Care Companion Program
The Need

Families of patients in healthcare facilities are disengaged and idly waiting, but are responsible for the patient’s health once they go home. Lack of adequate self-management and follow-up care leads to poor patient experience and health outcomes.

Our Solution

We empower families with the knowledge, tools and skills they need to allow for a better recovery in the hospital and a healthier life at home.
Monitoring and Impact Evaluation
a sneak peak
Care Companion Program initiated (July Onwards)

- Tumkur
- Kolar
- Vijayapura
- Koppal
- Chitradurga
- Davangere
Status of Newly Launched Programs

July launch to date:

- 71 Session run
- 957 Families trained
- 1,984 People Reached
- 33min Average length of sessions
- 41% Expected sessions run (Target sessions = 173)
# Observed Effects in New Programs: Single District Hospital

## Avoiding Complications & Improving Health Seeking

<table>
<thead>
<tr>
<th></th>
<th>Before Launch</th>
<th>After Launch</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Babies suffering from a complication</td>
<td>35%</td>
<td>22%</td>
<td>39%</td>
</tr>
<tr>
<td>Babies readmitted</td>
<td>0%</td>
<td>1.96%</td>
<td>NA</td>
</tr>
<tr>
<td>Complications not shown to doctor</td>
<td>92%</td>
<td>73%</td>
<td>21%</td>
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## Unplanned visits deemed unnecessary

|                                | 79%           | 70%          | 11%     |

## Adopting Key Care Behaviors

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<th></th>
<th>92%</th>
<th>96%</th>
<th>5%</th>
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<tbody>
<tr>
<td>Exclusively breastfeeding</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Practicing proper umbilical cord care</td>
<td>8%</td>
<td>12%</td>
<td>46%</td>
</tr>
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Single N = 121 control, N = 51 intervention. Data unadjusted for differences in pre-intervention & post-intervention groups.
N = 414, retrospective cohort comparison (284 untrained vs. 134 trained), data collection period: 9th Feb – 23rd Feb * Statistically Significant

Pilot Testing in Tumkur Hospital (Nov to May)

Reduced Complications

- Reduction in umbilical and respiratory complications: 51%
- Reduction in unplanned hospital visits: 31%

Increased Health Behaviors

- Increase in thermal care practice: 84%
- Increase in proper hand washing practice: 6%
- Increase in report being taught handwashing: 84%
Pre-Launch Baseline across Six District Hospitals:

Avoidable Complications and Poor Health Seeking

- Babies suffer a complication (e.g., fever, umbilical or upper respiratory infection) **32%**
- Babies readmit to a hospital **3%**
- Complications not being presented to the doctor **75%**
- Unplanned hospital visits unnecessary (e.g., loose motion, eye worry, spit-up, check-up) **79%**

Low Adoption of Healthy Behaviors:

- Not following exclusive breastfeeding **10%**
- Not cleaning the cord properly **87%**
- Not practicing kangaroo mother care **93%**
- Not following recommended hand hygiene **29%**

N = 881 families. Outcomes data from within two-weeks time-frame.
CARE COMPANION PROGRAM – KARNATAKA

India accounts for over 27% of new-born deaths globally, with 750,000 deaths annually, more than any other country in the world. In 2013, the Indian government committed to scaling interventions that would reduce neonatal mortality to single digits by 2030. Currently, the neonatal mortality rate stands at 29. It is estimated that 50% of new-born deaths could be prevented by the implementation of educational interventions.

The National Health Mission (NHM) committed to improving the health status and welfare of Karnataka’s citizens by increasing the awareness of its people and building capacity of its health workers. NHM is working towards decreasing the burden of readmissions, post discharge complications and increasing hospital hygiene, productivity of nurses, and patient satisfaction in the Public Healthcare Institutes in Karnataka.

In this regard, NHM has entered into an MoU, with Noora Health India Trust, a healthcare non-profit organization dedicated to patient and caregiver education that works to improve patient outcomes through better family engagement.

The Care Companion Program trains mothers and their families with high-impact health skills to take care of the new-born and postpartum mother, specifically, baby hygiene, thermal care, breastfeeding, and maternal nutrition. This innovative program turns hospital hallways and wards into classrooms and taps into the most compassionate and willing resource available for care i.e. the patient’s own family.

The Care Companion Program framework starts with knowledge, confidence, and skills transfer in the facility, sustained behaviours after discharge, which leads to improved health outcomes and quality of life for communities. Nurses and other patient facing personnel from all the public health facilities are trained on how to engage and teach patients and caregivers.

The Care Companion Program is currently implemented at six district hospitals (Tumkur, Kolar, Chitradurga, Davangere, Vijayapura, Koppal), and has shown promising trends in terms of patient health outcomes. For example, initial evaluation of the program has suggested that the risk of umbilical cord and respiratory complications 2 weeks post-delivery could be reduced by ~50%, unplanned visits reduced by ~30% and practice of behaviours such as KMC (skin to skin thermal care) improved by ~80%. In the last 3 months the program has reached over 1,000 families, across 80 plus training sessions in the six district hospitals.