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གསོ་བ་ལྷན་ཁག།

ROYAL GOVERNMENT OF BHUTAN

Secretary's Office

MINISTRY OF HEALTH

THIMPHU : BHUTAN

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HEALTH SECRETARY

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24

### Office Order

Of late it has become obvious during visits to some of the Health Centres and discussion at various forums of the Health Ministry, that the management of the BHUs is not satisfactory and is becoming a serious concern. While some of these issues may seem trivial but they are extremely essential component of the functions of the BHUs in ensuring the services that are to be provided are done with sense of professionalism and fineness for safety and reducing the sufferings of the patients. It is increasingly becoming evident that there is lack of monitoring and supervision and even if there is one, no proper interactions and checks are being performed as there appears no record of such actions from the supervisors are available or presented. The following are some of the observations.


1. Store management- stock books are not updated. Health Workers do not know stock balance of life saving drugs. It was even more disheartening to find that some of the supplies, even after delivery at the health facilities for more than 2 months, have remained unpacked. Such action tells a lot about the commitment of the staff of the BHU itself and adequacy of supervision from the DHOs. Health workers with such attitude should have no place, when our responsibility entails dealing with human lives.
2. Emergency Medicines Tray which is mandatory, to deal imminent, anaphylactic shocks due to Injections and other reactions is not maintained. The HWs presents themselves confused and do not seem to know even the drugs, the tray should contain. We need to correct this immediately and HWs should be given training in CPR. DHO and hospital should organize this immediately.
3. Record keeping – Out-patients records are maintained very poorly, and at times without even providing the possible diagnosis and yet treatment is given. And most disgraceful is to find the registration numbering wrong and making for them

to report on the average number of patient visiting the BHUs each day. This indicates lack of seriousness of the HWs in their responsibilities.

4. Annual Statistics- this forms important information of the health centres and in many occasions it is found not updated. On enquiry, it is not updated because no household survey is done. If this is the reason, but there is no other reason<sup>2</sup>, why the survey is delayed for long. This finding attributes to, not maintaining the timeline or system for conducting the activities but appears to have been left to the convenience of the HWs themselves.

While the above list of observations are not exhaustive, but this definitely highlights a serious dereliction of responsibility and very poor supervision by the supervisors. We need address the total problems in the BHUs immediately without limiting to above areas. It is therefore, imperative, that all DHOs make adequate supervisory visits to the BHUs and spends time to discuss on each problem with the BHU staff and with instructions recorded for any corrections and for follow up by each staff.

This is being issued for strict and immediate compliance.

  
(Dr. Gado Tshering)

Secretary

To  
All District Health Officers

Copy to:

All Hospitals for necessary action  
The Director General, DMS, for necessary action  
The Director, DoPH, for necessary action