

Module 9B : Identifying treatment and giving treatment before referral

Session 3 : Treat the child : Referral issues

Day : 2

Time Required : 1 hour

Objective

At the end of the session ASHAs will be able to:

1. Identify cases that need referral and assist the family in overcoming barriers to referral

Materials and Preparation

See Checklist of Instructional Materials at beginning of sick child module. These materials will be used for sick child module.

Training Activities :

Activity - 1 : Introduce “Treat the Child”

State briefly that in this session participants will learn how to use the *TREAT* chart. The chart contains information on how to provide treatment to sick children and how to teach the mother to continue providing treatment at home.

Activity - 2 : Participants read ‘Refer the Child’ in their manual

Activity - 3 : Role Play – Counselling a Mother for Referral

- Give the “mother” the situation described below. Remind her that she may imagine additional realistic information that fits the situation if necessary.
- After the role play, use questions to lead a group discussion.

Role Play - Description for Harish’s Mother

You have a 3 month-old son named Harish who has difficulty in breathing. The ASHA has already explained to you that Harish needs urgent referral.

You are afraid of the ASHA and do not volunteer information unless asked for. You have come a long way to the clinic and you are tired. You are reluctant to go to the hospital because transportation is difficult for you as you have no money and your husband is away at work. You are also concerned about where to leave your 2 year old elder daughter if you were to go away to the hospital. You also have concerns about how to manage yourself in a large hospital in a large city.

Role Play Instructions :

ASHA:

Explain the need for referral to Harish’s mother and give her instructions. Discuss any problems she may have about going to the hospital. Assume that the hospital is about an hour away and that transportation is similar to what is available in your own area. If you have a telephone in your area, assume that one is available in the role play.

Observers:

Tell them to watch the role play. Be prepared to comment on what was done well and what could be improved. Be prepared to answer the questions.

Questions:

Is this mother likely to go to the hospital? Why or why not?

Has she been given all the necessary instructions? If not, what information was missing?

Activity - 4 : Group Discussion on Referral Issues

Emphasize the importance of giving a referral card and solve the problems related to referrals. Discuss the likely problems participants will face in the field. Take suggestions from the participants as to how problems can be tackled.

Discussion on common problems in referral

After the role play lead a discussion on common problems in referral. Information in the following table can be used to relate to the role play as well as general discussion.

Problems	Possible solutions
Mother is not convinced about seriousness of the illness	Explain what harm can occur if the treatment is delayed. Give examples of children with similar diseases who suffered from complications or died because of delay of even a few hours in taking them to the referral facility.
Mother is scared of the treatment and tests carried out in the hospital.	Tell the mother what to expect. Explain that the treatment is to help the child get better. The injections, IV and tests do cause some pain but are not harmful for the child.
Family does not have faith in the services provided by the referral centre. They have heard of a bad outcome in other children.	Give examples of children who have recovered from their illness as a result of timely referral. Emphasize that the purpose of referral is to provide the best treatment for the child.
The family has heard that the hospital staff is rude.	Tell the mother that you are providing a referral card which will help the family get priority treatment. Explain that it is worthwhile to bear a little inconvenience in hospital treatment and staying in a strange unfamiliar place for the sake of the child who can be cured.

Problems	Possible solutions
The family is worried about large expenses from hospital admission, transport and expenses on food.	Explain that the charges are according to the financial situation of the family. Discuss with the mother what expenses are likely to occur and how the family may be able to arrange these to meet the situation. Some hardship is going to occur but this is worth the trouble since it involves the well being of the child.
The family is worried about who will look after the other children while the mother and the child are gone to the hospital.	Discuss the possibility of another member of the household doing this job. Suggest that neighbours or relatives may be approached for help during this crisis situation.
The mother wonders why the treatment can not be provided by you.	Explain that you can treat most of the diseases but not all of them. If the disease requires IV fluids, oxygen or medicines by injection then hospital treatment is the best. Clarify that it is not possible for you to do certain tests on the child. They are carried out only in hospitals.

Summary

- Ask a participant to explain some problems families have when a ASHA 'refers' their child to a facility, and how they as ASHAs would handle this.

Evaluation of the session

Objective	Assessment Method
Identify cases that need referral and assist the family in overcoming barriers to referral	Role play and discussion on solution to problems