

**Global Learning Event  
On  
Water, Sanitation and Hygiene in Health Care Facilities  
28-30 March 2017, Kathmandu, Nepal**



**Presentation on  
Creating enabling environment for basic water, sanitation  
and waste management facilities in a primary health care  
facility in Bangladesh**

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children

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# Outline of the presentation

- Situation analysis of WASH in health facilities
- Problem statement
- Analysis of problem
- Interventions taken
- Impact, Results, changes
- Some photos- Before/After
- Challenges
- Way forward



# Situation of WASH in health care facilities in Bangladesh

- Recommended handwashing practice only 11% before touching patient.
- Handwashing agents for caregivers was 5% in government hospitals versus 26% in non-government
- 1% of government hospitals had no toilet for patients and 17% non-government hospitals had no toilets for doctors compared to 1% of government hospitals. Similarly, 27% non- governmental had no toilets for nurses/staff compared to 2% of government hospitals.
- 75% patient toilets in government hospital was with faces visible on spot check
- Ninety-one percent of government hospitals that had improved sources for staff drinking water compared to 66% for non-government hospitals. Many drinking water sources were not improved or protected
- 59% of urban hospitals having no specific clinical waste disposal method compared to 41% of rural hospitals

# Situation of WASH in Fulbari Health Complex

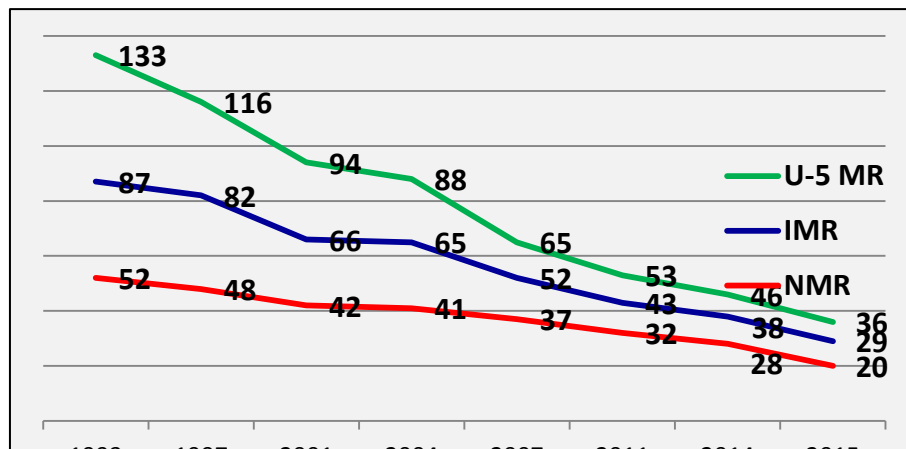
## Baseline survey of this facility found –

- No proper waste management system
- No use of colour coded bins.
- No regular handwashing practice by the providers despite having handwashing stations.
- No safe drinking water at ANC/PNC corner
- No mechanism for interactive health education session
- Presence of well ventilated pit for waste management



# Background

- **Total population 163 million with density of 976/SqKM**
- **Mother Baby Friendly Facility Initiative** implements the **Every Mother Every Newborn** quality of care standards – 10 standards, number 6 cover WASH (Water, Sanitation, Hygiene and IP)
- Implementation in 5 facilities of Kurigram which is one of the low performing and disaster prone District in Bangladesh. Fulbari UHC is one of the PHC facility.
- Service providers received orientation on 5S and PDCA





# Problem statement

Attending pregnant women coming for ANC in Fulbari UHC do not receive minimal basic services (water, sanitation, privacy and waste disposal facilities)



# Analysis of problem

- No written waste management plan in place for implementation
- No basic orientation on waste management and basic WASH facilities for service providers
- No available guidelines to follow
- Supporting staffs were not motivated to follow proper system.
- No internal supportive supervision
- All level staffs were not involve in any planning phase or regulatory mechanism

# Interventions taken

- A dedicated team (led by the manager) formed focusing on basic water, sanitation and waste disposal service facilities for the attending patients
- All WITs and QIC developed and implementing their own plan with weekly monitoring mechanism.
- Team identified available resources within the facility and designed the waiting space for the pregnant women
- Completed orientation of the cleaners and designate their specific areas to work ( both waste management and IP)
- Arrange health education sessions for the attending clients with display of IEC materials
- Supportive supervision and regular monitoring at regular interval
- linked advocacy with local MPs, field staffs who further advocated to improve awareness

# Interventions taken for maintaining cleanliness

- As per 31 bedded facility they have all 5 Swiper (Cleaner) which is not adequate to maintain cleanliness up to the mark and they recruited another 4 cleaners through mobilizing internal resources.
- Rescheduled duty roster of cleaners with designated specific areas and time schedule with a written plan for proper monitoring.
- Completed orientation of the cleaners and involved them in planning / meeting which helped them to understand their roles and developed ownership.
- Identified need of additional cleaners and included in QI plan for funding.



Gap identified by professionals



Group work of Fulbari team

| A<br>Domains  | B<br>Bottlenecks<br>(Why there is a fail in the above chart)<br><b>Problem-Be very specific</b> | C<br>Corrective ACTIONS<br>(specific action)<br><b>Take action to the point</b> | D<br>Monitoring indicator                        |
|---|---|---|--|
| Supply  | ANC/PNC room not functional   | Rearrangement of room   | ANC/PNC room function                            |
|   | No ECG facility   | Supply of ECG machine<br>Recruiting one ecg technician                          | ECG machine supplied<br>ECG technician recruited |
| Shortage of nurse, counselor and cleaners - no assigned person for ANC/PNC room |   | Local recruitment of 1 nurse and 1 counselor for ANC/PNC room                   | 1 Nurse and 1 Counselor recruited                |
|   |   | Local recruitment of 1 cleaner for ANC/PNC room                                 | 1 Cleaner recruited                              |
| No waiting chair, screen and step for ANC mothers                               |   | Procurement of waiting chair, screen and step to bed                            | Waiting chair, screen and step procured          |
| Damage of wall of ANC/PNC room  |   | Plaster of ANC/PNC room   | Plaster done for ANC                             |
|   |   | procurement of 3 Fixed liquide soap and 3 hand drier warming system             | Liquide soap and drier procured                  |

QI plan

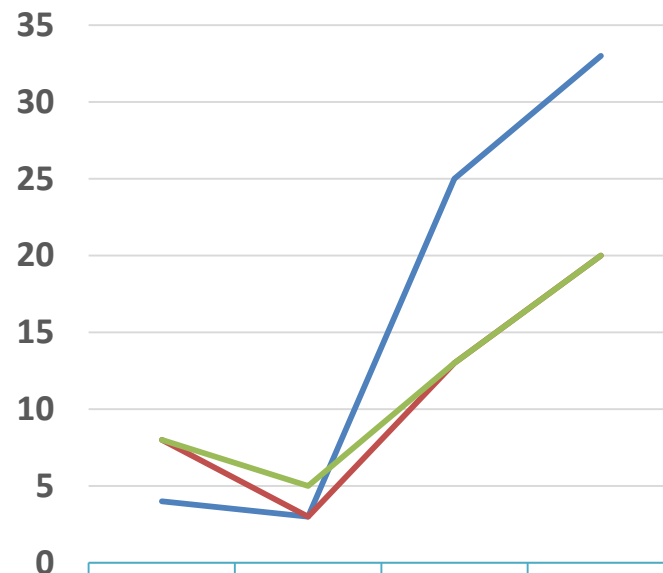
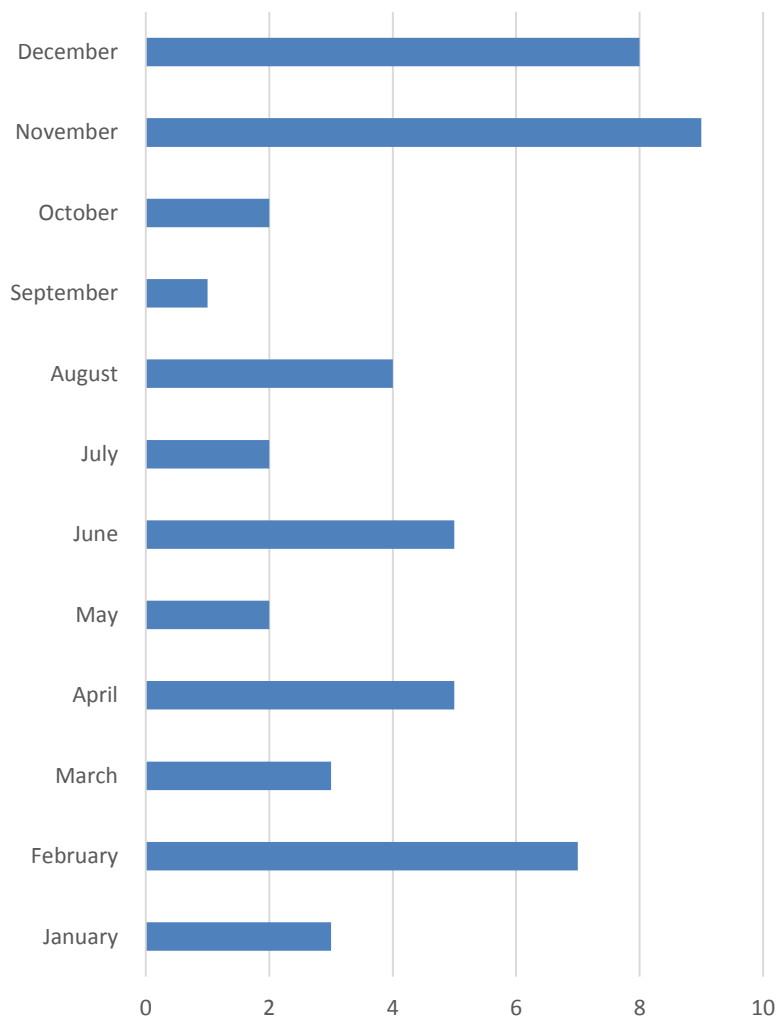


# Impact, Results and Changes

- Project initiated in January 2017
- Developed a new ANC PNC corner with a designated waiting space for pregnant women
- Regular interactive health education session with weekly Fixed roster of nurses for the attending women
- Safe drinking water facilities available in waiting space for the attending women
- Waste segregation through color coded bins in waiting areas with clear labelling on how to use them
- Separate washrooms for males and females with clear labelling in the waiting areas
- All cleaners and nurses received orientation on IP and waste management.
- Referral from community increased through Community participation after stakeholder meeting

# Service trend after the intervention

Delivery in 2016



|  | Dec-16 | Jan-17 | Feb-17 | till March 29, 2017 |
|--|--------|--------|--------|---------------------|
| <b>No. of ANC service recipients</b>               | 4      | 3      | 25     | 33                  |
| <b>No. of total Deliveries</b>                     | 8      | 3      | 13     | 20                  |
| <b>No. of women received Post Natal Care (PNC)</b> | 8      | 5      | 13     | 20                  |

# Cleaning Schedule of facility and Display board of activities

## SCHEDULE FOR SHINING

SHINING (JANUARY-2017)

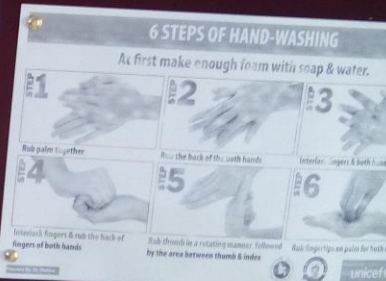
| Activities   | Responsible person |                       |             |                           |                       |             | Supervisor  | Compliance rate |                     |
|--|--------------------|-----------------------|-------------|---------------------------|-----------------------|-------------|---|-----------------|---------------------|
|  | Indoor             |                       |             | Outdoor - Emergency       |                       |             |   | Indoor          | Outdoor - Emergency |
| Floor:   | Morning Shift      | Evening Shift         | Night Shift | Morning Shift             | Evening Shift         | Night Shift | Indoor: Nurse on duty                               |                 |                     |
|  | Murali, Cleaner    | Kolpona               |             | Arjun, cleaner            |                       |             |   |                 |                     |
| • Routine cleaning<br>2 times/working day & when necessary   |                    |                       |             |                           |                       |             | Outdoor: Emergency: HSE, Rashed Alam, Prasad, Asst. |                 |                     |
| • Dusting of wall and roof, Furniture (1/2 week once day)  |                    | Murali, Asst Monitors |             | Murali, HSES Redwan, HSES | Murali, Asst Monitors |             |   |                 |                     |
| • Mopping (2 times/day)  | Mombala            | Mombala               |             | Arjun, Cleaner            | Murali, Cleaner       |             |   |                 |                     |
| • Scrubbing ( Once in a week (Holiday))  | Kolpona            |                       |             |                           |                       |             |   |                 |                     |
| Bathroom & toilet:   |                    |                       |             |                           |                       |             |   |                 |                     |
| • Cleaning (1 time/day & when necessary)   | Mombala            | Kolpona               |             |                           |                       |             |   |                 |                     |
| • Scrubbing (1 time/week)  | Mombala            |                       |             |                           |                       |             |   |                 |                     |
| Disposal of waste: General, sharp, infectious wastes to be collected separately (2 times/day & when needed (hazardous) Once daily (non-hazardous))                                 | Murali, Cleaner    |                       |             | Arjun, Cleaner            |                       |             |   |                 |                     |
| • Solid  |                    |                       |             |                           |                       |             |   |                 |                     |
| • Liquid   |                    |                       |             |                           |                       |             |   |                 |                     |
| Disposal of waste from (Clean once daily)  |                    |                       |             |                           |                       |             |   |                 |                     |
| • Waste Blanket  | Murali, Cleaner    |                       |             | Arjun, Cleaner            |                       |             |   |                 |                     |
| • Sputum Box   |                    |                       |             |                           |                       |             |   |                 |                     |
| Maintenance of waste basket, sputum box (colourful repair) Once/month  | Murali, Cleaner    |                       |             | Arjun, Cleaner            |                       |             |   |                 |                     |
| Waste must be chemically treated before disposal if it is infectious. For this purpose chemicals (phenyl, Lysol, carbolic acid, bleaching powder, etc.) may used ( when necessary) | Arjun, Cleaner     |                       |             | Murali, Cleaner           |                       |             |   |                 |                     |
| Keep ready for all time  | Arjun, Cleaner     | Murali, Cleaner       |             |                           |                       |             |   |                 |                     |

## MONTHLY MEETING SCHEDULE

| MEETING       | WEEK-1                  | WEEK-2                 | WEEK-3                 | WEEK-4                 |
|---------------|-------------------------|------------------------|------------------------|------------------------|
| QIC (Upazila) | 1 <sup>st</sup> TUESDAY | -                      | -                      | -                      |
| QIC (UHC)     | -                       | -                      | -                      | Last TUESDAY           |
| WIT- 01       | 1 <sup>st</sup> MONDAY  | 2 <sup>nd</sup> MONDAY | 3 <sup>rd</sup> MONDAY | 4 <sup>th</sup> MONDAY |
| WIT- 02       | 1 <sup>st</sup> MONDAY  | 2 <sup>nd</sup> MONDAY | 3 <sup>rd</sup> MONDAY | 4 <sup>th</sup> MONDAY |
| WIT- 03       | 1 <sup>st</sup> MONDAY  | 2 <sup>nd</sup> MONDAY | 3 <sup>rd</sup> MONDAY | 4 <sup>th</sup> MONDAY |
| WIT- 04       | 1 <sup>st</sup> MONDAY  | 2 <sup>nd</sup> MONDAY | 3 <sup>rd</sup> MONDAY | 4 <sup>th</sup> MONDAY |
| WIT- 05       | 1 <sup>st</sup> MONDAY  | 2 <sup>nd</sup> MONDAY | 3 <sup>rd</sup> MONDAY | 4 <sup>th</sup> MONDAY |
| WIT- 06       | 1 <sup>st</sup> MONDAY  | 2 <sup>nd</sup> MONDAY | 3 <sup>rd</sup> MONDAY | 4 <sup>th</sup> MONDAY |
| WIT- 07       | 1 <sup>st</sup> MONDAY  | 2 <sup>nd</sup> MONDAY | 3 <sup>rd</sup> MONDAY | 4 <sup>th</sup> MONDAY |
| WIT- 08       | 1 <sup>st</sup> MONDAY  | 2 <sup>nd</sup> MONDAY | 3 <sup>rd</sup> MONDAY | 4 <sup>th</sup> MONDAY |

NB: EACH OF THE WIT MUST PLACE THEIR MEETING MINUTES REGISTER ON THE NEXT WORKING DAY TO UH&FPO AFTER EVERY WIT MEETING. EVERY WIT MUST SHOW TOTAL 4 WIT MEETING IN EACH MONTH

## SNAPSHOTS



# Newly set up waiting space for ANC PNC corner

**Before**



**After**





# Waste management with use of color bins

Before



After





# Segregation of waste at source makes life easy for cleaners

**Before**



**After**



# Orientation and planning discussion with cleaners and nurses





# Same initiative replicated to other facility- Ulipur UHC

Before



After



## Challenges

- Shortage of cleaners in facility
- Frequent turn over of the trained doctors
- Building awareness and motivation among service providers (nurses, cleaners) and patients
- Routine monitoring of the tasks
- Inadequate supply of relevant logistics and materials

## Strength

- QIS in MoH&FW
- TQM unit in DGHS
- Approved national guideline of QII
- National, Divisional and District QIC formed by GOB
- Multi organizational collaboration



## Comments from facility manager and service providers

**“It does not require much resources to practice quality services. A simple measure of motivation through the practical solution of problems can bring big changes.**

**Dr Iftekhar, Medical Officer,  
Fulbari UHC**

**I sense the ownership of my staffs after this initiative. Especially, the cleaners now understand their modalities of supporting critical service areas.**

**Dr. Md. Shahidullah, UHFPO,  
Fulbari UHC**



# Way Forward

- **Systemic documentation and data collection of the progress made already**
- **Inclusion of WASH in HCF indicators in DHIS2**
- **Fixed agenda and discussion on WASH components in QIC committees**
- **Provide a reward option for the best performers in facility in WASH ( WASH champion)**
- **Initiate patient satisfaction survey by QIC committee to assess the progress of the tasks**
- **Funding arrangement for recruitment of identified required additional Human Resources including Doctors and Cleaners**
- **Community engagement and ownership**

“But I have promises to keep & miles to go  
before I sleep”

- Robert Frost



Thank You