



Minimum Package of Essential Health Services for Primary healthcare facilities in the FDMN/ Refugee camps, Cox Bazar, February 2020

Chapter 1: Introduction

The health sector aims to improve the health and nutrition status and overall wellbeing of refugees. To achieve this, a standard package of evidence based, essential health services should be delivered by health partners in an equitable manner, while ensuring accessibility and quality.

Numerous health facilities are operating in Cox's Bazar District camps availing health care to Forcibly Displaced Myanmar Nationals (FDMNs) and refugees as well as nearby host communities, many with varying levels of services and quality of care. The purpose of the Essential Minimal Health Care Package is to demarcate the said minimal standards and services availed through the primary health care facilities. This revised package builds up on the earlier Essential Service Package developed in 2017 and revised in December 2018 by Health Sector under the leadership of MOHFW and RRRC.

The package is has considered SPHERE standards, UNHCR Global Health strategy² and contextual realities. It is expected ESP to facilitate Health Posts (HP), and Primary Health Centers (PHC) to provide person centered, comprehensive health care in a continuous, coordinated and integrated manner, as first contact points of health care for FDMNs and refugees.

The primary health facilities will avail health promotion, preventive services, curative services and access to secondary/tertiary referrals. Systematic community level health promotion and preventive services are being rolled out through the Community Health Workers linked to the primary health facilities. Curative services encompass IMNCI, SRHR and MHPSS in addition to general communicable and non-communicable diseases curative services. Referral services are sustained to ensure intra-camp and out-side camp referrals for secondary and tertiary care. Other services such as oral and eye care will be explored to be provided in an integrated manner in close collaboration with Primary and Secondary Health Care Providers. An important focus will be on the vulnerable groups including pregnant and post- natal women, newborns, the under-fives, including those with malnutrition and persons with disabilities.

The scope of this guideline limits to the general primary health care facilities only. However, links to secondary health care and special care services will also be explored as and when feasible/possible.

The following is the classification of primary health facilities:

- **Health Post; comparable to the MOHFW Community Clinic (CC)³ but adapted to the unique context**
 - Proposed: 1 health post per 10,000 population and within 20 minutes walking distance from patients' home.
 - Deliver simple curative, maternal/child health, and immunization services with referrals to PHC facilities.
 - Operational during the daytime only.
- **Primary Health Centre; comparable to the MOHFW Union Health and Family Welfare Center (UHFWC)³ but adapted to the unique context**
 - Proposed: 1 PHC per 25,000-30,000 population and within 30 minutes walking distance from patients' home.
 - 24-hour operational facilities that will deliver the essential PHC services.

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Chapter 2: Service Catalogue

The table below provides an overview of the minimum package of services to be provided at each of these facilities.

Health Post (1/10,000)	Primary Health Center (1/25,000-30,000)
<ul style="list-style-type: none"> Day time only, 6 days/week, minimum 6h/day (9.00am-3.00pm) 	<ul style="list-style-type: none"> 24 hrs./7 days a week
Infrastructure	
<ul style="list-style-type: none"> Semi-permanent (ideally prefabricated), demountable structure with adequate compartmentalization to provide privacy) 	<ul style="list-style-type: none"> Semi-permanent (ideally prefabricated), demountable structure (with adequate compartmentalization to provide privacy)
<ul style="list-style-type: none"> Electricity supply/solar power during the hours of operation 	<ul style="list-style-type: none"> 24/7 power supply
<ul style="list-style-type: none"> Adequate cold chain during working hours 	<ul style="list-style-type: none"> Adequate cold chain
<ul style="list-style-type: none"> Safe running water 	<ul style="list-style-type: none"> Safe running water
<ul style="list-style-type: none"> Disability and age friendly Male/ female toilets for clients 	<ul style="list-style-type: none"> Disability and age friendly Male/ female toilets and bathing facilities
<ul style="list-style-type: none"> Communication equipment (cell phone) 	<ul style="list-style-type: none"> Communication equipment with a dedicated facility hotline number
<ul style="list-style-type: none"> Consultation rooms with confidentiality 	<ul style="list-style-type: none"> Consultation rooms ensuring privacy and confidentiality of patients
<ul style="list-style-type: none"> Lockable cabinets or rooms for safe storage of patient's files/records ensuring confidentiality of records 	<ul style="list-style-type: none"> Lockable cabinets/ room for safe storage of patient's files/records ensuring confidentiality of records
	<ul style="list-style-type: none"> Minimum 10 beds for inpatient care in addition to maternity beds Isolation room with one bed
Human Resources (Annex I: Minimal staffing numbers)	
	<ul style="list-style-type: none"> PHC manager
<ul style="list-style-type: none"> Medical doctor on duty throughout the hours of operation 	<ul style="list-style-type: none"> Medical doctor on duty throughout the hours of operation (24/7)
<ul style="list-style-type: none"> Midwife 	<ul style="list-style-type: none"> Midwife on duty throughout the hours of operation (24/7)
<ul style="list-style-type: none"> Nurse 	<ul style="list-style-type: none"> Nurse on duty throughout the hours of operation (24/7)
<ul style="list-style-type: none"> Medical assistant (SACMO) 	<ul style="list-style-type: none"> Medical assistant (SACMO) on duty throughout the hours of operation (24/7)
<ul style="list-style-type: none"> Two vaccinators (only in vaccination sites) 	<ul style="list-style-type: none"> Two vaccinators (only in vaccination sites)
<ul style="list-style-type: none"> Dispenser 	<ul style="list-style-type: none"> Dispenser
<ul style="list-style-type: none"> Security and Support staff 	<ul style="list-style-type: none"> Pharmacist
	<ul style="list-style-type: none"> Laboratory Technician
	<ul style="list-style-type: none"> Data manager

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	<ul style="list-style-type: none"> • Security and support staff (24/7)
Services	

Curative care	
<ul style="list-style-type: none"> • Outpatient curative care 	<ul style="list-style-type: none"> • Outpatient curative care (separated pediatrics, female/ male)
<ul style="list-style-type: none"> • Standard triage including nutrition screening (w/h), first aid (stabilization, dressing), treatment of emergency cases 	<ul style="list-style-type: none"> • Standard triage including nutrition screening (w/h), first aid (stabilization, dressing), treatment of emergency cases • ECG services
	<ul style="list-style-type: none"> • Inpatient curative care (mild and moderate conditions)
Maternal and Newborn Health	
<ul style="list-style-type: none"> • ANC 	<ul style="list-style-type: none"> • ANC
<ul style="list-style-type: none"> • PNC 	<ul style="list-style-type: none"> • PNC
<ul style="list-style-type: none"> • Stabilization, and referral of newborn, and obstetric emergencies 	<ul style="list-style-type: none"> • Normal deliveries
<ul style="list-style-type: none"> • IFA supplementation 	<ul style="list-style-type: none"> • B-EMONC (excluding assisted deliveries)⁵
<ul style="list-style-type: none"> • Td vaccination 	<ul style="list-style-type: none"> • Essential newborn care
<ul style="list-style-type: none"> • Obstetric Fistula screening through clinical history, and referral 	<ul style="list-style-type: none"> • Preterm newborn and sepsis management
<ul style="list-style-type: none"> • Voluntary counseling and testing for PMTCT 	<ul style="list-style-type: none"> • Post abortion care
	<ul style="list-style-type: none"> • Menstrual Regulation
	<ul style="list-style-type: none"> • Td vaccination
	<ul style="list-style-type: none"> • IFA supplementation
	<ul style="list-style-type: none"> • Obstetric Fistula screening and referral
	<ul style="list-style-type: none"> • Voluntary counseling and testing for PMTCT
Child health	
<ul style="list-style-type: none"> • IMNCI 	<ul style="list-style-type: none"> • IMNCI
<ul style="list-style-type: none"> • Routine Immunization (0-2 years) 	<ul style="list-style-type: none"> • Routine Immunization (0-2 years)
<ul style="list-style-type: none"> • Growth monitoring 	<ul style="list-style-type: none"> • Growth monitoring
Adolescent health	
<ul style="list-style-type: none"> • Adolescent friendly services 	<ul style="list-style-type: none"> • Adolescent friendly services
<ul style="list-style-type: none"> • IFA supplementation 	<ul style="list-style-type: none"> • IFA supplementation
Family planning	
<ul style="list-style-type: none"> • Family planning counselling 	<ul style="list-style-type: none"> • Family planning counselling
<ul style="list-style-type: none"> • Provision of short acting methods. Counselling and referral for long acting family planning methods 	<ul style="list-style-type: none"> • Provision of short/ long acting methods.

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Gender-Based Violence	
<ul style="list-style-type: none"> • Have one person trained in Clinical Management of Rape Survivors (CMR during) working hours 	<ul style="list-style-type: none"> • Have one person trained in CMR during duty hours
<ul style="list-style-type: none"> • Survivor Identification through referrals, self-reports, accompaniments, health provider suspects injury or condition that can be linked to violence 	<ul style="list-style-type: none"> • Survivor Identification through referrals, self-reports, accompaniments, health provider suspects injury or condition that can be linked to violence
<ul style="list-style-type: none"> • Assessment and care for survivors of intimate partner violence that includes the following; Provision of first line support and facilitating safe referrals to GBV service providers including mental health, management of associated minor injuries or conditions 	<ul style="list-style-type: none"> • Assessment and care for survivors of intimate partner violence: First line support, management of associated minor injuries or conditions • Clinical management of rape survivors that includes; <ul style="list-style-type: none"> ○ Provision of first line support ○ History taking & examination, for the purpose of
<ul style="list-style-type: none"> • Clinical management of rape survivors that includes: <ul style="list-style-type: none"> ○ Provision of first line support ○ History taking & examination for the purpose of treatment ○ Prophylaxis/Treatment for STI ○ Emergency Contraception ○ Post-Exposure Prophylaxis (PEP)- HIV ○ Menstrual regulation or referrals if needed ○ Management/treatment of minor injuries or conditions associated with the violence; ○ TT when it is necessary ○ Referral for Hepatitis B vaccination Follow-ups and consent-based referrals for other services 	<ul style="list-style-type: none"> • Treatment <ul style="list-style-type: none"> ○ Prophylaxis/Treatment for STI ○ Emergency Contraception ○ Post-Exposure Prophylaxis (PEP)- HIV ○ Menstrual regulation or referrals if needed ○ Management/treatment of minor injuries or conditions associated with the violence; ○ TT when it is necessary ○ Referral for Hepatitis B vaccination ○ Follow-ups and consent-based referrals for other services



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Nutrition	
	<ul style="list-style-type: none"> • IYCF corner with skilled IYCFE counsellor, breast feeding corner
<ul style="list-style-type: none"> • Clinical diagnosis and management of anemia among adults including PLWs, children 6 to 59 months and adolescents 	<ul style="list-style-type: none"> • Systematic detection of acute malnutrition (MUAC or/and W/H) among children 6 to 59 months and PLWs
<ul style="list-style-type: none"> • Referral of PLW and SAM and MAM children 6 to 59 months to OTPs or TSFPs according to nutritional status and treatment guidelines 	<ul style="list-style-type: none"> • Clinical diagnosis and management of anemia among adults including PLWs, children 6 to 59 months and adolescents
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Referral of PLW and SAM and MAM children 6 to 59 months to OTPs or TSFPs according to nutritional status and treatment guidelines
Communicable diseases⁴	
<ul style="list-style-type: none"> • Identification of common communicable diseases, management and referral as necessary 	<ul style="list-style-type: none"> • Identification of common communicable diseases, management and referral as necessary
<ul style="list-style-type: none"> • Identify, isolate, and refer as necessary for diseases with epidemic / pandemic potential 	<ul style="list-style-type: none"> • Identify, isolate, test, and treat, or refer as necessary, for diseases with epidemic / pandemic potential
<ul style="list-style-type: none"> • Identification and referral of presumptive TB cases to nearest TB laboratories for confirmation. 	<ul style="list-style-type: none"> • Identification of presumptive TB cases; sputum collection for confirmatory testing at nearest TB laboratory; DOTS (in line with National Program); referral to National program TB partner.
<ul style="list-style-type: none"> • Malaria identification and treatment of uncomplicated cases as per National program 	<ul style="list-style-type: none"> • Malaria identification and treatment of uncomplicated and complicated cases as per National program
<ul style="list-style-type: none"> • Syndromic management of STI 	<ul style="list-style-type: none"> • Syndromic management of STI/Basic testing and treatment
<ul style="list-style-type: none"> • HIV Prevention (condoms, BCC), PEP 	<ul style="list-style-type: none"> • HIV Prevention (condoms, BCC), PICT and referrals PEP kits for post exposure prophylaxis
<ul style="list-style-type: none"> • Oral Rehydration Treatment (ORT) point for treating non severe AWD 	<ul style="list-style-type: none"> • Oral Rehydration Treatment (ORT) corner for treating non-severe AWD
Mental Health and Psychosocial Services	
<ul style="list-style-type: none"> • Psychological first aid 	<ul style="list-style-type: none"> • Psychological first aid
<ul style="list-style-type: none"> • Identification and referral of persons with mental health needs (special attention to vulnerable groups e.g. children, GBV survivors, persons with disability). 	<ul style="list-style-type: none"> • Identification and referral of persons with mental health needs (special attention to vulnerable groups e.g. children, GBV survivors, persons with disability).
	<ul style="list-style-type: none"> • Management of mental health priority conditions by mhGAP trained clinician; referral of severe cases.
	<ul style="list-style-type: none"> • Psychosocial interventions provided by trained psychologists, counsellors or psychosocial volunteers (e.g. community awareness workshops, psychoeducational activities like self-care and risk factors reduction, group psychosocial activities, and individual psychosocial services)



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Non-communicable diseases⁴

<ul style="list-style-type: none"> • Screening and risk assessment for NCD conditions <ul style="list-style-type: none"> ○ Screening of persons for cardiovascular risk factors including hypertension and high blood sugar, COPD. ○ Risk based management of hypertension and diabetes as per national protocol. ○ Management of cardiovascular diseases, COPD and asthma as per national protocol. ○ First aid for injuries including road traffic ○ injuries, burn and drowning and referral • NCD referrals 	<ul style="list-style-type: none"> • Screening and risk assessment for NCD conditions <ul style="list-style-type: none"> ○ Screening of persons for cardiovascular risk factors including hypertension and high blood sugar, COPD. ○ Risk based management of hypertension and diabetes as per national protocol. ○ Management of cardiovascular diseases, COPD and asthma as per national protocol. ○ First aid for injuries including road traffic ○ injuries, burn and drowning and referral • NCD referrals
<ul style="list-style-type: none"> • Counseling on NCD risk factors 	<ul style="list-style-type: none"> • Counseling on NCD risk factors
<ul style="list-style-type: none"> • Promotion of healthy lifestyle 	<ul style="list-style-type: none"> • Promotion of healthy lifestyle

Referral

<ul style="list-style-type: none"> • Emergency Referral mechanism including patient back referral system as per the sector referral protocol • Sustain a routine medical referral mechanism 	<ul style="list-style-type: none"> • Emergency Referral mechanism (with dedicated 24/7 ambulance, clinical staff to escort and independent payment mechanism) including patient back referral system as per health sector referral protocol • Sustain a routine medical referral mechanism with sustainable funding
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Support services

Laboratory

<ul style="list-style-type: none"> • Hemoglobin (HemoCue or Hemoglobin meter) • Usage of RDTs (Malaria, HBsAg, RPR, urine pregnancy testing) • Urine dipsticks (urine protein, urine ketone and urine glucose) • Blood glucose (glucometer) • Specimen collection and transport (Blood, stool swabs and urine) 	<ul style="list-style-type: none"> • Hemoglobin (HemoCue or Hemoglobin meter)- 24/7 • Blood glucose- 24/7 • Blood grouping and typing- 24/7 • Malaria by RDT and microscopy • Urine dipsticks (urine protein, urine ketone and urine glucose)- 24/7 • Stool microscopy for parasites • Usage of RDTs (i.e. Malaria, HIV, Hepatitis viruses (A, B, C and E), RPR, leptospirosis, dengue, chikungunya, cholera, urine pregnancy testing) • Urine microscopy • Complete blood count (Manual or automated) or • sample referrals to the facilities that provide the tests • Basic serological and blood investigation required in major communicable disease management (i.e. Lipid profile, Kidney function tests) or sample referral mechanism • External/internal quality control mechanism • Specimen collection and transport (Blood, stool swabs and urine)
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Pharmacy

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<ul style="list-style-type: none"> Pharmacy (supply of essential medicines as per Bangladesh essential health service package⁴ and the national essential medicine list⁵ and proper storage and records) 	<ul style="list-style-type: none"> Pharmacy (supply of essential medicines as per Bangladesh essential health service package⁴ and the national essential medicine list⁵ and proper storage and records) Cold chain & temperature-controlled medicine stock room
Health care waste management and IPC	
Colour-coded waste segregation; sharps container; and link to a health care waste disposal system	Colour-coded waste segregation; sharps container; placenta pit; incinerator; link to health care waste disposal
Hand hygiene stations with posters, national IPC guidelines	hand hygiene stations with posters, standard precautions, transmission-based precautions, national IPC guidelines, IPC focal person
IPC/WASHFIT focal person, facility improvement plan. Sterilization and disinfection facilities	IPC/WASHFIT Committee, facility improvement plan Sterilization and disinfection facilities
Occupational exposure management SOP	Occupational exposure management SOP
Community health	
<ul style="list-style-type: none"> Sustain community health program linked to the facility complying the CHWG ToR and standards (Annex III) Sustain a community level MHPSS program 	
Information management and accountability	
<ul style="list-style-type: none"> DHIS-2 reporting; 	<ul style="list-style-type: none"> DHIS-2 reporting
<ul style="list-style-type: none"> EWARS reporting (Weekly and event-based reporting) & maternal and perinatal mortality surveillance system 	<ul style="list-style-type: none"> EWARS (Weekly and event-based reporting) & maternal and perinatal mortality
<ul style="list-style-type: none"> Patient feedback mechanism/health committee 	<ul style="list-style-type: none"> Patient feedback mechanism/ health committee

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Chapter 3: Annexures

Annex I: Minimum staffing numbers

Staffing category	HP	PHC	Comment
PHC manager		1	
Medical doctor	1	5	A medical doctor should be present whenever the facility is open for services
Sub-Assistant Community Medical Officer (SACMO)/Medical Assistant	2	4	
Family planning focal person	0	1	
Nurse	1	5	A nurse should be present whenever the facility is open for services
Midwife (ANC, Delivery, PNC)	1	6	A midwife should be present whenever the facility is open for services
Pharmacist	0	1	
Dispenser	1	2	
Laboratory technician	0	1	
Laboratory assistant	0	1	
HIS officer	0	1	
Community health supervisor	As required	As required	
Community health/psychosocial worker	As required	As required	Number shall comply the CHWG and MHPSS WG minimal standards
Vaccinator (for the fixed vaccination sites)	2	2	
Ambulance Drivers		3	
Psychologist	0	1	
Other support staff and security	As required	As required	

Annex II: Emergency Referral protocol (refers to referral documents in the annex pack)

Annex III: CHWG ToR (refers to CHW documents in the annex pack)

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