

NETROKONA

Kendua Upazila Health Complex Revitalized for Improved Healthcare Delivery



Kendua Upazila Health Complex ambulance facility is now regular which has remained closed for two and a half years

Kendua Upazila Health Complex, a rural healthcare facility located at Kendua Upazila which is 30km away from Netrokona Sadar Upazila, once struggle with manpower shortage, filthy environment where cattle grazing, infrastructural deficiencies, waste management but the 50 bed hospital become more accessible to the people due to notable changes including improved healthcare accessibility.

The continues advocacy initiatives along with different initiatives by health rights forum, the Kendua Upazila Health Complex is now providing better medical service to the people. These changes became possible because of the Kendua Upazila Health Rights Forum. The advocacy of the forums improves the overall situation of the hospital.

Rakhal Bishwas is the general secretary of the Kendua Upazila Health Rights Forum. Bishwas described their engagement in addressing various issues, including sanitation, infrastructure, and staffing.

Bishwas (64) said, *"We have been doing this activity for the last four years. Our work spans in Upazila Health Complex, FWC and community clinics. Our main work is advocacy like activating meetings, ensuring participation of members, knowing their problems and trying to solve them through proper channels, etc "*.

"Through these activities the situation improves a lot like the Upazila health complex premise was filthy, inside the hospital cattle and other domestic animals grazing around. After talking with the local people we told them not to graze their animals inside the hospital area. Now no animals go inside the hospital area. The drainage systems of the hospital were closed. We solve this problem. SUS helps us a lot in this regard. "

He added that once there were no doctors in Kendua Upazila Health Complex.

"The ambulance facility remained closed for two and a half years. Some bills were unpaid; the driver was not regular. Now we have solved all the problems and there is one government ambulance and we are giving service with it which was unutilized before due to various problems," the uhfpo said.

"We told the media and did some news. After the media activity, 28 doctors were appointed in the hospital. But after some days, they vanished because of lack of infrastructure and security. We talked with the local government and administrators to provide security to doctors. Also we are working to improve the quality of food for patients," forum general secretary said.

Nasima Banu (48) is a service receiver who comes to Kendua Upazila Health Complex. She said, "I come to this hospital regularly. Once there were few doctors and nurses in this hospital. But now the situation improves a lot than before.

"Still some problems persist like staff shortage. Also the doctors are also facing challenges while providing services to a large number of people. But somehow they managed to provide us with service and the quality has improved a lot."

Lika Nasima, Halima Akhter (45) is another service receiver who comes with her daughter-in-law. She said, "I came here to check up on my daughter-in-law, she is pregnant and it's her 7th month. Now we are waiting for the serial. Once there was a huge crowd at the ticket counter and mismanagement was held. But now it is organized".

"Also the hospital external environment improves than before. Once there was cattle grazing here and there inside the hospital area. But now it improves. The mental condition of doctors, nurses and other staff is also improving now."

Dr. Md. Naim Hasan (35), UHFPO, Kendua Health complex said, *"We need staff, infrastructure, proper supply of everything to ensure best service. The main problem we are facing is the staff crisis. It's like a come and go situation. The previous UHFPO was not regular and he was a clinical person. Also, out of 20 doctors, 7-8 are present and some of them also have to do duty in Upazila."*

"Also there are no assistants for medical officers, as a result their full potential is underutilized. There is no single chamber of medical officers. Secondly, infrastructural problems persist. There are no quarters for doctors here. If the quarter facility is reestablished, many doctors can provide their services regularly," he said.

"Thirdly, the supply chain is not well here. There are many gaps in the supply chain which need to be addressed. Nurse posts are 30 but 21 are present where 6 of them are doing duty in the sadar hospital, 6 of them working outdoors. So only 9 are serving indoors. So only 9 nurses are not enough to run a 50 bed hospital," Naim added.

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"Another thing to mention is that many private ambulances were parked inside the hospital area which I said was parked in another area. The hotline number for telemedicine is open. The ticketing system of every department was plain white paper, I changed it to colored government format paper," Naim added.

"There are many motorcycles in front of the hospital premise. Sometimes it gets stolen which becomes an alarming concern for us. We've a plan to introduce a parking facility by building a shade and stand for bikes so that it will not be stolen," he added.