

## **Descriptive Report on Introduction and scale up of the Structured Referral System, Strengthening of medico-legal services at district hospitals**

4<sup>th</sup> Health, Population and Nutrition Sector Programme (HPNSP)

Name of the OP: Hospital Services Management

Name of the component: 7.0 Introduction and scale up of the Structured Referral System

2.13 Strengthening of medico-legal services at district hospitals

Time period: July 2017-June 2024

### **2.13 Strengthening of medico-legal services at district hospitals**

#### **Narrative summary:**

Strengthening of clinical service delivery in secondary hospitals (DH) and tertiary hospitals (MCH, Specialized Institutes) is a major component of the Hospital Services Management operational plan (OP). In Bangladesh, hospitals are the most utilized part of the healthcare system. Hospitals are complex service-providing centers that demand significant improvement from time to time to ensure quality healthcare service. Apart from direct healthcare, medico-legal services are important to seek justice in daily life mishaps and crimes (physical assault, RTA, homicide, suicide, poisoning, VAW, etc.). All the health facilities are responsible for providing requested medico-legal certificates according to the service definition. The main objectives of these services are ensuring well-equipped modern mortuaries, repair and maintenance of provided logistics, and human resource development.

#### **Target and achievements till now:**

<b>Objectives</b>	<b>Indicators</b>	<b>Target achieved</b>
1. Procurement & supply of post-mortem-related logistics and spare.	Necessary logistics supplied in 59 DH by 2024	27 health facilities are provided with modern post-mortem equipment.
2. Human resource development.	Capacity development of the Human resources developed at 59 DH.	Participants from 61 DHs, 6 MCs & 6 specialized institutes are trained.

**Training details:**

Title: Training of Doctors on Postmortem Examination and Medico-legal Examinations.

Duration: 03 days.

Participant’s profile: Doctor (RMO, EMO, MO, MOCS)

- In FY 2021 – 2022, 155 (Male 122 & Female 33) doctors attended training sessions in 05 batches.
- In FY 2022 – 2023, 101 doctors (Male 81 & Female 20) participated in 03 batches.
- In 2023 – 2024, 01 training session on Medico-legal Services was conducted, and a total of 28 doctors (Male 23 & Female 5) participated.

Total 284 (Male 228, Female 58)	Total batches - 09	2021 – 2024, February
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**Other activities:**

- Uniform injury note certificate form has been developed and finalized for online version, this form will be available online in DHIS2 soon.

## 7.0 Introduction and scale-up of the Structured Referral System

Implementing a structured referral system is very important to maximize the utilization of Upazila Health Complexes and load minimization of the secondary and tertiary hospitals by introducing an effective upward and downward referral system. Referral linkage should be carried out countrywide from primary (Community clinics, Union sub-center, family welfare center), secondary, and tertiary level hospitals defining the specific catchment areas in collaboration with other related departments and OPs. Hospital Services Management OP aims to ensure the effective implementation of structured referral linkage among all levels of health facilities by providing training, awareness-building workshops, and seminars to healthcare providers. Other activities include providing referral forms, formats, and registers in health facilities, continuous monitoring and supervision of service providers, and awareness development of community people by community engagement with BCC materials.

### Activity summaries:

1. Preparation and implementation of referral procedures and rules across the health tiers, within the institutes, and between institutes.
2. Capacity building of the service providers, orientation of hospital management.
3. Development, finalization, printing, dissemination and distribution of different forms, guideline and registers to different hospitals.
4. Development of Referral database and automated referral system.
5. Continuation of structured referral system introduction in public sector hospitals.
6. Regular monitoring workshop & supervision.

### Target and achievements till now:

SI No.	ROP level indicator	Unit of Measurement	Means of verification	Target End of June 2024	Acheivement till now
1.	No of district hospitals connected to structured referral system	Number of Hospitals	Administrative reports from HSM office	20	07

**Ongoing activities:**

- Uniform referral forms and registers have been developed and printed for piloting in Gopalganj district.
- Referral forms are integrated in DHIS2 for online access and use.
- A survey on service availability of Gopalganj & Manikganj districts was conducted in 2023.
- In 2023-24 FY, 3 training programs on the Referral System were conducted at Gopalganj.
- A total of 100 mixed participants (Doctors, nurses, pharmacists, MT, Driver, word boy, aya) have participated in 2 days of training.