

ACCREDITATION TOOL FOR HEALTH FACILITIES

NATIONAL HEALTH INSURANCE SCHEME
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Selecting applicable standards

When you use the PDA tool, the system will automatically select the relevant standards applicable to the level of health facility for you to score. When using the paper-based survey form, or when referencing the paper manual, the table below provides a guide for selecting the standards that are applicable. For example, to assess a polyclinic all the standards assigned the letters A, M, C and PC are applicable.

Health facility level	Standards applicable
Clinics & hospitals (increasing levels)	
Community-based Health Provider Services (CHPS)	A + CH
Maternity home	A + M
Health centre	A + CH + M + HC
Clinic	A + M + C
Polyclinic	A + M + C + PC
Primary care hospital	A + M + HC + C + PC + H + I + P + D + L + X + U + E
Secondary care hospital	A + M + HC + C + PC + H + S + I + P + D + L + X + U + E + Z
Tertiary care hospital	A + M + HC + C + PC + H + S + T + I + P + D + L + X + U + E + Z
Pharmaceutical services (increasing levels)	
Licensed chemical shop	A + I
Pharmacy	A + I + P
Diagnostics	
Laboratory	A + D + L
X-ray	A + D + X
Ultrasound scan	A + D + U
Electrocardiography	A + D + E
Other diagnostic (e.g. MRI)	A + D + Z

Definition of terms used in the checklist

Item	Explanation
Code	Code number of standard
Level	<p>The letters indicate the lowest level of health facility where the standard is applicable</p> <ul style="list-style-type: none"> • A=Applicable to all health facility types <p>Clinics and Hospitals (increasing levels)</p> <ul style="list-style-type: none"> • CH = CHPS compound • M=Maternity home • HC = Health centre • C=Clinic or health centre • PC = Polyclinic • H= Primary Care Hospital • S=Secondary Care Hospital • T=Tertiary Care Hospital <p>Pharmaceutical Services (increasing levels)</p> <ul style="list-style-type: none"> • I=Licensed chemical shop • P=Pharmacy <p>Diagnostics</p> <ul style="list-style-type: none"> • D=Applicable to all diagnostic services • L=Laboratory only • X=Diagnostic X-ray only • U=Ultrasound scan only E=Electrocardiography only • Z=Other diagnostic, e.g. MRI
Standard	A requirement
Definition	Criteria used to assess a standard
Category	<p>Category to which the standard belongs:</p> <ul style="list-style-type: none"> • I= Physical input (essential infrastructure, equipment, policies, standards, protocols and guidelines) • H=Human capacity (availability, training, knowledge) • P=Process (application of knowledge and skills in conformity with standards) • O=Outcome (technical and client perceived outcomes of service delivery) • S = Service
Method	<p>Method that should be used to assess the standard</p> <ul style="list-style-type: none"> • Record (documents) • Inspection of an item or direct observation of a procedure • Interview (Question or enquire from staff, patient and/or management as appropriate)

Background

0.0 Background			
0.1	Name of facility	level A	category
0.2	Facility code	level A	category
0.3	Ownership	level A	category
1= Public 2= Quasi-government 3= Private 4= Mission 5= Other private			
0.4	Location	level A	category
0.5	Town	level A	category
0.7	District	level A	category
0.8	Region	level A	category
0.9	Postal address	level A	category
0.10	Telephone number(s)	level A	category
0.11	Fax number(s)	level A	category
0.12	Website	level A	category
0.13	Email address	level A	category
0.14	Bed complement	level A	category
0.15	Head of facility	level A	category
0.16	Telephone number(s) of head	level A	category
0.17	Assessed on	level A	category
0.18	Assessed by	level A	category

Range of services

1.0 Range of services			
1.1.0	Out-patient care		
1.1.1	General outpatient care	level CH	category S
<p>DEFINITION</p> <p>CHPS to Primay Hospitals Basic medical and sugical care, follow-ups</p> <p>Tertiary and secondary hospitals No applicable</p> <p>METHOD Observe, interview + records review</p>			
1.2.0	Obstetric and Gynaecology		
1.2.1	General Obstetric care	level CH	category S
<p>DEFINITION</p> <p>CHPS Only emergency deliveries</p> <p>Maternity and above Antenatal, deliveries (normal and complicated/assisted), postnatal</p> <p>METHOD Observe + interview</p>			
1.2.2	Emergency Obstetric care (basic)	level M	category S
<p>DEFINITION</p> <p>Manual removal of placenta</p> <p>METHOD Observe + interview</p>			
1.2.3	Emergency Obstetric care (comprehensive)	level H	category S
<p>DEFINITION</p> <p>Caesarean section, ectopic pregnancies, Vacuum extraction</p> <p>METHOD Observe + interview</p>			
1.2.4	Neonatal care	level HC	category S
<p>DEFINITION</p> <p>Clinics/Health Centres/Polyclinics Management of low birth weight (uncomplicated)</p> <p>Hospitals Management of low birth weight (complicated and uncomplicated), prematurity</p> <p>METHOD Observe + interview</p>			

1.2.5	Gynaecological care	<i>level</i> M	<i>category</i> S
<p>DEFINITION Family planning, basic abortion care, sexually transmitted diseases, pelvic inflammatory diseases, cervical cancer screening, adolescent reproductive health services, Health promotion against harmful practice e.g. female genital mutilation</p> <p>METHOD Records review + interview</p>			
1.3.0	Child health		
1.3.1	Management of common childhood illnesses	<i>level</i> CH	<i>category</i> S
<p>DEFINITION Clinics/Health Centres/Polyclinics/CHPS Uncomplicated Malaria, Diarrhoea, Respiratory infections</p> <p>Hospitals Malaria, Diarrhoea, Acute respiratory infections, Malnutrition, Severe dehydration and shock, Measles</p> <p>METHOD Records review + interview of staff who care for children</p>			
1.3.2	Management of other childhood illnesses	<i>level</i> C	<i>category</i> S
<p>DEFINITION Clinic Asthma, Anaemia, Helminthiasis, Tuberculosis, Ear Nose and Throat infections, Skin diseases, HIV/AIDS opportunistic infections, Haemoglobinopathies, poisoning, animal bites</p> <p>Hospital Asthma, Anaemia, Helminthiasis, Tuberculosis, Ear Nose and Throat infections, Skin diseases, Meningitis, Cerebral malaria, HIV/AIDS opportunistic infections, Haemoglobinopathies, Convulsive disorders, Management of unconscious child, acute abdomen, poisoning, animal bites</p> <p>METHOD Records review + interview of staff who care for children</p>			
1.3.3	Paediatric surgical emergencies	<i>level</i> H	<i>category</i> S
<p>DEFINITION Intestinal obstruction, Paediatric trauma, Infections and inflammation of the abdomen, Basic eye care services</p> <p>METHOD Records review + interview of staff who care for children</p>			
1.3.4	Health promotion and prevention of diseases among children	<i>level</i> CH	<i>category</i> S
<p>DEFINITION Childhood immunizations, Health education, Management of simple childhood accidents and injuries, etc</p> <p>METHOD Records review + interview of staff who care for children</p>			

1.4.0	Medicine		
1.4.1	Diagnosis and management of common infectious diseases	<i>level</i> C	<i>category</i> S
<p>DEFINITION</p> <p>Clinic/Polyclinic STIs, Pneumonia, Tuberculosis, Hepatitis, Diarrhoea, Typhoid fever, HIV/AIDS opportunistic infections</p> <p>Hospital STIs, Pneumonia, complicated malaria, Tuberculosis, Hepatitis, Diarrhoea, Typhoid fever, HIV/AIDS opportunistic infections</p> <p>METHOD Records review + interview of staff</p>			
1.4.2	Diagnosis and management of common non-communicable diseases	<i>level</i> C	<i>category</i> S
<p>DEFINITION Diabetes, Anaemia, Stroke, Hypertension, Sudden collapse, Heart conditions, Animal bites, Rheumatic joint diseases, Haemoglobinopathies and Endocrine disorders, Asthma.</p> <p>METHOD Records review + interview of staff</p>			
1.4.3	Performance of simple medical procedures	<i>level</i> C	<i>category</i> S
<p>DEFINITION Chest tube insertion, Pleural fluid aspiration, Lumbar puncture</p> <p>METHOD Records review + interview of staff</p>			
1.5.0	Surgery		
1.5.1	Perform common operations and procedures	<i>level</i> H	<i>category</i> S
<p>DEFINITION Acute abdomen conditions, Inflammatory conditions like appendicitis, Obstruction of hollow organs like strangulated hernia, Perforation of hollow viscera like typhoid perforation, Rupture of solid viscera, Abdominal injuries, etc.</p> <p>METHOD Records review + interview of staff</p>			
1.5.2	Common surgical operations (a)	<i>level</i> HC	<i>category</i> S
<p>DEFINITION</p> <p>Health Centres/Polyclinics Incision and drainage, suturing, POP application in simple fractures</p> <p>Clinics Incision and drainage, suturing, POP application in simple fractures, hernia repair</p> <p>Hospitals Incision and drainage, suturing, POP application in simple fractures, hernia repair, haemorrhoidectomy, removal of lumps and bumps, Incision and drainage, etc</p> <p>METHOD Records review + interview of staff</p>			

1.5.3	Emergency surgical procedures (b)	<i>level</i> HC	<i>category</i> S
<p>DEFINITION</p> <p>Health Centres/Polyclinics Nasal packs for nose bleeds, recognition of foreign bodies, removal of foreign bodies or referrals</p> <p>Clinics Cut down, nasal packs for nose bleeds, recognition of foreign bodies, removal of foreign bodies or referrals</p> <p>Hospital Endotracheal intubation, Emergency tracheostomy, Cut down, Suprapubic cystostomy, nasal packs/cautery for nose bleeds, foreign bodies removal or referrals</p> <p>METHOD Records review + interview of staff</p>			
1.5.4	Reconstructive surgical procedures	<i>level</i> T	<i>category</i> S
<p>DEFINITION</p> <p>Reconstructive Repair, Shaving and Skin Grafting, Excisional Debridement and Dressing, Excisional Debridement with Suturing, Excisional Debridement with Skin Grafting, Excisional Debridement with Flap Reconstruction, Excision biopsy, Escharotomy, Z-plasty, Corrective Osteotomy, Reconstruction, Release/Excision and Split Skin Grafting, Debulking, Release/Excision and Full thickness skin graft, Primary suturing</p> <p>METHOD Records review + interview of staff</p>			
1.5.5	Trauma and orthopaedic emergencies	<i>level</i> C	<i>category</i> S
<p>DEFINITION</p> <p>Clinic and above Wounds, Simple fractures</p> <p>Hospital Wounds, Simple and compound fractures, Dislocations, Hand infections, Bone infections, Joint infections, Chest injuries, Rib fractures, Haemothorax, pneumothorax</p> <p>METHOD Records review + interview of staff</p>			
1.5.6	ENT services (a)	<i>level</i> H	<i>category</i> S
<p>DEFINITION</p> <p>ENT OPD procedures (Insertion of nasal packs, Cautery to bleeding vessels), Excision and biopsy of swellings of ear, nose and throat, Excision of preauricular cyst, Excision of postauricular sinus, Nasal polypectomy, Surgery for external ear lesions</p> <p>METHOD Records review + interview of staff</p>			

1.5.7	ENT services (b)	<i>level</i> H	<i>category</i> S
<p>DEFINITION</p> <p>Primary Antral Lavage under G.A, Intransal antrostomy, Cadwell Luc, Tonsillectomy and adenoidectomy, Surgery of salivary glands</p> <p>Secondary Aural polypectomy, Exploration of middle ear, Reconstructive surgery of ear, Sinus surgery, Mastoidectomy, Suction clearance, Antral Lavage under G.A., Intransal antrostomy, Cadwell Luc, External ethmoidectomy, Surgery of tonsils and adenoids, Tonsillectomy and adenoidectomy, Surgery of salivary glands</p> <p>Tertiary Surgery for internal ear lesions (Meatoplasty, Myringoplasty, Tympanoplasty/Ossiculoplasty, Aural polypectomy, Exploration of middle ear, stapedectomy, Saccus decompression), Reconstructive surgery of ear, Sinus surgery, Mastoidectomy, Suction clearance, and other specialised ENT services</p> <p>METHOD Records review + interview of staff</p>			

1.5.8	Minor Orthopaedic conditions	<i>level</i> H	<i>category</i> S
<p>DEFINITION Bandaging, Bone Biopsy, Excision, Incision, Bone Graft, Closed reduction of Fractures and Joints, Debridement and Suturing, Dressing and minor suturing, Excision of Soft Tissue Lumps, External Fixation (External Fixation, Percutaneous Fixation), Fasciotomy, Hemi Arthroplasty, Austin Moore, Incision and drainage (Orthopaedics), Minor Surgery of joints - Arthrocentesis (Joint Aspiration), Intralesional Injections</p> <p>METHOD Records review + interview of staff</p>			

1.5.9	Major Orthopaedic conditions	<i>level</i> S	<i>category</i> S
<p>DEFINITION Internal fixation of fractures (Screw Insertion, Intramedullary Nail Insertion, Tension Band Wire), Major Surgery of joints (Arthrotomy, Arthroscopy, Arthrodesis), Nail Avulsion, Open Reduction and Internal Fixation, Osteotomy, Skin traction, Surgery for infected bone (Sequestrectomy, Incision drilling of bone), Surgery for removal of limb (Amputation of limb, Disarticulation of joint), Synovectomy, Tendon Surgery (Tenotomy, Tenolysis, Tenodesis, Ligamen Taxis, Tendon transfer)</p> <p>METHOD Records review + interview of staff</p>			

1.5.10	Traumatic urological emergencies	<i>level</i> S	<i>category</i> S
<p>DEFINITION Trauma to - Kidney, ureter, bladder, urethral, external genitalia injuries</p> <p>METHOD Records review + interview of staff</p>			

1.5.11	Non- trauma urological conditions	<i>level</i> S	<i>category</i> S
<p>DEFINITION Infections of the Kidney, Bladder, Prostate, Testis, Epidydimis, etc.</p> <p>METHOD Records review + interview of staff</p>			

1.5.12	Urological emergencies	<i>level</i> H	<i>category</i> S
<p>DEFINITION Haematuria, Acute retention of urine, Testicular torsion, Priapism, Phimosis, Calculi (stones), etc.</p> <p>METHOD Records review + interview of staff</p>			
1.5.13	Burns	<i>level</i> HC	<i>category</i> S
<p>DEFINITION Resuscitation, first aid and wound management</p> <p>METHOD Records review + interview of staff</p>			
1.6.0	Dental services		
1.6.1	Screening, diagnosis and treatment of common oral health problems	<i>level</i> C	<i>category</i> S
<p>DEFINITION Dental Caries, Gum infections, Dental extraction, simple crowns and dentures, Oral health education and promotion</p> <p>METHOD Records review + interview of staff</p>			
1.6.2	Minor oral surgery and procedures	<i>level</i> C	<i>category</i> S
<p>DEFINITION</p> <p>Clinic Dental fillings, Removal of retained roots, incision and drainage of dental, infections/abscesses, enucleation of dental cysts, basic dental radiology</p> <p>Hospitals Dental fillings, Removal of retained roots, incision and drainage of dental, infections/abscesses, extraction of dental cysts and soft tissue tumours, basic dental radiology</p> <p>Applicable to only specialist clinics and hospitals</p> <p>METHOD Records review + interview of staff</p>			
1.6.3	Major oral surgery and procedures	<i>level</i> S	<i>category</i> S
<p>DEFINITION Fractured jaw, removal of maxillofacial tumours, cleft lip and palate repair</p> <p>METHOD Records review + interview of staff</p>			
1.7.0	Eye care services		
1.7.1	Treatment of minor eye conditions	<i>level</i> HC	<i>category</i> S
<p>DEFINITION Allergies, red eye, conjunctivitis, corneal ulcers, removal of corneal foreign bodies</p> <p>METHOD Records review + interview of staff</p>			

1.7.2	Refractive errors	<i>level</i> C	<i>category</i> S
<p>DEFINITION Refraction for spectacles</p> <p>METHOD Records review + interview of staff</p>			
1.7.3	Eye surgical operations	<i>level</i> C	<i>category</i> S
<p>DEFINITION Cataract, glaucoma, pterygium, chalazion, squint surgery, retinal detachment, eye lid surgeries, oculoplastic surgery, enucleation, lacrimal drainage system surgery, corneal scleral lacerations, removal of intra-ocular foreign bodies</p> <p>Applicable to only specialist clinics and hospitals</p> <p>METHOD Records review + interview of staff</p>			
1.8.0	Laboratory/Pathology services		
1.8.1	Haematology (a)	<i>level</i> D	<i>category</i> S
<p>DEFINITION Health Centres Hb, total and differential WBC, Blood grouping, Blood film for malaria parasites, Sickling</p> <p>Hospitals, Clinic and Polyclinic, including stand alone laboratories Haemoglobin and red cell indices, Blood grouping, Full blood count, Blood film for malaria parasites and other blood parasites, Demonstration of Heinz bodies, Reticulocyte count, Sickling, Haemoglobin electrophoresis, Haemoglobin A₂ and F quantification, G6PD, Bleeding and clotting profile</p> <p>METHOD Records review + interview of staff</p>			
1.8.2	Haematology (b)	<i>level</i> D	<i>category</i> S
<p>DEFINITION Stand alone laboratories LE cell preparation, Blood film comment, Osmotic fragility</p> <p>Hospitals Bone marrow examination, LE cell preparation, Blood film comment, Bone marrow biopsy and aspirates, Osmotic fragility, Special cytochemical stains- PAS, Sudan Black, Perls reaction, Esterases test</p> <p>METHOD Records review + interview of staff</p>			

1.8.3	Biochemistry (a)	<i>level</i> D	<i>category</i> S
<p>DEFINITION</p> <p>Health Centres Blood glucose, Urine RE, Urine pregnancy test</p> <p>Clinic/Polyclinics Blood glucose, urea and electrolytes, Liver function tests, Urine RE, Urine pregnancy test</p> <p>Hospitals, including stand alone laboratories Blood glucose, urea and electrolytes, Liver function tests, Calcium, Acid Phosphatase (Total and prostatic), Iron and total Iron binding capacity and ferritin, Serum uric acid, Serum amylase, Blood gases and pH, Osmolality, CSF glucose and protein, Stool examination for occult blood, Oral glucose tolerance test, fasting lipids, protein electrophoresis, creatinine clearance, Urine protein and albumin, Urine vanillylmandelic acid, Glycated haemoglobin, Endocrine- LH, FSH, Testosterone, Progesterone, TFT, PSA</p> <p>METHOD Records review + interview of staff</p>			

1.8.4	Biochemistry (b)	<i>level</i> D	<i>category</i> S
<p>DEFINITION</p> <p>Hospitals, including stand alone laboratories Stool examination for occult blood, Oral glucose tolerance test, fasting lipids, protein electrophoresis, Urine Bence jones protein, creatinine clearance, Urine protein and albumen, Urine vanillylmandelic acid, Glycated haemoglobin, Endocrine- LH, FSH, Testosterone, Progesterone</p> <p>METHOD Records review + interview of staff</p>			

1.8.5	Microbiology/ Parasitology	<i>level</i> D	<i>category</i> S
<p>DEFINITION</p> <p>Clinic/Health Centres/Polyclinics Urethral smear for routine test, HVS for routine examination, sputum for AFB, Skin snip for AFB, Skin snip for microfilaria, CSF for routine examination, SF for latexd agglutination test</p> <p>Hospitals, including stand alone laboratories Gram and Special stains, Culture and sensitivity tests (e.g. urine, blood, CSF, Wound, Ear Nose and Throat and Eye swabs, stool, other body fluids- urethral, HVS and semen), Stool concentrate test, Urine R/E, Skin snip for microfilaria, ZN staining for AFB</p> <p>METHOD Records review + interview of staff</p>			

1.8.6	Serology/Virology	<i>level</i> D	<i>category</i> S
<p>DEFINITION</p> <p>Clinic/Health Centres/Polyclinics HIV screening, HbsAG, Blood screening for hepatitis B and C, Blood screening for syphilis</p> <p>Hospitals, including stand alone laboratories VDRL/RPR test, Anti-streptolysin test, Pregnancy test, Viral serology, HIV test, HBsAg, Weil Felix test, Brucella test, Widal test</p> <p>METHOD Records review + interview of staff</p>			

1.8.7	Cytology/histopathology	<i>level</i> T	<i>category</i> S
<p>DEFINITION Early detection of cancer, cervical specimen examination, fine needle aspiration cytology, examination of biopsy and organ material removed during operations</p> <p>METHOD Records review + interview of staff</p>			
1.9.0	Diagnostic imaging services		
1.9.1	Diagnostic imaging	<i>level</i> H	<i>category</i> S
<p>DEFINITION Primary hospitals X-ray of limbs, skull, chest and abdomen, Ultrasonography, Diagnostic ultrasonography, Ultrasound assisted procedures, Barium meal, Barium enema, Intravenous pyelography (IVP), Urethrocytogram Hysterosalpingogram</p> <p>Secondary and tertiary hospitals X-ray of limbs, skull, chest and abdomen, Ultrasonography, Diagnostic ultrasonography, Therapeutic ultrasonography, Ultrasound assisted procedures, Barium meal, Barium enema, Intravenous pyelography (IVP), Urethrocytogram, Hysterosalpingogram. MRI, CT Scan</p> <p>METHOD Records review + interview of staff</p>			
1.10.0	Pharmaceutical services		
1.10.1	Pharmaceutical	<i>level</i> P	<i>category</i> S
<p>DEFINITION Clinic/Health Centres/Polyclinics Prescription drugs on NHIA medicine list, Traditional medicines approved by FDB and on the NHIA list</p> <p>Stand alone pharmacy Supplies and logistics management, preparation of extemporaneous preparations, dispensing, Education and counseling of patients, Drug information management- Medicines on NHIA drug list, Traditional medicines approved by FDB and on the NHIA list</p> <p>Hospitals Supplies and logistics management, preparation of extemporaneous preparations, dispensing, Education and counseling of patients, Educating health professional, Ward pharmacy, Drug information management- Medicines on NHIA drug list, Traditional medicines approved by FDB and on the NHIA list</p> <p>METHOD Records review + interview of staff</p>			
1.11.0	Public Health services		
1.11.1	Public Health	<i>level</i> CH	<i>category</i> S
<p>DEFINITION Disease surveillance and epidemic investigations and management, immunisation, health promotion, nutrition and rehabilitation</p> <p>METHOD Records review + interview of staff</p>			

1.12.0	Physiotherapy services		
1.12.1	Physiotherapy	<i>level</i> H	<i>category</i> S
DEFINITION Physical therapies (massage, manipulations), themotherapy, electrotherapy, hydrotherapy, Gymnasium			
METHOD Records review + interview of staff			
1.13.0	Radiotherapy services		
1.13.1	Radiotherapy	<i>level</i> T	<i>category</i> S
DEFINITION Radiotherapy			
METHOD Records review + interview of staff			
1.14.0	Dialysis services		
1.14.1	Dialysis	<i>level</i> T	<i>category</i> S
DEFINITION Available, functioning			
METHOD Inspect			
1.15.0	Dietherapy services		
1.15.1	Dietherapy	<i>level</i> H	<i>category</i> S
DEFINITION Dietherapy			
METHOD Records review + interview of staff			
1.16.0	Catering services		
1.16.1	Catering	<i>level</i> H	<i>category</i> S
DEFINITION Catering			
METHOD Records review + interview of staff			
1.17.0	Occupational therapy services		
1.17.1	Occupational therapy	<i>level</i> H	<i>category</i> S
DEFINITION Occupational therapy			
METHOD Records review + interview of staff			

1.18.0	Prosthetic and orthotics services		
1.18.1	Prosthetic and orthotics	<i>level</i> H	<i>category</i> S
<p>DEFINITION Prosthetic and orthotics</p> <p>METHOD Records review + interview of staff</p>			
Staffing			
2.0	Staffing		
2.1.0	Medical staff		
2.1.1	General Medical Officer	<i>level</i> C	<i>category</i> I
<p>DEFINITION Clinic/polyclinic Clinic/Polyclinic (1 or more)</p> <p>Hospital Primary Hospital (2 or more) Secondary Hospital (13 or more) Tertiary Hospital (16 or more)</p> <p>METHOD Inspect duty roster + interview head of health facility</p>			
2.1.2	General Surgeon	<i>level</i> S	<i>category</i> 1
<p>DEFINITION Hospital Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview CEO + records review</p>			
2.1.3	Obtetrician/Gynaecologist	<i>level</i> S	<i>category</i> I
<p>DEFINITION Hospital Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview CEO + records review</p>			
2.1.4	Physician specialist	<i>level</i> S	<i>category</i> I
<p>DEFINITION Hospital Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview CEO + records review</p>			

2.1.5	Paediatrician	<i>level</i> S	<i>category</i> I
<p>DEFINITION Hospital Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview CEO + records review</p>			
2.1.6	ENT Surgeon	<i>level</i> S	<i>category</i> I
<p>DEFINITION Hospital Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview CEO + records review</p>			
2.1.7	Dermatologist	<i>level</i> S	<i>category</i> I
<p>DEFINITION Hospital Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview CEO + records review</p>			
2.1.8	Psychiatrist	<i>level</i> S	<i>category</i> I
<p>DEFINITION Tertiary and Secondary (1 or more)</p> <p>METHOD Interview CEO + records review</p>			
2.1.9	Clinical Psychologist	<i>level</i> S	<i>category</i> I
<p>DEFINITION Tertiary and Secondary (1 or more)</p> <p>METHOD Interview CEO + records review</p>			
2.1.10	Urologist	<i>level</i> S	<i>category</i> I
<p>DEFINITION Hospital Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview CEO + records review</p>			

2.1.11	Oncologist	<i>level</i> T	<i>category</i> I
DEFINITION Tertiary (1 or more)			
METHOD Interview CEO + records review			
2.1.12	Cardiologist	<i>level</i> T	<i>category</i> I
DEFINITION Tertiary (1 or more)			
METHOD Interview CEO + records review			
2.1.13	Cardiothoracic Surgeon	<i>level</i> T	<i>category</i> I
DEFINITION Tertiary (1 or more)			
METHOD Interview CEO + records review			
2.1.14	Neurologist	<i>level</i> T	<i>category</i> I
DEFINITION Tertiary (1 or more)			
METHOD Interview CEO + records review			
2.1.15	Neurosurgeon	<i>level</i> T	<i>category</i> I
DEFINITION Tertiary (1 or more)			
METHOD Interview CEO + records review			
2.1.16	Pathologist	<i>level</i> T	<i>category</i> I
DEFINITION Tertiary (1 or more)			
METHOD Interview CEO + records review			
2.1.17	Orthopaedic Surgeon	<i>level</i> S	<i>category</i> I
DEFINITION Hospital Secondary (1 or more) Tertiary (2 or more)			
METHOD Interview CEO + records review			

2.1.18	Optometrist	<i>level</i> S	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview CEO + records review</p>			
2.1.19	Ophthalmologist	<i>level</i> S	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview CEO + records review</p>			
2.1.20	Dental Surgeon (Dentist)	<i>level</i> PC	<i>category</i> I
<p>DEFINITION</p> <p>Polyclinic (1 or more)</p> <p>Hospital Secondary and Primary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview CEO + records review</p>			
2.1.21	Maxillo-facial Surgeon	<i>level</i> S	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview CEO + records review</p>			
2.1.22	Dental Technologist	<i>level</i> H	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Primary Hospital (1 or more) Secondary (2 or more) Tertiary (3 or more)</p> <p>METHOD Interview CEO + records review</p>			

2.1.23	Dental Therapist	<i>level</i> HC	<i>category</i> I
<p>DEFINITION</p> <p>Primary Hospital, clinic, polyclinic, health centre (1 or more)</p> <p>Tertiary and Secondary (2 or more)</p> <p>METHOD</p> <p>Interview head of health facility + records review</p>			
2.1.24	Dental Assistant	<i>level</i> PC	<i>category</i> I
<p>DEFINITION</p> <p>Stand alone dental facility (2 or more)</p> <p>Hospital</p> <p>Primary Hospital (2 or more)</p> <p>Tertiary and Secondary (4 or more)</p> <p>METHOD</p> <p>Interview head of health facility + records review</p>			
2.1.25	Doctor Anaesthetist	<i>level</i> H	<i>category</i> I
<p>DEFINITION</p> <p>Hospital</p> <p>Primary Hospital (1 or more)</p> <p>Secondary (1 or more),</p> <p>Tertiary (2 or more)</p> <p>METHOD</p> <p>Interview head of health facility + records review</p>			
2.1.26	Nurse Anaesthetist	<i>level</i> H	<i>category</i> I
<p>DEFINITION</p> <p>At least two in all hospitals</p> <p>METHOD</p> <p>Interview head of health facility + records review</p>			

2.1.27	Nurses/Midwife (Professional and Auxiliary)	level CH	category I
<p>DEFINITION CHPS compounds must have at least one Community Health Officer</p> <p>Rural MCH, Health Centres/Post should also have at least 2 Public health nurses</p> <p>Maternity homes must have at least one registered midwife</p> <p>Clinic/Health Centre/Polyclinic (15 or more)</p> <p>Hospital Primary Hospital (60 or more) Secondary (150 or more) Tertiary (200 or more)</p> <p>Note: At least 60% of nursing and midwifery staff should be professionals while 40% auxillary</p> <p>METHOD Interview head of health facility + records review</p>			

2.1.28	Pharmacist	level A	category I
<p>DEFINITION CHPS, Health Centre, Maternity home and Diagnostic services, chemical sellers shop Not applicable</p> <p>Community pharmacy At least one full-time and /or part-time</p> <p>Polyclinic and hospital Clinic, Polyclinic (1 or more) Primary Hospital (1 or more) Secondary (4 or more) Tertiary (6 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.1.29	Dispensary Technician/Technologist	level A	category I
<p>DEFINITION CHPS, Maternity home and Diagnostic services, chemical sellers shop Not applicable</p> <p>Community pharmacy At least one full-time and /or part-time (if applicable)</p> <p>Hospital and clinic Clinic/Health Centre/Polyclinic (1 or more) Primary Hospital (2 or more) Secondary (3 or more) Tertiary (5 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.1.30	Dispensary Assistant/Attendant/Medicines Counter Assistant/Chemical seller	<i>level</i> A	<i>category</i> I
<p>DEFINITION</p> <p>CHPS, Maternity home and Diagnostic services Not applicable</p> <p>Community pharmacy At least one full-time and /or part-time</p> <p>Chemical sellers shops Full-time chemical seller</p> <p>Hospital. clinic Clinic/Health Centre/Polyclinic (2 or more) Primary Hospital (3 or more) Secondary (5 or more) Tertiary (8 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.1.31	Laboratory Technologist	<i>level</i> A	<i>category</i> I
<p>DEFINITION</p> <p>CHPS, Health Centre, Maternity home and Pharmaceutical services Not applicable. May also not be applicable to clinic if they do not offer this service</p> <p>Stand alone laboratory facilities At least one full-time</p> <p>Hospital Primary (1 or more) Secondary (3 or more) Tertiary – at least 5 – one for each discipline (haematology, biochemistry, microbiology, histopathology, blood transfusion services)</p> <p>METHOD Interview head of health facility + records review</p>			

2.1.32	Laboratory Technician	<i>level</i> A	<i>category</i> I
<p>DEFINITION</p> <p>CHPS, Health Centre, Maternity home and Pharmaceutical services. Not applicable. May also not be applicable to clinic if they do not offer this service</p> <p>Diagnostic centre/Laboratory At least one full-time</p> <p>Hospital, clinic Polyclinic (1 or more) Primary Hospital (2 or more) Secondary (4 or more) Tertiary (5 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.1.33	Laboratory Assistant	<i>level</i> C	<i>category</i> I
<p>DEFINITION CHPS, Health Centre, Maternity home and Pharmaceutical services Not applicable. May also not be applicable to clinic if they do not offer this service</p> <p>Diagnostic centre/Laboratory At least one full-time</p> <p>Hospital, clinic Polyclinic (1 or more) Primary Hospital (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			
2.1.34	Phlebotomist (Nurse Bleeder)	<i>level</i> H	<i>category</i> I
<p>DEFINITION Hospital Primary (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			
2.1.35	Donor Blood Organisers	<i>level</i> H	<i>category</i> I
<p>DEFINITION Tertiary, Secondary, Primary (at least one)</p> <p>METHOD Interview head of health facility + records review</p>			
2.1.36	Radiologist	<i>level</i> S	<i>category</i> I
<p>DEFINITION</p> <p>Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.1.37	Radiographer	<i>level</i> A	<i>category</i> I
<p>DEFINITION CHPS, Health Centre, Maternity home and Pharmaceutical services Not applicable. May also not be applicable to clinic if they do not offer this service</p> <p>Stand alone Imaging/X-ray centre Could be full-time</p> <p>Hospital Primary (1 or more) Secondary (3 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.1.38	Radiology (X-ray) Technician	<i>level</i> A	<i>category</i> I
<p>DEFINITION CHPS, Health Centre, Maternity home and Pharmaceutical services Not applicable. May also not be applicable to clinic if they do not offer this service</p> <p>Imaging/X-ray centre At least one full-time</p> <p>Hospital Primary (1 or more) Secondary (3 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.1.39	Medical Assistant	<i>level</i> HC	<i>category</i> I
<p>DEFINITION Applicable to only Health Centre</p> <p>METHOD Interview head of health facility + records review</p>			

2.1.40	Dietherapist	<i>level</i> S	<i>category</i> I
<p>DEFINITION Hospital Secondary (1 or more) Tertiary (2 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.1.41	Physiotherapist	<i>level</i> S	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Primary (1 or more) Secondary (2 or more) Tertiary (3 or more)</p> <p>METHOD Interview head of health facility + records review</p>			
2.1.42	Technical Officer (Nutrition)	<i>level</i> H	<i>category</i> I
<p>DEFINITION At least one in hospitals</p> <p>METHOD Interview head of health facility + records review</p>			
2.2.0	Administrative staff		
2.2.1	Health Services Administrator	<i>level</i> H	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Primary Hospital (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			
2.2.2	Administrative Officer	<i>level</i> C	<i>category</i> I
<p>DEFINITION</p> <p>Polyclinic/clinic Polyclinic/clinic (1 or more)</p> <p>Hospital Primary Hospital (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			
2.2.3	Secretary	<i>level</i> C	<i>category</i> I
<p>DEFINITION</p> <p>Polyclinic/clinic Polyclinic/clinic (1 or more)</p> <p>Hospital Primary Hospital (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.2.4	Telephonist/front desk officer	<i>level</i> C	<i>category</i> I
<p>DEFINITION</p> <p>Polyclinic/clinic Polyclinc/clinic (1 or more)</p> <p>Hospital Primary Hospital (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.2.5	Accountant	<i>level</i> PC	<i>category</i> I
<p>DEFINITION</p> <p>Polyclinic Polyclinc/clinic (1 or more)</p> <p>Hospital Primary Hospital (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.2.6	Accounts Officer	<i>level</i> C	<i>category</i> I
<p>DEFINITION</p> <p>Polyclinic/clinic Polyclinc/clinic (1 or more)</p> <p>Hospital Primary Hospital (2 or more) Secondary (4 or more) Tertiary (8 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.2.7	Human Resource Manager	<i>level</i> S	<i>category</i> I
<p>DEFINITION At least one</p> <p>METHOD Interview head of health facility + records review</p>			

2.2.8	Biostatistician/ Technical Officer (Biostatistics)	<i>level</i> C	<i>category</i> I
<p>DEFINITION</p> <p>Polyclinic/clinic Polyclinc/clinic (1 or more)</p> <p>Hospital Primary Hospital (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.2.9	Medical Records Officer	<i>level</i> C	<i>category</i> I
<p>DEFINITION</p> <p>Polyclinic/clinic Polyclinc/clinic (2 or more)</p> <p>Hospital Primary Hospital (2 or more) Secondary (4 or more) Tertiary (8 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.0	Support staff		
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2.3.1	Supply Officer	<i>level</i> H	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Primary (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.2	Storekeeper	<i>level</i> PC	<i>category</i> I
<p>DEFINITION</p> <p>Polyclinic/clinic Polyclinc (1 or more)</p> <p>Hospital Primary (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.3	Ward Assistant/Clinic Assistant/Health Aid	<i>level</i> HC	<i>category</i> I
<p>DEFINITION</p> <p>Health Centre/clinic (2 or more)</p> <p>Polyclinic (4 or more)</p> <p>Hospital Primary (10 or more) Secondary (20 or more) Tertiary (40 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.4	Orderlies/Labourer	<i>level</i> HC	<i>category</i> I
<p>DEFINITION</p> <p>Health Centre/clinic/polyclinic (2 or more)</p> <p>Hospital Primary (10 or more) Secondary (15 or more) Tertiary (25 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.5	Catering Officer	<i>level</i> H	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Primary Hospital (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.6	Staff cook	<i>level</i> H	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Primary Hospital (5 or more) Secondary (10 or more) Tertiary (15 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.7	Equipment Manager	<i>level</i> H	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Primary Hospital (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.8	Estate Manager	<i>level</i> H	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Primary Hospital (1 or more) Secondary (1 or more) Tertiary (1 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.9	Security Officer	<i>level</i> C	<i>category</i> I
<p>DEFINITION</p> <p>Clinic/Health Centre/Polyclinic (2 or more)</p> <p>Hospital Primary Hospital (4 or more) Secondary (6 or more) Tertiary (10 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.10	Laundry Staff	<i>level</i> HC	<i>category</i> I
<p>DEFINITION</p> <p>Clinic/Health Centre/Polyclinic (2 or more)</p> <p>Hospital Primary Hospital (6 or more) Secondary (10 or more) Tertiary (20 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.11	Transport Manager	<i>level</i> H	<i>category</i> I
<p>DEFINITION</p> <p>Hospital Primary Hospital (1 or more) Secondary (1 or more) Tertiary (1 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.12	Driver	<i>level</i> C	<i>category</i> I
<p>DEFINITION Clinc/Health Centre/Polyclinic (1 or more)</p> <p>Hospital Primary Hospital (2 or more) Secondary (6 or more) Tertiary (10 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

2.3.13	Mortuaryman	<i>level</i> H	<i>category</i> I
<p>DEFINITION Hospital Primary Hospital (1 or more) Secondary (2 or more) Tertiary (4 or more)</p> <p>METHOD Interview head of health facility + records review</p>			

Environment and infrastructure

3.0 Environment & Infrastructure

3.1.0 Access & surroundings

3.1.1	Access into the facility	<i>level</i> A	<i>category</i> P
<p>DEFINITION Entrance labelled, no congestion, entrance not blocked, free flow of persons, free flow of vehicles</p> <p>METHOD Observe main entrance</p>			

3.1.2	Access within facility	<i>level</i> A	<i>category</i> I
<p>DEFINITION Arrangement of units to enhance patient flow, well-maintained walkways, roofed corridors where applicable</p> <p>METHOD Observe traffic flow between service areas</p>			

3.1.3	Parking space	<i>level</i> C	<i>category</i> I
<p>DEFINITION Available, accessible to staff, accessible to clients, not congested</p> <p>METHOD Observation + ask 1-2 staff and 1-2 patients if they have access</p>			

3.1.4	Stairs, elevators / ramps	<i>level</i> C	<i>category</i> I
<p>DEFINITION Available, functioning, adequate lighting, rails / walls, no cracks or weakness</p> <p>METHOD Observation</p>			

3.1.5	Directional signs	<i>level</i> A	<i>category</i> I
DEFINITION Directional signs to all departments, units and sections, clear, appropriately sited			
METHOD Inspect main entrance and within			
3.1.6	Labelling of departments / units and sections	<i>level</i> A	<i>category</i> I
DEFINITION All departments / units and all sections are labelled, bold writing, conspicuously sited			
METHOD Inspect several service areas			
3.1.7	Fence wall / fence	<i>level</i> H	<i>category</i> I
DEFINITION Available, complete, intact, minimum of 2 exits			
METHOD Inspect			
3.1.8	External and internal environment	<i>level</i> H	<i>category</i> I
DEFINITION Not weedy, no litter, no stray animals, well-maintained gardens, no stagnant water			
METHOD Inspect grounds / compound			
3.1.9	Drains	<i>level</i> A	<i>category</i> I
DEFINITION Available, cemented, no cracks, covered, not choked, no stagnant water, no offensive odour			
METHOD Inspect main drains			
3.2.0	Buildings, fittings and utilities		
3.2.1	Building walls	<i>level</i> A	<i>category</i> I
DEFINITION All walls intact, intact paint / terrazzo / tiles, not mouldy			
METHOD Inspect			
3.2.2	Floor	<i>level</i> A	<i>category</i> I
DEFINITION Concrete / tiles / terrazzo, all floors intact, not slippery, no litter			
METHOD Inspect 5 wards/units			

3.2.3	Roof and ceiling	<i>level</i> A	<i>category</i> I
DEFINITION Intact, not mouldy, no cobwebs			
METHOD Inspect 5 wards/units			
3.2.4	Doors and windows	<i>level</i> A	<i>category</i> I
DEFINITION Available in all rooms, easy to open, easy to close, window nets intact, louvres / glasses intact, hinges and locks not loose, doors not rotten, not dusty			
METHOD Inspect 5 wards/units			
3.2.5	Electrical wiring and switches	<i>level</i> A	<i>category</i> I
DEFINITION Wires not exposed, switches not cracked			
METHOD Inspect 5 wards/units			
3.2.6	Taps, pipes and sanitary ware	<i>level</i> A	<i>category</i> I
DEFINITION Intact, no leakages, no rust			
METHOD Inspect 5 wards/units			
3.2.7	Washroom(s)	<i>level</i> A	<i>category</i> I
DEFINITION Available, in use, accessible to staff, accessible to patients, accessible to the physically challenged, clean, good lighting, carboloc soap, running water, single-use towels / disposable towels, no offensive odour, toilet rolls, privacy			
METHOD Inspect 5 wards/units + interview staff and patients			
3.2.8	Water supply	<i>level</i> A	<i>category</i> I
DEFINITION Available in all OPD care areas, all wards, accessible to all other departments and units, accessible to all staff, accessible to all patients, safe, uninterrupted supply / enough storage to supply 24 hours a day			
METHOD Inspect + interview patients and staff			
3.2.9	Uninterrupted Power supply	<i>level</i> M	<i>category</i> I
DEFINITION Stand by sources bright enough for intended purposes			
METHOD Inspect + interview patients and staff			

3.2.10	Communication facilities	<i>level</i> A	<i>category</i> I
<p>DEFINITION Landline and / or mobile phone available in all service areas, accessible to all staff, functioning, recharge units if applicable</p> <p>METHOD Inspect + check functioning</p>			

3.2.11	Directory of essential contact numbers	<i>level</i> A	<i>category</i> I
<p>DEFINITION Contains contact numbers of staff, fire service, ambulance, police, telecom company, accessible to all service areas, legible</p> <p>METHOD Inspect in 2 or 3 service areas</p>			

3.3.0	Waiting area(s)		
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3.3.1	Waiting area(s)	<i>level</i> A	<i>category</i> I
<p>DEFINITION Available in out-patient units, in-patient units, not overcrowded, airy, fan / air-condition, bright natural / artificial light, litter free, no dust, no cobwebs</p> <p>METHOD Observe in several service areas</p>			

3.3.2	Seats	<i>level</i> A	<i>category</i> I
<p>DEFINITION Available in all waiting areas, wards, adequate numbers for the space available, with back rest, not dusty, no cobwebs under seats, not wet, not torn / not broken</p> <p>METHOD Inspect in several service areas</p>			

3.3.3	Education and entertainment	<i>level</i> H	<i>category</i> I
<p>DEFINITION Audiovisuals, reading materials / posters available in all waiting areas and all wards</p> <p>METHOD Inspect in several service areas</p>			

3.3.4	Waste disposal bin(s)	<i>level</i> A	<i>category</i> I
<p>DEFINITION Available in all waiting areas, puncture resistant, leak-proof, covered, plastic lining, pedal operated, labelled</p> <p>METHOD Inspect bins in several areas</p>			

3.4.0	Rooms/offices		
3.4.1	Office(s)	<i>level</i> H	<i>category</i> I
<p>DEFINITION Airy, fan / air-condition, bright natural / artificial light, litter free, no dust, no cobwebs, desk, chairs, book / journals</p> <p>METHOD Inspect 1-2 offices</p>			
3.4.2	Changing room(s) for staff	<i>level</i> C	<i>category</i> I
<p>DEFINITION Accessible to all staff, airy, fan / air-condition, bright natural / artificial light, litter free, no dust, no cobwebs, lockers</p> <p>METHOD Inspect 1-2 service areas + interview staff</p>			
3.4.3	Common room(s) for staff	<i>level</i> H	<i>category</i> I
<p>DEFINITION Available, accessible to all staff, airy, fan / air-condition, bright natural / artificial light, litter free, no dust, no cobwebs, furniture, book / journals, access to washroom facilities</p> <p>METHOD Inspect 1-2 service areas + interview staff</p>			
3.4.4	Store room(s)	<i>level</i> A	<i>category</i> I
<p>DEFINITION Available, not holding more than its capacity, airy, fan / air-condition, bright natural / artificial light, litter free, no dust, no cobwebs, storage facilities, tidy, burglar-proof</p> <p>METHOD Inspect 1-2 service areas</p>			
3.4.5	Treatment room(s)	<i>level</i> M	<i>category</i> I
<p>DEFINITION Available at OPD, airy, fan/air-condition, bright natural/artificial light, litter free, no dust, no cobwebs, carbolic soap, running water, single-use towels/disposable towels, couch, foot rest, attending to one patient at a time, waste disposal bins for sharps, waste disposal bins for non-sharps</p> <p>METHOD Inspect 1-2 treatment room(s)</p>			

Basic equipment

4.0 Basic Equipment			
4.1.0 Diagnostic tools			
4.1.1	Thermometers	<i>level</i> CH	<i>category</i> I
DEFINITION Available in all consulting rooms, all wards, all theatres, all functioning METHOD Observation			
4.1.2	Stethoscopes	<i>level</i> CH	<i>category</i> I
DEFINITION Available in all consulting rooms, all wards, all theatres, all functioning METHOD Observation			
4.1.3	Sphygmomanometer	<i>level</i> CH	<i>category</i> I
DEFINITION Available in all consulting rooms, all wards, theatres, all functioning METHOD Observation			
4.1.4	Adult weighing scale	<i>level</i> CH	<i>category</i> I
DEFINITION Available in nurses station, all wards, functioning METHOD Observation			
4.1.5	Paediatric weighing scale	<i>level</i> CH	<i>category</i> I
DEFINITION Available in nurses station all paediatric wards, theatres, functioning METHOD Observation			
4.1.6	Diagnostic set	<i>level</i> C	<i>category</i> I
DEFINITION Available in all consulting rooms, readily accessible to all wards and theatres, ophthalmoscope, auroscope, earpieces, batteries, all functioning, light source for examination METHOD Observation			

4.1.7	Tendon hammer	<i>level</i> C	<i>category</i> I
DEFINITION Available in all consulting rooms, all wards			
METHOD Observation			
4.1.8	X-ray viewing equipment	<i>level</i> PC	<i>category</i> I
DEFINITION Available in all consulting rooms, all wards, theatres, all functioning			
METHOD Observation			
4.1.9	Height measure (stadiometer)	<i>level</i> M	<i>category</i> I
DEFINITION Available in nurses station, all wards			
METHOD Observation			
4.1.10	Tape measure	<i>level</i> CH	<i>category</i> I
DEFINITION Available in all consulting rooms, all children's wards			
METHOD Observation			
4.2.0	Treatment devices and logistics		
4.2.1	Wheelchairs	<i>level</i> M	<i>category</i> I
DEFINITION Available in OPD, readily accessible to all service areas, functioning, not dusty			
METHOD Observation			
4.2.2	Patient trolleys	<i>level</i> M	<i>category</i> I
DEFINITION Available in OPD, readily accessible to all service areas, functioning, not dusty, no stain			
METHOD Observation			
4.2.3	Examination bed	<i>level</i> M	<i>category</i> I
DEFINITION Available in all consulting rooms, well laid			
METHOD Observation			

4.2.4	Suturing set	<i>level</i> M	<i>category</i> I
<p>DEFINITION Available in dressing rooms, all wards, set contains needle holder, stitch remover, 2 dissecting forceps, scissors, sutures, packed, sterilised</p> <p>METHOD Observation</p>			
4.2.5	Drip stand	<i>level</i> M	<i>category</i> I
<p>DEFINITION Available, not dusty, not blood stained, no left over infusion sets hanging, in all wards, OPDs</p> <p>METHOD Observation</p>			
4.2.6	Emergency trays	<i>level</i> M	<i>category</i> I
<p>DEFINITION Available in OPD, in all wards, un-expired IV fluids, 50% dextrose, epinephrine (adrenalin), hydrocortisone, analgesics plus antipyretics, diazepam, anti-malaria, adequate needles and syringes</p> <p>METHOD Observation</p>			
4.2.7	Oxygen delivery equipment	<i>level</i> M	<i>category</i> I
<p>DEFINITION Available, functioning, cylinders containing oxygen, flow meter, masks, nasal promgs</p> <p>METHOD Observation</p>			
4.2.8	Functioning emergency care devices and supplies	<i>level</i> M	<i>category</i> I
<p>DEFINITION</p> <p>Maternity Suction devices, Ambu bag</p> <p>Clinics/polyclinics Suction devices, Ambu bag, airways, ECG machine, Glucometer, all functioning</p> <p>Hospitals Suction devices, Ambu bag, airways, ventilator, ECG machine, Glucometer, all functioning</p> <p>METHOD Observation (physically check devices and functionality)</p>			

4.2.9	Resuscitation set	<i>level</i> M	<i>category</i> I
<p>DEFINITION</p> <p>Maternity , Health Centre Available in all OPDs, wards, set contains Ambu bag for adult and children, airways for adult and children, spatulas, hydrocortisone, 10% dextrose</p> <p>Clinic, Polyclinic Available in all OPDs, wards, set contains Ambu bag for adult and children, airways for adult and children, spatulas, hydrocortisone Adrenalin, 50% dextrose</p> <p>Hospital Available in all OPDs, wards, theatres, set contains Ambu bag for adult and children, airways for adult and children, spatulas, adrenalin, hydrocortisone, 50% dextrose, endotracheal tube, forceps</p> <p>METHOD Observation</p>			
4.2.10	Suction apparatus	<i>level</i> M	<i>category</i> I
<p>DEFINITION Available in all OPDs, wards, theatres, clean, no left over fluids, evidence of decontamination of suction tube, functioning</p> <p>METHOD Observation + interview</p>			
4.2.11	Nebuliser equipment	<i>level</i> C	<i>category</i> I
<p>DEFINITION Available in all emergency units, wards, not dusty, unexpired anti asthmatic drugs</p> <p>METHOD Observation</p>			
4.2.12	Medical supplies	<i>level</i> M	<i>category</i> I
<p>DEFINITION All OPDs, all wards: syringes, needles, catheters, IV infusion giving sets, cotton wool, gauze, bandages, adhesive tapes, sutures, antiseptics, disinfectants</p> <p>METHOD Observation</p>			
4.2.13	Stationery	<i>level</i> CH	<i>category</i> I
<p>DEFINITION</p> <p>CHPS Folders, Register.</p> <p>Maternity and above Available in all consulting rooms, wards, theatre: patient folders, treatment sheets, patient consent forms, diagnostic request forms, prescription forms, registers</p> <p>METHOD Observation</p>			

4.2.14	Immobilisation devices	<i>level</i> M	<i>category</i> I
<p>DEFINITION</p> <p>Maternity, Health Centre Available at outpatients, slings, splints</p> <p>Clinic and above Available at outpatients, cervical collar, slings, plaster of Paris, splints</p> <p>METHOD Observation</p>			
4.2.15	Dressing packs	<i>level</i> M	<i>category</i> I
<p>DEFINITION</p> <p>Available in treatment / dressing rooms, all wards, each set contains gallipots, receivers, stitch removers, sterile pack, adhesive tape, dressing forceps, dissecting forceps</p> <p>METHOD Observation</p>			
4.2.16	Cut-down sets	<i>level</i> C	<i>category</i> I
<p>DEFINITION</p> <p>Available and accessible to OPD and all wards, sutures, needle holders, scalpel blade, canula, gauze, cotton wool</p> <p>METHOD Observation</p>			
4.3.0	Miscellaneous equipment and logistics		
4.3.1	Refrigerator	<i>level</i> A	<i>category</i> I
<p>DEFINITION</p> <p>Available/easily Accessible at OPD and all wards, theatre, all functioning, used for storing only medicines</p> <p>METHOD Observation</p>			
4.3.2	Library	<i>level</i> S	<i>category</i> I
<p>DEFINITION</p> <p>Library with books, journals / magazines, availability of internet facilities, accessible to staff</p> <p>METHOD Observation</p>			
4.3.3	Clinical protocols / guidelines	<i>level</i> M	<i>category</i> I
<p>DEFINITION:</p> <p>Provide list of key protocols under each area, Standard Treatment Guidelines (hypoglycaemia, diabetic ketoacidosis, acute myocardial infarction, assessment and care of the unconscious patient, convulsion), reproductive health guidelines, surgical guideline, accident and emergency care guidelines, developed locally / nationally</p> <p>METHOD Observation</p>			

4.3.4	Autoclave	<i>level</i> C	<i>category</i> I
DEFINITION Available / accessible to all service areas			
METHOD Observation			

Organisation and management

5.0	Organisation & Management		
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5.1.0	Structure & strategy		
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5.1.1	Organogram	<i>level</i> H	<i>category</i> I
DEFINITION Available, legible, displayed in administrator's office, medical director's office, matron's office, OPD			
METHOD Inspect organogram			

5.1.2	Vision and / or mission statement(s)	<i>level</i> C	<i>category</i> I
DEFINITION Available, legible, displayed in administrators, medical directors and matrons offices, OPD , two heads of units/wards awareness			
METHOD Inspect statements + interview staff			

5.1.3	Functioning of management team	<i>level</i> H	<i>category</i> P
DEFINITION Schedule of management meetings, minutes of meetings, annual plans with budgets, annual reports, all available			
METHOD Inspect minutes + look for actions taken			

5.1.4	Departmental management	<i>level</i> H	<i>category</i> P
DEFINITION Departmental minutes of meetings, evidence of departmental action plans, evidence of capacity building programmes in management for heads of units/ward (seminars, workshops, trainings)			
METHOD Inspect minutes and action plan + interveiw			

5.1.5	Disciplinary committee	<i>level</i> HC	<i>category</i> P
DEFINITION Available, disciplinary procedures, code of conduct, code of ethics			
METHOD Inspect records + interview one committee member and one other staff			

5.2.0	Management systems		
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5.2.1	Planning process	<i>level</i> H	<i>category</i> P
<p>DEFINITION Heads of department involved in planning, heads of departments have copies of plan</p> <p>METHOD Check departmental inputs + interview 1-2 departmental heads</p>			

5.2.2	Operational policies, guidelines and / or manuals	<i>level</i> H	<i>category</i> I
<p>DEFINITION Available for financial management, discipline, fees, referrals</p> <p>METHOD Inspect documents</p>			

5.2.3	Facility performance review	<i>level</i> C	<i>category</i> P
<p>DEFINITION In-house reviews scheduled, records of performance review available</p> <p>METHOD Inspect records</p>			

5.2.4	Financial audit	<i>level</i> C	<i>category</i> P
<p>DEFINITION External audit reports available, evidence of written response</p> <p>METHOD Inspect report(s) and written response(s) if applicable</p>			

5.3.0	Planned preventive maintenance		
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5.3.1	Responsibility for planned preventive maintenance	<i>level</i> H	<i>category</i> P
<p>DEFINITION Responsibility assigned, assigned officer(s) trained</p> <p>METHOD Inspect records of training + interview officer</p>			

5.3.2	Written schedule for planned preventive maintenance of buildings	<i>level</i> C	<i>category</i> I
<p>DEFINITION Schedule available, complied with</p> <p>METHOD Inspect records</p>			

5.3.3	Written schedule for planned preventive maintenance of equipment	<i>level</i> C	<i>category</i> I
<p>DEFINITION Schedule available, complied with</p> <p>METHOD Inspect records</p>			

5.4.0	Information sharing		
5.4.1	Durbars / meetings with staff	<i>level</i> M	<i>category</i> P
<p>DEFINITION Schedule available, minutes of meetings</p> <p>METHOD Inspect schedule and minutes</p>			
5.4.2	Durbars / meetings with community / clientele	<i>level</i> H	<i>category</i> P
<p>DEFINITION Schedule available, minutes of meetings</p> <p>METHOD Inspect schedule and minutes/reports</p>			
5.4.3	Internal information flow	<i>level</i> C	<i>category</i> I
<p>DEFINITION Notice board(s), current notices, current memos / circulars / emails, dissemination of letters from external bodies</p> <p>METHOD Inspect notices + staff interview (2)</p>			
5.5.0	Human Resource Management		
5.5.1	Responsibility for HR	<i>level</i> H	<i>category</i> H
<p>DEFINITION Responsibility assigned, officer(s) trained</p> <p>METHOD Interview officer (s)</p>			
5.5.2	Responsibility for training and evidence of staff development	<i>level</i> H	<i>category</i> P
<p>DEFINITION Responsibility assigned, officer trained, training schedules, records of training undertaken by staff, records of induction for new staff, records of orientation for promoted staff</p> <p>METHOD Inspect records</p>			
5.5.3	Self-learning/reference materials	<i>level</i> A	<i>category</i> I
<p>DEFINITION Relevant books/relevant journals</p> <p>METHOD Inspect</p>			

5.5.4	Job descriptions	<i>level</i> A	<i>category</i> I
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DEFINITION
Job title, purpose, main duties for all categories of staff, staff awareness

METHOD
Inspect + interview 1 or 2 staff

5.5.5	Staff identification	<i>level</i> CH	<i>category</i> I
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DEFINITION
Staff wearing institutional name tag indicating name and rank / job title

METHOD
Observe at least 1 of each category of staff

5.5.6	Duty rosters	<i>level</i> C	<i>category</i> I
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DEFINITION
Duty rosters for doctors, nurses, laboratory personnel, pharmacy staff, cover all shifts, duty rosters displayed at vantage points

METHOD
Inspect

5.5.7	Staff appraisal	<i>level</i> C	<i>category</i> P
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DEFINITION
Records of at least once a year staff appraisal

METHOD
Inspect records + Staff interview (2)

5.6.0	Authority/Licenses		
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5.6.1	Authority to operate	<i>level</i> A	<i>category</i> I
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DEFINITION
Health facility owned by government or faith-based or has valid licence if private

METHOD
Inspect licences if private

5.6.2	System for checking validity of licenses of professional staff	<i>level</i> M	<i>category</i> P
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DEFINITION
Register exist for checking the status of doctors, nurses, midwives, pharmacists

Note: This is applicable to professional staff that are available at the level

METHOD
Inspect records of the above category of staff

5.7.0	Procurement, stores and supplies		
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5.7.1	Procurement committee	<i>level</i> H	<i>category</i> P
<p>DEFINITION Committee available, records / minutes on committee meetings.</p> <p>METHOD Inspect records</p>			

5.7.2	Storage facilities in general store	<i>level</i> A	<i>category</i> I
<p>DEFINITION Pallets, shelves / cabinets, all tidy, labelling of items on the shelves and pallets</p> <p>METHOD Inspect</p>			

5.7.3	Stores and supplies management guidelines	<i>level</i> C	<i>category</i> I
<p>DEFINITION Written procedures available</p> <p>METHOD Inspect records</p>			

5.7.4	Procedure for issuing supplies to staff	<i>level</i> H	<i>category</i> I
<p>DEFINITION Written procedures available</p> <p>METHOD Inspect records</p>			

5.7.5	Filling of tally cards	<i>level</i> A	<i>category</i> P
<p>DEFINITION On tally card check – (date, maximum stock, minimum stock, re-order level, balance brought forward), system for checking expiry date of products</p> <p>METHOD Inspect records</p>			

5.8.0	Transport		
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4.8.1	Transport policy and guidelines	<i>level</i> H	<i>category</i> I
<p>DEFINITION Available, drivers' awareness</p> <p>METHOD Inspect records + interview driver(s)</p>			

5.8.2	System for checking validity of drivers licence	<i>level</i> H	<i>category</i> P
DEFINITION Availability of valid driving licence			
METHOD Inspect drivers' licence(s)			
5.8.3	Means of transport	<i>level</i> C	<i>category</i> I
DEFINITION Utility vehicle(s) and / or motor bikes / bicycles / boats			
METHOD Inspect vehicle			
5.8.4	Handling of vehicles	<i>level</i> C	<i>category</i> P
DEFINITION Log books up to date, clean vehicles, maintenance schedule adhered to			
METHOD Inspect log books			
5.8.5	Vehicle safety equipment	<i>level</i> C	<i>category</i> I
DEFINITION Functioning seat belts, warning triangles , fire extinguisher, helmets for motor bikes			
METHOD Inspect + check for functioning			
5.9.0	Catering		
5.9.1	Kitchen	<i>level</i> H	<i>category</i> I
DEFINITION No dust, no cobwebs, litter free, non-slippery floor, soap, running water, single-use towels / disposable towels			
METHOD Inspect			
5.9.2	Pantry	<i>level</i> H	<i>category</i> I
DEFINITION Available, airy, bright natural / artificial light, no dust, no cobwebs, litter free, non-slippery floor			
METHOD Inspect			
5.9.3	Storage facilities	<i>level</i> H	<i>category</i> I
DEFINITION Shelves, deep freezer, refrigerator - all functioning, clean			
METHOD Inspect			

5.9.4	Personal protective clothing	<i>level</i> H	<i>category</i> I
DEFINITION Uniform, apron, caps, utility gloves			
METHOD Inspect + observe their use			
5.9.5	Policy / guidelines / SOPs on catering and dietetic services	<i>level</i> H	<i>category</i> I
DEFINITION Available, staff awareness			
METHOD Inspect document + interview 1-2 kitchen staff			
5.9.6	Cookers	<i>level</i> H	<i>category</i> I
DEFINITION Functioning, capacity adequate for load			
METHOD Inspect + interview head of catering			
5.9.7	Handling of gas supply	<i>level</i> H	<i>category</i> P
DEFINITION Source protected, not exposed to naked flames, fire extinguisher close by, guidelines for the use of fire extinguisher available			
METHOD Inspect			
5.9.8	Transportation of food	<i>level</i> H	<i>category</i> P
DEFINITION On food trolley, covered			
METHOD Observe			
5.9.9	Serving of food	<i>level</i> H	<i>category</i> P
DEFINITION Served in individual bowls from the kitchen, covered			
METHOD Observe + interview 1-2 patients			
5.9.10	Quality control system	<i>level</i> H	<i>category</i> I
DEFINITION Guidelines and document for checking compliance available			
METHOD Inspect document + observe			

5.9.11	Annual medical screening	<i>level</i> H	<i>category</i> P
DEFINITION Stool RE, stool culture for enteric pathogens, Widal test, sputum for AFBs, Chest X-ray done every six months			
METHOD Inspect records			
5.9.12	Documentation	<i>level</i> H	<i>category</i> P
DEFINITION Inventory lists, diet records, requisition records			
METHOD Inspect records			
5.10.0	Medical records unit		
5.10.1	Medical records unit	<i>level</i> C	<i>category</i> I
DEFINITION Available, not congested, shelves, cupboards, furniture (table and chair for staff), litter free, no dust, no cobwebs			
METHOD Inspect unit			
5.10.2	Policy / guidelines on records management	<i>level</i> C	<i>category</i> I
DEFINITION Covers confidentiality, storage, restriction of access to storage areas, retrieval, archiving, prevention of loss, data use			
METHOD Inspect policy document			
5.10.3	Retrieval of patients' folders	<i>level</i> M	<i>category</i> P
DEFINITION Logical numbering, numbering system easy to understand, ability to retrieve within 5 minutes			
METHOD Inspect + check with 2 patient folders			
5.11.0	ICT		
5.11.1	Essential ICT hardware and software	<i>level</i> C	<i>category</i> I
DEFINITION Computer(s) in directors' offices, administration and finance, pharmacy, laboratory, X-ray department, medical records, general stores units/departments, printers, UPS for each computer and each printer, photocopier(s), word processing, spreadsheet, presentation			
METHOD Inspect			

5.11.2	ICT capacity	<i>level</i> H	<i>category</i> I
DEFINITION In-house network, intranet, internet access,			
METHOD Inspect			
5.11.3	Backup facilities	<i>level</i> C	<i>category</i> I
DEFINITION External hard drive, off site storage of backups			
METHOD Inspect + interview ICT head/administrator/medical director			
5.11.4	System / data protection	<i>level</i> C	<i>category</i> I
DEFINITION Up to date antivirus, different access levels, passwords, firewall, restricted access to sensitive patient information			
METHOD Inspect + interview 1-2 staff			
5.11.5	ICT consumables	<i>level</i> C	<i>category</i> I
DEFINITION Paper, CD / DVD, pen drives			
METHOD Inspect			
5.11.6	Maintenance of ICT equipment	<i>level</i> C	<i>category</i> P
DEFINITION Scheduled regular maintenance of hardware and systems, availability of maintenance service contract			
METHOD Inspect schedule			
5.11.7	ICT human capacity	<i>level</i> C	<i>category</i> H
DEFINITION Staff trained in application of computer in their work at finance, administration, medical records, wards, consulting rooms, laboratory, imaging units			
METHOD Interview ICT head + observe use of computer by 1-2 staff			
5.12.0	Medical data collection tool		
5.12.1	Data collection tools	<i>level</i> A	<i>category</i> I
DEFINITION Outpatient attendance register, Admission & discharge register , NHIA claims forms, other forms available			
METHOD Inspect			

5.12.2	Protecting confidentiality of patients' information	<i>level</i> A	<i>category</i> P
DEFINITION Safe storage of patients' notes system, and for tracking patients notes			
METHOD Records review + observation (request to see where patient's records are kept)			

5.12.3	Medical data analysis	<i>level</i> A	<i>category</i> P
DEFINITION Officer(s) trained, reports/returns available, calculators/data analysis software			
METHOD Inspect records + interview 1-2 staff			

5.12.4	External reporting	<i>level</i> A	<i>category</i> P
DEFINITION Documented evidence of continuous, reporting of communicable diseases to MOH, relevant reports to NHIS			
METHOD Inspect copies of reports			

Safety & quality management

6.0	Safety & quality management		
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6.1.0	Quality strategy, systems and structures		
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6.1.1	QA policy / strategy	<i>level</i> A	<i>category</i> I
DEFINITION QA policy / strategy available, QA coordinator awareness			
Note: not applicable to licensed chemical shops			
METHOD Inspection + staff interview			

6.1.2	Functioning QA team / focal person	<i>level</i> HC	<i>category</i> H
DEFINITION Team formed (focal person for small facilities), trained, minutes of meetings			
METHOD Records review + staff interview			

6.1.3	Training of staff on QA and patient safety	<i>level</i> HC	<i>category</i> P
DEFINITION Evidence of training of staff in QA, patient safety			
METHOD Records review + staff interview (QA coordinator + at least 2 unit / ward heads)			

6.1.4	Implementation of QA action plan	<i>level</i> HC	<i>category</i> P
DEFINITION Action plan available, evidence of implementation of activities			
METHOD Records review + staff interview			
6.1.5	Quality initiatives in departments / units	<i>level</i> HC	<i>category</i> P
DEFINITION Reports on quality monitoring activities, applicable to at least one department, evidence of sharing of departmental experiences			
METHOD Records review + staff interview			
6.1.6	Monitoring of patient / client satisfaction	<i>level</i> HC	<i>category</i> P
DEFINITION In-patient / out-patient survey done within the last 12 months, survey reports disseminated to staff, evidence of actions taken to address shortfalls / evidence of plan to address shortfall			
METHOD Records review + staff interview + display of results			
6.1.7	Client complaint system	<i>level</i> A	<i>category</i> P
DEFINITION Designated place / person in the facility to receive complaints, complaints register, person or committee that acts on complaints, records of actions taken. Use of suggestion box with record of follow up actions			
METHOD Observation + records review			
6.1.8	Community- provider interaction	<i>level</i> HC	<i>category</i> P
DEFINITION Open days / durbars with community / clientele / radio programmes, documented by reports / minutes			
METHOD Records review			
6.1.9	Monitoring of adverse incidents / events	<i>level</i> H	<i>category</i> P
DEFINITION Wrong side surgery / medication error, designated place in the facility to report incidents, incidents register, person or committee that acts on incidents, records of actions taken			
METHOD Records review			

6.1.10	Monitoring of professional standards	<i>level</i> H	<i>category</i> P
<p>DEFINITION System in place to monitor professional indicators, clinical audits / conferences / meetings, mortality audits, maternal death audits</p> <p>METHOD Records review</p>			
6.1.11	Continuity of care	<i>level</i> HC	<i>category</i> P
<p>DEFINITION [Health centres, (poly)clinics and hospitals] Guidelines available on internal and/or external referral, content of handing over shifts by nurses nursing/midwifery procedures to be done, changes in medicines and other clinical procedures, legible notes</p> <p>METHOD Records review + observation</p>			
6.2.0	Patients' rights		
6.2.1	Patients' rights document	<i>level</i> A	<i>category</i> I
<p>DEFINITION Availability of patient's charter, posters on patients rights and responsibility</p> <p>METHOD Observation</p>			
6.2.2	Clients education on patient's charter	<i>level</i> H	<i>category</i> P
<p>DEFINITION Systems for educating patients / clients about their rights and responsibilities</p> <p>METHOD Check schedule for health education + patient interview (2 in-patients)</p>			
6.2.3	Information on health facilities rules and regulations	<i>level</i> H	<i>category</i> I
<p>DEFINITION Availability of documents on health facility rules and regulations, system of making patients aware of the rules and regulations</p> <p>METHOD Inspection + staff interview (2 ward managers) + patient interview (2 in-patients)</p>			
6.2.4	Provision of information on services	<i>level</i> A	<i>category</i> P
<p>DEFINITION Pamphlets and/or written display of range of services, opening hours, visiting hours, charges for OPD services available to patients and public</p> <p>METHOD Observation + records review</p>			

6.2.6	Privacy to patients / clients	<i>level</i> A	<i>category</i> P
DEFINITION			
[Chemical shops, pharmacies] Not applicable			
[Maternities, diagnostic centres and above] Screens / curtains in use in examination areas, avoiding undue exposure of patient during examination, attending to one patient at a time			
METHOD Observation: sample wards, units, OPD			

6.3.0	Disaster preparedness		
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6.3.1	Major incident plan	<i>level</i> H	<i>category</i> P
DEFINITION			
Available, staff aware, staff trained, evidence of rehearsal of drills			
METHOD Records review + staff interview			

6.3.2	Smoke detectors	<i>level</i> H	<i>category</i> I
DEFINITION			
Available and visible in all wards, OPD, functioning			
METHOD Observation			

6.3.3	"No Smoking" signs	<i>level</i> A	<i>category</i> I
DEFINITION			
Available in all departments / units, clear, appropriately sited			
METHOD Observation			

6.3.4	Emergency exits	<i>level</i> M	<i>category</i> I
DEFINITION			
Marked by clear writing, clear picture, clear arrow, not blocked			
METHOD Observation			

6.3.5	Other safety signs	<i>level</i> A	<i>category</i> I
DEFINITION			
Signs for slippery or wet floors, marked steps			
METHOD Observation			

6.3.6	Evidence of 24-hour security services	<i>level</i> HC	<i>category</i> H
DEFINITION Duty roster, security officer(s) at post			
METHOD Observation			
6.3.7	Security equipment	<i>level</i> HC	<i>category</i> I
DEFINITION [Health centres, (poly)clinics, primary hospitals] Bell / whistle / phone, baton			
METHOD Observation + records review			
6.4.0	Infection prevention & control		
6.4.1	IPC focal person / team	<i>level</i> HC	<i>category</i> H
DEFINITION IPC team and/or IPC coordinator / focal person, trained			
METHOD Records review + staff interview			
6.4.2	IPC policy / guidelines / training manual	<i>level</i> H	<i>category</i> I
DEFINITION Available, staff aware			
METHOD Records review + staff interview			
6.4.3	Training of staff on IPC	<i>level</i> A	<i>category</i> H
DEFINITION Reports of staff training on IPC			
METHOD Records review			
6.4.4	Cleaning schedules	<i>level</i> M	<i>category</i> P
DEFINITION Cleaning schedule for OPD and two other wards / units / areas available, evidence of adherence			
METHOD Records review			
6.4.5	Segregation of waste	<i>level</i> A	<i>category</i> P
DEFINITION Facilities for separating waste -- sharps, non-sharp contaminated, general. Colour-coded waste bins			
METHOD Inspection			

6.4.6	Sharps disposal container	<i>level</i> M	<i>category</i> I
<p>DEFINITION Sharp disposal containers -- puncture-proof, leak-proof, covered, labelled, one-way entrance, biohazard labelling, not more than three quarters full</p> <p>METHOD Inspection</p>			
6.4.7	Non-sharp potentially infectious waste disposal container	<i>level</i> M	<i>category</i> I
<p>DEFINITION Rigid, leak-proof, covered, plastic lining, pedal operated, labelled</p> <p>METHOD Inspection</p>			
6.4.8	General waste disposal container	<i>level</i> A	<i>category</i> I
<p>DEFINITION Leak-proof, covered, plastic lining, pedal operated, labelled</p> <p>METHOD Inspection</p>			
6.4.9	Final disposal of waste	<i>level</i> M	<i>category</i> I
<p>DEFINITION Incinerator or pit-hole or public dumping site or complete burying</p> <p>METHOD Inspection</p>			
6.4.10	Hand hygiene practices (procedures not involving contact with body fluids)	<i>level</i> M	<i>category</i> P
<p>DEFINITION Social hand washing (plain soap and running water) / use of alcohol rub before and after procedure</p> <p>METHOD Observation: 1 health worker</p>			
6.4.11	Hand hygiene practices (procedures involving contact with body fluids)	<i>level</i> M	<i>category</i> P
<p>DEFINITION Social (plain soap and running water) or hygienic (antiseptic) hand washing</p> <p>METHOD Observation: 1 health worker</p>			

6.4.12	Facilities for hand hygiene	<i>level</i> M	<i>category</i> I
<p>DEFINITION Hand wash basin / veronica bucket, running water, soap, alcohol hand rub, single-use towel / disposable papers/hand dryer</p> <p>METHOD Observation: sample 3 service areas</p>			

6.4.13	Decontamination of medical instruments	<i>level</i> M	<i>category</i> P
<p>DEFINITION Use of utility gloves, covered containers, preparation of right concentration of disinfectant solution based on manufacturers instruction, total submerging of instruments in disinfectant solution for at least 10 minutes</p> <p>METHOD Observation or staff interview (2)</p>			

6.5.0	Laundry services		
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6.5.1	Laundry unit	<i>level</i> H	<i>category</i> I
<p>DEFINITION Available, clean area, dirty area, washing area, ironing area, staff changing area</p> <p>METHOD Observation</p>			

6.5.2	Personal protective equipment for laundry	<i>level</i> M	<i>category</i> I
<p>DEFINITION Elbow level utility gloves, indoor attire, face mask</p> <p>METHOD Observation or staff interview (2)</p>			

6.5.3	Documentation on laundry services	<i>level</i> H	<i>category</i> I
<p>DEFINITION Register for receipts and issues, dates of all entries</p> <p>METHOD Observation</p>			

6.6.0	Sterilisation services		
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6.6.1	Central Sterile Supply Department (CSSD)	<i>level</i> H	<i>category</i> I
<p>DEFINITION Available, well ventilated, adequate lighting, separate clean and dirty areas, autoclaving area, changing room for staff</p> <p>METHOD Observation</p>			

6.6.2	CSSD equipment and logistics	<i>level</i> H	<i>category</i> I
<p>DEFINITION Functioning autoclaves, trolleys, fire extinguisher, washing equipment, cleaning equipment, autoclave tapes, packaging material, clean</p> <p>METHOD Observation</p>			

6.6.3	Quality control system	<i>level</i> H	<i>category</i> P
<p>DEFINITION Evidence of monitoring quality -- use of autoclave taps, labelling of packet -- date of sterilisation, content of package</p> <p>METHOD Observation</p>			

6.6.4	High-level disinfection	<i>level</i> M	<i>category</i> P
<p>DEFINITION Disinfection method -- boiling (at boiling point for at least 20 minutes), proper storage in high-level disinfected container, labelling -- (date)</p> <p>METHOD Observation or staff interview (2)</p>			

Out-patient care

7.0 Out-Patient Care

7.1.0 Reception

7.1.1	Provision of health education	<i>level</i> CH	<i>category</i> P
<p>DEFINITION Health talks given, audiovisual health programmes, programme / plan of health talks</p> <p>METHOD Observe health talk if in session + staff interview + ask for records of health talks given in the past one month + ask for copies of audiovisuals for health education</p>			

7.1.2	Screening / triaging	<i>level</i> M	<i>category</i> I
<p>DEFINITION Screening / triage area available, screens / curtains, seats with back rests, screening / triage area in use, triage protocols functional</p> <p>METHOD Observation for availability of items + interview of 1-3 staff about usage + records (request for copy of triage protocol)</p>			

7.2.0	Nursing Care		
7.2.1	Wound dressing process	<i>level</i> CH	<i>category</i> P
<p>DEFINITION Hand hygiene, explain procedure to patient, aseptic technique, proper decontamination, proper reprocessing of instruments after completion, proper waste disposal, hand hygiene. Evidence of protocols</p> <p>METHOD Observation of minimum of 2 dressing procedures/ role play in different localities where applicable + Interview 1 or 2 staff about wound dressing technique + records (request for protocol on wound dressing)</p>			
7.2.2	Injection administration process	<i>level</i> M	<i>category</i> P
<p>DEFINITION Explain procedure to patient, use of aseptic technique, use of one drug per syringe, use of new sterile needle per patient, use antiseptic solution to clean the skin before injection, no re-capping of needles, hand hygiene, evidence of protocols</p> <p>METHOD Observation of minimum of 2 injection administration in different units + interview 1 or 2 staff about injection administration + records (request for protocol on injection administration)</p>			
7.3.0	Medical & surgical care		
7.3.1	Consulting room/area	<i>level</i> CH	<i>category</i> I
<p>DEFINITION Adequate numbers for work load, clean, adequate ventilation, adequate lighting, appropriate hand washing facilities, appropriate hand drying facilities</p> <p>METHOD Inspection (sample 1 consulting room/area)</p>			
7.3.2	Referral system	<i>level</i> CH	<i>category</i> P
<p>DEFINITION Referral form available, date and time of referral, identification of patient, history, physical examination, diagnosis, investigations, treatment, where referred to, records of follow up</p> <p>METHOD Check availability of referral forms, sample 3 records for completeness + staff interview (1 prescriber, 1 nurse where applicable)</p>			
7.3.3	Documentation of consultation	<i>level</i> CH	<i>category</i> P
<p>DEFINITION Date, written history, physical examination, diagnosis, treatment, prescriber's name, signature / initial</p> <p>METHOD Sample 5 records and check</p>			

7.3.4	Consultation process	<i>level</i> CH	<i>category</i> P
<p>DEFINITION History taken, physical examination done, vital signs taken, hand washing in between patient examinations, doctor courteous to patient and / or relatives, use of clear and simple language, checking for patient's understanding</p> <p>METHOD Observation of 2 consultations (patient consent to be obtained)</p>			
7.3.5	Treatment of uncomplicated malaria	<i>level</i> CH	<i>category</i> P
<p>DEFINITION Treatment of uncomplicated malaria in line with current national guidelines</p> <p>METHOD Sample 5 records(2 adults+3 paediatrics) from OPD record unit+ interview of prescriber</p>			
7.3.6	Treatment of diarrhoea in under 5 year old children	<i>level</i> CH	<i>category</i> P
<p>DEFINITION ORS used</p> <p>METHOD Sample 5 records + interview of prescriber and 1 nurse</p>			
7.3.7	Prescription writing	<i>level</i> M	<i>category</i> P
<p>DEFINITION Name of patient, age,sex, hospital number, health insurance number, name of medicine, dosage form, route of administration, dosage, frequency of dosing, duration of use, quantity to be dispensed, name, signature / initial of prescriber, date, prescriber's personal stamp</p> <p>METHOD Sample 10 prescriptions at the pharmacy / dispensary + records</p>			
7.3.8	IV administration	<i>level</i> M	<i>category</i> P
<p>DEFINITION Setting IV lines, hygienic hand wash, aseptic procedure, cover site with sterile gauze before plastering</p> <p>METHOD Observation (at least 2 procedures, or interview 2 nurses on procedure)/ role play</p>			
7.3.9	Urethral catheterisation	<i>level</i> M	<i>category</i> P
<p>DEFINITION Maternity Hygienic hand wash, sterile gloves, sterile kit, perform hand hygiene.</p> <p>Clinic upwards Hygienic hand wash, sterile gloves, sterile kit, secure urine bag, perform hand hygiene.</p> <p>METHOD Interview 1 nurse on procedure</p>			

7.4.0	Emergency care		
7.4.1	Accident and emergency department, unit or room	<i>level</i> H	<i>category</i> I
<p>DEFINITION Available, accessible to ambulance / vehicles, patients including the physically challenged</p> <p>METHOD Inspection</p>			
7.4.2	Observation room / day ward	<i>level</i> M	<i>category</i> I
<p>DEFINITION Available, clean, adequate lighting, adequate ventilation, privacy</p> <p>METHOD Inspection</p>			
7.4.3	Emergency tray	<i>level</i> M	<i>category</i> I
<p>DEFINITION Available, un-expired IV fluids, adrenalin, hydrocortisone, analgesics, diazepam, anti-malaria, adequate needles and syringes</p> <p>METHOD Inspection for availability of items in the tray</p>			
7.4.4	Emergency support services	<i>level</i> H	<i>category</i> I
<p>DEFINITION Availability of 24-hour laboratory, radiology / imaging services, CSSD, pharmacy and access to ambulance service</p> <p>METHOD Observation, request for a copy of list of emergency staff and numbers, interview the head of A&E unit (or OPD)</p>			
7.4.5	Triage system	<i>level</i> C	<i>category</i> P
<p>DEFINITION Available, written guidelines, functioning</p> <p>METHOD Observation + Records (request for copy of triage protocol)</p>			
7.4.6	Training in basic life support	<i>level</i> CH	<i>category</i> H
<p>DEFINITION Staff trained in basic CPR</p> <p>METHOD Records review + interview at least 1 staff</p>			

7.4.7	Emergency readiness	<i>level</i> M	<i>category</i> I
<p>DEFINITION</p> <p>Maternity Emergency tray, emergency drugs handy, nurses on duty</p> <p>Clinics Emergency tray, emergency drugs handy, access to cut down set, nurses on duty, doctor(s) on duty or system to get doctor on the spot within 15 minutes</p> <p>METHOD Inspection (check availability of items) + records (duty roster, nurses notes) + interview with senior staff in charge</p>			
7.4.8	Keeping record of emergencies	<i>level</i> C	<i>category</i> P
<p>DEFINITION Emergency room register available, up to date, indicates outcome for each patient</p> <p>METHOD Records review (request admission and discharge (A&D) register)</p>			
7.5.0	Specialist Care		
7.5.1	Specialist Care I	<i>level</i> S	<i>category</i> H
<p>DEFINITION Evidence of care provided by physician specialist, paediatrician, general surgeon, obstetrician gynaecologist, dental surgeon, optometrist, eye surgeon, ENT surgeon, available, cell phone numbers of all available specialists written and displayed at OPD and all wards, patients' notes indicating service delivered by each specialist at least on one occasion within the last one week</p> <p>METHOD Randomly select 2 and inspect schedules of specialist clinics + sample patients records + request for documents detailing all available specialists in the facilities.call for consulting room registers</p>			
7.5.2	Specialist Care II	<i>level</i> S	<i>category</i> H
<p>DEFINITION Evidence of care provided by orthopaedic surgeon, paediatric surgeon, ENT surgeon, urologist, cardiologist, neurologist, neurosurgeon, pathologist , dermatologist, cell phone numbers of all available specialists written and displayed, patients' notes indicating service delivered by each specialist at least on one occasion within the last one week</p> <p>METHOD Randomly select 2 and inspect schedules of specialist clinics + sample patients records + request for documents detailing all available specialists in the facilities + inspect consulting room registers</p>			
7.6.0	Performance monitoring (out-patient care)		
7.6.1	Performance monitoring (out-patient care)	<i>level</i> M	<i>category</i> P
<p>DEFINITION Records on waiting time, client satisfaction, outpatient mortality rates, mortality audits, clinical audits, evidence of actions taken to address shortfalls</p> <p>METHOD Observation + records review (ask for reports on various indicators)</p>			

In-patient care

8.0 In-Patient Care			
8.1.0 Essential inputs			
8.1.1	Nurses station	level C	category I
<p>DEFINITION Available in all wards, tidy, furniture, reference material</p> <p>METHOD Observation</p>			
8.1.2	Day room	level H	category I
<p>DEFINITION Available in all wards, not overcrowded, adequate ventilation, adequate lighting, not dusty, tidy, furniture, audiovisuals, reading materials</p> <p>METHOD Observation (check for reading materials and audiovisuals)</p>			
8.1.3	Children's play room	level H	category I
<p>DEFINITION Available in all wards that admit children, not dusty and tidy, decorated, adequate ventilation and lighting, safe</p> <p>METHOD Observation</p>			
8.1.4	Privacy	level M	category P
<p>DEFINITION Screens / curtains between patients / beds,</p> <p>METHOD Observation (check the availability of screen)</p>			
8.1.5	Supporting bedside facility	level M	category I
<p>DEFINITION Maternity/ health centre/clinic/polyclinic Bedside tables, bedside lockers</p> <p>Hospitals Access to call button/bell to all patients, bedside tables, bedside lockers</p> <p>METHOD Observation (check functioning of call button)</p>			
8.2.0 Nursing care			
8.2.1	Nurses handing over	level H	category P
<p>DEFINITION Introduce the patient, condition, other important information like allergy, treatments, nursing care plan</p> <p>METHOD Observation (at least one handing over process)</p>			

8.2.2	Admission process	<i>level</i> H	<i>category</i> P
<p>DEFINITION Completely filled front index sheet, Patient and / or relatives welcomed, nurses courteous to patient and / or relatives, introduce themselves, listen to patient, show empathy, patient put to bed, patient assisted to change clothes, patient and / or relatives given orientation- ward routine, shown the toilet, how to care for personal property and visiting hours.</p> <p>METHOD Records review (check the front index sheet for completeness) + interview staff to ascertain missing items when necessary + observation (at least 1 admission process)</p>			
8.2.3	Nursing assessment	<i>level</i> M	<i>category</i> P
<p>DEFINITION Physical (head to toe), psychological, social, spiritual, allergy, medication taken, vital signs taken, orientation to time, place and person, all done within 24hours of admission</p> <p>METHOD Records review (sample 2 medical records and check)</p>			
8.2.4	Nursing care plan	<i>level</i> M	<i>category</i> P
<p>DEFINITION Identification of problems, goal, specification of Nursing intervention, methods of implementation, involvement of clients and relatives in the care plan</p> <p>METHOD Records review (sample 2 medical records and check)</p>			
8.2.5	Discharge process	<i>level</i> M	<i>category</i> P
<p>DEFINITION Have discharge plan, 24 hour notice before discharge, Information about medicines to take home, follow-up, linkage to community health service, involvement of relatives</p> <p>METHOD Check records + request for discharge plan + observation + patient interview (2)</p>			
8.2.6	Nursing care documentation	<i>level</i> H	<i>category</i> P
<p>DEFINITION File contains vital signs charts, care plans, input-output charts, medication charts, progress notes, discharge plan, appointments -- complete and legible</p> <p>METHOD Records review (sample 3 records)</p>			
8.2.7	Storage of medicines and chemicals	<i>level</i> M	<i>category</i> P
<p>DEFINITION Medicines and infusions kept in locked room / cupboard, access to authorised persons only, infusions and irrigation fluids stored away from light</p> <p>METHOD Observation (see where patient's medicines are kept, if medicines trolley labelled)</p>			

8.2.8	Dangerous drugs	<i>level</i> H	<i>category</i> P
<p>DEFINITION Separate locked cupboard, restricted access, log book indicating quantities received, quantities used, who used for, who administered, signature, date</p> <p>METHOD Observation (see where medicines are kept) + request for log book</p>			
8.2.9	Dressing process in the wards	<i>level</i> H	<i>category</i> P
<p>DEFINITION Hand hygiene, explain procedure to patient, aseptic technique, proper decontamination, proper reprocessing of instruments after completion, proper waste disposal, washes hand, evidence of protocols</p> <p>METHOD Observation of at least 1 dressing procedure in different localities where applicable + records (request for protocol on wound dressing)</p>			
8.2.10	Injection administration process in the wards	<i>level</i> H	<i>category</i> P
<p>DEFINITION Explain procedure to patient, use of aseptic technique, use of one drug per syringe, use of new sterile needle per patient, use antiseptic solution to clean the skin before infection, no re-capping of needles, hand hygiene, evidence of protocols</p> <p>METHOD Observe minimum of 2 injection administration in different units where applicable + records (request for protocol on injection administration)</p>			
8.3.0	Medical & surgical care		
8.3.1	Doctors documentation	<i>level</i> H	<i>category</i> P
<p>DEFINITION Date recorded each time of attending to patient, time of seeing patient always recorded, pertinent notes on progress, examination, treatment and plan written, handwriting legible, all notes signed or initialised</p> <p>METHOD Sample 2 records each in at least 2 different wards + check for details</p>			
8.3.2	Patient consent process	<i>level</i> H	<i>category</i> P
<p>DEFINITION Consent form available + completed by one of the surgeons performing the procedure, signed (thumbprint) by the doctor and the patient, in presence of a witness(from the patient side)</p> <p>METHOD Sample 2 records of patient who have had major surgery and check details + interview 2 patients</p>			
8.3.3	In-patient referral out	<i>level</i> H	<i>category</i> P
<p>DEFINITION Referral forms available, date and time of referral, identification of patient, history, physical examination, diagnosis, investigations, treatment, where referred to, records of follow up</p> <p>METHOD Request for copies of referral forms + look at A&D book, find out referrals and see if details are there</p>			

8.3.4	Ward rounds	<i>level</i> H	<i>category</i> P
<p>DEFINITION At least once a day, hand hygiene in between patient examinations, doctor courteous to patient and / or relatives, use of clear and simple language, checking for patient's understanding, privacy</p> <p>METHOD Observation of at least 1 ward round</p>			

8.4.0	Performance monitoring (in-patient care)		
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8.4.1	Performance monitoring (in-patient care)	<i>level</i> H	<i>category</i> P
<p>DEFINITION Patient satisfaction, surgical site infection rates, mortality rates, adverse incidences, average length of stay,</p> <p>METHOD Request for reports on indicators</p>			

Maternity care

9.0	Maternity Care		
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9.1.0	Antenatal & postnatal care		
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9.1.1	Testing kits	<i>level</i> M	<i>category</i> I
<p>DEFINITION Urine R/E, HIV testing kit, available and not expired</p> <p>METHOD Inspect</p>			

9.1.2	Access to laboratory services	<i>level</i> M	<i>category</i> I
<p>DEFINITION Hb, Sickling, BF for mps, Hb electrophoresis, Blood sugar,Urine R/E, Stool R/E</p> <p>METHOD Inspect records of laboratory results</p>			

9.1.3	Safe motherhood policy and protocols	<i>level</i> M	<i>category</i> I
<p>DEFINITION Documents available, evidence of training</p> <p>METHOD Inspect policy/ protocols + staff interview.</p>			

9.1.4	Documentation at antenatal and postnatal clinic	<i>level</i> M	<i>category</i> P
<p>DEFINITION Maternal and neonatal health records properly filled (BP recordings, comment on presence or absence of pedal oedema, temperature recordings, weight, urine test results especially for sugar and ketones, haemoglobin measurements, malaria parasites, examination of the vulva, examination of the baby)</p> <p>METHOD Inspect at least 3 patient records</p>			

9.1.5	Performance monitoring (ANC and postnatal)	<i>level</i> M	<i>category</i> P
DEFINITION Patient satisfaction, ANC indicators			
METHOD Interview at least 3 patients and head of unit			
9.2.0	Delivery care		
9.2.1	Designated areas	<i>level</i> M	<i>category</i> I
DEFINITION Satisfactory 1st and 2nd stage room(s), female or lying-in ward, baby wash area, nurses station, adequate space in all designated areas, adequate ventilation, adequate lighting, appropriate hand washing facilities, appropriate hand drying facilities, privacy			
METHOD Observation			
9.2.2	Delivery bed(s)	<i>level</i> M	<i>category</i> I
DEFINITION Available, water-proof covered mattresses, mackintosh: 2 per delivery bed			
METHOD Inspection			
9.2.3	Baby resuscitation table	<i>level</i> M	<i>category</i> I
DEFINITION Available			
METHOD Inspection			
9.2.4	Vaginal examination tray	<i>level</i> M	<i>category</i> I
DEFINITION Available, complete including gallipot and receiver			
METHOD Inspection			
9.2.5	Vaginal speculum	<i>level</i> M	<i>category</i> I
DEFINITION Available in types and sizes			
METHOD Inspection			
9.2.6	Delivery sets	<i>level</i> M	<i>category</i> I
DEFINITION Each delivery set containing at least one pair Kocher's forceps, one pair cord cutting scissors, two pairs of forceps, two towels, one gallipot, one receiver, one pair sponge holding forceps			
METHOD Inspection			

9.2.7	Wall clock	<i>level</i> M	<i>category</i> I
DEFINITION Available, functioning			
METHOD Inspection in the labour ward			
9.2.8	Episiotomy scissors	<i>level</i> M	<i>category</i> I
DEFINITION Available, good condition			
METHOD Inspection			
9.2.9	Episiotomy suturing set	<i>level</i> M	<i>category</i> I
DEFINITION Available, needle holder, dissecting forceps, necessary consumables (sutures, syringes, needles)			
METHOD Inspection			
9.2.10	Special maternity emergency packs	<i>level</i> M	<i>category</i> I
DEFINITION Packs available for obstetric emergencies (eg PPH, eclampsia), emergency medicines (ergotmetrine, oxytocin, magnesium sulphate, hydrocortisone, IV fluids)			
METHOD Observation			
9.2.11	Oxygen delivery devices available and functioning	<i>level</i> M	<i>category</i> I
DEFINITION Oxygen cylinder, flowmeter, adult mask, infant mask, adult airway device, infant airway device Ambu bag, suction device			
METHOD Observation			
9.2.12	Incubator	<i>level</i> H	<i>category</i> I
DEFINITION Available, functioning			
METHOD Inspection			
9.2.13	Foetal stethoscope (Pinnard)	<i>level</i> M	<i>category</i> I
DEFINITION Available, functioning			
METHOD Inspection			

9.2.14	Sonicaid	<i>level</i> H	<i>category</i> I
DEFINITION Available, functioning			
METHOD Inspection			
9.2.15	Vacuum extractor	<i>level</i> M	<i>category</i> I
DEFINITION Available, functioning			
METHOD Inspection			
9.2.16	Protocols for managing pregnancy related conditions	<i>level</i> M	<i>category</i> I
DEFINITION Displayed protocols for managing eclampsia, antepartum haemorrhage (APH), postpartum haemorrhage (PPH), pregnancy induced hypertension (PIH), gestational diabetes mellitus (GDM), malaria in pregnancy, puerperal sepsis			
METHOD Inspection+ interview at least 2 staff on use			
9.2.17	Use of partograph	<i>level</i> M	<i>category</i> P
DEFINITION For labour cases, clear, legible, complete entries			
METHOD Review at least 2 completed records			
9.2.18	Documentation by midwife	<i>level</i> M	<i>category</i> P
DEFINITION Admissions and discharges book, changes book, midwivs returns book, delivery book, documentation on baby, all up to date, dates written, entries signed			
METHOD Inspect records			
9.2.19	Active management of 3rd stage	<i>level</i> M	<i>category</i> P
DEFINITION Staff trained on how to give episiotomy, suturing of episiotomy or vulvo-vaginal tear, manual removal of placenta			
METHOD Staff interview (at least 1)			

9.3.0	Performance monitoring		
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9.3.1	Performance monitoring (delivery care)	<i>level</i> M	<i>category</i> P
<p>DEFINITION Number and types of deliveries, delivery outcomes for mother, delivery outcomes for baby, client satisfaction with services, evidence of actions taken to address shortfalls</p> <p>METHOD Records review</p>			

Specialised care

10.0	Specialised Care		
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10.1.0	Theatre services		
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10.1.1	Designated areas	<i>level</i> C	<i>category</i> I
<p>DEFINITION Patients waiting area, changing rooms, scrub area / room, anaesthesia area / room, recovery area, nurses room, operating room, sluice room, Instrument wash area</p> <p>METHOD Observation</p>			

10.1.2	Ceiling	<i>level</i> C	<i>category</i> I
<p>DEFINITION No dust, no cobwebs, no cracks no leakages, not mouldy</p> <p>METHOD Observation</p>			

10.1.3	Windows and doors	<i>level</i> C	<i>category</i> I
<p>DEFINITION Nets not torn, louvres / glasses not broken, no dust, no cobwebs, swing or automatic doors</p> <p>METHOD Observation</p>			

10.1.4	Floors and walls	<i>level</i> C	<i>category</i> I
<p>DEFINITION No cracks, paint not peeling, washable, easy to clean and disinfect, floor non-slippery</p> <p>METHOD Observation</p>			

10.1.5	Scrub area	<i>level</i> C	<i>category</i> I
<p>DEFINITION Appropriate taps, running water, soap, appropriate antiseptic, appropriate scrubbing brushes, hand drying facilities</p> <p>METHOD Observation</p>			

10.1.6	Staff changing rooms	<i>level</i> C	<i>category</i> I
DEFINITION No dust, no cobwebs, no litter, lockers, theatre clothing, separate for male, female			
METHOD Observation			
10.1.7	Operating room(s)	<i>level</i> C	<i>category</i> I
DEFINITION Functioning table, functioning theatre lamp, air-conditioned, functioning anaesthesia machine			
METHOD Observation			
10.1.8	Anaesthetic gases	<i>level</i> C	<i>category</i> I
DEFINITION Oxygen, nitrous oxide, gas delivery devices functioning			
METHOD Observation			
10.1.9	Specialised resuscitation and monitoring devices	<i>level</i> H	<i>category</i> I
DEFINITION Crash cart with defibrillator, functioning ECG monitors, ventilators, functioning pulse oximeter			
METHOD Observation			
10.1.10	Operating lists	<i>level</i> C	<i>category</i> P
DEFINITION Up to date lists in theatre			
METHOD Records review			
10.1.11	System for pre-operative verification	<i>level</i> C	<i>category</i> I
DEFINITION Surgical safety guidelines/Guidelines for preventing wrong-side surgery, available, adherence to recommendations			
METHOD Staff interview + records review			
10.1.12	Readiness for emergency surgical operation	<i>level</i> H	<i>category</i> P
DEFINITION Sterile instrument packs available, sterile linen packs available, nurses on duty/call roster, anaesthetist duty/call roster available			
METHOD Observation + staff interview + records review			

10.1.13	Documentation on surgical operations	<i>level</i> C	<i>category</i> P
<p>DEFINITION Surgeon's notes, anaesthetist's notes, nurse's notes, all clear and legible, all signed, signed / thumb printed consent forms</p> <p>METHOD Records review (may assess on surgical ward)</p>			
10.1.14	Performance monitoring (theatre services)	<i>level</i> C	<i>category</i> P
<p>DEFINITION Adverse incidents, mortality, patient turn-over</p> <p>METHOD Records review</p>			
10.2.0	Eye care		
10.2.1	Designated areas	<i>level</i> C	<i>category</i> I
<p>DEFINITION Vision room / area, consulting room, refraction room, treatment room</p> <p>METHOD Observation</p>			
10.2.2	Visual acuity charts	<i>level</i> C	<i>category</i> I
<p>DEFINITION Snellen chart, Illuminated Snellen chart, near vision chart</p> <p>METHOD Observation</p>			
10.2.3	Basic diagnostic sets	<i>level</i> C	<i>category</i> I
<p>DEFINITION Torch, hand held magnifier / loupe, direct ophthalmoscope, tonometer, complete trial lens set, trial frame</p> <p>METHOD Observation + check that they are functioning</p>			
10.2.6	Slit lamp Biomicroscope	<i>level</i> C	<i>category</i> I
<p>DEFINITION Available, functioning</p> <p>METHOD Observation</p>			
10.2.7	Other eye care diagnostic equipment	<i>level</i> S	<i>category</i> I
<p>DEFINITION Indirect ophthalmoscope, autorefractor, automated perimeter, 20D and 90D lenses,</p> <p>METHOD Observation</p>			

10.2.8	Therapeutic equipment for eye care	<i>level</i> S	<i>category</i> I
DEFINITION Argon laser, YAG-laser			
METHOD Observation			
10.2.9	Ophthalmic minors set	<i>level</i> C	<i>category</i> I
DEFINITION Extraocular set (e.g. speculum, mosquito artery forceps, needle holder, scapel blade handle, hot point, chalazion currette)			
METHOD Observation			
10.2.10	Operating Microscope	<i>level</i> C	<i>category</i> I
DEFINITION Available, functioning, adequate numbers for workload			
Applicable to only eye care clinics			
METHOD Observation			
10.2.11	Cataract sets	<i>level</i> C	<i>category</i> I
DEFINITION Available, complete, satisfactory condition, adequate number of sets for workload			
METHOD Observation			
10.2.12	Ophthalmic expendables	<i>level</i> C	<i>category</i> I
DEFINITION Intraocular lens Implants, ophthalmic sutures			
METHOD Observation			
10.2.13	Biometry	<i>level</i> C	<i>category</i> I
DEFINITION Available, adequate stocks of range of IOL implants			
METHOD Observation + records review (at least 5 patients records)			
10.2.14	Performance monitoring (eye care)	<i>level</i> C	<i>category</i> P
DEFINITION Self assessment for cataract surgical outcomes			
METHOD Records review			

10.3.0	Oral health care		
10.3.1	Dental surgery	<i>level</i> C	<i>category</i> I
<p>DEFINITION Available, no litter, no dust, no cobwebs, no cracks, no leakages, adequate background lighting, washable worktops, adequate ventilation, air conditioned, wash area for instruments, appropriate hand hygiene facilities, appropriate hand drying facilities, privacy</p> <p>METHOD Observation</p>			
10.3.2	Dental laboratory	<i>level</i> C	<i>category</i> I
<p>DEFINITION Boiler, bunsen burner, butane gas, hand hygiene facilities, appropriate work surfaces</p> <p>METHOD Observation</p>			
10.3.3	Set(s) of dental instruments	<i>level</i> C	<i>category</i> I
<p>DEFINITION Examination set, tooth extraction set, filling set, functioning, clean, sterile</p> <p>METHOD Observation</p>			
10.3.4	Basic dental surgery equipment	<i>level</i> C	<i>category</i> I
<p>DEFINITION Dental chair, dental unit with bracket table, light, hand pieces, X-ray viewer, light-curing machine, scaler, Amalgamator available and functioning</p> <p>METHOD Observation</p>			
10.3.5	Dental X-ray	<i>level</i> C	<i>category</i> I
<p>DEFINITION Periapical, available or accessible</p> <p>METHOD Observation</p>			
10.3.6	Wall mirror	<i>level</i> C	<i>category</i> I
<p>DEFINITION Available</p> <p>METHOD Observation</p>			
10.3.7	Dental expendables	<i>level</i> C	<i>category</i> I
<p>DEFINITION Expendables for temporary dressing, fillings, extractions and prophylaxis</p> <p>METHOD Inspection</p>			

10.3.8	Dental materials	<i>level</i> C	<i>category</i> I
DEFINITION Available, not expired (materials for fillings and prophylaxis)			
METHOD Observation			
10.3.9	Documentation	<i>level</i> C	<i>category</i> I
DEFINITION Dental record sheets / books available, book entries / filled forms complete			
METHOD Observation + inspect at least 5 records			
10.3.10	Performance monitoring (oral health care)	<i>level</i> C	<i>category</i> P
DEFINITION Patient satisfaction, post-procedure complications			
METHOD Inspect records			
10.4.0	Physiotherapy		
10.4.1	Designated areas	<i>level</i> C	<i>category</i> I
DEFINITION Reception, staff office, assessment room, gymnasium, electrotherapy room, changing room with lockers, invalid toilets			
METHOD Observation			
10.4.2	Assisting devices	<i>level</i> C	<i>category</i> I
DEFINITION Wheelchair, walker frame, cane / walking stick, elbow clutches			
METHOD Observation			
10.4.3	Assessment tools	<i>level</i> C	<i>category</i> I
DEFINITION Goniometer, patella hammer, measuring tape			
METHOD Observation			

10.4.4	Gymnasium facility	<i>level</i> C	<i>category</i> I
<p>DEFINITION Shoulder wheel, quadriceps strengthening device, ADL devices for the hand (handgrip / ball / putty), pulley, functioning, parallel bars, dressing mirror, wall bars, stationary bicycle, treadmill, cruiser, gym mats, couch, wax bath, corner stairs, tilt table, cones, dumb bells, available</p> <p>METHOD Observation</p>			
10.4.5	Cryotherapy	<i>level</i> C	<i>category</i> I
<p>DEFINITION Available</p> <p>METHOD Observation</p>			
10.4.6	Electrotherapy	<i>level</i> H	<i>category</i> I
<p>DEFINITION Shortwave diathermy machine + wooden couch, wooden chair, wooden foot rest, low frequency electrical current device, Infrared source, ultrasound equipment, traction device</p> <p>METHOD Observation</p>			
10.4.7	Hydrotherapy	<i>level</i> T	<i>category</i> I
<p>DEFINITION Swimming pool, with rails, floaters available, hoist, parallel bars, stretcher, invalid toilets, changing rooms</p> <p>METHOD Observation</p>			
10.4.8	Physiotherapy expendables	<i>level</i> C	<i>category</i> I
<p>DEFINITION Massage oil, moist pads, paraffin wax, thera bands, hot / cold packs, floaters, vacotron cables</p> <p>METHOD Observation</p>			
10.4.9	Performance monitoring (physiotherapy)	<i>level</i> C	<i>category</i> P
<p>DEFINITION Use of outcome measures forms, client satisfaction</p> <p>METHOD Inspect forms for at least 5 patients</p>			

Diagnostic services

11.0 Diagnostic Services			
11.1.0 Laboratory services			
11.1.1	Special signs	<i>level</i> L	<i>category</i> I
DEFINITION Areas of restricted access, biohazard, clear, appropriately sited METHOD Observation			
11.1.2	Designated areas	<i>level</i> L	<i>category</i> I
DEFINITION Specimen collection areas, specimen reception, work stations, changing areas METHOD Observation			
11.1.3	Specimen collection area	<i>level</i> L	<i>category</i> I
DEFINITION Chairs, worktop, clean, adequate ventilation, adequate lighting, no spills, no dust, no cobwebs, no litter, available soap and running water, hand drying facilities, SOP displayed METHOD Observation			
11.1.4	Specimen collection process	<i>level</i> L	<i>category</i> P
DEFINITION One patient seen at a time METHOD Observation			
11.1.5	Specimen reception area	<i>level</i> L	<i>category</i> I
DEFINITION Chairs, worktop, clean, adequate ventilation, adequate lighting, available soap and running water, available hand drying facilities, SOP displayed METHOD Observation			
11.1.6	Changing room/area	<i>level</i> L	<i>category</i> I
DEFINITION Changing room/area for staff (available, clean, lockers, laboratory coat) METHOD Observation			

11.1.7	Work stations	<i>level</i> L	<i>category</i> I
DEFINITION Washable and disinfectable benches (worktops) lab. stools, all intact, not dusty			
METHOD Observation			
11.1.8	Laboratory microscopes	<i>level</i> L	<i>category</i> I
DEFINITION Available, functioning lamp, functioning eyepiece(s), functioning objectives, functioning 10X, functioning 40X, functioning 100X (oil emersion)			
METHOD Observation			
11.1.9	Spectrophotometer / photometer	<i>level</i> L	<i>category</i> I
DEFINITION Available, Functioning			
METHOD Observation			
11.1.10	Distilled water	<i>level</i> L	<i>category</i> I
DEFINITION Available			
METHOD Observation			
11.1.11	Water bath	<i>level</i> L	<i>category</i> I
DEFINITION Functioning			
METHOD Observation			
11.1.12	Laboratory incubator	<i>level</i> L	<i>category</i> I
DEFINITION Functioning			
METHOD Observation			
11.1.13	Centrifuges	<i>level</i> L	<i>category</i> I
DEFINITION Functioning			
METHOD Observation			

11.1.14	Miscellaneous lab equipment	<i>level</i> L	<i>category</i> I
DEFINITION Weighing scales, measuring jars, bulb pipette, stop watch, all intact and / or functioning			
METHOD Observation			
11.1.15	Lab reagents	<i>level</i> L	<i>category</i> I
DEFINITION Available, labelled with reagent name, date of preparation / manufacture, not expired, appropriate storage conditions			
METHOD Observation			
11.1.16	Lab consumables	<i>level</i> L	<i>category</i> I
DEFINITION Lancets, microscope slides, cover slips, filter paper, specimen containers, test tubes			
METHOD Observation			
11.1.17	Sterilising services	<i>level</i> L	<i>category</i> I
DEFINITION Autoclave, hot air oven, available, functioning			
METHOD Observation			
11.1.18	Basic haematological equipment	<i>level</i> L	<i>category</i> I
DEFINITION Manual cell counters / automated haematology analyser, functioning			
METHOD Observation			
11.1.19	Clinical chemistry analysers	<i>level</i> L	<i>category</i> I
DEFINITION Automated / manual, functioning			
METHOD Observation			
11.1.20	Blood electrolyte analyser	<i>level</i> L	<i>category</i> I
DEFINITION Functioning			
METHOD Observation			

11.1.21	Bunsen/spirit burners	<i>level</i> L	<i>category</i> I
DEFINITION Functioning			
METHOD Observation			
11.1.22	Safety cabinet	<i>level</i> L	<i>category</i> I
DEFINITION Available, functioning, not dusty			
METHOD Observation			
11.1.23	Laboratory guidelines / protocols / standard operating procedures	<i>level</i> L	<i>category</i> I
DEFINITION Displayed			
METHOD Records review (random selection of 5 from 15 most requested tests on offer)			
11.1.24	Laboratory quality control and monitoring systems	<i>level</i> L	<i>category</i> P
DEFINITION Internal quality control: evidence of intra laboratory analysis control External quality control: evidence of sending samples to other reference laboratories for assessment			
METHOD Inspect Records			
11.1.25	Referral to external laboratory for testing	<i>level</i> L	<i>category</i> P
DEFINITION Written guidelines, referrals register, planned sending, planned pick-up, cold box, transport readily available			
METHOD Records review + interview 1 or 2 lab staff			
11.1.26	Patients' register	<i>level</i> L	<i>category</i> I
DEFINITION Separate patient register, patients' register contains only name, date, age / date of birth, sex, tests requested, hospital number, laboratory number, requesting clinician			
METHOD Observation			
11.1.27	Laboratory results registers	<i>level</i> L	<i>category</i> I
DEFINITION Separate register for each laboratory discipline, contain laboratory number of patient, results obtained, NO patient name			
METHOD Observation			

11.1.28	Reporting of laboratory results	<i>level</i> L	<i>category</i> P
DEFINITION Legible, comprehensible, as in SOP			
METHOD Records review			
11.1.29	Blood drawing process	<i>level</i> L	<i>category</i> P
DEFINITION Follow hand hygiene procedure, wear examination gloves, explain procedure to patient, apply tourniquet, disinfect site, locate and enter vein, follow hand hygiene procedure			
METHOD Observation			
11.1.30	Molecular biological methods (PCR etc.)	<i>level</i> T	<i>category</i> I
DEFINITION Equipment available, functioning, in use			
METHOD Observation			
11.1.31	Histopathology	<i>level</i> T	<i>category</i> I
DEFINITION Equipment available, functioning, in use			
METHOD Observation			
11.2.0	Blood transfusion services		
11.2.2	Donor and recipient register	<i>level</i> H	<i>category</i> I
DEFINITION Available, up to date			
METHOD Observation			
11.2.3	Pre-testing and counselling services	<i>level</i> H	<i>category</i> P
DEFINITION Available, designated area, weight, vital signs, haemoglobin checked, privacy			
METHOD Observation			
11.2.4	Donor bleeding area	<i>level</i> H	<i>category</i> I
DEFINITION Privacy, appropriate beds / couch, well ventilated, well lit, no dust, no cobwebs, no litter, no spills			
METHOD Observation			

11.2.5	Work stations	<i>level</i> H	<i>category</i> I
DEFINITION Washable and disinfected worktops, in good condition, available hand washing and hand drying facilities (soap, running water, single use or disposable hand dryers)			
METHOD Observation			
11.2.6	Blood bank refrigerator and freezers	<i>level</i> H	<i>category</i> I
DEFINITION Functioning, temperature between 2-8 °C (fridge) for whole blood and packed cells, temperature -30 °C and below (freezer) for plasma and cryoprecipitates, legible labelling, temperature monitor/chart			
METHOD Observation			
11.2.7	System for testing blood	<i>level</i> H	<i>category</i> I
DEFINITION For HIV, Hepatitis B, Hepatitis C for syphilis (VDRL)			
METHOD Observation			
11.2.8	System for monitoring and discarding unhealthy blood	<i>level</i> H	<i>category</i> P
DEFINITION Use of autoclave, access to incinerator for unhealthy blood, use of ledger for discarded blood			
METHOD Records review			
11.2.9	External quality control system	<i>level</i> H	<i>category</i> I
DEFINITION Monitoring by National Blood Transfusion Service (NBTS)			
METHOD Records review			
11.3.0	X-ray (diagnostic radiological) services		
11.3.1	Reception area	<i>level</i> L	<i>category</i> I
DEFINITION Chairs, adequate ventilation, adequate lighting, no spills, no dust, no cobwebs, no litter.			
METHOD Observation			
11.3.2	Washroom facilities	<i>level</i> L	<i>category</i> I
DEFINITION Urinal/WC/Toilet, adequate ventilation, adequate lighting, no spills, no dust, no cobwebs, no litter, handwashing facilities			
METHOD Observation			

11.3.1	X-ray room	<i>level</i> X	<i>category</i> I
DEFINITION Accessible (for beds, trolleys, etc.), radiation shielding, privacy			
METHOD Observation			
11.3.2	Warning signals, and warning signs	<i>level</i> X	<i>category</i> I
DEFINITION Available, functioning correctly, appropriately sited, prominent			
METHOD Observation			
11.3.3	Changing room / cubicle for staff	<i>level</i> X	<i>category</i> I
DEFINITION Clean, lockers, gowns, mirror, chair, privacy			
METHOD Observation			
11.3.4	Changing room, cubicle or screen for patients	<i>level</i> X	<i>category</i> I
DEFINITION Clean, lockers, gowns, mirror, chair, privacy			
METHOD Observation			
11.3.5	X-ray machine(s) – mobile or fixed	<i>level</i> X	<i>category</i> I
DEFINITION Functioning			
METHOD Observation			
11.3.6	Image intensifier / fluoroscopy	<i>level</i> X	<i>category</i> I
DEFINITION Functioning			
METHOD Observation			
11.3.7	Developing films and chemicals	<i>level</i> X	<i>category</i> I
DEFINITION Available, in various forms, not expired			
METHOD Observation			

11.3.8	Personal protective equipment	<i>level</i> X	<i>category</i> I
DEFINITION Gloves, gowns, lead aprons, dosimeter			
METHOD Observation			
11.3.9	Dark room	<i>level</i> X	<i>category</i> I
DEFINITION Available, clean			
METHOD Observation			
11.3.10	System for monitoring radiation exposure	<i>level</i> X	<i>category</i> P
DEFINITION Internal system: documentation, guidelines and SOPs clearly displayed (measuring levels of irradiation by Ghana Atomic Energy Commission)			
METHOD Records review			
11.3.11	Quality Control Systems	<i>level</i> X	<i>category</i> P
DEFINITION Rejected films, radiation levels, client satisfaction, evidence of actions taken to address shortfalls			
METHOD Records review			
11.4.0	Ultrasound scan services		
11.3.1	Reception area	<i>level</i> L	<i>category</i> I
DEFINITION Chairs, adequate ventilation, adequate lighting, no spills, no dust, no cobwebs, no litter.			
METHOD Observation			
11.3.2	Washroom facilities	<i>level</i> L	<i>category</i> I
DEFINITION Urinal/WC/Toilet, adequate ventilation, adequate lighting, no spills, no dust, no cobwebs, no litter, handwashing facilities			
METHOD Observation			
11.4.1	Ultrasound machine with or without colour Doppler facilities	<i>level</i> U	<i>category</i> I
DEFINITION Functioning			
METHOD Observation			

11.4.2	Ultrasound room/area	<i>level</i> U	<i>category</i> I
DEFINITION Accessible (for beds, trolleys, etc.), privacy			
METHOD Observation			
11.4.3	Changing room, cubicle or screen for patients	<i>level</i> U	<i>category</i> I
DEFINITION Clean, lockers, gowns, mirror, chair			
METHOD Observation			
11.4.4	Couch	<i>level</i> U	<i>category</i> I
DEFINITION Available, cleanable / cover, clean			
METHOD Observation			
11.4.5	Consumables	<i>level</i> U	<i>category</i> I
DEFINITION Gel, tissue paper, printing paper, cotton wool			
METHOD Observation			
11.4.6	Quality control systems	<i>level</i> U	<i>category</i> P
DEFINITION Internal, external			
METHOD Records review			
11.4.7	Monitoring of output and outcome indicators	<i>level</i> U	<i>category</i> P
DEFINITION Client satisfaction, evidence of actions taken to address shortfalls			
METHOD Records review			
11.5.0	Other diagnostic services		
11.5.1	ECG	<i>level</i> H	<i>category</i> I
DEFINITION Machine available, functioning, in use			
METHOD Observation			

11.5.2	EEG	<i>level</i> T	<i>category</i> I
DEFINITION Machine available, functioning, in use			
METHOD Observation			
11.5.3	MRI	<i>level</i> T	<i>category</i> I
DEFINITION Equipment available, functioning, in use			
METHOD Observation			
11.5.4	CT Scan	<i>level</i> S	<i>category</i> I
DEFINITION Equipment available, functioning, in use			
METHOD Observation			
11.5.7	Spirometry	<i>level</i> S	<i>category</i> I
DEFINITION Equipment available, functioning, in use			
METHOD Observation			
11.5.8	Isotopes scans	<i>level</i> T	<i>category</i> I
DEFINITION Equipment available, functioning			
METHOD Observation			

Pharmaceutical services

12.0	Pharmaceutical Services		
12.1.0	Essential infrastructure		
12.1.1	Separate designated areas	<i>level</i> A	<i>category</i> I
DEFINITION CHPs, Maternity, Chemical shop, Diagnostic Not applicable			
Community pharmacy, Health Centre, Clinic, Polyclinic Area for basic extemporaneous preparations			
Hospital Production area and extemporaneous preparations area			
METHOD Inspection			

12.1.2	Pharmacy counselling room / area	<i>level</i> P	<i>category</i> I
DEFINITION Privacy, appropriate relaxing furniture			
METHOD Observation			
12.1.3	Work stations	<i>level</i> P	<i>category</i> I
DEFINITION Appropriate worktops and tools (formica or glass worktops, spoon and counting trays, all in good condition.			
METHOD Observation			
12.1.4	Store room(s) / storage area	<i>level</i> P	<i>category</i> I
DEFINITION Not congested, adequate ventilation, adequate lighting, cabinets, shelves, tidy, clean, air conditioned (functioning)			
Hospitals Pallets			
METHOD Inspection			
12.1.5	Office(s) / common room(s)	<i>level</i> P	<i>category</i> I
DEFINITION Available, clean, adequate ventilation, adequate lighting, furniture, book / journals			
METHOD Observation			
12.2.0	Equipment & logistics		
12.2.1	Refrigerated storage facility	<i>level</i> P	<i>category</i> I
DEFINITION Temperature chart, fridge temperature (2 – 8°C), fridge thermometer, no mixing of food with medicines			
METHOD Observation			
12.2.2	Extemporaneous preparation equipment	<i>level</i> P	<i>category</i> I
DEFINITION Mortar and pestle, spatulas (bone, metal and wooden), clean, intact, separate for internal and external preparation			
METHOD Observation			

12.2.3	Homogenisers and mixers	<i>level</i> P	<i>category</i> I
<p>DEFINITION Access to Homogenizers and mixers for hospitals , functioning</p> <p>Community pharmacy Mixers(only)</p> <p>METHOD Observation</p>			
12.2.4	Double distilled pyrogen-free water	<i>level</i> S	<i>category</i> I
<p>DEFINITION Available</p> <p>METHOD Observation + interview</p>			
12.2.5	Counting and measuring equipment	<i>level</i> I	<i>category</i> I
<p>DEFINITION Chemical shop Measuring jars, weighing scales for medicines, weighing scales for patients – Not applicable</p> <p>Pharmacy Cups, spoons, measuring jars, weighing scales for medicines, weighing scales for patients, wall thermometer (25 -32°C), tablet / capsule counters, all clean</p> <p>METHOD Inspection</p>			
12.2.6	Medicines dispensing containers and labels	<i>level</i> I	<i>category</i> I
<p>DEFINITION Envelopes (paper and zip-locked plastic bags), bottles, appropriately labelled, self-adhesive labels</p> <p>METHOD Observation</p>			
12.2.7	Reference materials	<i>level</i> I	<i>category</i> I
<p>DEFINITION Chemical shop Essential Medicines List, NHIS Medicines List, Over The Counter Medicines list (Class C)</p> <p>Pharmacy Essential Medicines List, NHIS Medicines List, British National Formulary, British Pharmaceutical Codex, British Pharmacopeia / Martindale, Standard Treatment Guidelines</p> <p>METHOD Observation</p>			

12.2.8	Data management equipment	<i>level</i> P	<i>category</i> I
DEFINITION Computer(s), printer(s), data storage back-ups, calculator(s)			
METHOD Observation			
12.3.0	Processes		
12.3.1	Separation of pharmaceuticals and non-pharmaceuticals	<i>level</i> I	<i>category</i> P
DEFINITION Separate areas designated for finished products such as tablets / creams / vials, raw materials such as: boric acid / salicylic acid powder / paraffin liquid, non pharmaceuticals such as formalin / gauze / sutures / ether / cotton wool, no instance of mixing up pharmaceutical and non pharmaceuticals			
METHOD Inspection			
12.3.3	24-hour supply of medicines in hospitals	<i>level</i> P	<i>category</i> P
DEFINITION Duty roster			
METHOD Records review			
12.3.4	Stock management	<i>level</i> I	<i>category</i> P
DEFINITION Up to date records on minimum stock, maximum stock, re-order levels, exchanging nearly expired pharmaceuticals, First-In-First-Out (FIFO), First-Life-First-Out (FLFO), shelving products in alphabetical order			
METHOD Records review			
12.3.5	Storage and transportation of thermolabile medicines	<i>level</i> P	<i>category</i> P
DEFINITION Refrigeration at appropriate temperature at 2-8 ⁰ C / ice chest, ice packs where required			
METHOD Observation			
12.3.6	Dispensing process	<i>level</i> I	<i>category</i> P
DEFINITION Dispensing done by qualified and authorised staff, how to take the medicine is explained, potential side effects are mentioned as well as the way to handle, feedback from patients with chronic disorders is solicited			
METHOD Observation			

12.3.7	Labelling of dispensed medicines	<i>level</i> I	<i>category</i> P
<p>DEFINITION Name of patient, name of medicine, strength, dosage form, dosage, route of administration, frequency / times of use, quantity dispensed, name of dispensing officer, date, keep-out-of-reach-of-children warnings, ancilliary labels such as "avoid alcohol"</p> <p>METHOD Observation + records review</p>			
12.3.8	Keeping dispensing register	<i>level</i> I	<i>category</i> P
<p>DEFINITION Name of patient, age, sex, contact cell phone number, name of medicine, strength, dosage, quantity dispensed, date</p> <p>METHOD Records review</p>			
12.3.9	Recalling medicines	<i>level</i> P	<i>category</i> I
<p>DEFINITION Written procedure (SOP) for recalling medicines when necessary</p> <p>METHOD Records review</p>			
12.3.10	Monitoring of emergency medicines in wards/units	<i>level</i> H	<i>category</i> P
<p>DEFINITION Emergency medicines outside the pharmacy are registered, storage monitored, quantities monitored, supplies replenished</p> <p>Not applicable to Community Pharmacy</p> <p>METHOD Records review</p>			
12.3.11	Handling of dangerous drugs	<i>level</i> P	<i>category</i> P
<p>DEFINITION Kept in designated DDA cupboard, kept under lock and key, separate register for dangerous drugs, register is up to date</p> <p>METHOD Observation</p>			
12.3.12	Referring patients to another pharmacy	<i>level</i> I	<i>category</i> P
<p>DEFINITION Referral only to accredited Pharmacy</p> <p>METHOD Staff interview + list of accredited contact-persons</p>			

12.3.13	Bulletins, leaflets, information on medicines and poisons	<i>level</i> P	<i>category</i> P
<p>DEFINITION Bulletins, leaflets, information on medicines and poisons</p> <p>METHOD Observation</p>			

12.3.14	Monitoring of output indicators	<i>level</i> P	<i>category</i> P
<p>DEFINITION Client satisfaction, % tracer drug (frequently used medicines) availability, evidence of actions taken to address shortfalls, Prescription survey</p> <p>METHOD Records review</p>			