

11.Pre and Post Test Questions

Questions (Knowledge Assessment)

1. What is the full form of SUMAN?
 - a) Safe Motherhood Assurance Network
 - b) Surakshit Matritva Aashwasan
 - c) Supportive Maternal and Neonatal Aid Network
 - d) Sustainable Maternal and Neonatal Assistance Network
2. **What is the primary objective of the SUMAN program?**
 - (a) Providing free vaccinations for newborns
 - (b) Eliminating preventable maternal and newborn deaths
 - (c) Training healthcare workers
 - (d) Reducing outpatient department crowding
3. **Which services are provided free of cost under the SUMAN initiative?**
 - (a) Only antenatal check-ups
 - (b) Delivery services, including cesarean sections
 - (c) Vaccination for children under 1 year
 - (d) All of the above
4. **What are the core principles of SUMAN-related grievance redressal?**
 - (a) Confidentiality and timeliness
 - (b) Focus only on facility-level grievances
 - (c) Escalation of grievances without follow-up
 - (d) Limiting grievances to a single channel
5. **Who is primarily responsible for addressing SUMAN-related grievances at the health facility level?**
 - (a) Swasthya Mitras
 - (b) District Health Officers
 - (c) Nodal Officers
 - (d) Call Center Operators
6. **How many antenatal care visits are recommended under the SUMAN program?**
 - (a) 2
 - (b) 4
 - (c) 6
 - (d) 8
7. **What is the time limit for responding to grievances under the SUMAN guidelines?**
 - (a) 24 hours
 - (b) 72 hours
 - (c) 1 week
 - (d) 10 days
8. **Which helpline number is associated with SUMAN services?**

- (a) 104
 - (b) 102
 - (c) 108
 - (d) Both 102 and 108
9. **What does respectful maternity care under SUMAN emphasize?**
- (a) Reducing hospital visits
 - (b) Ensuring dignity, privacy, and non-discrimination
 - (c) Limiting the involvement of healthcare workers
 - (d) Reducing costs for hospitals
10. **Which of the following is NOT a service provided under the SUMAN initiative?**
- (a) Free ambulance services
 - (b) Free delivery kits
 - (c) Private hospital reimbursements
 - (d) Counseling for breastfeeding
11. **What is the role of Swasthya Mitras in the SUMAN program?**
- (a) Perform deliveries in rural areas
 - (b) Register grievances and provide navigational support
 - (c) Monitor hospital staff performance
 - (d) Conduct postnatal care visits
12. **Who are the primary beneficiaries of SUMAN services?**
- a. All pregnant women
 - b. All mothers up to 6 months post-delivery,
 - c. All sick infants
 - d. All of the above
13. **How should Swasthya Mitras select patients for feedback collection in OPD?**
- a. Randomly select any two patients
 - b. Select only patients who appear dissatisfied
 - c. Focus on patients who have registered grievances
 - d. Feedback collection from OPD patients is not required
14. **What are the designated channels through which a beneficiary can register a SUMAN-related grievance?**
- a. Through the 104 health helpline
 - b. Through the SUMAN portal
 - c. Through the help desks at designated facilities
 - d. All of the above
15. **When should feedback forms be collected from OPD and IPD patients under SUMAN?**
- a. Every day
 - b. Every week
 - c. Once in 15 days
 - d. Once in a month

16. What is the minimum number of feedback forms Swasthya Mitras must collect daily under SUMAN services?
- 1
 - 2
 - 3
 - 4
17. . Who can register a grievance under the SUMAN Programme?
- Only pregnant women
 - Only hospital staff
 - Pregnant women, mothers, their family members, or any patient representative
 - Only government officials
18. After how many days does the grievance get escalated to the next level?
- 5 days
 - 7 days
 - 10 days
 - 15 days
19. What is the toll-free number to lodge grievances under SUMAN?
- 108
 - 104
 - 112
 - 100
20. Which of the following is NOT a typical activity of the SUMAN Helpdesk?
- Registering grievances
 - Providing information about SUMAN entitlements
 - Escalating unresolved grievances (d) Conducting home visits for postnatal care
 - Conducting home visits for postnatal care
21. After a grievance is entered in the SUMAN portal, to whom is it forwarded?
- District CMO or SUMAN Nodal Officer
 - State level monitoring committee
 - Hospital Administration Clerk
 - Local health worker
22. Which of the following is NOT typically included in the monthly grievance report under SUMAN
- Total grievances registered
 - Number of grievances resolved and pending
 - Individual patient medical records
 - Analysis of recurring issues and suggestions for improvement
23. What is the role of triaging in the SUMAN grievance redressal process?
- Collecting patient feedback forms
 - Referring patients to specialists
 - Categorizing and prioritizing grievances based on urgency and severity
 - Training healthcare staff on SUMAN guidelines

24. What is the expected timeframe for resolving urgent grievances, such as ambulance delays, under SUMAN?
- 7 days
 - 24-48 hours
 - 21 days
 - Resolution time is not specified for ambulance delays
25. Which of the following is NOT a key expectation of a patient after registering a grievance?
- Immediate inquiry
 - Follow-up till it is resolved
 - Assurance that the problem will not reoccur
 - Discount on hospital bills

<i>Answers</i>
1. (Correct Answer: b)
2. (Correct Answer: b)
3. (Correct Answer: d)
4. (Correct Answer: a)
5. (Correct Answer: c)
6. (Correct Answer: b)
7. (Correct Answer: b)
8. (Correct Answer: d)
9. (Correct Answer: b)
10. (Correct Answer: c)
11. (Correct Answer: b)
12. d) All of the above
13. a) Randomly select any two patients
14. d) All of the above
15. a) Every day
16. d) 4
17. c) Pregnant women, mothers, their family members, or any patient representative
18. b) 7 days
19. b) 104
20. d) Conducting home visits for postnatal care
21. a) District CMO or SUMAN Nodal Officer
22. c) Individual patient medical records
23. c) Categorizing and prioritizing grievances based on urgency and severity
24. b) 24-48 hours
25. d) Discount on hospital bills

Questions (Attitude Assessment)

1. **How important do you think it is to address grievances related to maternal and child healthcare services?**
 - (a) Very important
 - (b) Somewhat important
 - (c) Not very important
 - (d) Not important at all
2. **Do you believe timely grievance redressal can improve patient satisfaction in the SUMAN program?**
 - (a) Strongly agree
 - (b) Agree
 - (c) Disagree
 - (d) Strongly disagree
3. **How confident are you in your ability to support SUMAN beneficiaries in resolving their grievances?**
 - (a) Very confident
 - (b) Somewhat confident
 - (c) Not very confident
 - (d) Not confident at all
4. **Do you think training on grievance redressal is necessary for improving healthcare service delivery?**
 - (a) Strongly agree
 - (b) Agree
 - (c) Disagree
 - (d) Strongly disagree
5. **How do you view the role of Swasthya Mitras in ensuring respectful maternity care under the SUMAN initiative?**
 - (a) Essential
 - (b) Helpful but not critical
 - (c) Somewhat relevant
 - (d) Not relevant
6. **Do you think providing privacy and dignity during maternity care is a priority in the SUMAN program?**
 - (a) Strongly agree
 - (b) Agree
 - (c) Disagree
 - (d) Strongly disagree
7. **How willing are you to actively address grievances even if they involve complex or time-consuming issues?**
 - (a) Very willing
 - (b) Somewhat willing
 - (c) Not very willing

- (d) Not willing at all
8. **Do you believe that grievances from beneficiaries often highlight genuine gaps in healthcare services?**
- (a) Strongly agree
 - (b) Agree
 - (c) Disagree
 - (d) Strongly disagree
9. **How important is it to integrate SUMAN-related grievance redressal into existing healthcare frameworks like the JEEViKA Helpdesk?**
- (a) Very important
 - (b) Somewhat important
 - (c) Not very important
 - (d) Not important at all
10. **Do you feel addressing grievances in a timely manner can positively influence the community's trust in healthcare services?**
- (a) Strongly agree
 - (b) Agree
 - (c) Disagree
 - (d) Strongly disagree

12.Critical Thinking Questions

1. A pregnant woman complains of severe abdominal pain during her third trimester and approaches a SUMAN Helpdesk. She claims that she was not provided timely care during her last hospital visit. As a Swasthya Mitra, how would you address her concerns and prioritize her case?

(Follow-up: What steps would you take to ensure this grievance is resolved effectively and prevent similar occurrences in the future?)
2. During a follow-up visit, a mother reports that her newborn has developed jaundice. She was discharged 24 hours after delivery under SUMAN guidelines. How would you assess whether this issue arose from inadequate postnatal care or systemic gaps? What would you recommend to address this issue?
3. A mother expresses concern that her privacy was not respected during childbirth. She feels humiliated and reluctant to return to the facility for future care. How would you handle this grievance while ensuring corrective measures are implemented at the facility level?

4. You observe a consistent trend in grievances related to unavailability of free transportation under SUMAN for post-delivery discharges. What steps would you propose to address this operational challenge at both the facility and district levels?
5. A family refuses to vaccinate their newborn, citing mistrust in government health programs. As a healthcare navigator, how would you counsel them and address their concerns while respecting their beliefs?
6. A woman reports that she was denied a free delivery kit promised under the SUMAN program. The hospital administration blames a shortage of supplies. How would you resolve her grievance and ensure transparency in service delivery?
7. You notice that most grievances registered through the SUMAN Helpdesk are related to disrespectful behavior by healthcare staff during delivery. How would you address this systemic issue to improve patient satisfaction and trust in the program?
8. A newborn is admitted to the neonatal intensive care unit (NICU), but the parents report that they were not informed about the baby's condition or treatment plan. What steps would you take to address this grievance and ensure better communication practices are followed?
9. During a community awareness session, women highlight a lack of knowledge about the free services offered under the SUMAN program. How would you design a targeted strategy to increase awareness and utilization of these services among underserved communities?
10. A hospital under SUMAN receives multiple complaints about long waiting times for antenatal check-ups. What strategies would you recommend streamlining the process and reduce waiting times without compromising care quality?

13. Grievance Logging Practice

1. Grievance 1

- **Name:** Helpdesk_A001
- **Address:** Gandhi Nagar, Patna
- **State:** Bihar
- **District:** Patna
- **Facility:** SDH Barh
- **Subject:** Delay in ambulance services
- **Grievance:** The ambulance took over two hours to arrive after the helpline was called for a maternity case.

2. Grievance 2

- **Name:** Helpdesk_B002
- **Address:** Bailey Road, Patna

- **State:** Bihar
 - **District:** Patna
 - **Facility:** APHC Saksohra
 - **Subject:** Lack of privacy in labor room
 - **Grievance:** Patients were not provided with adequate privacy in the labor room, leading to discomfort and embarrassment.
-

3. Grievance 3

- **Name:** Helpdesk_C003
 - **Address:** Kankarbagh Colony, Patna
 - **State:** Bihar
 - **District:** Patna
 - **Facility:** Baghatihla
 - **Subject:** Non-availability of essential medicines
 - **Grievance:** Key medications required for postnatal care were unavailable at the facility pharmacy.
-

4. Grievance 4

- **Name:** Helpdesk_D004
 - **Address:** Patliputra Colony, Patna
 - **State:** Bihar
 - **District:** Patna
 - **Facility:** Barah
 - **Subject:** Staff misbehavior
 - **Grievance:** Hospital staff refused to provide clear guidance and behaved rudely when asked about service availability.
-

5. Grievance 5

- **Name:** Helpdesk_E005
 - **Address:** Mithapur, Patna
 - **State:** Bihar
 - **District:** Patna
 - **Facility:** Belchhi
 - **Subject:** Delay in discharge process
 - **Grievance:** Even after clearance from the doctor, discharge formalities were delayed by over six hours.
-

6. Grievance 6

- **Name:** Helpdesk_F006
- **Address:** Rajendra Nagar, Patna
- **State:** Bihar
- **District:** Patna
- **Facility:** Fatehpur
- **Subject:** Ambulance not available for drop-back

- **Grievance:** The patient was not provided an ambulance for transportation back home after delivery.

7. Grievance 7

- **Name:** Helpdesk_G007
- **Address:** Ashiana Digha Road, Patna
- **State:** Bihar
- **District:** Patna
- **Facility:** Korari
- **Subject:** Vaccination services unavailable
- **Grievance:** The vaccination service for newborns was not operational, causing inconvenience to mothers.

8. Grievance 8

- **Name:** Helpdesk_H008
- **Address:** Jagdeo Path, Patna
- **State:** Bihar
- **District:** Patna
- **Facility:** Saksohra
- **Subject:** Overcrowding in labor ward
- **Grievance:** The labor ward was overcrowded, and patients had to wait for several hours before being attended to.

9. Grievance 9

- **Name:** Helpdesk_I009
- **Address:** Boring Road, Patna
- **State:** Bihar
- **District:** Patna
- **Facility:** Amhara
- **Subject:** No support for breastfeeding
- **Grievance:** There was no guidance provided to new mothers on how to initiate breastfeeding after delivery.

10. Grievance 10

- **Name:** Helpdesk_J010
- **Address:** Anisabad, Patna
- **State:** Bihar
- **District:** Patna
- **Facility:** Anandpur
- **Subject:** Lack of ANC services
- **Grievance:** The facility did not have staff available to perform the routine antenatal check-up.

Instructions for Participants:

1. Enter the provided grievances into the SUMAN portal/ provided portal using the displayed interface.
2. Each participant will work on 1-2 grievances to practice data entry.
3. After completing the exercise, participants will discuss their experience and share challenges or feedback.

शिकायत पंजीकरण अभ्यास

शिकायत 1

- नाम: हेल्पडेस्क_A001
- पता: गांधी नगर, पटना
- राज्य: बिहार
- जिला: पटना
- स्वास्थ्य केंद्र: SDH बरह
- विषय: एम्बुलेंस सेवा में देरी
- शिकायत: मैटरनिटी केस के लिए हेल्पलाइन पर कॉल करने के दो घंटे बाद एम्बुलेंस पहुंची।

शिकायत 2

- नाम: हेल्पडेस्क_B002
- पता: बेली रोड, पटना
- राज्य: बिहार
- जिला: पटना
- स्वास्थ्य केंद्र: APHC सक्सोहरा
- विषय: प्रसव कक्ष में गोपनीयता की कमी
- शिकायत: प्रसव कक्ष में मरीजों को पर्याप्त गोपनीयता प्रदान नहीं की गई, जिससे असुविधा और शर्मिंदगी हुई।

शिकायत 3

- नाम: हेल्पडेस्क_C003
- पता: कंकड़बाग कॉलोनी, पटना
- राज्य: बिहार
- जिला: पटना
- स्वास्थ्य केंद्र: बघटीला
- विषय: आवश्यक दवाओं की अनुपलब्धता
- शिकायत: पोस्टनैटल केयर के लिए आवश्यक दवाएं अस्पताल के फार्मसी में उपलब्ध नहीं थीं।

शिकायत 4

- नाम: हेल्पडेस्क_D004
- पता: पाटलिपुत्र कॉलोनी, पटना
- राज्य: बिहार