

Title – Behiang PHC - Twice Kayakalp awardee and Best Hill PHC Awardee

"AGAINST ALL ODDS" INCREASING THE NUMBER OF SERVICES PROVIDED WITH BETTER QUALITY

Population and area covered

Behiang PHC covers 33 villages catering the needs of about 10000 people out of which 1500 are children under 5 years of age as per 2011 census.

Problem Statement

Located at about 67 kms from Churachandpur town and being the last village of Indo-Myanmar border through Tedim Road, Behiang village was always crowded with people from Myanmar side of the border. The villages along this international boundary solely depend on this PHC for all kinds of health services. Moreover, the past data and reports shows high maternal and child mortality rate mainly due to poor health facility and inefficient transportation. The PHC was established as PHSC in 1940s which got upgraded to PHC in 1988 but it was non-operational since 1997 due to ethnic crisis.

The villages are not accessible by vehicle and it is always challenge for the Medical Officers to travel about 20 kms on foot to treat a patient. Even the lone PHSC is not operational and inaccessible during rainy seasons. The extremely bad road got even worse during the rainy season that only *Shaktimans* could ply. The facility is yet to get its own laboratory technician, pharmacist, driver and water source. Currently, the laboratory is managed by a nurse and the pharmacy by a doctor and a nurse. The staffs who can drive car is the ambulance driver thereby causing disruption of service delivery.



Swachhta Hi Seva

facility and realised the need for its upgradation. The hospital then gradually became functional for 24X7 and is now equipped with all the necessary equipments like Generator & Ultrasound machine making it to be the first of its kind in history amongst PHC located in hills.

Following activities have been taken to provide quality service, *most of which are possible with the help of Kayakalp incentives.*

- The hospital which has been abandoned and inactive for many years started providing OPD service with no supply of medicines after renovating the infrastructures and re-organizing the medical equipments.
- All national health Programmes including **Emergency Room** Immunization are implemented in these areas with poor road connectivity using Myanmar bike
- The problem of no water supply has been resolved by purchasing water pump to pump water from river





Local Made IV stand

made available

- Frequent cleanliness drive conducted with support of local youth club, Police and students.
- Conducted Health camps with support of Assam Rifles (supplied oxygen and anti-venom etc.
- Locally prepared wooden IV Stands
- Released Silver Jubilee Souvenir
- Hospital and staffs quarters including campus are solarised with street lights.

Lesson learnt

In the 1990s, the P.H.S.C Behiang was a very small building with 2 rooms, one for consultation and another for dispensing. Now it has enough room for in-patient facility, consultation and a guest room. These are possible only with the collective efforts of the community, elected representatives, State Health department and Ministry from the Centre government. The medical team in the PHC has been maintaining most of the requirements of the facility (repairing, maintenance etc) with cash awards.

Potential to upscale

The facility can achieve much more and provide quality service if the higher authorities provide the required support. With better and more complete diagnostic tools, more sicknesses can be treated without having to refer patients to other higher centres. Maternal and child health may be improved with awareness campaigns and IEC materials. 100% immunization coverage and prevention of many diseases outbreaks is possible with the provision of more staff and the required equipments.



Immunization Campaign

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- Installed RO water machine for drinking water
- Built a guest room (carpeted rooms) for visitors
- Made badminton court to promote physical activity
- Intercom facility, Yagi antenna and router for WiFi and cellular phone connection are