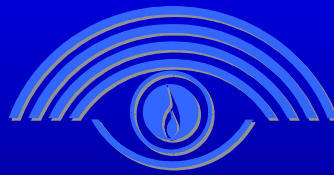# Role of Mid Level Ophthalmic Paramedical staff (MLOPS) in Developing countries

Dr.Usha Kim,
Aravind Eye Hospital, Madurai
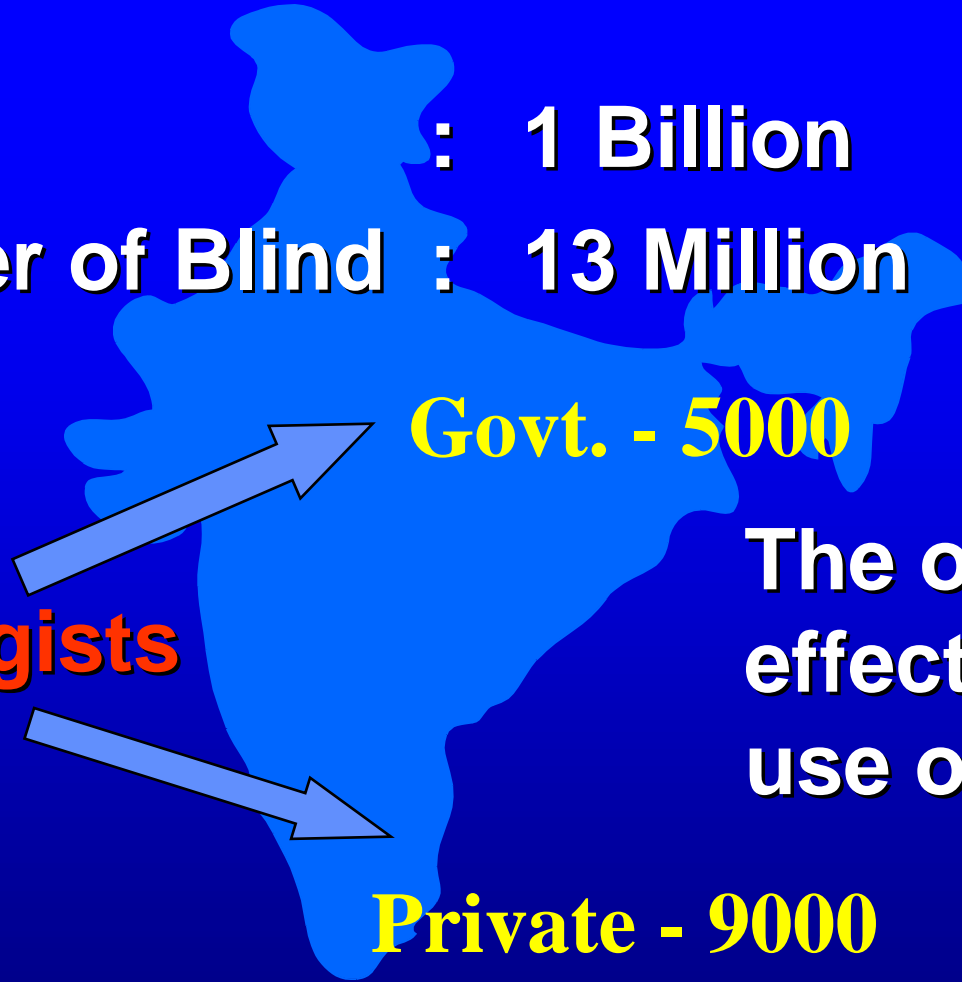
Aravind Eye Care System

Role of MLOP

Impact on the Ophthalmologist

∉ **Patient evaluation**

∉ **Monitoring**

∉ **Diagnostic tests**

∉ **Surgical assistance**

∉ **Counselling**

∉ **More surgery**

∉ **Improve quality**

∉ **Training**

Ideal Ratio:

4 MLOPs per ophthalmologist (hospital setting)

Skilled Support staff,

Not independent decision makers

Main work force in the hospital setting

ARAVIND EYE CARE SYSTEM

Volume Handled Per Day

∉ **4000 outpatients**

∉ **700 surgeries**

Number of ophthalmologists - 251

Pondicherry (2003)

Theni (1984)

Coimbatore (1997)

Madurai (1978)

Tirunelveli (1988)

ARAVIND EYE CARE SYSTEM

Challenges

Ensuring Clinical Quality

- ∉ **Ensuring quality in clinical outcomes**
- ∉ **Ensuring patient satisfaction**
- ∉ **Equity in care**

- ∉ **Through Delegation of work**
- ∉ **Routine skill based repetitive work are delegated to Paramedical staff**

ARAVIND EYE CARE SYSTEM, MLOP's STRENGTH

Sno	Dept.	Madurai		Theni		Tirunelveli		Coimbatore		Pondicherry		Total
		Permanent Staff	Trainees	Permanent Staff	Trainees	Permanent Staff	Trainees	Permanent Staff	Trainees	Permanent Staff	Trainees	
1	OP	45	38	3	4	21	25	29	26	11	25	227
2	Ward	19	28	2	2	9	12	14	12	11	11	120
3	Refraction	27	70	6	3	13	17	21	20	14	17	208
4	Theatre	57	64	4	3	16	25	18	36	12	33	268
5	Housekeeping	18	21	2	1	2	14	5	10	6	13	92
6	Counsellor	19	24	1	3	14	8	16	17	16	17	135
7	Reception	17	22	2	2	10	12	13	13	16	17	124
	TOTAL	202	267	20	18	85	113	116	134	86	133	1174

Training Programme at Aravind

∉ **Started 27 years ago**

∉ **To counter the non availability of the trained personnel**

∉ **Was a cost effective model which involved an**

∉ **In house training and was need based and specific to the job**

Recruitment

Marketing

Man power requirement is assessed every year

Through word of mouth

For 200 positions - 1000 applications

Selection Criteria

Written exam

Interview with the candidate and the family

Education   -   12th (H.S.C) standard with a science background

Age   -   17-18 years

Experience   -   Fresh candidates with no work experience

Background   -   Rural, low income family

General physique   -   job specific

Personality   -   job specific

Admission

∉ **Letter to the parents with a detailed description of the job and the norms of the institution**

∉ **The candidate with the parents are addressed with the history of Aravind ,its participation in the community and also the role of each of the categories in the ultimate mission and vision of the institution**

ARAVIND EYE CARE SYSTEM

Structure of the Two Years Training Programme

**Orientation & Basic Training
(4 Months)**

↓

**Assessment
(Theory and Skills)**

↓

**Specialty Training
8 Months
(The students are assigned only to one of the following eleven areas)**

↓

OP	Refraction	OT	Ward	Counselling	Optical Tech.

↓

**Practical Training
Supervised Work in Specialty (6 Months)**

↓

**Probation
Independent Evaluated Practice (6 Months)**

↓

Final Assessment

Transfers through all hospitals

ARAVIND EYE CARE SYSTEM

Evaluation

∉ **Weekly Assessment**

∉ **Log books with indicators**

∉ **Examination viva, practical performance and clinical test,**

∉ **Problem solving**

Strengths

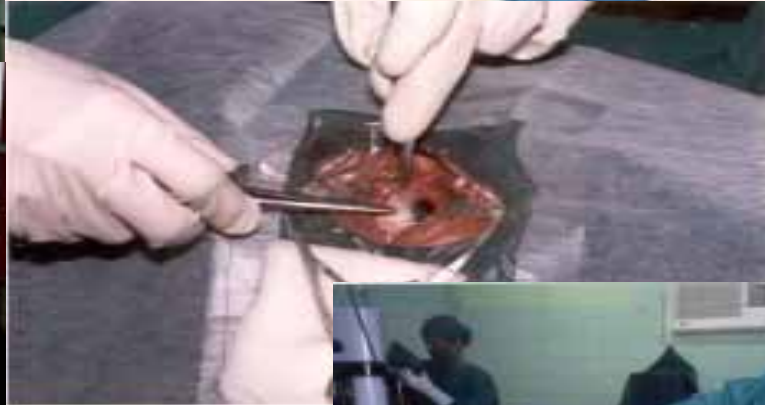∉ **Accredited by JCAHPO – only Non American, Canadian centre in the world**
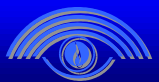
OP

Refraction

Optical Dispensing System

Ward

Operating room

ARAVIND EYE CARE SYSTE

Camp

High volume surgery
Set-up within a OR

Surgical team:

∉ **Ophthalmologist**   **- 1**

∉ **Scrub nurses**   **- 2**

∉ **Sterilization nurse**   **- 1**

∉ **Circulating nurse**   **- 1**

∉ **Theater assistant**   **- 1**

Equipment:

∉ **Surgery tables**   **- 2**

∉ **Op. Microscope**   **- 1**

∉ **Instrument sets**   **- 6-10**

**Average patient turnover
per surgeon per hour**   :   **8 - 12 cases**

**Total patient turnover
per surgeon for 6 hrs**   :   **45 - 60 cases**

ARAVIND EYE CARE SYSTEM

Hierarchy of each subset

- Supervisor
- Senior workers
- Junior workers
- Trainees

Career options

- Trainee
- Employee
- 5 years –supervisor , trainer- done after assessment and provided with monitory benefits
- Rotations ,deputations
- Vision centres, community centres

Rural Vision Center

Screened by Paramedic

- **WLL connectivity of n-Logue (36.5Kbps)**

- **Allows Videoconferencing with webcam**

Specialty Center

Vision Center

Data Compressed by Specialised Software

Grounds for Interaction

∉ **Intra - departmental meetings - space for ideas and innovations**

∉ **Interdeparmental meetings for supervisors -space for recognition**

∉ **Teleconferencing every Thursday among 5 satellites - space to set norms**

∉ **Journal club meetings once a month and**

∉ **CME twice a year for all categories for academic up gradation**

ARAVIND EYE CARE SYSTEM

Immediate focus

≢ **Review the current status and Demand for MLOPS**

≢ **Review the training curriculum**

≢ **Accrediting training programmes**

≢ **Setting up benchmarks**

Thank You

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