

ABSTRACT

Quality and Cost of the Service of Family Care Volunteers

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This is an Abstract of a study entitled 'Analysis of Quality and Cost Involved in the Service of Family Care Volunteers of Rural Unit for Health and Social Affairs (RUHSA), Vellore.

THE Community Health Nurses are responsible for the training, supervision and continuing education of Family Care Volunteers. Family Care Volunteer is the name given to the village Health Guides of RUHSA, the Community Health Department of Christian Medical College and Hospital, Vellore.

Purposes of the Study

The purposes of the study were to determine the quality and cost involved in the service of FCVs of RUHSA to determine the influence of their socio-economic background on the quality of service they were providing and to analyse the cost involved in the services provided by the FCVs. The RUHSA has 18 peripheral service units. Each one is covering 5-7 thousand population. Thirty FCVs from six peripheral service units were selected using stratified random sampling method. Observation checklists and interview guides were used for data collection. Data were collected from multiple sources. Data triangu-

lation and methodological triangulations were used in this study. The conceptual framework for this study was adapted from the general system model. Two thirds of FCVs studied were below the age of 50 years and nearly half of them (56.7%) were married. 60% of them had secondary level education and 60% were working in the RUHSA for more than six years.

The Findings

Family care volunteers were able to perform 27.5% of the total expected activities in the clinic ('t' value 39.8) and 39.3% of the total activities during home visits ('t' value 21.04). They were able to provide 43.7% of the total expected health teaching on home visits. The score for this activity in the clinic is 13.8% out of the total expected health teaching activities.

The FCVs did 60% of the total steps in weight checking and 50% of the total steps in urine sugar tests, whereas they were able to do only 24.2% of total steps in abdominal palpation and 23.6% of the total steps in urine albumin tests. Test of significance showed that the scores obtained by FCVs for the selected tasks differed significantly from the total expected score.

The FCVs have moderately adequate knowledge (51%-75%) about vital events and detection of diseases ('t' value 7.03 and 14.4 respectively). The Chi Square/Fisher's exact probability test of the data collected showed that there was no significant association between the quality of service and the Family Care Volunteers' demographic data like age, educational background, basic training, additional job experience, additional training and job satisfaction.

Recommendation

The mean expenditure for one FCV giving service to one person in the community is obtained as nine paise per month. It is recommended that more continuing education for FCVs must be organised for their better performance.

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Revised TNAI Guest Room Charges effective from January 1, 1997

	Previous Rates	Revised Rates
TNAI Members and their families	Rs. 50	Rs. 75
Non-Members	Rs. 100	Rs. 150
SNA Members	Rs. 30	Rs. 50
SNA Family Members	Rs. 50	Rs. 75
Children		
Below 3 years	No charge	No charge
Above 3 and upto 12 years	Rs. 30	Rs. 30
Above 12 years	Rs. 50	Rs. 75

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