

Organizational Structure of Health Care Delivery in Bangladesh, Charter of duties of different health personnel

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Health System of Bangladesh

- An intricate web of **health facilities for service delivery, educational institutions, and administrative units** constitute the health system of Bangladesh.
- This system includes **regulatory bodies, implementing agencies, and care facilities** spread throughout the country—from community clinics in rural areas to tertiary-level hospitals mostly in urban areas.
- The Ministry of Health and Family Welfare (MOHFW) **formulates policies and plans**.
- Private sector and NGO facilities are also regulated by the MOHFW.

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Health System of Bangladesh

- In March 2017, the **MOHFW** was divided into **two parts: the Health Services Division (HSD) and the Medical Education and Family Welfare Division (MEFWD)**.
- The **HSD** focuses on **health policies, nursing care, and health financing**.
- The **MEFWD** deals with **medical education, family planning, and birth and death registrations**.
- The **Directorate General of Health Services (DGHS)** is the **largest agency** under the MOHFW.
- The DGHS operates at **six levels**: national, divisional, district, upazila (sub-district), union, and ward.

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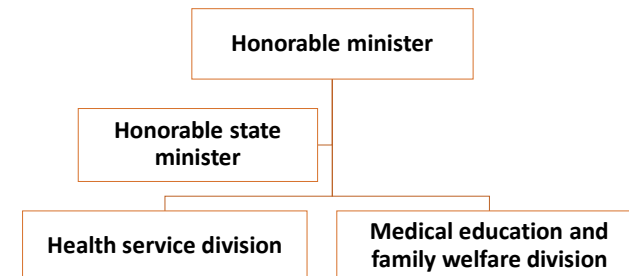


Fig: Division of the MOHFW

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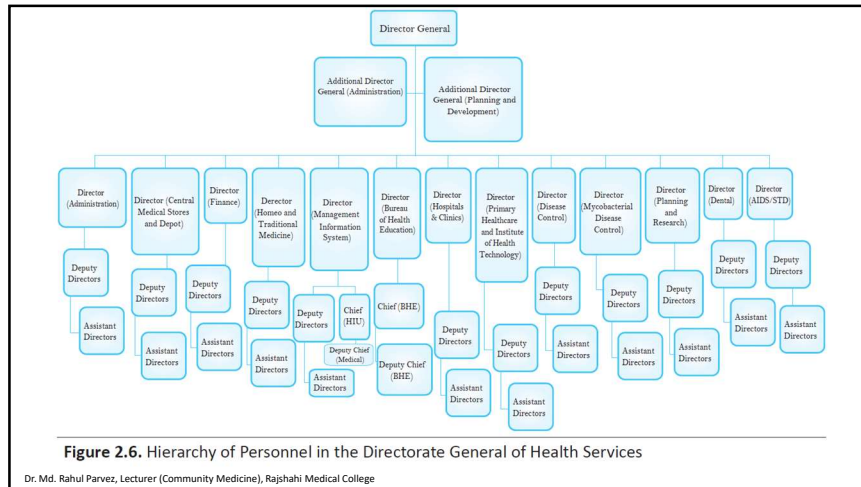


Figure 2.6. Hierarchy of Personnel in the Directorate General of Health Services

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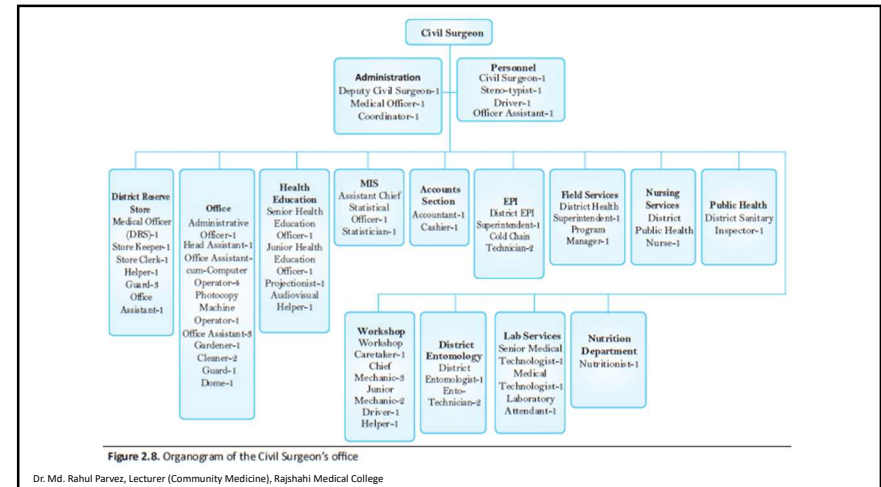


Figure 2.8. Organogram of the Civil Surgeon's Office

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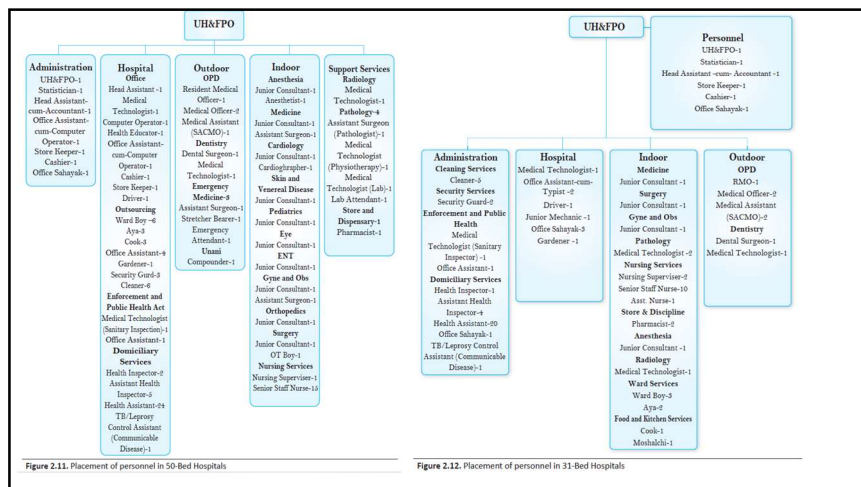
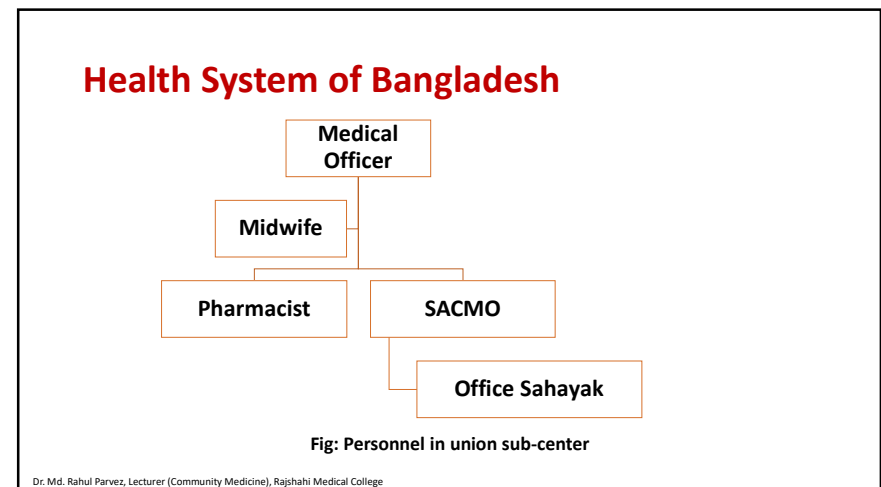


Figure 2.11. Placement of personnel in 50-Bed Hospitals

Figure 2.12. Placement of personnel in 31-Bed Hospitals



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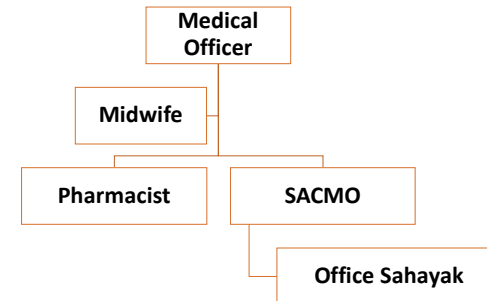


Fig: Personnel in union sub-center

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Community Health Care Provider (CHCP)

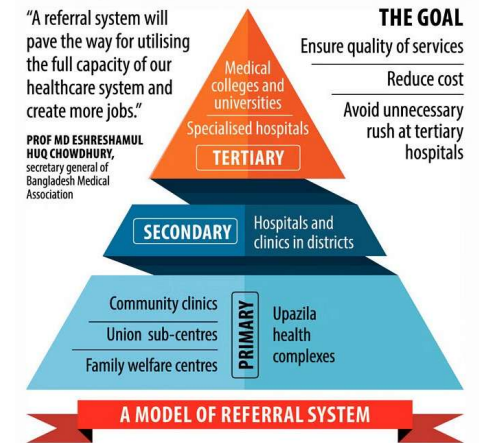
Health Assistant (HA)

Family Welfare Assistant (FWA)

Fig: Personnel in community clinic

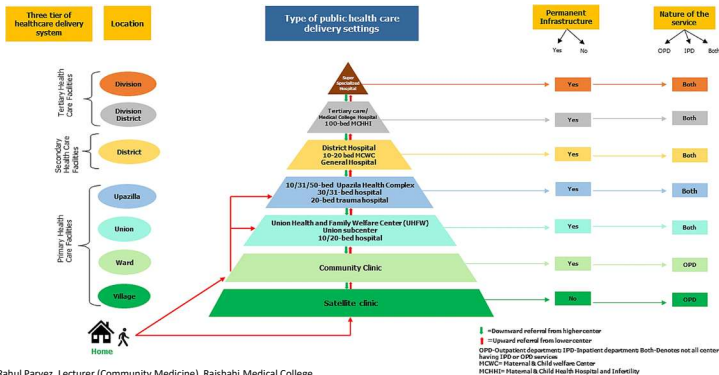
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Patient Referral System in Bangladesh



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Patient Referral System in Bangladesh

Types of referral system:

- Upward referral:** From lower level to upper level care i.e. referral from community clinic to upazila health complex
- Downward referral:** From upper level to lower level care i.e. referral from district sadar hospital to upazila health complex
- Parallel referral:** Referral between same level of care i.e. referral from one medical college to another medical college or one department to another department in same facility

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Patient Referral System in Bangladesh

The image displays three different formats of Patient Referral Forms used in Bangladesh. Each form includes fields for patient identification (Name, Age, Sex, Date of Birth), referral details (Referring Hospital, Referral Date, Referral Type), and medical information (Referral Reason, Examination Findings, Investigations, and Treatment). The forms are color-coded: pink, yellow, and green.

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Patient Referral System in Bangladesh

This is a detailed Patient Referral Form (Form A) from the Directorate General of Health Services, Mohakhali, Dhaka-1212. The form includes fields for patient information (Name, Age, Sex, Date of Birth), referral details (Referring Hospital, Referral Date, Referral Type), and medical information (Referral Reason, Examination Findings, Investigations, and Treatment). The form is pink and includes a section for the patient's signature and date.

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Duties and responsibilities of UH&FPO

- To be responsible for **technical and administrative supervision** of health activities at the Upazila level and below
- To be the **controlling officer** in respect of officers and staffs of Upazila Health Division
- To be the **sanctioning authority** for expenditure of funds of Upazila Health Division
- To be responsible for the **management, administration and maintenance** of the Upazila Health Complex
- To be responsible for **all training activities** of Upazila Health Division

Duties and responsibilities of UH&FPO

- To **allocate duties** amongst the medical officers regarding clinical activities and technical supervision of health programs
- To **allocate duties and responsibilities** amongst field workers
- To **ensure maintenance of necessary information and statistics** in the Upazila Health Complex and send necessary reports to higher authorities
- To **visit the unions and villages** to acquaint himself with the problems and achievements of health programs
- To be responsible for timely **procurement, distribution and proper utilization of stores**

Duties and responsibilities of UH&FPO

- To work in **co-operation and collaboration** with the concerned officers or agencies of the government and non-government organizations
- To be responsible for the **enforcement of Health Laws** including Drug Act, Pure Food Ordinance etc.
- To perform **any other duties**, that may be assigned to him from time to time, related to his sphere of responsibilities

Duties and responsibilities of Medical Officer

- To manage patient at **emergency department**
- To **admit and manage** patient at indoor department
- To manage patient at **outdoor department**
- To give **medical certificate, injury certificate and death certificate**
- To give **certificate to the disabled**
- To participate in various **training program**
- To **investigate outbreak of diseases** and take action according to diagnosis

Duties and responsibilities of Medical Officer

- To **visit community clinic** and monitor the work of field staffs
- To **refer critical and severely ill patients** to higher center
- To **attend the site of mass casualty** and disaster
- To monitor **EPI activities**
- To manage patient at **ANC/PNC corner, IMCI corner and NCD corner**
- To **perform any other duties** assigned by higher authorities

Duties and responsibilities of Health Assistant

- They are the **front-line (grass-root level) staff of DGHS** involved in community mobilization through the involvement of village health volunteers
- To undertake **monthly domiciliary visits**
- To **inquire about health of the people** and give treatment for simple ailments and refer cases to rural health centres
- To **impart health education** on water supply and sanitation, nutrition and personal hygiene
- To take **blood sample** for suspected malaria/measles cases

Duties and responsibilities of Health Assistant

- To **participate in immunization program** and family planning activities at the union and ward level
- To distribute **family planning materials, ORS packets and Vitamin-A capsule** when required
- To collect **sputum specimen for TB**, when asked
- To **collect information** on vital statistics
- To **perform any other duties** that may assigned to them

Duties and responsibilities of Health Inspector

- To participate in the implementation of **"Essential Service Package"** at Upazila level and below
- To **monitor and supervise** the activities of health assistant
- To **help UH&FPO** in arranging training of field workers
- To **participate actively** in public health programmes
- To make **EPI microplanning** for each month and send to UH&FPO
- To **supervise EPI programme** at union and ward level
- To **perform any other duties** that may assigned to them

Duties and responsibilities of Sanitary Inspector

- To participate in **communicable disease control program**
- To participate in the implementation of **"Essential Service Package"**
- To **inform UH&FPO** about the advance planning of his activities
- To take action to **implement Pure Food Ordinance and Drug Act**
- To implement **government Act, Rules and Orders** regarding public health
- To **report higher authority** about his activities
- To **perform any other duties** that may assigned to them

Duties and responsibilities of CHCP

- To be the **principal health care provider** of community clinic
- To be present at the CC in **6 days a week**
- To **provide ANC and PNC** service
- To provide **family planning materials** to eligible couple
- To provide **care for minor illness**
- To participate in the **screening of NCDs** specially hypertension and diabetes
- To **impart health education** on proper nutrition and sanitation

Duties and responsibilities of CHCP

- To **supervise CG and CSG** in community mobilization activities
- To **identify and refer seriously ill patient** to upazila health complex
- To **maintain health records**, collect data and report to higher authority
- To **facilitate meeting** of the community group (CG) and community support group (CSG)
- To **perform any other duties** that may assigned to them

Duties and responsibilities of MHV

- **Multi purpose health volunteer (MHV)** is established in the 4th Health, Population and Nutrition sector programme (**4th HPNSP**).
- The purpose of the MHV is **to assist the government community health care program**.
- There will be **5-7 MHVs** in **each community clinic (CC)** and each MHV will be **responsible for enlisting 250-300 household (HH)**.
- MHV will be **community motivator** and will perform **linkage between community and health center**.
- MHV are responsible for **HH registration, pregnant mother registration, newborn registration, death registration and community engagement**.

Community clinic: Background

1 July 1998	To ensure door-to-door service to community people, decision was taken to establish 1 community clinic for every 6000 people and total 18000 community clinics around the country
26 April 2000	First community clinic was inaugurated at Gimadanga of Patgati Union in Tungipara Upazila, Gopalganj.
8 October 2018	The Community Clinic Health Assistance Act, 2018 was published as Gazette
31 December 2024	Total 14,200 community clinic has been in action and another 67 is under construction

Community clinic: Service Provider

- **Community health care provider (CHCP):** CHCP is the principal service provider of Community Clinic.
- **Health assistant (HA):** HA will provide service in 2-3 days a week in community clinic besides domiciliary service.
- **Family welfare assistant (FWA):** FWA will provide service in 2-3 days a week in community clinic besides domiciliary service.
- **Multi-purpose health volunteer (MHV):** The purpose of the MHV is to assist the government community health care program

Community clinic: Local Management

- Community Clinic is one of the best example of **Public-Private Partnership (PPP)**.
- CC is established on the **land given by community people** and Government provides medicine and equipment.
- To ensure community engagement 1 group has been formed in each community clinic which is called **Community Group (CG)**.
- To help Community Group in community engagement activity another 3 groups have been formed which are called **Community Support Group (CSG)**.
- Members of CG and CSG: **13 to 17 (at least 05 are female)**.

Community clinic: Local Management

Members of CG:

- **President (01):** Local Govt. representative (Member of the Union Parishad)
- **Members:** From different sectors of people i.e. Poor, Landless, Freedom Fighters, Social workers, Religious leaders, Adolescents, Retired Govt. officials & others
- **Member Secretary:** CHCP is the member secretary
- **Land donor** is lifetime member
- Concerned union parishad Chairman (Local Govt.) is the chief patron of all CCs.

Community clinic: Activities

- Maternal and neonatal health care services
- Integrated management of childhood illness (**IMCI**)
- Reproductive health and family planning services
- Expanded program on immunization (**EPI**)
- Acute respiratory tract infection (**ARI**) and chronic diarrhoeal disease
- Registration and documentation
- Nutritional education and micronutrient supplementation
- Health education and counselling

Community clinic: Activities

- Identification of severe illness
- Treatment for minor ailments
- Disease surveillance and referral
- Referral linkage
- Supply of **30 different types** of medicine and family planning materials (**27 types of medicine and 3 types of family planning materials**)

Acronyms

- **ANC:** Anti-natal Care
- **CC:** Community Clinic
- **CG:** Community Group
- **CHCP:** Community Health Care Provider
- **CSG:** Community Support Group
- **FWA:** Family Welfare Assistant
- **HA:** Health Assistant

Acronyms

- **HI:** Health Inspector
- **MHV:** Multipurpose Health Volunteer
- **MO:** Medical Officer
- **NCD:** Noncommunicable Diseases
- **PNC:** Post-natal Care
- **UH&FPO:** Upazila Health & Family Planning Officer

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