



Incentives at HWCs

Performance Linked Payments

- PLP are being introduced at SC-HWCS for the team of the facility and the frontline health workers who are instrumental in providing comprehensive primary health care closer to community.
- The team's performance will be objectively assessed using specific indicators and the incentive amount will be based performance of whole team to achieve those indicators.

PLP:Types of Incentives

SI. No	Types of Incentive	Levels of Services	Maximum Incentive permissible per month
1	Performance linked incentive	CHO at SC level HWC	Rs. 15,000/-
2	Team based incentive	MPWs at SC level HWCs	Rs.3000/-
3	Team based incentive	MPWs at Co- Located SCs of PHC level HWCs	Rs. 3000/-
4	Team based incentive	MPWs at all virtual SCs of UPHC level HWCs	Rs. 1500/-
5	Team based incentive	Service providers at PHC level HWC & UPHC level HWCs	MO MBBS- Rs. 3000/- MO, AYUSH- Rs. 2000/- MPW - Rs.3000/-

PLP: Process

Step-1: Self performance assessment

- **To be done by**
 - CHOs for SC HWC;
 - ANM for collocated SC of PHC-HWC and all virtual SCs under UPHC HWC; and
 - MO for PHC/U PHC level HWCs.
- The documentary proof for each such entry has to be attached with regards to performance as per the MOV.
- The appropriate authority for verification.
 - Appropriate Authority for SC level HWC - MO I/c of concerned PHC
 - Appropriate Authority for virtual SCs under UPHC level - MO I/c of concerned UPHC
 - Appropriate Authority for PHC/UPHC HWC - MO I/c of concerned CHC/UCHC

PLP: Process

Step-2 Validation of Self Assessment Report

- Desk appraisal has to be done by the appropriate authority with the support of PMU as per the MOV suggested in the assessment format and documents submitted in response to that as proof.

Step-3 Third Party Evaluation

- Sample check will be done by third party engaged by competitive bidding process by the State.
- But payment of incentives should not await third party evaluation .

Performance & team based incentives

Performance linked incentive for CHO & MPWs at SCs

- **CHO at SC-HWC:** Rs. 15,000/- per month based on achievement in 28 indicators
- **MPW at SC-HWC or Co-located SC with PHC or Virtual SC with UPHC:** Maximum of Rs. 1,500/- per month per MPW per SC based on achievement in 27 indicators. In case there are 3 persons (Regular ANM, Additional ANM and MPW-M), then the incentive amount based on calculation shall be multiplied by 2 to arrive at the final incentive amount and then to be equally divided among all MPWs.
- **ASHA at SC level HWC,** co-located SC of PHC level HWC and virtual SC at UPHCs: a maximum up to ₹. 1000 per ASHA may be paid based on the achievement of the team in the 25 indicators

PLP: Indicators

Indicators for Performance Based incentive (PBI) for CHOs and other Staff at SC HWC level			
Name of the district (from the drop down)		No. of MPW (F) in position	
Name of the block		No. of MPW (M) in position	
Name of the SC HWC		Population of the HWC	
Mail ID of the SC HWC		Population 30 years and above	
Contact number of the SC HWC (CHO/MPW)		reporting month & Year	
CHO in Position		Total no. of MPW (F/M) in position	

SL.	Indicators	Definition	Benchmark	Source of Verification	Remarks
A.	Essential Criteria (This is an essential criterion for PBI. If this criterion is not fulfilled, no incentive for CHO will be processed and provided. In case the CHO is on long leave/maternity leave, the PBI will not be provided for that period.)				
1	CHO is posted at HWC (not deputed to any other facility without the permission of the State authority) and doing OPD on regular basis	CHO is doing minimum 20 days of OPD per month	100%	AB-HWC portal	The target of 20 days OPD in a month as part of essential indicator may be reduced in case CHO is deputed for any outstation training or meeting. In such case, target for OPD shall be calculated as follows: Essential Target for OPD Per month= 20 days OPD minus number of days deputed for training/ Meetings. In such case CHO has to conduct at least 70% OPD to get 100% incentive.

PLP: Indicators

B. Other Performance Indicators								
	Indicators	Definition	Benchmark	Source of Verification	CHO	MPW (F/M)	ASHA	Remarks
1	Proportion of Pregnant Women registered who received ANC as per scheduled due date	Numerator - No. of pregnant women who received ANC services (as per schedule) in a month Denominator - Total no. of registered pregnant women whose ANC is due that month	80%	RCH register/ RCH portal / ANMOL	400	40	30	
2	Monitoring and follow up of high-risk pregnancies	Numerator: Number of high-risk pregnancies followed up once in a month by Health Worker Female/ CHO Denominator: Number of high-risk pregnant women identified and updated in RCH register	90%	Reporting in RCH register section-II (Col.40 & 41)	400	40	30	
3	Pregnant women attending PMSMA Clinic	Numerator: Number of pregnant women who attended PMSMA clinic at least once during 2nd or 3rd trimester Denominator: Number of pregnant women completed third trimester	80%	Reporting in RCH register remark column (Last Column)	400	40	30	

PLP: Indicators

B. Other Performance Indicators								
	Indicators	Definition	Benchmark	Source of Verification	CHO	MPW (F/M)	ASHA	Remarks
4	VHSND sessions held against planned	<p>Numerator - No. of VHSND sessions held</p> <p>Denominator - Total no. of VHSND sessions planned (1VHSND/assigned village/month)</p>	90%	Self- reported in CPHC-NCD Application	400	40	30	
5	High risk new-borns identified and treated at higher facility (referral/teleconsultation)	<p>Numerator - No. of high risk new-borns attended higher facilities /consulted through telemedicine services at least once</p> <p>Denominator - Estimated number of high risk new born (15% of total live birth) in the catchment area</p>	60%	Referral out & Follow up register /Teleconsultation register	400	40	30	
6	Proportion of Children up to 2 years of age who received immunization as per the due date	<p>Numerator - No. of children who received immunization (as per schedule) in a month</p> <p>Denominator - Total no. of registered children whose immunization was due that month</p>	90%	RCH register/ RCH portal / ANMOL	700	100	100	

PLP: Indicators

B. Other Performance Indicators								
	Indicators	Definition	Benchmark	Source of Verification	CHO	MPW (F/M)	ASHA	Remarks
7	Proportion of U5 pneumonia treated by ANM/CHO	Numerator: Number of U5 pneumonia cases treated with antibiotic in the month Denominator: Total number of under five children with pneumonia identified by ANM/CHO for that month	80%	RCH register Sec-III, Col.No 58 & 59	400	40	30	In case, drugs not supplied against indent the team will be given full incentive
8	Number of footfalls in the month	No. of OPD cases including new and old cases	150-200 per month for 5000 population (Estimated @30 cases per 1000 population)	HWC portal/ Register at the public health facility	700	80	60	
9	Proportion of cases referred for TB screening	Numerator -Number of suspected TB cases referred for diagnosis at DMC Denominator -Total number of patients attended in OPD	Minimum 2% of OPD cases tested should be tested for TB	Nikshay/ SHC – HWCRegister1	700	80	60	

PLP: Indicators

B. Other Performance Indicators								
	Indicators	Definition	Bench mark	Source of Verification	CHO	MPW (F/M)	ASHA	Remarks
10	Direct Benefit Transfer- Bank account details entered in Nikshay for 100% eligible TB patients for DBT	Numerator: Bank details of notified TB patients submitted / entered in Nikshay portal Denominator: Number of notified TB patients currently on treatment in the catchment area	90%	Nikshay portal	400	40	30	
11	Home visit to patients currently on TB treatment or notified for Treatment initiation, adherence assessment & counselling, nutritional counselling, UDST sample collection (if not done already) and HIV and Diabetes testing (if not done already)	Numerator: Number of TB patients visited in the month in AB-HWC catchment area Denominator: Number of on treatment patients in AB-HWC catchment area	90%	Nikshay/Notification register	400	40	30	At least one visit per month to TB patients in the catchment area
12	SC-HWCs providing drugs to TB patients in subsequent doses (per month).	Numerator: Total TB patients provided TB drugs (subsequent doses) through SC-HWC level in that month in the catchment area Denominator: Total Number of TB patients, due for subsequent doses in the catchment area for that month.	80%	Nikshay portal	600	80	60	

PLP: Indicators

B. Other Performance Indicators								
	Indicators	Definition	Benchmark	Source of Verification	CHO	MPW (F/M)	ASHA	Remarks
13	Proportion of individuals 30 years and above whose CBAC form was filled	<p>Numerator-No of CBAC form filled till that month</p> <p>Denominator- Total population in the SC area</p>	<p>Minimum 2.4 % of total population in the catchment area whose CBAC is filled per month</p> <p>Once CBAC of all targeted population is done, the HWC would be awarded full points in all subsequent months</p>	CPHC-NCD App	400	40	30	Only 30 yrs and above needs to be taken into consideration for this indicator
14	Proportion of individual 30 years or above screened for Hypertension (including repeat yearly screenings for Hypertension)	<p>Numerator – No. of individuals screened for Hypertension till that month.</p> <p>Denominator-Total population</p>	<p>Minimum 2.4 % of total population in the catchment area whose Hypertension is screened every month</p> <p>Once hypertension screening of all the targeted population is done, the HWC would be awarded full points in all the subsequent months</p>	NCD Portal	400	40	30	Only 30 yrs and above needs to be taken into consideration for this indicator

PLP: Indicators

B. Other Performance Indicators								
	Indicators	Definition	Benchmark	Source of Verification	CHO	MPW (F/M)	ASHA	Remarks
15	Proportion of HTN patients on treatment	<p>Numerator – No. of HTN patients who received treatment including follow up treatment</p> <p>Denominator – Total no. of diagnosed patients for HTN (new & old)</p>	70%	NCD portal	400	40	30	
16	Proportion of individual 30 years or above screened for Diabetes (including repeat yearly screenings for Diabetes)	<p>Numerator – No. of individuals screened for Diabetes till that month</p> <p>Denominator-Total population</p>	<p>Minimum 2.4 % of total population in the catchment area whose DM is screened every month</p> <p>Once DM screening of all the targeted population is done, the HWC would be awarded full points in all the subsequent months.</p>	NCD Portal	400	40	30	Only 30 yrs and above needs to be taken into consideration for this indicator

PLP: Indicators

B. Other Performance Indicators								
	Indicators	Definition	Benchmark	Source of Verification	CHO	MPW (F/M)	ASHA	Remarks
17	Proportion of patients with Diabetes on treatment	<p>Numerator – No. of DM patients on treatment who received treatment including follow up care</p> <p>Denominator – Total no. of diagnosed patients for DM (new & old)</p>	70%	NCD portal	400	40	30	
18	Teleconsultation services	Teleconsultation services provided to the patients by CHO	<p>25 Teleconsultation per month-100%</p> <p>15-24 Teleconsultation per month-70%</p> <p>10-14 Teleconsultation per month-50%</p>	e-Sanjeevani/HWC portal	700	80	60	
19	Wellness session organized at HWCs	Number of Wellness sessions organized at HWC in the reporting month (organize at least Two Wellness Events per month)	Organize at least Two Wellness Events per month	HWC Portal	700	80	60	Over and above these Wellness events, the HWC also has to conduct Yoga sessions

PLP: Indicators

B. Other Performance Indicators								
	Indicators	Definition	Benchmark	Source of Verification	CHO	MPW (F/M)	ASHA	Remarks
20	Monthly JAS meeting held with minimum 50% of the members	<p>Numerator - No. of meetings held with minimum 50% members present</p> <p>Denominator - Total no. of meetings planned</p>	Once in a quarter	Self-reported/ HWC Register	400	40	30	If JAS meeting is held once in a quarter, the HWC will be eligible for incentive for rest of the months
21	Suspected Malaria Examination	<p>Numerator: Total number of Suspected Malaria Cases Tested in the month in catchment area</p> <p>Denominator: Total number of Suspected Malaria Cases in the catchment area in the month</p>		M Register/Patient interview/Patient Card	400	40	30	If there is no suspected malaria cases in a particular month, full incentive will be paid
22	Malaria Case follow up	<p>Numerator: Total number of Malaria Positive cases followed up by CHO/HW-M/HW-F</p> <p>Denominator: Total number of Malaria positive Cases identified in the month</p>	30% or minimum 5 cases per month whichever is suitable	M Register/Patient interview/Patient Card	400	40	30	If there is no malaria cases in a particular month, full incentive will be paid

PLP: Indicators

B. Other Performance Indicators								
	Indicators	Definition	Benchmark	Source of Verification	CHO	MPW (F/M)	ASHA	Remarks
23	Percent coverage of children 6-59 months provided with 8-10 doses (1 ml) of IFA syrup in a month	<p>Numerator: Number of children 6-59 months provided with 8-10 doses of IFA syrup (as per schedule) in a month</p> <p>Denominator: Total number of children who are in the age group of 6-59 months in that month</p>	80%	HMIS report/MCP card	400	40	30	
24	Village meetings (VHSNC/GKS / MAS held)	<p>Numerator – No. of VHSNC/ GKS / MAS meetings held as per monthly plan</p> <p>Denominator – Total no. of VHSNC / GKS / MAS meetings planned HWC catchment area (1 meeting/ VHSNC/ month)</p>	25% of total targeted VHSNC per month	Self-reported/ HWC Register	400	40	30	
25	Diagnostics services at SC-HWC level	Types of diagnostic tests done out of 13 recommended at SC-HWC level	<p>13 Diagnostic Test- 100% incentive</p> <p>9 Diagnostic Test- 80% incentive</p> <p>Less than 9 Diagnostic Test- No incentive</p>	HWC Register	700	80	60	

PLP: Indicators

B. Other Performance Indicators								
	Indicators	Definition	Benchmark	Source of Verification	CHO	MPW (F/M)	ASHA	Remarks
26	Fulfilling the advanced functionality criteria (providing all 12 package of services)	Total type of services provided out of 12 mandated services per month	12 services : 100% incentive 10 services : 80% incentive Less than 10 services : No incentive	AB-HWC portal	1000	100		
27	Functional AB-HWC awarded Kayakalp Award	1. If the SC-HWC has received Kayakalp Award in the last Fy, will get the incentive for entire year. or 2. Minimum 70 % score in internal assessment every quarter for Fy 2022-23	Awarded with Kayakalp/Minimum 70% in internal assessment every quarter (Fy 2022-23)	AB-HWC portal/District database	1000	100		
					15000	1500	1000	



Thank You