**Care Companion Program -A PUNJAB State Initiative**

**Education and Capacity Building of Beneficiaries and Family members/caregivers**

Care companion program (CCP) is a Government of Punjab initiative. It aims to engage family members by training them in basic medical skills that have the highest impact for improving a patient’s recovery. Care Companion Program operates on the philosophy of educating and empowering people to be agents of their own health and wellbeing. CCP turns hospital hallways/wards into classrooms and taps into the most compassionate and willing resource available for care - the patient's own family.

By teaching the family high-impact yet basic medical skills to take care of their loved ones in the hospital and at home, the program aims to empower families to help patients with a better recovery in the hospital and a healthier life at home. Using interactive video-based teaching, family members are taught basic physical therapy, to encourage proper dietary/lifestyle changes, to improve health conditions for their family, detect early-warning signs of medical emergencies - leveraging medically informed around the clock support to ensure a safe recovery.

The Program is being implemented in Maternal & Newborn (ANC OPD, Wards, PNC Wards, SNCU/NICU) and In-patient wards in all District Hospitals (DHs) of the State. In the first phase, the program was initiated in six District Hospitals in Amritsar, Tarn Taran, Patiala, Sangrur, SBS Nagar and Jalandhar in July 2017 for PNC care and based on pilot results it was further extended to all district hospitals in September 2018. The program is now operational in ANC OPD, PNC and NICU and IP -Medical & Surgical wards.

Specially, designed and customized IEC tools (such as flipcharts, videos and patient handout) as per the needs, social and cultural norms of the local population including technical inputs from state level expertise in Gurumukhi are used for this program. The CCP IEC tools are based on patient centric care, design thinking.

A pool of Trainers consisting of 2 senior nurses/counsellors per District Hospital, has been created by a Training of Trainers (ToT) workshop at the state level. This cadre of trained nurses in turn, train and orient other staff at their respective DH’s through one day district level training and orientation program.

These nurses on a daily basis gather patients and their caregivers in their wards and discuss basic healthcare behaviors that everyone should know and will help them in better recovery of patients. They deliver these sessions through the use of Flip Charts and for follow up information distribute one pager takeaways so that the patients can look back to the things they heard during the session.

Since 2017, **over 2 lakh patients** and caregivers have been trained in basic skills that have helped patients. With the onset of COVID-19, the program was re-structured and the trainers started including **COVID awareness**, also part of the routine sessions across the State. These sessions included topics such as the importance of wearing a mask, maintaining hygiene, practising hand washing etc. Some of the staff members posted in COVID Isolation centres, also continued the CCP sessions with COVID positive patients to ensure the key message and awareness is passed on to the community.

Since **March 2020, over 1400 such sessions** have been conducted by staff members which have included COVID-19 awareness sessions. These sessions have trained **over 12,000 patients/caregivers** in it.

CCP was selected as an **Innovation under Best practices and was presented in 6th National Innovation Workshop at Gandhinagar in November 2019.**

**Proposal:**

With the progress of the CCP sessions since 2017, and realising the changes that this program can bring about in the future expansion plans have been kept in mind for the proposal for 2021-22.

The following has been planned for the next year-

1. Continue **strengthening the existing program** for Mother & Child Care and In-patient care across all District Hospitals
2. **Vertical expansion** of the existing program to Sub-District hospitals of the State. The same existing tools will be used for disseminating health education based on the information delivery methodology of CCP.
3. Expansion of the program into a **new condition area** across all district hospitals
4. Refresher Trainings of Staff in district hospitals
5. Printing of new IEC materials for the existing and new condition area.

**Budget will be required for the implementation of the following activities-**

1. Conducting Refresher **training** of staff in the district hospitals for both MCH and In-patients i.e. Medical and Surgical ward staff
2. **Printing** of IEC material including flip-charts, posters for facilities, pamphlets for existing and new facilities.
3. **Expansion** of the program to Sub-District Hospitals across the State for Mother and Child Health. This will include funds for training and IEC material to be shared.
4. State level launch of program in a new condition area, vertical expansion into Sub-district hospitals and review meetings

**Printing Proposal: Budget Head- 9.5.29.4**

This includes printing of IEC material including Flipcharts, Posters, Takeaways for patients/caregivers attending the sessions, log books including District Hospital and Sub-district Hospitals. The material has to be printed again for District Hospitals and new for Sub-district hospitals one time and distributed for the daily sessions conducted. A total amount of Rs. 31.09 lakhs has been proposed under this Budget Head.

This includes

1. **Flipcharts**- These are basic materials used by staff to teach patients/caregivers about basic healthcare practices.
2. **Logbooks-** For recording attendance of the session done and the patients and caregivers trained.
3. **Posters**- To be put up in wards in hospitals for patients to remember some simple health behaviors when they are admitted in the hospital and promoting the WhatsApp service.
4. **Takeaways**- These are one pager pamphlets given to patients/caregivers after the session to remember what was taught to them and also share with others.
5. **A/V aids**- Another important medium for CCP sessions can be showing videos during the sessions for better understanding. This budget is required for putting up television in common areas of district hospitals and one Mic for using during the CCP class.

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| **Activity/Budget Head** | **Unit of Measure** | **Unit Cost (In lakhs)** | **Quantity** | **Total tentative budget (in lakhs)** | **Remarks** |
|
| Printing of Flipcharts | No. of Flipcharts | 0.009 | 532 | 4.788 | 8 Flipcharts per district hospital (3 ANC, 2 SNCU, 3 PNC)+ 6 Flipcharts for new SDH (2 each for ANC, PNC, SNCU) and 5 for new condition area |
| Printing of Logbooks | No.of Logbooks | 0.0008 | 258 | 0.2064 | 5 Logbooks per district hospital (One each for ANC, SNCU,PNC, IP-Medical and Surgical)+ 2 for each SDH+ 3 for new condition area |
| Printing of Posters(sunboards) in wards | No. of Posters | 0.002 | 755 | 1.51 | 20 posters per district (5 ANC, 2 SNCU, 5 PNC, 8 for IP wards)+ 5 for each SDH+5 for new condition area |
| Printing of Takeaways | No.of Takeaways | 0.00003 | 145000 | 4.35 | 25000 ANC takeaways + 60000 PNC takeaways for DH and 30,000 (ANC+PNC) for SDH+30000 takeaways for new condition area |
| A/V Aids | 2 TVs for each district hospital +1 Mic for hospital | 0.3 | 66 | 19.8 | A/V aids for all district hospitals |
| Miscellaneous- Props like dolls etc for each hospital | No. of units | 0.003 | 148 | 0.444 | For conducting the sessions props like dolls etc are required for easy understanding of the patients and for demonstrations and practice sessions |
|  |  |  |  | **31.0984** |  |

**Training of Staff - Budget Head- 12.18.1**

CCP is being delivered by existing staff nurses of maternity wing and SNCU, RMNCH A+ counsellors, staff present in MCH and Medical and Surgical wards in the district hospitals. Till date over 130 nurses from district hospitals have been trained at State level and over 1350 staff have been trained at district level.

Booster/Refresher training is planned to be conducted for the staff at State and district level. A total amount of Rs.9.42 lakhs has been proposed under this Budget Head.

This budget will include the following-

1. **State level TOT and Review Meeting**- This year we plan to conduct one State level training of staff and 2 one-day review meetings for the program
2. **Meeting of Experts**- To expand the program into new condition areas, it is proposed to conduct meetings with experts in health care and academic institutes to plan for the next steps.
3. **District level training-** This includes refresher training of staff in the district hospitals both for MCH and In-patient condition areas.
4. **Sub-district hospital training**- This will be on-boarding of 41 Sub-District Hospitals to the program and include facility level training of staff.

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| **Activity/Budget Head** | **Unit of Measure** | **Unit Cost (In lakhs)** | **Quantity** | **Total tentative budget (in lakhs)** | **Remarks** |
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| State level TOT of district staff | No. of staff | 0.0295 | 130 | 3.835 | One State Level Training of district Staff for 3 days (with approx 130 participants ) |
| State level review meeting of the program | No. of staff | 0.0115 | 100 | 1.15 | Two State level review meeting which is attended by Civil Surgeon/Senior Medical Officers from all districts with State level officials |
| State level Expert meetings for new condition area | No. of experts | 0.0405 | 30 | 1.215 | Two State level Expert meetings with participation of 15 experts in each meeting from Health and Academic institutions across India |
| District level- Refresher Training | No. of staff | 0.0025 | 880 | 2.2 | 2 District level Training including staff of District Hospital for MCH, IP and new condition area |
| SDH level | No. of staff | 0.0025 | 410 | 1.025 | Staff members in each of the 41 SDH to be trained once in every facility on CCP |
|  |  |  | **Total** | **9.425** |  |