



Service Delivery Framework

Objective

- By the end of the session the CHO will be able to understand the service delivery framework of HWCs and the referral pathway and follow up
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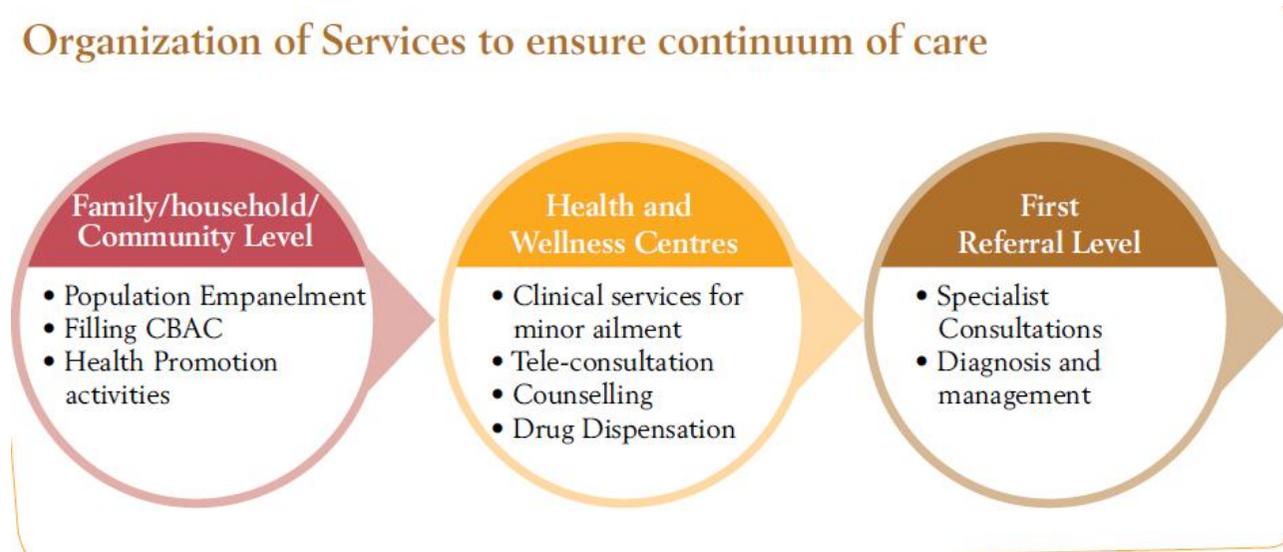
Organization of Services

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:

- Family/Household and community levels
 - Health and Wellness Centres
 - Referral Facilities/Sites.
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Service Delivery Framework

Organization of Services to ensure continuum of care



- With the above structure of delivery in mind, let us now understand in depth the activities/ tasks that needs to be undertaken under each service package under CPHC through an activity

Instructions:

- Divide participants into six groups
- Each group will be given two chart papers with heading of the service packages allocated to them along with three columns depicting different levels of service delivery

Name of service	Household/community levels	HWC level	Referral level including PHC/ CHC/ district

- Ask each team to fill the first column (service delivery at community level) for the assigned service package. After 10 minutes, rotate the chart to the group sitting at the right



THANK YOU

