



## ANNEXURE II

### SUMAN Facility-wise Service Guarantee Packages

	<b>SUMAN Service Guarantee Basic Package</b>	<b>SUMAN Service Guarantee BEmONC Package</b>	<b>SUMAN Service Guarantee CEmONC Package</b>
<b>Type of Facility</b>	(HWC-SHC/HWC-PHC/PHC/UPHC)	(Non- FRU CHC/UHC/SDH/Other hospitals)	(Medical College/ District Hospital/Sub District Hospital/FRU-CHC/UHC)
<b>Essential Package across all levels</b>	<ul style="list-style-type: none"> <li>• Community awareness and engagement for SUMAN information and package dissemination.</li> <li>• Safe motherhood booklet, mother and child protection card.</li> <li>• Counseling and IEC/BCC for safe motherhood and newborn care</li> <li>• Provision of Family Planning services (as per basket of contraceptive choices), and Family planning counselling of eligible couples with emphasis on importance of Healthy Timings and spacing of Pregnancy (HTSP) for mother and child health.</li> <li>• Detection of pregnancy through pregnancy testing kits.</li> <li>• Maternal and newborn services delivered with Quality and Dignity by trained personnel (including Midwifery/SBA/NSSK)</li> <li>• Ensuring respectful maternity care (including privacy, confidentiality, provision of birth companion, choice of birthing position, cordial, congenial and supportive environment etc)</li> <li>• Counseling during ANC and intra-partum period on early initiation of breastfeeding, benefits of breastfeeding (including colostrum feeding) for mother and baby and counseling for exclusive breastfeeding during post-partum period</li> <li>• Lactation support and management services at health facilities and counseling including support for breastfeeding at community as well as VHSNDs</li> <li>• Clean health facilities with provision of water, hygiene and sanitation measures. (As per Kayakalp and IPHS guidelines)</li> <li>• Free and zero out of pocket expense services for beneficiaries – ANC, PNC, delivery, maternal and newborn complication management.</li> <li>• Free referral transport from home to facility, inter facility and drop back for pregnant women at the time of delivery and in case of ANC/PNC complications along with sick infants upto 1 year of age</li> <li>• Home based newborn care visits following Home based young child care visits.</li> <li>• Family participatory care</li> <li>• Conditional Cash Transfer under Janani Suraksha Yojana and Pradhan Mantri Matru Vandana Yojana and any other State scheme.</li> </ul>		

	SUMAN Service Guarantee Basic Package	SUMAN Service Guarantee BEmONC Package	SUMAN Service Guarantee CEmONC Package
	<ul style="list-style-type: none"> <li>Time bound redressal of grievances through SUMAN web portal/ call center/helpline/ sms / help desks (only at high case load facility)</li> </ul>		
<b>Type of Facility</b>	<ul style="list-style-type: none"> <li>Pre-Pregnancy Care Service Package</li> <li>Detection of pregnancy through pregnancy testing kits</li> <li>Routine ANC, PNC and identification and management of basic complications.</li> <li>At least 4 ANC checkups, referral for one PMSMA checkup</li> <li>Complete and comprehensive ANC of all pregnant women as per GoI ANC guidelines.</li> <li>Breast examination during ANC visits in 3rd trimester and diagnosis and management of difficult breast conditions (Inverted/cracked nipples) and counseling on early initiation of breastfeeding, benefits of breastfeeding for mother and baby.</li> <li>Identification basic management and referral of high risk pregnancies.</li> <li>Identification and screening of HIV &amp; Syphilis cases.</li> </ul>	<p><b>All in Basic package, plus the followings:</b></p> <ul style="list-style-type: none"> <li>Assisted vaginal deliveries (ventouse delivery)</li> <li>Management of basic complications and referral to CEmONC after initial management if required.</li> <li>Episiotomy and suturing</li> <li>Stabilization of obstetric emergencies and assured referral to CEmONC facilities.</li> <li>Antibiotics for preterm or PROM for prevention of sepsis of newborns</li> <li>Postnatal Maternal Care Package including 48 hours stay</li> <li>Sterilization services, if available)</li> <li>Depending on the availability of trained provider/s in facilities, comprehensive abortion care services (including counseling &amp; contraception) for medical methods (MMA) in PHCs and both Manual</li> </ul>	<p><b>All in BEmONC Package, plus the followings :</b></p> <ul style="list-style-type: none"> <li>Identification, screening and testing for Elimination of Mother to Child Transmission (EMTCT) services for HIV &amp; Syphilis including Early Infant Diagnosis.</li> <li>Link ART/ART at DH.</li> <li>Delivery of HIV positive women</li> <li>CEmONC Services including signal functions</li> <li>Comprehensive management of all obstetric emergencies, eg, PIH/ eclampsia, sepsis, PPH, retained placenta, shock, obstructed labour, severe anemia</li> <li>Caesarean Section and other surgical interventions</li> <li>Blood bank/storage center</li> <li>Blood grouping and cross-matching</li> <li>Depending on the availability of trained provider/s in facilities, medical</li> </ul>



	<b>SUMAN Service Guarantee Basic Package</b>	<b>SUMAN Service Guarantee BEmONC Package</b>	<b>SUMAN Service Guarantee CEmONC Package</b>
<b>Type of Facility</b>	<ul style="list-style-type: none"> <li>• Case management of RTI/STI</li> <li>• Skilled Birth Attendance (only in subcentre designated as delivery points)</li> <li>• Pre-referral management for obstetric emergencies (Eclampsia, PPH, shock)</li> <li>• Family planning counselling of eligible couples with emphasis on importance of Healthy Timings and Spacing of Pregnancy (HTSP) for mother and child health.</li> <li>• Provision of Condoms, Oral Contraceptive Pills and Pregnancy testing kits. (IUCD, Injectable MPA services, if trained provider is available)</li> <li>• Refer women to appropriate referral site for safe abortion care services</li> <li>• Confidential Counselling of safe abortion services</li> <li>• Follow-up for any complication after abortion and appropriate referral, if needed</li> </ul>	Vacuum Aspiration (MVA) & MMA in CHCs as per provisions of MTP Act.	<ul style="list-style-type: none"> <li>• and surgical methods of abortion upto 20 weeks as per provisions of MTP Act.</li> <li>• Treatment of incomplete/Spontaneous Abortions</li> <li>• Management of all post abortion complications</li> </ul>
<b>Type of Facility</b>	<ul style="list-style-type: none"> <li>• Newborn Care Corners- Essential Newborn Care including resuscitation</li> <li>• Birth dose immunization (OPV, BCG, Hep B; as per GoI schedule), Inj. Vit. K1</li> </ul>	<b>All in Basic package, plus the followings:</b> <ul style="list-style-type: none"> <li>• Newborn Stabilization Units (non-FRU CHC)</li> </ul>	<b>All in BEmONC Package, plus the followings:</b> <ul style="list-style-type: none"> <li>• Special Newborn Care Unit (at DH or Medical College)</li> </ul>

	<b>SUMAN Service Guarantee Basic Package</b>	<b>SUMAN Service Guarantee BEmONC Package</b>	<b>SUMAN Service Guarantee CEmONC Package</b>
	<ul style="list-style-type: none"> <li>• Early initiation of Breastfeeding including colostrum feeding.</li> <li>• Exclusive breastfeeding</li> <li>• Identification and prompt referral of "at risk" or "sick" newborn</li> <li>• 6 Home Based Newborn Care visits</li> <li>• Home based Young Child care visits</li> <li>• Free Referral of sick neonate and infants under JSSK</li> <li>• Use of oral Amoxicillin and injection Gentamycin by ANM at community for neonatal sepsis management</li> <li>• In Infant, community level management of Diarrhea with ORS and Zinc and Pneumonia with oral Amoxicillin</li> </ul>	<ul style="list-style-type: none"> <li>✓ Identification and Management of LBW infants <math>\geq 1800</math> g with no other complications</li> <li>✓ Phototherapy for newborns with hyperbilirubinemia</li> <li>✓ Management of newborn sepsis</li> <li>✓ Stabilization and referral of sick newborns and those with very low birth weight</li> <li>• Facility level management of sick infant including Diarrhea and Pneumonia</li> <li>• Breastfeeding and support for Express breastfeeding and KMC</li> </ul> <p><i>1 LBW infants <math>\geq 1800</math>g at NBSU level.</i></p> <p><i>2 LBW infants <math>&lt; 1800</math>g at SNCU level.</i></p>	<ul style="list-style-type: none"> <li>✓ Management of LBW infants <math>\leq 1800</math>g</li> <li>✓ Managing all sick newborns (except those requiring mechanical ventilation major surgical interventions)</li> <li>✓ Management of newborn sepsis</li> <li>✓ Stabilization and referral of sick newborns for Level III care</li> <li>• Follow-up of all babies discharged from the unit and high-risk newborns.</li> <li>• Stabilization and referral of sick newborns for Level III care</li> <li>• Follow-up of all babies discharged from the unit and high-risk newborns.</li> </ul>

<sup>2</sup>It is not mandatory that all facilities providing the SUMAN Basic Package should conduct deliveries. However, facilities that are already conducting deliveries may continue to do so. Such facilities must prepare a prospective plan for shifting these deliveries to higher centres in due course. Such a shift is being promoted as evidence dictates that facilities with high birth volumes have higher score for maternal care quality.

