-type: none"> • Antenatal and postnatal care of high-risk cases • Blood grouping and Rh typing and blood cross matching • Linkage with nearest ICTC/PPTCT centre for voluntary testing for HIV and PPTCT services • Normal vaginal delivery and Assisted vaginal delivery • Surgical interventions like Caesarean section, • Management of all complication • Blood transfusion facilities

Neonatal and Infant Health



Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Home based new-born care • Identification and care of high risk newborn • Counselling and support for early breast feeding, improved weaning practices, • Identification of birth asphyxia, sepsis congenital anomalies and referral after initial management • Family/community education for prevention of infections and keeping the baby warm • Identification and initiation of treatment of ARI/Diarrhoea identification, initiation • Mobilization and follow up for immunization services 	<ul style="list-style-type: none"> • Identification and management of high risk newborn • Management of birth asphyxia (Type B SHC) • Identification, appropriate referral and follow up of congenital anomalies • Management and timely referral of ARI/Diarrhoea. • Screening, referral and follow up for disabilities and developmental delays • Complete immunization • Vitamin A supplementation • Identification and follow up, referral and reporting of Adverse Events Following Immunization (AEFI). 	<ul style="list-style-type: none"> • Care for low birth weight new-borns (<1800gms) • Treatment of asphyxia and neonatal sepsis, • Treatment of severe ARI and Diarrhoea/dehydration cases • Vitamin K for premature babies. • Management of all emergency and complication cases

Childhood and Adolescent health care services including immunization



Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Growth Monitoring, • Infant and Young Child Feeding counselling • Access to food supplementation linked to ICDS • Detection of SAM, referral and follow up Prevention of Anaemia, iron supplementation and deworming, diarrhoea/ARI, with appropriate treatment and referral • Biannual Screening of Pre-school and school child , School Health Records, Eye care, De-worming • Screening under Rashtriya Bal Swasthya Karyakaram 	<ul style="list-style-type: none"> • Complete immunization • Detection and treatment of Anaemia and other deficiencies. • Identification and management of vaccine preventable diseases such as Diphtheria, Pertussis and Measles. • Early detection of growth abnormalities, delays in development and disability and referral • Prompt Management of ARI, acute diarrhoea and fever with referral as needed • Management (with timely referral as needed) of ear, eye and throat problems, skin infections, worm infestations, febrile seizure, poisoning, injuries/accidents, insect and animal bites 	<ul style="list-style-type: none"> • Severe Diarrhoea and ARI management • Management of all ear, eye and throat problems, skin infections, worm infestations, febrile seizure, poisoning, injuries/accidents, insect and animal bites • Diagnosis and treatment for disability, deficiencies and development delays • Surgeries for any congenital anomalies like cleft lips and cleft palates, club foot etc.

Care at Community Level

Care at HWC-Sub health centres

Care at Referral Site

Adolescent Health

- Counselling on:
 1. Improving nutrition
 2. Sexual and reproductive health
 3. Enhancing mental health
 4. Prevent substance misuse
 5. Promote healthy lifestyle
 6. Personal hygiene- Oral Hygiene and Menstrual hygiene
- Peer counselling and Life skills education and
- Prevention of Anaemia, identification
- and management, with referral if needed
- Provision of IFA under Weekly Iron and Folic Acid Supplementation Programme (WIFS)

- Detection of SAM, referral and follow up care for SAM.
- Adolescent health-counselling
- Detection for cases of substance abuse, Anaemia and other deficiencies, growth abnormality and disabilities with referral and follow up

- Screening for hormonal imbalances and treatment with referral if required
- Management of growth abnormality and disabilities, with referral as required
- Rehabilitation and counselling services in cases of substance abuse.
- Counselling at Adolescent Friendly Health Clinics (AFHC)

Family planning, contraceptive services and other reproductive care services



Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Counselling on early marriage and delaying early pregnancy • Identifying and registration of eligible couples • Motivating for family planning • Provision of condom, oral contraceptive pills and emergency contraceptive pills • Follow up with contraceptive users • Other reproductive care services • Counselling and facilitation of safe abortion services 	<ul style="list-style-type: none"> • Insertion of IUCD • Removal of IUCD • Provision of condoms, oral and emergency contraceptive pills • Counselling and facilitation for safe abortion services • Medical methods of abortion (up to 7 weeks of pregnancy) on fix days at the HWC by PHC MO • Post abortion contraceptive counselling • Follow up for any complication after abortion and appropriate referral if needed • First aid for GBV related injuries - link to referral centre and legal support centre 	<ul style="list-style-type: none"> • Insertion of IUCD and Post- Partum IUCD • Removal of IUCD • Male sterilization including Non-scalpel Vasectomy • Female sterilization (Mini-Lap and Laparoscopic Tubectomy) • Management of all complications • Medical methods of abortion (up to 7 weeks of pregnancy) with referral linkages MVA up to 8 weeks • Referral linkages with higher center for cases beyond 8 weeks of pregnancy up to 20 Weeks • Treatment of incomplete/ Inevitable/Spontaneous Abortions • Second trimester MTP as per MTP Act and Guidelines

Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Education and mobilizing of community for action on violence against women based violence • Counselling on prevention of RTI/STI • Identification and referral of RTI/STI cases • Follow up and support PLHA (People Living with HIV/AIDS) groups • Ensure regular treatment and follow of diagnosed cases • Counselling on maintaining the personal hygiene care 	<ul style="list-style-type: none"> • Identification and management of RTIs/STIs • Identification, management (with referral as needed) in cases of dysmenorrhoea, vaginal discharge, mastitis, breast lump, pelvic pain, pelvic organ prolapse. • Counselling on maintaining the personal hygiene care 	<ul style="list-style-type: none"> • Management of all post abortion complications • Management of – <ol style="list-style-type: none"> 1.Survivors of sexual violence as per medico legal protocols. 2. GBV related injuries and facilitating linkage to legal support centre 3.Hormonal and menstrual disorders andcases of dysmenorrhoea, vaginal discharge, mastitis, breast lump, pelvic pain, pelvic organ prolapse. • Provision of diagnostic tests services (VDRL, HIV) • Management of RTIs/STIs using syndromic approach • PPTCT at district level

Management of Communicable diseases and General Outpatient care for acute simple illness and minor ailments



Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Symptomatic care for fevers, URIs, LRIs, body aches and headaches, with referral as needed • Identification of danger signs and symptoms of communicable diseases • Identify and refer in case of skin infections and abscesses. • Preventive action and primary care for waterborne disease, like diarrhoea, (cholera, other enteritis) and dysentery, typhoid, hepatitis (A and E) • Creating awareness about prevention, early identification and referral in cases of helminthiasis and rabies • Preventive and promotive measures to address musculo-skeletal disorders with referral or follow up as indicated • Providing symptomatic care for aches and pains – joint pain, back pain etc 	<ul style="list-style-type: none"> • Identification and management of common fevers, ARIs, diarrhoea, and skin infections. (scabies and abscess) • Identification and management (with referral as needed) in cases of cholera, dysentery, typhoid, hepatitis, rabies and helminthiasis. • Management of common aches, joint pains, and common skin conditions, (rash/urticaria) 	<ul style="list-style-type: none"> • Diagnosis and management of all complicated cases (requiring admission) of fevers, gastroenteritis, skin infections, typhoid, rabies, helminthiasis, patitis acute • Specialist consultation for diagnostics and management of musculo-skeletal disorders, e.g.- arthritis

Management of Communicable diseases: National Health Programmes

Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Community awareness for prevention and control measures • Screening, Identification, prompt treatment initiation and referral. • Ensure follow up medication compliance • Mass drug administration in case of filariasis and facilitate immunization for Japanese encephalitis • Collection of blood slides in case of fever outbreak in malaria prone areas • Provision of DOTS/ensuring treatment adherence as per protocols in cases of TB 	<ul style="list-style-type: none"> • Diagnosis treatment and follow up care for vector borne diseases • Provision of DOTS for TB and MDT for leprosy • HIV Screening (in Type B SHC), appropriate referral and support for HIV treatment. • Referral and follow up of complicated cases • In case of any outbreak, report in S form on weekly basis 	<ul style="list-style-type: none"> • Confirmatory diagnosis and initiation of treatment • Management of Complications, • Rehabilitative surgery in case of leprosy

Prevention, Screening and Management of Non-Communicable diseases



Shot on OnePlus
By Pragyadeep

Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Population empanelment • Screening for population – age 30 years and above for Hypertension, Diabetes, and three common cancers – Oral, Breast and Cervical Cancer • Health promotion activities • Early detection and referral for - Respiratory disorders – COPD, Epilepsy, Cancer, Diabetes, Hypertension and occupational diseases (Pneumoconiosis, dermatitis, lead poisoning) and Fluorosis • Mobilization activities at village level, schools and other community based institutions • Treatment compliance and follow up for positive cases. • Counselling on steps to perform self examination • of breast • Use of IEC material regarding prevention of NCDs 	<ul style="list-style-type: none"> • Screening and treatment compliance for Hypertension and Diabetes, with referral if needed. • Screening and follow up care for occupational diseases; fluorosis; respiratory disorders (COPD and asthma) and epilepsy • Cancer – screening for oral, breast and cervical cancer and referral for suspected cases of other cancers • Confirmation and referral for Deaddiction – tobacco/alcohol/substance abuse • Treatment compliance and follow up for all diagnosed cases. • Linking with specialists and undertaking two-way referral for complications • Sensitization of community to form patient support groups • Conduct yoga sessions 	<ul style="list-style-type: none"> • Diagnosis, treatment and management of complications of Hypertension and Diabetes • Diagnosis, treatment and follow up of cancers (esp. Cervical, Breast, Oral) Diagnosis and management of occupational diseases such as Silicosis, Fluorosis and respiratory disorders (COPD and asthma) and epilepsy

Care for Common Ophthalmic and ENT problems



Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Screening for blindness and refractive errors. • Treatment of acute suppurative otitis media and other common ENT problems • Counselling and support for care seeking for blindness, other eye disorders • Community screening for congenital disorders and referral • First aid for nosebleeds • Screening by the Mobile Health Team/ RBSK for congenital deafness and other birth defects 	<ul style="list-style-type: none"> • Diagnosis of Screening for blindness and refractive errors • Identification and treatment of common eye problems • Screening for visual acuity, cataract and for refractive errors, • Management of common colds, ASOM, injuries, pharyngitis, laryngitis, rhinitis, URI, sinusitis, epistaxis. • Early detection of hearing impairment and deafness with referral. • Diagnosis and treatment services for common diseases like otomycosis, otitis externa, and ear discharge etc. • Manage common throat complaints (tonsillitis, pharyngitis, laryngitis, sinusitis) • First aid for injuries/stabilization and then referral. Removal of Foreign Body. (Eye, Ear, Nose and throat). • Identification and referral of thyroid swelling 	<ul style="list-style-type: none"> • Management of all Acute and chronic eyes, ear, nose and throat problems. • Surgical care for ear, nose, throat and eye • Management of Cataract, Glaucoma, Diabetic retinopathy and corneal ulcers. • Diagnosis and management of blindness, hearing and speech impairment • Management including nasal packing, tracheostomy, foreign body removal etc

Basic oral health care



Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Education about Oral Hygiene • Create awareness about fluorosis, early detection and referral • Recognition and referral for other oral problems like caries, gingivitis and tooth loss etc • Symptomatic care for tooth ache and first aid for tooth trauma, with referrals • Mobilization for screening of oral cancer on screening day • Create awareness about ill effects of Substance Abuse like tobacco, beetle and areca nut, smoking, reverse smoking and alcohol 	<ul style="list-style-type: none"> • Screening for gingivitis, periodontitis, malocclusion, dental caries, dental fluorosis and oral cancers, with referral • Oral health education about dental caries, maintaining oral hygiene, periodontal diseases, malocclusion and oral cancers • Management of conditions like aphthous ulcers, candidiasis and glossitis, with referral for underlying disease • Symptomatic care for tooth ache and first aid for tooth trauma, with referral • Counselling for tobacco cessation and referral to Tobacco Cessation Centres 	<ul style="list-style-type: none"> • Diagnosis and management of oral cancer • Management of malocclusion, trauma cases, Tooth abscess, dental caries, • Surgical and prosthetic care

Elderly and palliative health care services



Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Identification of high-risk groups • Support to family in palliative care • Home visits for care to home bound/ bedridden elderly, disabled elderly persons • Support family in identifying behavioural changes in elderly and providing care. • Linkage with other support groups and day care centres etc. operational in the area. • Community mobilization on promotional, preventive and rehabilitative aspects of elderly. • Community awareness on various social security schemes for elderly • Identify and report elderly abuse cases, and provide family counselling. 	<ul style="list-style-type: none"> • Arrange for suitable supportive devices from higher centres to the elderly/ disabled persons to make them ambulatory. • Referral for diseases needing further investigation and treatment, to PHC/ CHC/DH. • Management of common geriatric ailments; counselling, supportive treatment • Pain Management and provision of palliative care with support of ASHA • Counselling on Yoga and meditation • Awareness regarding benefits under national programs such as provision of glasses, dentures, hearing aids etc. 	<ul style="list-style-type: none"> • Diagnosis, treatment and referral for complications • Surgical care • Rehabilitation through physiotherapy and counselling • Comprehensive geriatric assessment tool

Emergency Medical Services, including for Trauma and Burns

Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • First aid for trauma including management of minor injuries, fractures, animal bites and poisoning and follow up of cases • Emergency care in case of disaster 	<ul style="list-style-type: none"> • Stabilization care and first aid before referral in cases of - poisoning, trauma, minor injury, burns, respiratory arrest and cardiac arrest, fractures, shock, choking, fits, drowning, animal bites and haemorrhage, infections (abscess and cellulitis), acute gastro intestinal conditions and acute genito urinary condition. • Identify and refer cases for surgical correction - lumps and bumps (cysts/ lipoma/haemangioma/ganglion); anorectal problems, haemorrhoids, rectal prolapse, hernia, hydrocele, varicoele, epidymo-orchitis, lymphedema, varicose veins, genital ulcers, bed ulcers, lower urinary tract symptoms (Phimosis, paraphimosis), & atrophic vaginitis. 	<ul style="list-style-type: none"> • Triage and management of trauma cases • Management of poisoning, • Management of simple fractures and poly trauma • Basic surgery and surgical emergencies (Hernia, Hydrocele, Appendicitis, Haemorrhoids, Fistula, and stitching of injuries) etc. • Handling of all emergencies like animal bite, Congestive Heart Failure, Left Ventricular Failure, acute respiratory conditions, burns, shock, acute dehydration etc.

Screening and Basic management of Mental health ailments



Care at Community Level	Care at HWC-Sub health centres	Care at Referral Site
<ul style="list-style-type: none"> • Screening for mental illness- using screening questionnaires/tools • Community awareness about mental disorders • Identification and referral to the HWC/ PHC for diagnosis • Ensure treatment compliance and follow up of patients with Severe Mental Disorders • Support home-based care by regular home visits • Facilitate access to support groups, day care centres and higher education/ vocational skills • Awareness to prevent stigma regarding mental disorders • Counselling on gender based violence • Community based follow up of cases discharged from deaddiction centres 	<ul style="list-style-type: none"> • Detection and referral of patients with severe mental disorders • Confirmation and referral to deaddiction centres • Dispense follow up medication as prescribed by the Medical officer at PHC/ CHC or by the Psychiatrist at DH • Counselling and follow up of patients with Severe Mental Disorders • Management of Violence related concerns • Stress management 	<ul style="list-style-type: none"> • Diagnosis and Treatment of mental illness. • Provision of out -patient and in -patient services • Counselling services to patients (and family if available)

Continuum of Care at all levels:

1. Village/Urban Ward (ASHA/MPW)

- Population Enumeration
- Outreach services
- Community Based Screening
- Risk Assessment
- Awareness Generation
- Follow-up confirmed cases
- Counselling: Lifestyle changes, treatment compliance

2. SHC, MLHP/CHO

- First level care
 - Screening
 - Use of Diagnostics
 - Drug Dispensation
 - Record keeping
 - Tele-Health
 - Referral to MO at PHC for confirmation/complications.
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Continuum of Care at all levels:

3. PHC/UPHC

- Diagnosis
- Prescription and treatment plan
- Referral of complicated cases
- Tele-health
- Real time monitoring

4. CHC/SDH/DHH/MCH

- Advanced diagnostics
 - Complication assessment
 - Tele-health
 - Tertiary linkage/BSKY
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Key Messages

- The 12 services in the expanded package include –
 1. Care in Pregnancy and Child-birth
 2. Neonatal and Infant Health Care Services
 3. Childhood and Adolescent Health Care Services
 4. Family Planning, Contraceptive Services and other Reproductive Health Care Services
 5. Management of Communicable Diseases: National Health Programmes
 6. General Out-patient Care for Acute Simple Illnesses and Minor Ailments
 7. Screening, Prevention, Control and Management of Non-communicable Diseases
 8. Care for Common Ophthalmic and ENT Problems
 9. Basic Oral Health Care
 10. Elderly and Palliative Health Care Services
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Thank You
