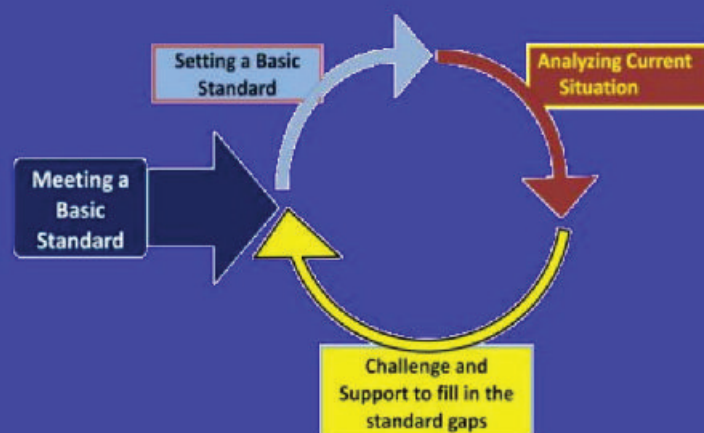


Minimum Service Standards (MSS)



Checklist to Identify the Gaps in Quality Improvement of Secondary Hospitals with Basic Services



Government of Nepal
Ministry of Health and Population
Quality Standards and Regulation Division



Government of Nepal
Ministry of Health and Population

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**Ramshahpath, Kathmandu
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MESSAGE

The Constitution of Nepal 2072 has promulgated health as a fundamental human right. The Ministry of Health and Population (MoHP) is responsible for overall policy formulation, planning, organization and coordination in the health sector. The National Health Policy 2014, the Nepal Health Sector Strategy 2015-2020 and the Public Health Service Act 2018 provisions for quality health care delivery.

Ensuring quality health care is a major concern for the MoHP. Various initiatives have been implemented in the past to improve quality of care. The Minimum Service Standards (MSS), a self-assessment tool for hospitals will be an effective tool to ensure the enabling environment for both service providers and service users to achieve the goal of quality health care for all. The MSS focuses on the holistic aspect of hospital strengthening through improved Governance and Management, Clinical Service Management and Hospital Support Services. The MoHP in coordination with Provincial and Local governments including partners will implement MSS across all levels of health facilities for ensuring quality of health care to all citizens. The implementation of MSS demands integrated planning and budgeting in the components demanded for any service provision.

I acknowledge the leading role of Quality Assessment and Regulation Division in development of the MSS and the support provided by the partners. The MoHP remains committed in leading the successful implementation of MSS throughout the hospitals in the country.

Upendra Yadav
Deputy Prime Minister and
Minister of Health and Population

Date : 2075, Paush



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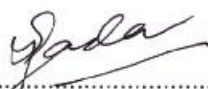
MESSAGE



The Constitution of Nepal 2015 has promulgated health as a fundamental human right. The Nepal Health Sector Strategy 2015-2020 is the guiding document for the health sector and emphasizes quality as an integral component of health service. The Public Health Service Act 2018 has also provisions of quality health care including delivery of quality Basic Health Care Services to all.

For the Ministry of Health and Population (MoHP), it is therefore essential to have the readiness standards to ensure availability for quality health care services at the point of delivery. The Minimum Service Standards (MSS) for health facilities has been instrumental in this regard. Since 2014, the MSS has been successfully implemented in all districts level hospitals which is now being planned for all levels of health facilities. Therefore, the updated standards for Primary hospitals and development of MSS for Secondary and Tertiary Hospitals will be helpful to improve the readiness for quality health services at all levels of health care. The MSS will also be an important monitoring tool for all three levels of government to plan and budget accordingly for improvement in quality of care.

I acknowledge the leading role of Quality Assessment and Regulation Division of MoHP and support of all the partners in developing the MSS. Implementing MSS and continuous monitoring will help to ensure enabling environment for quality service provision. Therefore, expansion of MSS at all levels of hospital is a priority of MoHP and I look forward for the continued support and commitment of partners in implementing the MSS.


.....

Hon. Dr. Surendra Kumar Yadav
State Minister
Ministry of Health and Population

Date: 2075, Paush



Government of Nepal
Ministry of Health and Population



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PREAMBLE

In line with the National Health Policy 2014, the Nepal Health Sector Strategy 2015-20 and its implementation plan and the Public Health Service Act 2018; the Minimum Service Standards (MSS) for Hospitals will be a milestone in improving the readiness of the hospitals to deliver quality health care service. The MSS tries to bring together the existing standards, protocols, guidelines and tools into a comprehensive document for assessment of all levels of hospitals in order to improve quality of care. The self-assessment through MSS provides information on existing gaps to be addressed in order to prepare the hospitals to deliver quality health services. It will also serve as a continuous monitoring tool for all levels of government which is crucial in ensuring quality health care in hospitals.

The standards are organized in three aspects, namely; Governance and Management, Clinical Service Management and Hospital Support Services. I hope our hospital management committees, medical superintendents, related staffs and partner organizations will use these standards for strengthening hospitals in order to improve the overall quality of care.

The contribution of Dr Dipendra Raman Singh, Chief Quality Assessment and Regulation Division and his team, and all staff involved in developing this important document is noteworthy. I would also like to acknowledge the support of the partners involved in finalizing these standards, particularly the Nick Simon's Institute, the DFID/Nepal Health Sector Support Program, and WHO Nepal for their constant effort to bring this document into its current form. I look forward for the successful implementation of MSS throughout the hospitals in the country.


Dr. Pashpa Chaudhary
Secretary

Date: 2075, Paus



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PREFACE

The National Health Policy, the Nepal Health Sector Strategy 2015-20 and the Public Health Service Act emphasizes delivery of quality health care. The learnings from the implementation of MSS since 2014 at district level hospitals have been encouraging and therefore, Ministry of Health and Population (MoHP) was committed to develop MSS for all levels of hospitals. The development of the MSS for hospitals has been done through extensive consultations with MSS implementing hospitals, experts and partners. I hope that implementation of MSS will not only help to strengthen the hospital management but will also be an effective tool for monitoring the hospitals by each level of government.

The implementation of MSS will take into account evidence based planning and budgeting for the identified gaps of the hospitals. These planned investments must be aligned with each other to make the hospitals ready for the services from holistic dimension of governance, clinical service and support service management. The MoHP stays committed in supporting hospitals as relevant in addressing the gap areas and urges the financial and technical support from all level of the government. And being a rolling document the revisions and update will be regulated as per need.

I extend my heartfelt gratitude to the contribution of Dr. Dipendra Raman Singh, Chief Quality Assessment and Regulation Division and his team, provincial health directorate and all the other divisions of MoHP and DoHS for their contribution. I would also like to acknowledge the contribution of experts and partners in supporting MoHP in developing this document and hope for the continued support of all in the implementation of MSS.

Mr. Kedar Bahadur Adhikari
Secretary
Ministry of Health and Population

Date: 2075, Paush



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FOREWORD



The Minimum Service Standards for Hospitals is a milestone for overall health system that sets in the basics for the readiness and availability of services claimed to provide. The MSS tries to bring together the existing, guidelines, tools, standards, protocols and advocates for readiness in order to improve quality care in the hospitals and thus utilization of its services.

The Minimum Service Standards (MSS) for hospitals will be an important milestone for strengthening the hospital management and health services to realize the policy commitments of Ministry of Health and Population to ensure quality health care for all. The MSS for primary hospital is the revision of the MSS for District level hospitals, while those of Secondary and Tertiary have been developed in line with the commitment in the Nepal Health Sector Strategy 2015-20.

Minimum Service Standards is a self-assessment tool to identify the readiness gaps to deliver quality health services. Following the identification of gap the action plans is developed by the hospitals for improvement. Thus developed action plans demand both financial and technical support and require proper planning and budgeting. The investments made need to be integrated to see the overall dimensions of management as structured in MSS including the Governance and Management, Clinical Service Management and Hospital Support Services.

I would like to acknowledge the contribution of Chief Quality Assessment and Regulation Division, the members of the Technical Working Group, subject experts, reviewers and technical coordinator in developing this important document. I look forward for the successful implementation of MSS throughout the hospitals in the country and hope that the learnings will be documented to inform the revision of MSS in due course of time.

Dr. Sushil Nath Pyakurel
Chief Specialist
Ministry of Health and Population

Date: 2075, Paush



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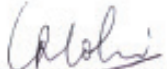


PREFACE

The Minimum Service Standards for Hospitals was pioneered in 2014 as Minimum Service Standards for District Hospital under the Hospital Management Strengthening Program of Ministry of Health and Population (MoHP) with support from Nick Simons Institute. During inception of Minimum Service Standards (MSS), it was taken up as a living document which will be updated and revised after being rolled out nationwide, till date the MSS for District Hospitals has been rolled successfully in 83 district level hospitals. With the revision envisioned from the very beginning, the available learnings from the implementation and the federal context, the MSS for District Hospitals has been given the present shape of MSS for Primary Hospitals, while MSS for Secondary and Tertiary Hospitals have been developed.

As a person involved since the inception of the Minimum Service Standards, I can see the positive changes that MSS has brought which is visible in the MSS implementing hospitals. The change was possible only through evidence informed action plans developed from assessments which were supported by holistic dimensions of governance, clinical services and support services management covered by budgeting and regular follow up. In the development of MSS these learnings have been incorporated through robust consultations with implementing hospitals, subject experts and Technical Working Group members. Their contribution in bringing the document to its current shape is admirable. MSS is based on the principle of evidence-based activities in itself, it will be revised as per required updates.

I would like to thank Chief of Quality Assessment and Regulation Division, all the other departments of DoHS who contributed their technical expertise in developing this document. I also acknowledge the support of partners particularly, the Nick Simons Institute, DFID/ Nepal Health Sector Support Program and WHO Nepal for their assistance in this important undertaking and look forward for their continued support in implementing the MSS at all levels of Hospitals.


.....
Dr. Guña Raj Lohani
Director General
Department of Health Services

Date: 2075, Paush

Executive Summary

Minimum Service Standards (MSS) for hospitals is the service readiness and availability of tool for optimal requirement of the hospitals to provide minimum services that are expected from them. This tool entails for preparation of service provision and elements of service utilization that are deterministic towards functionality of hospital to enable working environment for providers and provide resources for quality health service provision. MSS for hospitals reflect the optimally needed minimum criteria for services to be provide but in itself is not an “ideal” list of the maximum standards. This checklist of MSS is different than a program specific quality improvement tool as it will outline the equipment, supplies, furniture, human resource required for carrying out service but not detail out the standards operating procedures of any service.

The results of Nepal Health Facility Survey 2015 showed that among the health facilities that were assessed only 13 percent of them had all seven basic equipment items- adult weighing scale, child weighing scale, infant weighing scale, thermometer, stethoscope, blood pressure apparatus and a light source for service provision. The availability of all supplies and equipments defined for standard precaution control was as low as 0.2%, all basic laboratory services in 12% and only 3% facilities had client feedback mechanism in place. This was an alarming situation. During that period, minimum service standards was rolled out in 83 district level hospitals and was evident to contribute in quality of services provided by hospitals with instances of improved governance, management, clinical and support services. This encouraged MoHP to put on its efforts on setting the minimum service standards for hospitals secondary and tertiary levels and at the same time contextual revision of MSS for district hospitals to set MSS for primary level hospitals. The revision and development of the tool took into series of steps beginning with formulation of Technical Working Group and selection of subject experts and technical coordinator and consultative workshops and meetings (Figure: Process of MSS revision and development). The key guiding documents are Constitution of Nepal 2072, National Health Policy 2014, Policy on Quality Assurance in Health Care Services, 2064, Public Health Service Act 2075, Nepal Integrated Health Infrastructure Development Standards 2073/74, Nepal Health Sector Strategy 2015-2020 and Guideline on Health Institution Establishment, Operation and Upgrading Standards, 2070 but not limited to them.

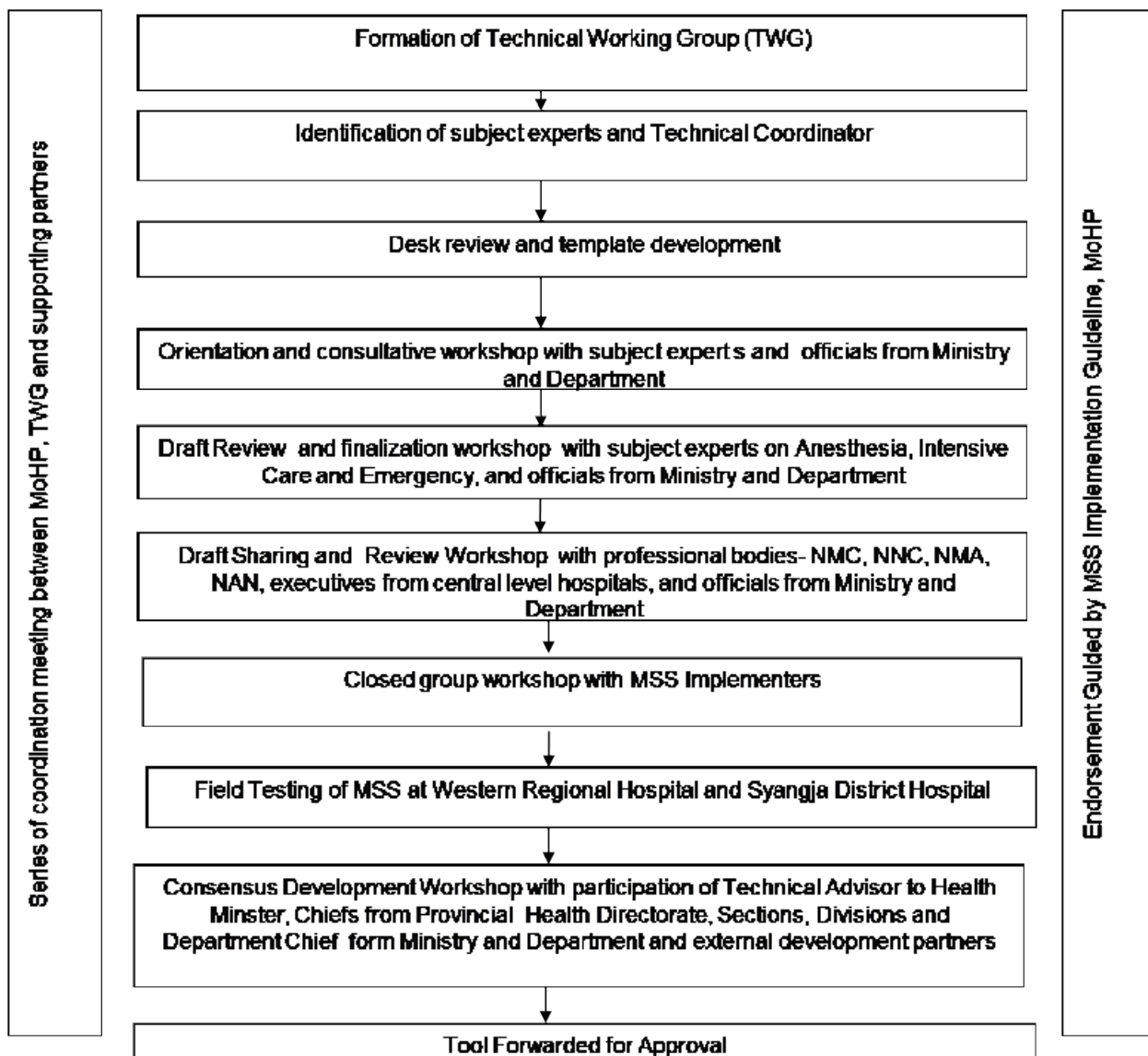


Figure Process of Revision and Development of Minimum Service Standards for Hospitals

Thus prepared MSS is a comprehensive tool for optimal preparation of the hospitals for the minimum services that are needed to be provided by these health facilities and has potential to bring a positive change. The health sector needs are dynamic and revision of the services and standards in due course is anticipated. The revision of MSS for hospitals is planned to be done every 2-3 years (completion of cycle of MSS in all targeted government hospitals) to incorporate the learning and adapt the documents to the emerging context.

The MSS tool has been organized in three major sections: Governance and Management, Clinical Service Management and Hospital Support Service Management. It has been prepared in the form of checklist that thrives for the preparedness and utilization that are fundamental to establish services towards quality. For primary hospitals with specialized services, 717 set of standards with total score of 911, out of which- 105 standards for measuring governance and management and has weightage of 20%, 475 standards for measuring clinical service management and has weightage of 60%, and 137 standards for measuring support service management and has weightage of 20%. Governance and management section includes the minimum standards for six subsections, clinical service management has fifteen sub sections and hospital support service management has eleven subsections.

After assessment of all the sections of the standards, for overall scoring, each section is then weighed. The section of the governance and management (Section I) is weighed in 20%, that of clinical service management (Section II) is weighed in 60% and that of hospital support service management (Section III) is weighed in 20%. The sum of these weighed percentage of the subsections give the overall MSS score of the hospitals and based on it color code will be provided. This MSS Score for hospitals measure the existing situation and enables to identify the gap areas that are to be addressed through the development of the actions plan that demands both technical and financial inputs and managerial commitments. The overall process is guided by its implementation guideline that describes on sequences of self assessment and follow up workshops and gap identification for action plan development and striving for optimal MSS Score.

Ministry of Health and Population strives to implement MSS in hospitals for establishing enabling environment at service delivery point through preparedness and availability for quality service provision to the users. Not being an exhaustive list of facilities and services, hospitals are encouraged to strive for betterment and go beyond the defined set of minimum standards whenever their resources support.

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Hospital Identification Sheet

Name of the Hospital, Address	
Assessment Date	
Assessed By	1.
	2.
	3.
Score of Section I: Governance and Management	
Score of Section II: Clinical Service Management	
Score of Section III: Hospital Support Service Management	
Overall MSS Score	
MSS Score Color Category	

Background

Introduction

Minimum Service Standards (MSS) for hospitals is the service readiness and availability of tool for optimal requirement of the hospitals to provide minimum services that are expected from them. This tool entails for preparation of service provision and elements of service utilization that are deterministic towards functionality of hospital to enable working environment for providers and provide resources for quality health service provision. MSS for hospitals reflect the optimally needed minimum criteria for services to be provide but in itself is not an “ideal” list of the maximum standards. This checklist of MSS is different than a program specific quality improvement tool as it will outline the equipment, supplies, furniture, human resource required for carrying out service but not detail out the standards operating procedures of any service.

The results of Nepal Health Facility Survey 2015 showed that among the health facilities that were assessed only 13 percent of them had all seven basic equipment items- adult weighing scale, child weighing scale, infant weighing scale, thermometer, stethoscope, blood pressure apparatus and a light source for service provision. The inception of minimum service standards started with the realization to improve the curative services in rural hospitals with focus on hospital management. It began as piloting in 4-hospital in 2013 in partnership with Nick Simons Institute to support district hospital for assessment of minimum service standards using “MSS Checklist to Identify the Gaps in Quality Improvement of District Hospitals”. This has been rolled out successfully nationwide in 83 district level hospitals.

The availability of all supplies and equipments defined for standard precaution control was as low as 0.2%, all basic laboratory services in 12% and only 3% facilities had client feedback mechanism in place. This was an alarming situation. During that period, minimum service standards was rolled out in 83 district level hospitals and was evident to contribute in quality of services provided by hospitals with instances of improved governance, management, clinical and support services. This encouraged MoHP to put on its efforts on minimum service standards for hospitals.

Following the learning from the implementation of MSS and considering the current Federal context, MoHP has updated MSS for the district hospitals to make it applicable to Primary Hospitals. At the same time, MoHP has also developed the MSS for secondary and tertiary hospitals in line with the intervention planned in the NHSS-Implementation plan (2016-2021).

In developing the Minimum Service Standards for hospitals, following documents were key references:

1. National Health Policy 2071
2. Policy on Quality Assurance in Health Care Services, 2064
3. Public Health Service Act, 2075
4. Governance (Management and Operation) Act, 2064
5. Financial Procedure Regulation, 2064
6. Nepal Health Service Regulation, 2055
7. Civil Service Regulation, 2050

8. Basic Health Service Package 2075. Ministry of Health and Population, GoN
9. Nepal Health Sector strategy 2015 -2020. Ministry of Health and Population, GoN.
10. Nepal Integrated Health Infrastructure Development Standards 2073/74
11. Quality Improvement Tool for Health Facility, 2074
12. Guideline on Health Laboratory Establishment and Operation Standards, 2073
13. Implementation Guideline for Social Audit in Health Sector, 2070 Revised 2073
14. Hospital Pharmacy Service Guideline, 2070 Amended 2072
15. National List of Essential medicines 2066/67 Revised 2072/73
16. Minimum Service Standards (MSS) Checklist to Identify the Gaps in Quality Improvement of District Hospitals, Curative Service Division, MoHP, GoN, 2071/72
17. Guideline on Health Institution Establishment, Operation and Upgrading Standards, 2070
18. Transaction Accounting and Budget Control System (TABUCS) Users' Guide, 2070
19. Guideline for Health Management Information System, Recording and Reporting, 2070
20. Job Description of Staffs of Regional Health Directorate and District Health and Public Health Offices, 2070
21. Operational Procedure of Department of Health Services, 2068
22. Implementation Guideline Quality Improvement of Health Services, 2066
23. Infection Prevention Reference Manual (District Hospital and Health Facility), 2066
24. National Medical Standard for Reproductive Health, Vol. III, 2063/64
25. National Safe Motherhood and Newborn Health Program District Maternal and Neonatal Health Need Assessment Toolkit Vo. 1, Hospital, 2063/64
26. Hospital management practices observed in 83 District and upgraded hospitals.
27. Series of consultation Workshops, Technical Working Group meetings and consultation of subject experts.

Besides these, literature related to health facility readiness and availability, and quality of care were visited by the consultant, technical coordinator, subject experts and TWG members and contextual reality were given priority during the development of the MSS tools.

The Minimum Service Standards have been defined considering the existing organizational structure of the hospitals, provision of human resources and financing capacity. The defined standards basically focus on the readiness of hospitals towards ensuring the delivery of quality health services. However, hospitals are encouraged to strive for betterment and go beyond the defined set of minimum standards whenever their resources support. The health sector needs are dynamic and revision of the services and standards in due course is anticipated. The revision of MSS for hospitals is planned to be done every 2-3 years (completion of cycle of MSS in all targeted government hospitals) to incorporate the learning and adapt the documents to the emerging context.

Process of Minimum Service Standards Development

Formation of Technical Working Group (TWG)

A Technical Working Group was formed by MoHP to develop the Minimum Service Standards (MSS) for Hospitals with involvement of the then curative service division, related sections and departments and experts from the external development partners.

The TWG comprised of the following members as per previous MOHP structure and the members continued till finalization of the document:

- Chief, The then Curative Service Division, MoHP- Coordinator
- Chief, Public Health Administration, The then Monitoring and Evaluation Division, MoHP- Member
- Medical Generalist, MoHP- Member
- Executive Director, Health Insurance Board- Member
- Chief, The then Nursing Section, MoHP- Member
- Under Secretary, The then Curative Service Division, MoHP- Member
- Chief, The then Quality Section of Management Division- Member
- Representative, World Health Organization, Nepal- Member
- Representative, DFID/Nepal Health Sector Support Program- Member
- Representative, Nick Simons Institute- Member
- Section Chief, The then Curative Service Division, MoHP- Member Secretary

Identification of subject experts and technical coordinator

As per the agreement of the TWG members and the learning from MSS implementation in district hospitals, it was agreed to divide the MSS into three sections namely; Governance and Management, Clinical Service Management and Hospital Support Service Management. With series of meetings among the TWG members, subject experts (Annex I- List of Subject Experts) were identified for consultation in specific sections of the service standards under the leadership of the then Curative Service Division. They also developed term of reference for technical coordinator who would be a liaison among MoHP, partners and subject experts for the prosecution of the task.

Desk review and template development

Technical coordinator (TC) for the work supported TWG for the development of the templates for revision of the minimum service standards for primary, secondary and tertiary hospitals with desk review of the key guiding documents (as listed in background) and service availability and readiness tool of World Health Organization (WHO). Thus developed templates were shared with the subject experts. All the subject experts were coordinated by TC for preparing the zero draft of the MSS and TWG moved on to the next step of consultative workshops.

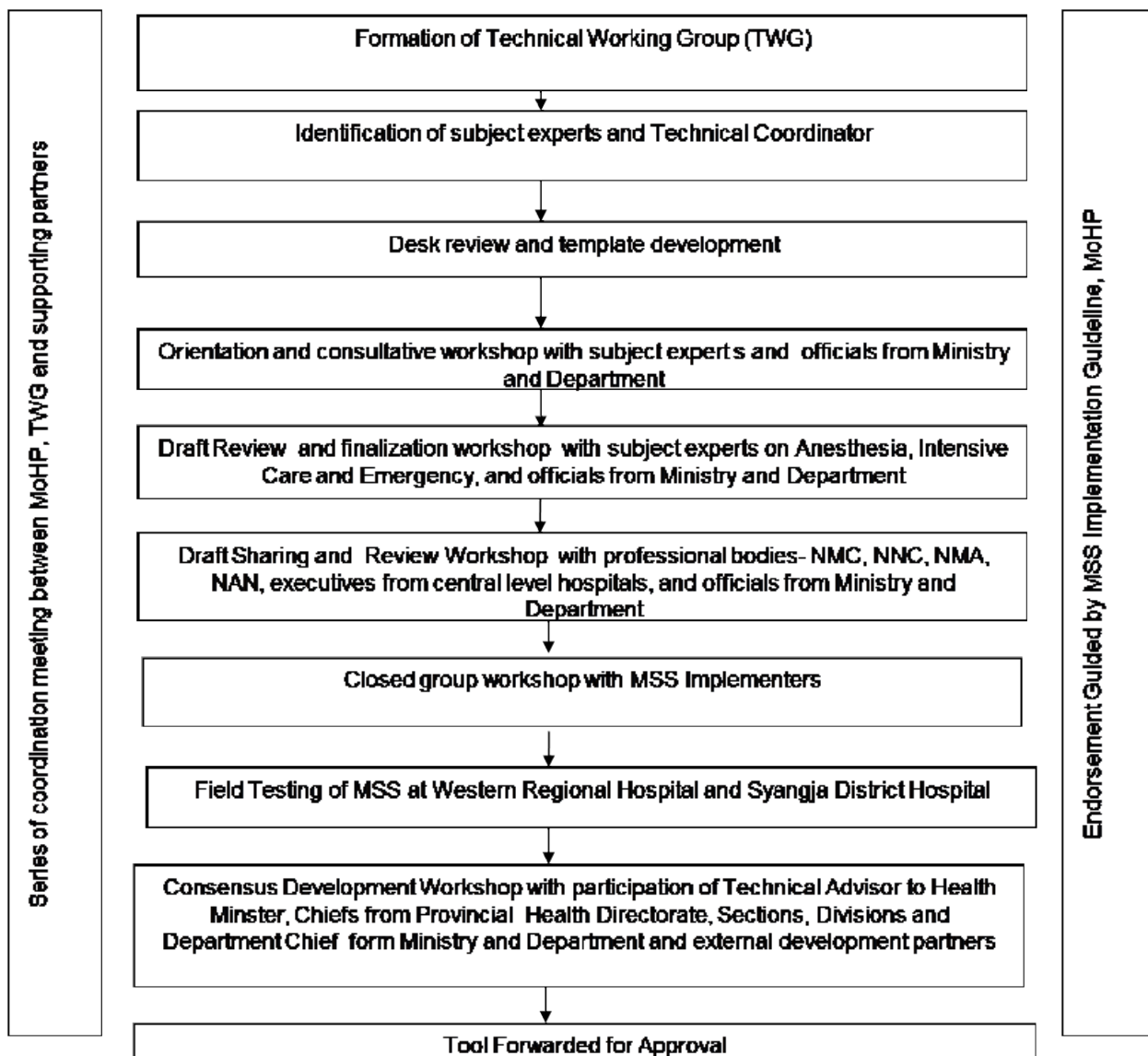


Figure Process of Revision and Development of Minimum Service Standards for Hospitals

Series of coordination meeting between MoHP, TWG and supporting partners

Series of coordination meeting were conducted by MoHP for the discussion of action points with TWG members and supporting partners for MSS. Being based on identified need the consultative workshops, their modality and participants were finalized.

Orientation and consultative workshop

For orientation and consultative workshop, participants were subject experts and consultant doctors, government officials from department, sections and divisions of MoHP, representatives from various academic institutions, different regional, zonal and district level hospitals and partner agencies. There were around 62 participants in the workshop addressed by Health Secretary, MoHP. Subject experts from tertiary center, regional, zonal and district hospitals of the country shared their valuable experience of understating and working for minimum service standards while being part of the district level hospitals during their service. From the workshop, revision of MSS for primary level and development of MSS for secondary and tertiary hospitals was guided to be service oriented leading to a comprehensive practical tool for institutionalizing readiness and

service availability in the hospitals. Technical coordinator shared the draft one with the TWG team and critical areas for intensive work out identified were- intensive care units, anesthesia, emergency and public health perspective. Being based on the critical areas identified, modality for further steps was contextualized and Review Workshop I was planned with experts for working in identified critical areas.

Draft review and finalization workshop

For review and finalization workshop, there were around 25 participants including members of TWG, government officials from the then Curative Service Division, Management Division, subject experts on intensive care, anesthesia and emergency services from academic institutions, professional bodies and hospitals, and experts from partner agencies. The inputs from the workshop on was on format of tool to arrange the supporting annex immediately followed by standards and sequence of the annexes used along with standards to be uniformly allocated as furniture, equipment, instrument and supplies for making it user friendly. The technical inputs were received in all three thematic areas with special inputs on intensive care, anesthesia and emergency services; also contextualization of the ratio of health workforce for services was done during the workshop. The feedback were incorporated by TC to develop draft second of the MSS. Technical coordinator shared the draft second with the TWG team and draft sharing review workshop II with the professional councils and associations, representatives from central level hospital was planned.

Draft sharing and review workshop

For draft sharing and review workshop, there were around 35 participants who were representatives from Nepal Medical Council, Nepal Nursing Council, executives from central level hospitals, representatives from Nepal Medical Association, Nepal Nursing Association and Society of Public Health Physician Nepal. It was identified during the workshop that there is requirement of division of the clinical service components of primary hospitals at least into two sections of less than 50 beds and 50 beds to 100 beds for the ease of the relevancy of the services available. Also final format for the tool was decided to be addressing- area, its component, verification having the service standards. Being based on the inputs from workshop, separate MSS for primary hospitals with general service and primary hospitals with specialized services were drafted. And additional consultation was done with identified nephrologist, neurologist, gastrologist and burn/plastic surgeon for additional services in tertiary hospitals who were consulted by TC for technical inputs and thus draft third of the MSS was prepared. Closed group workshop with MSS implementers for proof reading and appraisal of practical aspects of the MSS was planned.

Closed group workshop with MSS Implementers

For closed group workshop with MSS implementers, participants were members of TWG, team of implementers working as district health support program officers of partner organization who were working closely with the district hospitals for MSS implementation. In the workshop, each of the standards were reviewed and their practical experiences were shared and documented. The tool was assessed for user-friendliness and inputs were incorporated related to directions of use of the tool was added in places where there were checklists and annexes followed by the standards. Feedback were incorporated by TC to develop draft fourth of the MSS which was presented to TWG. This draft was then used for field testing.

Field Testing of MSS

For field testing, the working team was composed of TWG members and coordinated by TC. Field testing was done in Western Regional Hospital, Pokhara and Syangja District Hospital. The hospital staffs of both the hospitals were given brief presentation by TWG member and further facilitated with help of Hospital Director at Western Regional Hospital and Medical Superintendent at Syangja District Hospital respectively. The department/unit heads were consulted and the tool was thoroughly read by them and marked as agreeable to

them for assessing the readiness and availability of any services they are giving and asked about its practicable aspects. After incorporation of feedback, final draft were shared by TC with TWG and further shared with sections and department chiefs of MoHP and a consensus development workshop was planned.

Consensus Development Workshop

For consensus development workshop, the working team was composed of TWG members, TC and coordinated by Quality Assurance and Regulation Division (QARD). There were around 35 participants representing the different sections, Department of Health Service, Department of Drug Administration, Department of Ayurveda, and divisions of MoHP, representatives from province health directorate and representatives of partner organization. Consensus was developed in most of the content of the MSS and its implementation guideline was recommended to be in line with the federal context. Feedback received was focused on the practical aspect of the MSS and it was put forward as paving the road towards quality of care. After incorporation of feedback, final tools were shared by TC with TWG and further shared to Health Secretary of MoHP for further approval.

After approval from MoHP, the implementation of the MSS will be guided by "Minimum Service Standards Implementation Guideline 2075".

Organization of the Standards

The overall service standards are categorized in three major sections: governance and management, clinical service management and hospital support service management. There are total 702 set of standards with total score of 894, out of which- 104 standards for measuring governance and management and score of 108 and this has weightage of 20%, 461 standards for measuring clinical service management and score of 639 and this has weightage of 60%, and 137 standards for measuring support service management and score of 147 and this has weightage of 20%.

Section I: Governance and management

Strengthening Governance and Management is a key to provide the enabling environment in hospitals for service providers and users. This section includes the minimum standards for the following subsections:

- 1.1. Governance
- 1.2. Organizational management
- 1.3. HR management and development
- 1.4. Financial management
- 1.5. Medical records and information management
- 1.6. Quality improvement

Section II: Clinical Service Management

In order to ensure quality of care at the point of delivery, the implementation of clinical service standards is essential. As per IHIDP primary hospitals have been divided into different types based on the bed capacity ranging from 50-100 beds are include as primary with specialized services. Primary with specialized services has following clinical areas of service delivery:

- 2.1. Outpatient services (General Medicine, Obstetrics/gynecology, General Surgery, Pediatrics and Orthopedics)
- 2.2. Special Clinics (Immunization and growth monitoring; family planning; Anti-tubercular treatment (ATT), anti-retroviral treatment (ART), Safe Abortion Service)
- 2.3. Emergency Service
- 2.4. Dressing, Injection and Routine Procedure (DIRP)
- 2.5. Hospital Pharmacy Service

- 2.6 Inpatient Service (Medicine Ward, Surgery Ward and Pediatrics Ward)
- 2.7 Maternity Services (Delivery Service, Maternity Inpatient Ward)
- 2.8 Surgery/ Operation Service
- 2.9 Diagnostics and investigations (Laboratory and walking blood bank, X-ray, USG, ECG)
- 2.10 Dental Services
- 2.11 Postmortem Services
- 2.12 Medico-legal Services
- 2.13 One Stop Crisis Management Center (OCMC) Services
- 2.14 Physiotherapy

Section III: Hospital Support Service Management

Implementing the standards for Hospital Support Services is equally important to avail and support delivery of quality clinical services. This section includes minimum standards under the following subsections:

- 3.1. CSSD
- 3.2. Laundry
- 3.3. Housekeeping
- 3.4. Repair and maintenance, power system
- 3.5. Water supply
- 3.6. Hospital Waste Management
- 3.7. Safety and Security
- 3.8. Transportation and Communication
- 3.9. Hospital Canteen
- 3.10. Store (Medical and Logistics)
- 3.11 Social Service Unit (SSU)

How to use this Checklist?

The MSS for hospitals is a self- assessment tool. Each standard has set of dimensions with one or more verification criteria which is assessed. The checklist enables hospitals to measure the existing situation in through scoring and helps to identify the gap areas to be addressed through the development of the actions plans. This is a cyclical process and its details are explained in the implementation guideline and users' guide for further understanding of assessment, process of action plan development and follow up of improvement from baseline. The key steps are as follows:

Group discussion

- Conduct a group discussion in your hospital to see if the hospital really meets the given standards under each section.

Filling the checklist

- Read each section carefully and if your hospital meets the given standards, please score from 0 to 3 in the column of the score based on the maximum score for that standard
- For areas where there is indication of checking annex, please calculate the percentage and follow the scoring chart for scoring from 0 to 3
- For areas where there is indication of checking the checklist, please use both the standard and checklist for getting the clear picture of that standard
- Please use individual copies for each department/unit wherever applicable so that there is least biasness in the assessment
- Complete this process for all the standards

Scoring the checklist

- In each sub-section, add the total score and convert it into percentage.
- Calculate the average of the percentages obtained in its sub-section to obtain the score of a section
- Do this to all three sections to obtain the scores of each section and then take the weightage for calculating the overall MSS score of the hospital

Sample of filling the tool

Area	Code	Verification		
CSSD	3.1			
Components		Service Standards	Obtained Score	Maximum Score
3.1.1 Space	3.1.1.1	Separate central supply sterile department (CSSD) is available. with running water facility	1	1
	3.1.1.2	There are separate rooms/ space allocated for dirty and clean utility.	1	1
3.1.2 Staffing	3.1.2	Separate staffs assigned for CSSD under leadership of trained nursing staff	1	1
3.1.3 Equipment and supplies for CSSD	3.1.3	Equipment and supplies for sterilization available and functional round the clock (See Annex 3.1a CSSD Equipment and Supplies at the end of this standard)	2	3
3.1.4 Preparing consumables	3.1.4	Wrapper, gauze, cotton balls, bandages are prepared.	1	1
Standard 3.1	Total Score		6	7
	Percentage = Total Score / 7 x 100= 6/7x100		85.7%	

Annex 3.1a CSSD Equipment and Supplies

SN	Items	Required No.	Score	
1.	Working Table	3	1	
2.	Trolley for Transportation	2	0	
3.	Steel Drums	10	0	
4.	Autoclave Machine (250 liter, pre-vacuum, with horizontal outlet)	2	1	
Total Score			3	
Total Percentage = 3/4 X 100			75	

Each row gets a score of **1** if all the required number is available otherwise **0**.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 3.1.3	2

Weightage of the sections and Overall MSS Score

After assessment of all the sections of the standards, for overall scoring, each section is then weighed. The section of the governance and management (Section I) is weighed in 20%, that of clinical service management (Section II) is weighed in 60% and that of hospital support service management (Section III) is weighed in 20%. For example:

If Section I has the overall score of 80%, Section II has 60% and Section III has 80%; the overall score of the hospital for MSS assessment is calculated as:

$$\text{Overall MSS Score} = (0.2 \times \text{Section I} + 0.6 \times \text{Section II} + 0.2 \times \text{Section III})\%$$

$$\text{Overall MSS Score} = (0.2 \times 80\% + 0.6 \times 60\% + 0.2 \times 80\%)$$

$$\text{Overall MSS Score} = 68\%$$

Interpretation of the MSS scores

The overall idea of the MSS score is that it is the minimally required optimal readiness of the hospitals to provide the available services. And moving towards the obtaining 100% in all individual sub-sections and overall MSS score is the requirement to thrive a step ahead towards quality service provision. The scores for any sub-sections being less than fifty (<50) is taken as very poor and alarming and needs to be addressed first. The scores from fifty to less than seventy (50 to <70) are taken as the state of improving status that needs specific targeted areas support. The scores from seventy to less than eighty five (70 to <85) indicate acceptance level that requires careful specific interventions. And from eighty five percentages onwards is optimal level of the readiness of the hospitals to provide the available services that requires sustained efforts to maintain the level and move towards 100%.

Overall MSS Score and Color Coding

Being based on the overall MSS score (%) obtained, the color coding of the health facilities will be done as follows:

MSS overall score (%)	Color Code	
Less than 50	White	
50-70	Yellow	
70-85	Blue	
85-100	Green	

In the above example the overall MSS score is 68%, thus health post will be categorized in yellow color zone. It will be provided with the yellow flag as its color code for MSS score.

Section I: Governance and Management Standards

Summary Sheet for Standards and Scores

Area	Total Number of Standards	Total Score	Total Obtained Score (Percentage)
Governance	27	27	
Organizational Management	15	15	
Human Resource Management and Development	17	19	
Financial Management	17	17	
Medical Records and Information Management	14	14	
Quality Management	15	17	
Total	105	109	
Score of Section I (Average of the percentage obtained = Sum of percentage obtained in each sub-section/ Number of sub-section (6))			

Area	Code	Verification		
Governance	1.1			
Components		Standards	Obtained Score	Maximum Score
1.1.1 Formation of Hospital Management Committee (HMC)	1.1.1	Hospital Management Committee is formed		1
1.1.2 Capacity building of HMC	1.1.2	All HMC members have received an orientation on HMC functions		1
1.1.3 Availability of Medical Superintendent	1.1.3	Medical Superintendent is fulfill as per organogram		1
1.1.4 Functional HMC	1.1.4.1	HMC meetings called upon by member secretary / Medical Superintendent headed by chairperson conducted at least 3 times per year or as per need		1
	1.1.4.2	HMC meetings have covered at least following agenda (See minutes of last meetings):		
	1.1.4.2.1	Hospital services and utilization		1
	1.1.4.2.2	Hospital's financial issues		1
	1.1.4.2.3	Patient rights issues e.g. patient facilities, analysis of complaints received, patient security		1
	1.1.4.2.4	Management issues- HR issues, security issues		1
	1.1.4.2.5	Infrastructure/ Equipment issues		1
	1.1.4.2.6	Coordination issues with local governance- rural municipality/ municipality, provincial, federal, DoHS, MoHP		1
1.1.5 Support in health financing	1.1.5.1	Hospital implements health insurance program		1
	1.1.5.2	All targeted women receive Aama Surakhsya program incentives on time (in last quarter)		1
1.1.6 Annual plan & budget	1.1.6	Annual plan & budget is approved by HMC before the fiscal year starts		1
1.1.7 Storage of HMC documents	1.1.7	There is a separate locker for HMC documents.		1

1.1.8 Accountability	1.1.8.1	Updated citizens charter is displayed		1
	1.1.8.2	Notices of public concern are displayed publicly		1
	1.1.8.3	Complaint boxes are kept in a visible place		1
	1.1.8.4	Information officer opens complaint box at least once a week and issues are timely addressed		1
	1.1.8.5	Hospital has a website or social media account like- Facebook, Viber or Twitter- available and functional with latest information		1
	1.1.8.6	Hospital has geriatrics friendly infrastructure (like side rails for mobilization and support)		1
	1.1.8.7	Hospital has friendly environment for people with disability (like ramps)		1
1.1.9 Grievance and complain handling	1.1.9.1	Mechanism for grievance and complain handling institutionalized		1
	1.1.9.2	Grievance and complains are effectively addressed		1
1.1.10 Hospital has operational manual	1.1.10	Hospital its own operational manual with clear information on how the hospital operates its' services		1
1.1.11 Hospital produces an Annual Report	1.1.11	Hospital Annual Report is available in website		1
1.1.12 Conduct social audit	1.1.12	Social audit is conducted for last year		1
Standard 1.1	Total Obtained Score			27
	Percentage = Total Obtained Score / 27 x 100			

Area	Code	Verification		
Organizational Management	1.2			
Components		Standards	Obtained Score	Maximum Score
1.2.1 Organizational structure	1.2.1.1	Organogram of hospital showing departments/units with number of staffs is displayed		1
	1.2.1.2	Organogram of hospital is reviewed every 2 years and forwarded to higher authority		1
1.2.2 Work division and delegation of authorities	1.2.2	Written delegation of authorities is maintained		1
1.2.3 Maintaining client flow system	1.2.3	Navigation chart with services and departments guiding clients to access services		1
1.2.4 Queue system	1.2.4	Hospital implements token and / or queue system for users (separate for elderly, disable and pregnant)		1

1.2.5 E-Attendance	1.2.5	All staffs of hospital use electronic attendance		1
1.2.6 Dress code for all staffs	1.2.6.1	All clinical, technical and administrative staffs have apron / uniform which is worn on duty		1
	1.2.6.2	All hospital staffs carry personal ID cards when on duty		1
1.2.7 Maintaining effective team work environment	1.2.7.1	Hand-over meetings are conducted daily and also in concerned department		1
	1.2.7.2	Morning conference is conducted everyday		1
	1.2.7.3	Regular meetings are conducted as follows (see meeting minutes):		
	1.2.7.3.1	Intra- departmental meeting every two weeks		1
	1.2.7.3.2	Inter-departmental meeting once a month		1
	1.2.7.3.3	Staff meeting once a month		1
	1.2.7.4	Staff quarters are provided and adequate for the staffs		1
1.2.7.5	Separate space allocated for breast feeding for staffs/ Separate space in duty room designated for breast feeding		1	
Standard 1.2	Total Obtained Score			15
	Percentage = Total Obtained Score / 15 x 100			

Area	Code			
Human Resource Management and Development	1.3	Verification		
Components		Standards	Obtained Score	Maximum Score
1.3.1 Personnel administration policy of hospital	1.3.1	Personnel administration guideline of HMC is available (for all staffs including locally hired staff) and practiced accordingly		1
1.3.2 Human resource records	1.3.2	Individual records of all staffs including contract staffs are maintained and updated.		1
1.3.3 Staffing	1.3.3.1	Staffs available for service in hospital as per organogram (See Annex 1.3a Functional Organogram Section I: At the end of this standard)		3
	1.3.3.2	<i>Maaga Akriti</i> form (माग आकृति फारम) correspondence to fulfill vacant positions to concerned authority as per guideline		1
1.3.4 Job description	1.3.4	All staffs including HMC staffs are given a job description when they are recruited/ posted to the hospital (permanent and contract staff)		1

1.3.5 Review of performance	1.3.5.1	Performance appraisal (का.स.सु.) of all staffs is done as per guideline		1
1.3.6 Motivating staff and occupational safety	1.3.6.1	A training plan for the hospital is developed based on the training needs of the staff identified at the performance appraisal		1
	1.3.6.2	For training and related activities, at any point of time, the acceptable work absenteeism is <10% of staff		1
	1.3.6.3	There is activity conducted to motivate staff (staff retreat, rewards, recognition of performances, etc.) at least once a year.		1
	1.3.6.4	Hospital has system for addressing occupational hazard like needle stick injury, radiation exposure, vaccination		1
1.3.7 Continuous professional development (CPD)/ Continuous medical education (CME)	1.3.7.1	Hospital conducts CPD / CME classes to technical staff weekly		1
	1.3.7.2	Written record of attendance, subjects presented and discussed during CPD/ CME		1
	1.3.7.3	Separate space with furniture, audio-visual aids and internet for CPD/CME/ meeting are available.		1
1.3.8 Library facility available	1.3.8.1	Hospital has its own library with sitting arrangement for readers		1
	1.3.8.2	A list of national health guidelines and treatment protocols available and inventory managed for readers accessing it		1
	1.3.8.3	Computers with printing and photocopy facility available		1
	1.3.8.4	Access to internet facility with institutional access to at least one of the international health related domain like HINARI		1
Standard 1.3	Total Score			19
	Percentage = Total Obtained Score / 19 x 100			

Annex 1.3a Functional Organogram

Functional Organogram for Primary Hospitals With Specialized Services			Obtained Score	Maximum Score
For Governance and Management				
1.	Medical Superintendent	1		1
2.	Hospital Management officer	1		1

3.	Information officer	1		1
4.	Medical recorder	1		1
5.	Accountant for hospital financial management	1		1
6.	Health Insurance Team	As per health insurance board		1
For Clinical Services				
7.	Doctor: OPD Patients	1:35-50		1
8.	Screening counter	1 paramedics: 4 OPDs (at least one nurse in gynae/obs OPD)		1
9.	Special clinics	2 mid-level health workers: 1 Special Clinic*		1
		*For safe abortion services, at least one trained and certified medical officer/ MDGP for first trimester and second trimester safe abortion services		
10.	ER beds: Health Workers	5 ER Beds: Doctor on duty (1): Nurse (1): Paramedics (1): Office Assistant (1) There should be 1:1 nurse patient ratio in red area, 1:3 in yellow area and 1:6 in green area		1
11.	Pharmacy staffs as per pharmacy service guideline 2072	At least one pharmacist is available		1
		At least one assistant pharmacist with one helper in each shift with monthly duty roster to provide 24 hour service		
12.	Nursing and support staff in inpatient per shift	Nurse patient ratio 1:6 in general ward, 1:4 in pediatric ward, 1:2 in high dependency or intermediate ward or post-operative ward with one trained ward attendant per shift in each ward		1
13.	Nursing staff in labor and maternity per shift	Nurse / SBA Trained/ Midwife and mother ratio 1:2 in pre-labor; 2:1 per delivery table and 1:6 in post-natal ward with at least one ASBA trained medical officer on duty and one office assistant are available in each shift		1

14.	Surgery team per surgery	For one surgery, at least a team is composed of: MDGP/MS with one trained medical officer, two OT trained nurse (one scrub and one circulating), one Anesthesiologist / MDGP, one anesthesia assistant and one office assistant (for cleaning and helping)		1
		For overall management of operation theatre, there is one OT nurse (with minimum bachelors degree) assigned as OT in-charge		
		At least one nurses in pre-anesthesia area for receiving and transferring of the patient		
		At least one ICU trained nurses for post anesthesia care for receiving patient after OT		
15.	Laboratory	At least 2 medical technologist, 3 lab staffs (1 Lab Technician, 1 Lab Assistant and 1 Helper) in each shift		1
16.	X-ray	At least 2 staff-1 Technician and 1 Helper in each shift		
17.	USG	USG trained medical practitioner and mid-level health worker in each USG room		1
18.	Dental services	Dental Hygienist/Dentist : OPD Patients- 1:20 per day for quality of care		1
19.	Mortuary and medico-legal Services	Trained medical officer for mortuary and medico-legal service at least one		1
20.	Physiotherapy	At least 1 physiotherapist trained in Bachelors in physiotherapy, 2 in Certificate in physiotherapy (CPT) or Diploma in physiotherapy (DPT) and 1 office assistant treating 20 OPD patients per day		1
21.	One stop crisis management	At least one Medical officer working in the hospital trained in medico-legal issues is available		1
		At least three Staff nurse working in the hospital (including 1 trained psycho social counselor) assigned for OCMC		
For Hospital Support Services				
22.	CSSD	Separate staffs assigned for CSSD under leadership of trained nursing staff		1
23.	Laundry and housekeeping	There is a special schedule for collection and distribution of linens with visible duty roster for staffs of laundry and housekeeping		1

24.	BMET	Human resource trained in BMET or DBEE is designated for repair and maintenance of biomedical equipment		1
25.	Security	The hospital has trained security personnel round the clock.		1
26.	SSU	Facilitators at least 2 to 10 facilitators under unit chief		1
Total Score				26
Total Percentage = Total Score/26x 100				

Each row gets a score of 1 in each row if is available otherwise 0

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 1.3.3.1	

Area	Code	Verification		
Financial management	1.4			
Components		Standards	Obtained Score	Maximum Score
1.4.1 Account department of hospital	1.4.1.1	Dedicated account department of hospital with space and furniture		1
	1.4.1.2	At least one accountant available for hospital financial management		1
1.4.2 Formulation and approval of Annual Hospital Budget	1.4.2.1	An annual hospital budget is developed incorporating the revenue from services, government grants, and support provided by other organizations.		1
	1.4.2.2	Internal income is reviewed during budgeting every year.		1
1.4.3 Service fees	1.4.3	The service fees of the hospital are fixed by HMC every year.		1

1.4.4 Daily income	1.4.4	Daily income is deposited in the bank every day.		1
1.4.5 Financial review and audit	1.4.5.1	Budget absorption rate of last fiscal year is as per national target		1
	1.4.5.2	Internal audit, financial and physical progress review is done at least once each trimester (once in every 4 months).		1
	1.4.5.3	Final audit/ external audited accounts are available for last year.		1
1.4.6 Electronic database	1.4.6.1	The hospital uses central electronic billing system		1
	1.4.6.2	The hospital uses TABUCS/ LMBIS for accounting including local income and expenses by HMC.		1
1.4.7 Hospital prepares financial reports	1.4.7.1	The hospital prepares and keeps monthly financial report.		1
	1.4.7.2	Trimester financial report is produced (every 4 months) and financial status tracked and discussed in meetings		1
	1.4.7.3	Annual financial report is submitted to HMC.		1
1.4.8 Clearing financial irregularities	1.4.8.1	Financial irregularities are responded within 35 days		1
	1.4.8.2	Clearance of financial irregularities is done as per national target		1
1.4.9 Inventory inspection	1.4.9	Inventory inspection is done once in a year and managed accordingly		1
Standard 1.4		Total Score		17
		Percentage = Total Obtained Score / 17 x 100		

Area	Code			
Medical Records and Information Management	1.5	Verification		
Components		Standards	Obtained Score	Maximum Score
1.5.1 Managing medical records and use of electronic database	1.5.1.1	Client registration is digitized using standard software		1
	1.5.1.2	Referral in and out records are kept using the standard form (HMIS 1.4) and register.		1
	1.5.1.3	Electronic health record system that generates the HMIS monthly report (HMIS 9.4) is in place		1

1.5.2 Infrastructure and supplies for information management	1.5.2.1	There is a functional Medical Record Section		1
	1.5.2.2	All patients' records are kept in individual folders in racks or held digitally.		1
	1.5.2.3	There is a set of functional computer and printer available for maintaining medical records.		1
1.5.3 Evidence generation and utilization	1.5.3.1	Hospital monthly reports (HMIS 9.4) of the last three months are shared to the national database		1
	1.5.3.2	Hospital services utilization statistics are analyzed at least every month and shared with all the HODs and in-charge via email, paper and/or dashboard. (Check last three months status)		1
	1.5.3.3	Statistics including OPD morbidity pattern data, IPD data, surveillance data are analyzed and discussed in staff meeting and CPD/CME (Check the status in the last meeting)		1
	1.5.3.4	Key statistics of service utilization is displayed in respective Departments/ Wards		1
	1.5.3.5	Medico-legal incidents and services are recorded		1
1.5.4 Focal person for information management	1.5.4.1	Medical recorder is trained on ICD and DHIS2		1
	1.5.4.2	An information officer is specified to communicate with patients/clients, their relatives, media and other stakeholders.		1
	1.5.4.3	Contact details of information officer is displayed in hospital premises with photo and phone number.		1
Standard 1.5	Total Score			14
	Percentage = Total Obtained Score / 14x 100			

Area	Code	Verification		
Quality Management	1.6			
Components		Standards	Obtained Score	Maximum Score
1.6.1 Hospital Quality Health Service Delivery and Management Strengthening (QHSDMS) Committee	1.6.1.1	Hospital QHSDMS committee is formed according to MSS Implementation Guideline.		1
	1.6.1.2	Hospital QHSDMS committee meetings are held at least every 4 months.		1
1.6.2 Display of patients' rights and responsibilities	1.6.2	The hospital has a statement of patient rights and responsibilities, which is posted in public places in the hospital.		1

1.6.3 Addressing issues in report of social audit	1.6.3	The findings of social audit like client exit interview are shared in whole staff meeting		1
1.6.4 Assessing hospital quality	1.6.4	The hospital has assessed the hospital quality using the MSS tool at least every 4 months		1
1.6.5 Planning to improving quality	1.6.5	The hospital has developed specific plans to improve quality based on the MSS assessment.		1
1.6.6 Hospital uses QI tools	1.6.6	Hospital uses QI tools for assessment of the major priority government programs (less than 50%=0, 50-70% =1, 70-85% = 2, 85-100% =3)		3
1.6.7 Implementing QI plan	1.6.7.1	Hospital has implemented the specific activities based on the MSS plan.		1
	1.6.7.2	Hospital has implemented specific activities based on gap analysis of QI tools		1
1.6.8 Clinical Audit	1.6.8.1	The hospital has functional MPDSR committee (in program district)		1
	1.6.8.2	There are regular reviews, reporting and dissemination of morbidity and mortality (M&M) including		
	1.6.8.2.1	Investigations and complications of treatment including medication error		1
	1.6.8.2.2	Hospital acquired infections (HAI)		1
	1.6.8.3	Mortality audit of every death in the hospital is done and reported		1
	1.6.8.4	Hospital implements Robson's classification (hospitals with CEONC services)		1
	1.6.8.5	Hospital implements baby friendly initiative		1
Standard 1.6		Total Obtained Score		17
		Percentage = Total Obtained Score/17 x 100		

Section II: Clinical Service Management

Summary Sheet Standards and Scores

Area	Total Number of Standards	Total Score	Total Obtained Score (Percentage)
OPD Service	31	73	
Special Clinic	67	73	
Emergency Services	36	44	
Dressing Injection and Procedure Room	12	20	
Pharmacy Service	35	39	
Inpatient Service	34	96	
Delivery Service	33	39	
Maternity Inpatient Service (General Ward)	27	33	
Surgery/Operation Service	44	59	
Diagnostics and Laboratory Services	70	99	
Dental Services	18	22	
Post-mortem and morturay service	14	16	
Medico-legal Services	11	13	
One stop crisis management services	27	36	
Physiotherapy Services	19	21	
Total	478	680	
Score of section II (Average of the percentage obtained = Sum of percentage obtained in each sub-section/ Number of sub-section (15))			

Area	Code	Verification		
OPD Service ¹	2.1			
Standards		Standards	Obtained Score	Maximum Score
2.1.1 Time for patients	2.1.1.1	OPD is open from 10 AM to 3 PM (See Checklist 2.1 At the end of this standard for scoring).		3
	2.1.1.2	Tickets for routine OPD are available till 2 pm		1
	2.1.1.3	EHS services from 3PM onwards and tickets available from 2PM onwards		1
2.1.2 Adequate Staffing	2.1.2.1	Doctor: OPD Patients- 1:35-50 per day for quality of care		1
	2.1.2.2	One screening counter with 1 paramedics		1
2.1.3 Maintaining patient privacy	2.1.3	Patient privacy maintained with separate rooms, curtains hung, maintaining queuing of patients with paging system in OPD (See Checklist 2.1 At the end of this standard for scoring).		3
2.1.4 Patient counseling	2.1.4.1	Counseling is provided to patients about the type of treatment being given and its consequences (See Checklist 2.1 At the end of this standard for scoring).		3
	2.1.4.2	Appropriate IEC materials (posters, leaflets etc.) as an IEC corner available in the OPD waiting area.		1
2.1.5 Physical facilities	2.1.5.1	Adequate rooms and space for the practitioners and patients are available (See Checklist 2.1 At the end of this standard for scoring).		3
	2.1.5.2	Light and ventilation are adequately maintained. (see checklist 2.1 At the end of this standard for scoring)		3
	2.1.5.3	Required furniture, supplies and space are available		
	2.1.5.3.1	General Medicine OPD (See Annex 2.1aFurniture and supplies for OPD At the end of this standard)		3
	2.1.5.3.2	Obstetrics and Gynecology OPD (See Annex 2.1aFurniture and supplies for OPD At the end of this standard)		3
	2.1.5.3.3	Pediatrics OPD (See Annex 2.1aFurniture and supplies for OPD At the end of this standard)		3
	2.1.5.3.4	General Surgery OPD (See Annex 2.1aFurniture and supplies for OPD At the end of this standard)		3
	2.1.5.3.5	Orthopedics OPD (See Annex 2.1aFurniture and supplies for OPD At the end of this standard)		3

¹ Separate set of sheets for standards, checklist and annexes should be used for assessment of each OPD and cumulative scoring is done after the assessment of all OPDs

2.1.6 Equipment, instrument and supplies	2.1.6	Equipment, instrument and supplies to carry out the OPD works are available and functioning		
	2.1.6.1	General Medicine OPD (See Annex 2.1b Basic Equipment and Instrument for OPD At the end of this standard)		3
	2.1.6.2	Obstetrics and Gynecology OPD (See Annex 2.1b Basic Equipment and Instrument for OPD At the end of this standard)		3
	2.1.6.3	Pediatrics OPD (See Annex 2.1b Basic Equipment and Instrument for OPD At the end of this standard)		3
	2.1.6.4	General Surgery OPD (See Annex 2.1b Basic Equipment and Instrument for OPD At the end of this standard)		3
	2.1.6.5	Orthopedics OPD (See Annex 2.1b Basic Equipment and Instrument for OPD At the end of this standard)		3
2.1.7 Duty rosters	2.1.7	Duty rosters of all OPDs are developed regularly and available in appropriate location.		1
2.1.8 Facilities for patients	2.1.8.1	Availability of waiting space with sitting arrangement is available for at least 100 persons in waiting lobby (for total OPDs)		1
	2.1.8.2	Safe drinking water is available in the waiting lobby throughout the day.		1
	2.1.8.3	There are four toilets with hand-washing facilities (2 for males and 2 for females separate, one each universal toilet)		1
	2.1.8.4	Hand-washing facilities are available for patients		1
2.1.9 Recording and reporting	2.1.9	OPD register available in every OPD and ICD 10 classification for diagnosis recorded (electronic health recording system) (See checklist 2.1 At the end of this standard for scoring)		3
2.1.10 Infection prevention	2.1.10.1	Masks and gloves are available and used (See Checklist 2.1 At the end of this standard for scoring)		3
	2.1.10.2	There are well labelled colored bins for waste segregation and disposal as per HCWM guideline 2014 (MoHP) (See Checklist 2.1 At the end of this standard for scoring)		3
	2.1.10.3	Hand-washing facility with running water and soap or hand sanitizer is available for practitioners (See Checklist 2.1 At the end of this standard for scoring)		3
	2.1.10.4	Needle cutter is used (See Checklist 2.1 At the end of this standard for scoring)		3
	2.1.10.5	Chlorine solution is available and utilized for decontamination (See Checklist 2.1 At the end of this standard for scoring).		3
Standard 2.1	Total Obtained Score			73
	Total Percentage (Total Obtained Score/ 73 x100)			

Checklist 2.1 OPD Services

(1= General Medicine, 2= Obstetrics/Gynecology, 3= Pediatrics, 4 General Surgery, 5= Orthopedics)

Code	Service Standards	Score								Direction to use
		1	2	3	4	5	Total Score	Percentage	Scoring	
2.1.1.1	OPD is open from 10 AM to 3 PM									Go to standard 2.1.1.2
2.1.3	Patient privacy maintained with separate rooms, curtains hung, maintaining queuing of patients with paging system in OPD									Go to standard 2.1.4.1
2.1.4.1	Counseling is provided to patients about the type of treatment being given and its consequences									Go to standard 2.1.4.2
2.1.5.1	Adequate rooms and space for the practitioners and patients are available									Go to standard 2.1.5.2
2.1.5.2	Light and ventilation are adequately maintained									Go to Standard 2.1.5.3
2.1.9	OPD register available in every OPD and ICD 10 classification for diagnosis recorded (electronic health recording system)									Go to standard 2.1.10
2.1.10.1	Masks and gloves are available and used									Go to standard 2.1.10.2
2.1.10.2	There are well labeled colored bins for waste segregation and disposal as per HCWM guideline 2014 (MoHP)									Go to standard 2.1.10.3
2.1.10.3	Hand washing facility with running water and soap or hand sanitizer is available for practitioners									Go to standard 2.1.10.4
2.1.10.4	Needle cutter is used									Go to standard 2.1.10.5
2.1.10.5	Chlorine solution is available and utilized for decontamination									Score Standard 2.1
Total percentage = Total obtained score / No. of OPD x 100;										

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3

Plot score based on scoring chart in obtained marks of respective standards

Annex 2.1a Furniture and Supplies for OPD

SN	General Items	Required No.	Score				
			General Medicine	Obstetric/ Gynecology	Pediatrics	General Surgery	Orthopedics
1	Working desk	1 for each practitioner					
2	Working Chairs	1 for each practitioner					
3	Patient chairs	2 for each working desk					
4	Examination table	1 in each OPD room					
5	Foot Steps	1 in each OPD room					
6	Curtain separator for examination beds	In each examination bed					
7	Shelves for papers	As per need					
8	Weighing scale	Adult and Child					
Total Score							
Total Percentage = Total Score/8 X 100							

Each row gets a score of 1 in each row if is available otherwise 0

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.1.5.3.1	
Score for Standard 2.1.5.3.2	
Score for Standard 2.1.5.3.3	
Score for Standard 2.1.5.3.4	
Score for Standard 2.1.5.3.5	

Annex 2.1b Basic equipment and instruments for OPD

S.No.	Basic equipment and instruments	Required No.	Score				
			General Medicine	Obstetrics/ Gynecology	Pediatrics	General Surgery	Orthopedics
1.	Stethoscope*	1 for each practitioner					
2.	Sphygmomanometer* (non-mercury) (*Pediatric size in pediatric OPD)	1 for each practitioner					
3.	Thermometer (digital)	2 in each table					
4.	Jerk hammer	1 for each practitioner					
5.	Flash light	1 for each practitioner					
6.	Disposable wooden tongue depressor	As per need					
7.	Hand sanitizer	1 in each table					
8.	Examination Gloves	As per need					
9.	X-Ray View Box	1 in each OPD					
10.	Measuring tape	1 in each table					
11.	Tuning fork	1 in each table					
12.	Proctoscope	1					
13.	Otoscope	1					
14.	Duck's Speculum	1					
15.	Aeyer's Spatula/ Slides (Pap Smear/ VIA materials)	1					
16.	Betadine/Swab	1					
17.	Fetoscope	1					
18.	Abdominal drape for patients	As per need					
19.	Pediatric Paracetamol	At least one syrup					
20.	Oral Rehydration Solution	At least one sachet					
21.	Goniometer	1 in each table					
22.	Plaster cutter	1					
Total score			13	16	13	13	13
Maximum Score							
Total percentage= Total Score/ Maximum Score x 100							
* For pediatrics OPD, pediatric size							

Each row gets a score of 1 in each row if is available otherwise 0

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.1.6.1	
Score for Standard 2.1.6.2	
Score for Standard 2.1.6.3	
Score for Standard 2.1.6.4	
Score for Standard 2.1.6.5	

Area	Code			
Special Clinics	2.2	Verification		
Immunization and Growth Monitoring Clinic	2.2.1			
Components		Standards	Obtained Score	Maximum Score
2.2.1.1 Time for patients	2.2.1.1	Immunization and growth monitoring service is available from 10 AM to 3 PM.		1
2.2.1.2 Staffing	2.2.1.2	Adequate numbers of healthcare workers are available (at least 2 mid-level health workers are assigned)		1
2.2.1.3 Maintaining patient privacy	2.2.1.3	Appropriate techniques have been used to ensure the patient privacy (separate rooms, curtains hung, maintaining queuing of patients).		1
2.2.1.4 Patient counseling	2.2.1.4.1	Counseling is provided to caretaker about the type of vaccine, its schedule, nutritional status of child.		1
	2.2.1.4.2	Appropriate IEC/BCC materials on vaccine, schedule and child growth and nutrition are available in clinic		1

2.2.1.5 Instrument, equipment and supplies available	2.2.1.5	Immunization and growth monitoring instrument, equipment and supplies are available(See Annex 2.2.1a Immunization and growth monitoring At the end of this standard)		3
2.2.1.6 Physical facilities	2.2.1.6.1	Adequate rooms and space for health worker and patients are available with at least one working table, chair for health worker and two patients' chair		1
	2.2.1.6.2	Light and ventilation are adequately maintained.		1
2.2.1.7 Recording and reporting	2.2.1.7.1	Patient's card (Health card, growth chart) and register available and services recorded		1
	2.2.1.7.2	An adverse event following immunization, complication, severe under-nutrition and referral to other sites recorded and reported		1
2.2.1.8 Infection prevention	2.2.1.8.1	Masks and gloves are available and used		1
	2.2.1.8.2	There are well labeled colored bins for waste segregation and disposal as per HCWM guideline 2014 (MoHP)		1
	2.2.1.8.3	Hand washing facility with running water and soap is available for practitioners.		1
	2.2.1.8.4	Needle cutter is used.		1
	2.2.1.8.5	Chlorine solution is available and utilized.		1
Standard 2.2.1		Total Obtained Score		17
		Total Percentage (Total Obtained Score/ 17 x100)		

Annex 2.2.1a Instruments, equipment and Supplies for Immunization and Growth Monitoring

SN	Name	Required Quantity	Score	
1	Weighing scale (Infantometer and Secca Scale)	At least one each		
2	Stadiometer	At least one		
3	MUAC tape	2		
4	Cold chain box set	At least one set		
5	Immunization as per national immunization protocol	At least two vial/ampule each		
6	Different size syringe for immunization (1,2,3,5,10 ml)	At least 10 each		
7	Cotton in swab container	As per needed		
8	Container for clean water	As per needed		
Total score				
Percentage = Total score/ 8 x 100				

Each row gets a score of 1 in each row if is available otherwise 0

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.2.1.5	

Area	Code	Verification		
Special Clinics	2.2			
Family planning Clinic	2.2.2			
Components		Standards	Obtained Score	Maximum Score
2.2.2.1 Time for patients	2.2.2.1	Family planning service is available from 10 AM to 3 PM.		1
2.2.2.2 Space	2.2.2.2	A separate area dedicated for FP counseling and services		1
2.2.2.3 Staffing	2.2.2.3	Adequate numbers of healthcare workers are available (at least 2 mid-level health workers are assigned)		1
2.2.2.4 Maintaining patient privacy	2.2.2.4	Appropriate techniques have been used to ensure the patient privacy (separate rooms, curtains hung, maintaining queuing of patients).		1
2.2.2.5 Patient counseling	2.2.2.5.1	Counseling is provided to users for family planning methods		1
	2.2.2.5.2	Appropriate IEC/BCC materials on family planning including DMT tool used for counseling		1
2.2.2.6 Supplies available	2.2.2.6	Supplies for Family Planning Services available (See Annex 2.2.2a Supplies for FP services At the end of this standard)		3
2.2.2.7 Equipment and supplies available	2.2.2.7	Functional BP set, stethoscope, thermometer, and weighing scale available		1
2.2.2.8 Physical facilities	2.2.2.8.1	Adequate rooms and space for health worker and patients are available with at least one working table, chair for health worker and two patients' chair and one examination bed		1
	2.2.2.8.2	Light and ventilation are adequately maintained.		1

2.2.2.9 Recording and reporting	2.2.2.9.1	Patient's health card and register available and services recorded		1
	2.2.2.9.2	FP related complication, defaulter and contraceptive failure are recorded and reported		1
2.2.2.10 Infection prevention	2.2.2.10.1	Masks and gloves are available and used		1
	2.2.2.10.2	There are well labelled colored bins for waste segregation and disposal as per HCWM guideline 2014 (MoHP)		1
	2.2.2.10.3	Hand-washing facility with running water and soap is available for practitioners.		1
	2.2.2.10.4	Needle cutter is used.		1
	2.2.2.10.5	Chlorine solution is available and utilized.		1
Standard 2.2.2		Total Obtained Score		19
		Total Percentage (Total Obtained Score/ 19 x100)		

Annex 2.2.2a Supplies for Family Planning

SN	Name	Required Quantity	Score
	Condoms	As per needed	
	Combined oral contraceptive pills	As per needed	
	IUD	As per needed	
	IUD Insertion and removal Set	At least 2	
	Implants	As per needed	
	Implants insertion and removal set	At least 2	
	Injection Depo provera	As per needed	
	Emergency contraceptive pills	As per need	
	Sterile surgical gloves (different sizes)	2 each of different size	
Total score			
Percentage = Total score/ 9 x 100			

Each row gets a score of 1 in each row if is available otherwise 0

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.2.2.6	

Area	Code	Verification	Obtained Score	Maximum Score
ATT, ART clinic	2.2.3			
Components		Standards		
2.2.3.1 Time for patients	2.2.3.1	Clinic is open from 10 AM to 3 PM.		1
2.2.3.2 Staffing	2.2.3.2	Adequate numbers of healthcare workers are available in OPD (at least 2 mid-level health workers are assigned)		1
2.2.3.3 Maintaining patient privacy	2.2.3.3	Appropriate techniques have been used to ensure the patient privacy (separate rooms, curtains hung, maintaining queuing of patients).		1
2.2.3.4 Patient counseling	2.2.3.4.1	Counseling is provided to patients about the type of treatment being given and its consequences.		1
	2.2.3.4.2	Appropriate IEC/BCC materials on TB, HIV/AIDS (posters, leaflets) are available in the OPD waiting area.		1
2.2.3.5 Medicine available	2.2.3.5	Medicines for TB, HIV/AIDS as per government treatment protocol available in OPD		1
2.2.3.6 Equipment and supplies available	2.2.3.6	OPD has functional BP set, stethoscope, thermometer and weighing scale		1
2.2.3.7 Physical facilities	2.2.3.7.1	Adequate rooms and space for health worker and patients are available with at least one working table, chair for health worker and two patients' chair		1
	2.2.3.7.2	Light and ventilation are adequately maintained.		1
2.2.3.8 Facilities for patients	2.2.3.8.1	Safe drinking water with mug or glass is available for taking medicine		1
	2.2.3.8.2	Hand-washing facilities are available for patients.		1

2.2.3.9 Recording and reporting	2.2.3.9.1	Patient's card (TB, ART) and register available and services recorded		1
	2.2.3.9.2	Drug resistance, complication and referral to other sites recorded and reported		1
2.2.3.10 Infection prevention	2.2.3.10.1	Masks and gloves are available and used		1
	2.2.3.10.2	There are well labeled colored bins for waste segregation and disposal as per HCWM guideline 2014 (MoHP)		1
	2.2.3.10.3	Hand washing facility with running water and soap is available for practitioners.		1
	2.2.3.10.4	Needle cutter is used.		1
	2.2.3.10.5	Chlorine solution is available and utilized.		1
Standard 2.2.3		Total Obtained Score		18
		Total Percentage (Total Obtained Score/ 18 x100)		

Area	Code	Verification		
Special Clinics	2.2			
Safe Abortion Services	2.2.4			
Components		Standards	Obtained Score	Maximum Score
2.2.4.1 Time for patients	2.2.4.1	Safe abortion services is available from 10 AM to 3 PM.		1
2.2.4.2 Space	2.2.4.2	A separate area dedicated for Safe Abortion counseling and services, area is washable and has separate instrument processing space for decontamination		1
2.2.4.3 Staffing	2.2.4.3.1	At least one medical officer or gynecologist trained and certified in first trimester SAS is available		1
	2.2.4.3.2	For surgical abortion, at least one medical officer or gynecologist or MDGP trained and certified in second trimester SAS is available		
2.2.4.4 Maintaining patient privacy	2.2.4.4	Appropriate techniques have been used to ensure the patient privacy (separate rooms, curtains hung, maintaining queuing of patients).		1
2.2.4.5 Patient counseling	2.2.4.5.1	Counseling is provided to users on Safe Abortion Services, complication and family planning post abortion along with clear discharge instructions		1
	2.2.4.5.2	Appropriate IEC/BCC materials on safe abortion services and post abortion family planning services –Medical Abortion Chart, CAC counseling flip chart, second trimester counseling flipchart, DMT Tools used for counseling		1

2.2.4.6 WHO Safe Surgery Checklist available	2.2.4.6	WHO safe surgery checklist is available and used for safe abortion services including written informed consent		
2.2.4.7 Instruments, equipments and Supplies available	2.2.4.7.1	Instruments, equipments and supplies for Safe Abortion Services available (See Annex 2.2.4a Instruments, equipments and supplies for Safe Abortion services At the end of this standard)		3
	2.2.4.7.2	Functional BP set, stethoscope, thermometer, and weighing scale available		1
2.2.4.8 Physical facilities	2.2.4.8.1	Adequate rooms and space for health worker and patients are available with at least one working table, chair for health worker and two patients' chair, one examination bed, one procedure table and one foot step		1
	2.2.4.8.2	Light and ventilation are adequately maintained.		1
2.2.4.9 Recording, reporting and histological examination	2.2.4.9.1	Patient's health card and register available and services recorded along with complications if any		1
	2.2.4.9.2	Product of conception is sent for histopathological examination and reports followed up		1
2.2.4.10 Infection prevention	2.2.4.10.1	Utility Gloves, Gumboot, Mask, Plastic Apron, Caps are available and used		1
	2.2.4.10.2	There are well labelled colored bins for waste segregation and disposal as per HCWM guideline 2014 (MoHP)		1
	2.2.4.10.3	Hand-washing facility with running water and soap is available for practitioners.		1
	2.2.4.10.4	Needle cutter is used.		1
	2.2.4.10.5	Chlorine solution is available and utilized.		1
Standard 2.2.4	Total Obtained Score			21
	Total Percentage (Total Obtained Score/ 21 x100)			

Annex 2.2.4a Instruments, equipments and supplies for Safe Abortion services

SN	Name	Required Quantity	Score
1.	Shelf for storage	At least 1	
2.	Reliable Light source (goose neck light)	At least 1	
3.	Oxygen concentrater/ Oxygen filled cylinder with flow meter and mask	At least 1 Set	
4.	Light view box with glass/ plastic container and sieve for POC check	At least 1 each	

5.	Intubation set adult	1 set	
6.	IV stand	At least 1	
7.	Surgical drum (2)	As per needed	
8.	Sterilized Chettle forceps with jar	At least 2	
9.	Bivalve Speculum (3 sized- small, medium and large)	At least 3 each	
10.	Stainless steel container with cover for storing instruments	At least 2	
11.	Cheattle's forceps with jar	At least 2	
12.	Instrument trolley	At least 2	
13.	Abdominal drapes	As per need	
14.	MVA aspirator	At least 2	
15.	MVA cannula sizes 4-12	At least 2 each	
16.	MVA cannula number (14 & 16)	At least 2 each	
17.	MVA set	At least 2 Set	
18.	D&E set	At least 2 Set	
19.	Suture set with Long needle holder	At least 2	
20.	Combi-pack (Mifepristone and Misoprostol)		
21.	Misoprostol only to treat incomplete abortion		
22.	Antibiotics (Injection Metronidazole 500mg/100ml, Tab Azithromycin 500mg)	As per need	
23.	Uterotonics (Injection Oxytocin, Tablet Misoprotol, Injection ergometrine)	As per need	
24.	Injection Xylocaine 1% /2% without adrenaline	2 vail each	
25.	Injection Atropine	10 ampules	
26.	Injection Adrenaline	10 ampules	
27.	Injection Hydrocortisone	At least 3 vail	
28.	Injection Dexamethasone	At least 3 vail	
29.	Distilled Water (100ml)	At least 2 bottles	

30.	Gloves (disposable) for P/V examination	At least 2 box	
31.	Surgical gloves different size	At least 2 each	
32.	Betadine Solution	At least 1 bottle	
33.	Disposable syringes 2 ml, 5 ml, 10 ml, 20 ml	At least 5 each	
34.	ET tubes of different size	At least 2 of each size	
35.	IV fluids (Normal Saline 0.9%, Ringers; Lactate, Dextrose 5% Normal Saline 0.9%)	At least 5 each	
36.	IV Infusion set	At least 5	
37.	IV canula (18 Gz, 20Gz)	At least 2 each	
38.	Foley's catheter and Urobag,	At least 2 set	
39.	Sutures of different size	At least 5 each	
40.	Soft brush for cleaning equipments	At least 2	
41.	Bucket or Basin	2-3 each of different size	
42.	IP flex available for processing MVA aspirator and cannula	One	
Total score			
Percentage = Total score/ 42 x 100			

Each row gets a score of 1 in each row if is available otherwise 0

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.2.4.7.1	

Area	Code	Verification		
Emergency Service	2.3			
Components		Standards	Obtained score	Maximum score
2.3.1 Time for patients	2.3.1	Emergency room/ward is open 24 hours		1
2.3.2 Staffing (per shift in ER)	2.3.2.1	For 5-10 ER beds (Doctor : Nurse: Paramedics: Office Assistant = 1:1:1:1)		1
	2.3.2.2	The doctor, nurse and paramedics are trained in PTC, ETM, BLS and ACLS ² training.		1
2.3.3 Physical facilities	2.3.3.1	10% of the total hospital beds are allocated for ER of which 1% for red, 2% for yellow, 3% for green and 1 % for black color coded		1
	2.3.3.2	Adequate furniture and supplies (See Annex 2.3a Furniture and General Supplies for ER At the end of this standard)		3
	2.3.3.3	Light and ventilation are adequately maintained.		1
	2.3.3.4	Designated area for nursing station centrally placed in ER and all beds visible from nursing station		1
	2.3.3.5	Space allocated for duty room and changing room separate for male and female staffs with facilities of tea room		1
	2.3.3.6	Separate toilets for staffs at least one each- male, female and universal		1
	2.3.3.7	Separate land line/ mobile phone for emergency		1
2.3.4 Instruments/ equipment	2.3.4	Instruments and equipment to carry out the ER works are available and functioning (See Annex 2.3b ER Instruments and equipment At the end of this standard)		3
2.3.5 Medicines and supplies	2.3.5.1	Medicines and supplies to carry out the ER works are available (See Annex 2.3c Medicines and supplies for ER At the end of this standard)		3
	2.3.5.2	Emergency stock of medicines and supplies for mass casualty management		1
2.3.6 Triage	2.3.6.1	Hospital maintains a triage system in the ER with 24 hours triage service		1
	2.3.6.2	Triage category board and information to the public (Red, Yellow, Green Board) (descriptive flex)		1

2 PTC- Primary Trauma Care, ETM- Emergency Trauma Management, BLS- Basic Life Support, ACLS- Advanced Cardiac Life Support

2.3.7 Emergency protocol in place	2.3.7.1	In red area one of the bed is Resuscitation bed with availability of emergency crash trolley with emergency lifesaving drugs, cardiac monitor, non-invasive ventilator, oxygen concentrator	1
	2.3.7.2	Development of 001 or Blue code call system whenever any patient visited in Emergency collapses and need immediate and urgent emergency care	1
	2.3.7.3	Emergency disposition of the patient either in observation ward or definite care ward or referral or discharge within 3-6 hours	1
	2.3.7.4	Critical patient transfer from emergency to OT or Inter-hospital transfer is accompanied at least by paramedics or Nurse for handover of patient	1
2.3.8 Maintaining patient privacy	2.3.8	Appropriate methods have been used to ensure patient privacy (separate rooms, curtains hung)	1
2.3.9 Security	2.3.9	The hospital has maintained security system for ER for 24 hours with CCTV coverage	1
2.3.10 Mass casualty/ disaster preparedness	2.3.10.1	The hospital has mass casualty management protocol, and all staffs are updated with well labelled direction, repositioning clipboards	1
	2.3.10.2	Disaster area identified with adequate furniture to carry out Triage in case of disaster	1
	2.3.10.3	Hospital carries out at least one mock drill and disaster preparedness once a year	1
	2.3.10.4	There must be disaster store in ER with equipment, instrument, medicines and supplies (See Annex 2.3d List of equipment, instrument, medicine and supplies for Disaster Store At the end of this standard)	3
2.3.11 Duty rosters	2.3.11	Duty rosters of the ER are developed regularly and available in appropriate location	1
2.3.12 Maintaining inventory	2.3.12	Separate inventories for emergency lifesaving drugs/equipment and narcotics are maintained	1
2.3.13 Securing narcotic drugs	2.3.13	Narcotic drugs are kept separately and securely with mandatory recording system	1
2.3.14 Facilities for patients	2.3.14.1	Safe drinking water is available 24 hours	1
	2.3.14.2	Hand washing facility with running water and liquid soap	1
	2.3.14.3	There are at least 3 toilets with hand washing facilities (1 for males, 1 for females, and 1 universal) for every 10 ER beds and for additional beds increase proportionately for male and female	1
2.3.15 Decontamination area	2.3.15	Decontamination area specified and practiced	1

2.3.16 Infection prevention	2.3.16.1	Staff wear mask and gloves during work		1
	2.3.16.2	There are clearly labeled colored bins for waste segregation and disposal as per HCWM Guideline 2014 (MoHP)		1
	2.3.16.3	Needle cutter is used		1
	2.3.16.4	Chlorine solution is available and utilized for decontamination		1
Standard 2.3		Total Obtained Score		44
		Total Percentage (Total Obtained Score/ 44 x100)		

Annex 2.3a Furniture and General Supplies for ER

S.No.	Furniture and General Supplies	Required Quantity	Score
1.	Wheel chair	2 for every 5 ER beds	
2.	Trolley	1 for every 5 ER beds	
3.	Stretcher	1 for every 5 ER beds	
4.	Information board	1	
5.	Foot Step	2 for every 5 ER beds	
6.	Working Table/Station with 2 chairs	1	
7.	Stool (for visitor) each bed	1	
8.	Medicine Rack	1	
9.	Supplies Rack	1	
10.	Waste Bins (color coded and labelled as per HCWM guideline 2014 (MoHP))	1 set for every 5 ER beds	
11.	Poisoning Chart	1	
12.	Telephone set/Mobile	1	
13.	Reference Books with cupboard	1	
14.	Cup Board for narcotics	1	
15.	Screen	As per need	
16.	Cart/Trolley with medicines for emergency procedures	1	
17.	IV stand	At least one per bed	
18.	Bed Pan	2 for every 5 bed	
19.	Urinal	2 for every 5 bed	
Total Score			
Total Percentage =Total Score/19 X 100			

Each row gets a score of **1** if all the required number is available otherwise **0**.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.3.3.2	

Annex 2.3b ER Equipment and Instrument

SN	Equipment /Instruments	Required No.	Score
1.	ECG machine (12 Leads)	1	
2.	Defibrillator	1	
3.	Foot / Electric Suction Machine	2	
4.	Portable ventilator/ Non-invasive ventilator	1	
5.	Positive Airway Pressure machine with accessories	1	
6.	Nebulizer set	1	
7.	Cardiac monitors with non-invasive BP cuffs	1 (For 5 beds)	
8.	BP set and Stethoscope (each treatment room)	2	
9.	Pulse oximeter	1	
10.	Glucometer with strips	1	
11.	Duck Speculum	2	
12.	Protoscope	2	
13.	Otoscope set	1	
14.	Nasal Speculum	1	
15.	Laryngoscope with batteries and blades	2	
16.	ET tubes of different sizes	At least 2 each	
17.	Torch Light	2	
18.	Geudel Airway	2	
19.	Ambu Bag (Adult and Pediatric)	2	
20.	Bougie	2	

21.	Endotracheal tube of different sizes	6	
22.	Different size mask	6	
23.	Laryngeal mask airway (Adult and Pediatric)	1 each	
24.	Oxygen tubes and masks	10 each	
25.	Suture Set	4	
26.	Catheterization set	2	
27.	Dressing set	2	
28.	Water sealed drainage set	1	
29.	N/G tube Aspiration set	1	
30.	Ear Irrigation Set	1	
31.	Cervical collar	4	
32.	Spinal backboard	1	
33.	Splints	3	
34.	Arm Slings	3	
35.	Portable Light	2	
Total Score			
Total Percentage = Total Score/35X 100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.3.4	

Annex 2.3c Medicines and supplies for ER (required number proportionate to ER beds 1:2)

SN	Name	Score
1.	Atropine Injection	
2.	Adrenaline Injection	
3.	Xylocaine 1% and 2% Injections with Adrenaline	

4.	Xylocaine 1% and 2 % Injections without Adrenaline	
5.	Xylocaine Gel	
6.	Diclofenac Injection	
7.	Hyoscine Butylbromide Injection	
8.	Diazepam injection	
9.	Morphine Injection / Pethidine Injection	
10.	Hydrocortisone Injection	
11.	Antihistamine Injection	
12.	Dexamethasone Injection	
13.	Ranitidine/Omeperazole Injection	
14.	Frusemide Injection	
15.	Dopamine injection	
16.	Noradrenaline injection	
17.	Digoxin injection	
18.	Verapamil injection	
19.	Amidarone injection	
20.	Glyceryl trinitrate injection/ tab	
21.	Labetolol injection	
22.	Magnesium Sulphate injection (loading dose)	
23.	Sodium bicarbonate injection	
24.	Calcium Gluconate injection	
25.	Ceftriaxone Injection	
26.	Metronidazole Injection	
27.	Charcoal Power	
28.	Normal Saline Injection	
29.	Ringers' Lactate Injection	
30.	Dextrose 5% Normal Saline Injection	
31.	Dextrose 5% Injection	
32.	Dextrose 25%/50% Injection (ampoule)	
33.	IV Infusion set (Adult/Pediatric)	
34.	IV Canula (16, 18, 20, 22, 24, 26 Gz)	

35.	Foley's Catheter (different French)	
36.	Disposable syringes (1 ml, 3 ml, 5 ml, 10 ml, 20 ml, 50 ml)	
37.	Disposable Gloves (Size- 6, 6.5, 7, 7.5)	
38.	Distilled Water	
39.	Sodium chloride-15%w/v and Glycerin-15% w/v (for enema)	
Total Score		
Total Percentage =Total Score/39 X100		

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.3.5.1	

Annex 2.3d List of equipment, instrument, medicine and supplies for Disaster Store

S.No.	Equipment and Instruments	Required Number	Score
1.	Stretcher/ trolley	5	
2.	Spinal boards	5	
3.	Wheel chairs	5	
4.	Medicine trolley	2	
5.	Portable suction machine	2	
6.	Nebulizer machine	2	
7.	Fluid warmer	2	
8.	Bp instrument	10	
9.	Stethoscope	10	
10.	Saturation probe	5	
11.	Thermometer	5	
12.	Suture sets	5	
13.	Dressing sets	5	
MEDICINES			

14.	Tetanus Toxoid Injection	50	
15.	Diclofenac Paracetamol Injection	50	
16.	Tramadol Injection	50	
17.	Ondensterone Injection	50	
18.	Cefazoline Injection	20	
19.	Metronidazole Injection	20	
20.	Ketorolac Injection	20	
21.	Transemic Acetate Injection	20	
22.	Atropine Injection	50	
23.	Adrenaline Injection	50	
24.	Midazolam Injection	20	
25.	Xylocaine 2% Injection	20	
26.	Vitamin B-complex Injection	20	
27.	Succinylcholine Injection	20	
28.	Normal Saline /Ringers' Lactate/ Dextrose 5% Normal Saline Injection	20 each	
29.	Hemaecel Injection	5	
Intubation articles			
30.	Ambu bag (adult,paed.)	10	
31.	Resuscitation masks (adult, pediatric, newborn)	10 each	
32.	Endo-tracheal (ET) tubes different size	5 each	
33.	Airways	5	
34.	Laryngoscope	5	
35.	ECG Leads	30	
SUPPLIES			
36.	Triage tags	100	
37.	Extra I/V stand	20	
38.	Portable oxygen cylinder	5	
39.	Plastic aprons	10	
40.	Gowns	10	
41.	Extra Mattress	50	
42.	Blankets	50	
43.	Screens	3	
44.	Scissors	5	
45.	Splints	15	
46.	Cervical collar(hard/soft)	20	

47.	Arm slings	20	
48.	Pelvic binder	5	
49.	Bandages	50	
50.	Crepe bandage	20	
51.	Elastoplast	20	
52.	Leuckoplast	20	
53.	Nebulizer kit set	2	
54.	Oxygen masks	10	
55.	Pressure Monitoring (PMO) line (for infusion)	10	
56.	Chest tube set (No.28,32)	10	
57.	Drainage bag	20	
58.	Foleys catheter/ Urobag	20 each	
59.	Surgical gloves Different Size	30 of each size	
60.	Examination gloves	2 boxes	
61.	Utility gloves	10	
62.	Betadine /spirit	10	
63.	IV Canula of all size, IV set and Buret Set	20 each	
64.	Syringes of different size (3ml,5ml, and 10ml) / (20ml, 50ml)	50 each/ 20 each	
65.	Suction tubes different size	5 each	
66.	Yanker suction	1	
67.	Sterile gauze, cotton, dressing pads.	1 medium size steel drum each	
68.	Hand Sanitizer	20	
69.	Torch lights	5	
70.	Note book	10	
71.	Ball pens	10	
Total score			
Total percentage = Total Score/ 71 x100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.3.14.4	

Area	Code			
Dressing and Injections, Routine Procedures (DIRP)	2.4	Verification		
Components		Standards	Obtained Score	Maximum Score
2.4.1 Working space	2.4.1	A separate room for routine dressing and injection service is available.		1
2.4.2 Furniture & general supplies	2.4.2	Adequate furniture and general supplies are available (See Annex 2.4a Furniture and General Supplies for DIRP At the end of this standard).		3
2.4.3 Services available	2.4.3	Minimum dressing services and routine procedures are available (See Annex 2.4b List of Minimum Services for DIRP At the end of this standard).		3
2.4.4 Disposable supplies	2.4.4	Medicines and supplies needed for dressing, injection and routine procedures are available (See Annex 2.4c Medicine and Supplies for DIRP At the end of this standard).		3
2.4.5 Sterile supplies	2.4.5.1	Adequate quantity of sterilized packs for wound dressing are available (See Annex 2.4d Sterile Supplies for DIRP At the end of this standard).		3
	2.4.5.2	Separate containers for sterile gauze and cotton balls are available.		1
2.4.6 Infection prevention and waste disposal	2.4.6.1	Mask, gloves, plastic apron, boots and goggles are available and used whenever required.		1
	2.4.6.2	At least three color coded waste bins as per HCWM guideline 2014 (MoHP) are available and used		1
	2.4.6.3	Supplies trolley with needle cutter is available and used		1
	2.4.6.4	Hand-washing facility with running water and soap		1
	2.4.6.5	Chlorine solution is available and utilized for decontamination		1
2.4.7 Documentation	2.4.7	Proper records of all procedures are kept and reported.		1
Standard 2.4		Total Obtained Score		20
		Total Percentage (Total Obtained Score/ 20 x100)		

Annex 2.4a Furniture and General Supplies for DIRP

SN	General Items	Required No.	Score
1.	Treatment Beds (Mattress/ Pillow)	1	
2.	Working Table	1	
3.	Chairs	1	
4.	Bowl with chlorine solution (set)	1	
5.	Bucket with soap water	1	
6.	Needle cutter	1	

7.	Flash light	1	
8.	Portable Lamp	1	
9.	Wall Clock	1	
		Total Score	
		Total Percentage = Total Score/9 X 100	

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.4.2	

Annex 2.4b List of Minimum Services for DIRP

S. No.	Services/ Procedures Available	Score
1.	Simple dressing change	
2.	Skin suture removal	
3.	Splinting	
4.	Multiple wound dressing	
5.	Large wounds requiring padding	
6.	Dressing change under local anesthesia	
7.	Incision and drainage	
8.	Catheterization (insertion and removal)	
		Total Score
		Total percentage = Total Score/8 x100

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.4.3	

Annex 2.4c Medicines and Supplies for DIRP

SN	Supplies	Required No.	Score
1.	Lignocaine Hydrochloride 1%	2-3	
2.	Lignocaine Hydrochloride 2%	2-3	
3.	Lignocaine Hydrochloride 2% with adrenaline	2-3	
4.	Povidine Iodine Solution	2-3	
5.	Hydrogen Peroxide Solution	1	
6.	Cotton bandages	As per need	
7.	Silk 2-0	As per need	
8.	Polypropylene (Prolene) 2-0, 3-0, 4-0	As per need (2-3)	
9.	Catheter of different size	2 of each size	
10.	Sprit	2	
11.	Disposable syringes 1 ml, 3 ml, 5 ml, 10 ml	As per need	
12.	Sterile gloves different size	As per need	
13.	Disposable Gloves	As per need	
14.	Masks	As per need	
Total Score			
Total Percentage = Total Score/14 X 100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.4.4	

Annex 2.4d Sterile Supplies for DIRP

SN	General items	Required No.	Score
1.	Sterile Dressing Set (must be in wrapper)	5-10	
2.	Sterile Suture Sets (must be in wrapper)	2-3	
3.	Sterile Suture Removal Set (must be in wrapper)	2-3	
4.	Sterile Catheter Set (must be in wrapper)	2-3	
5.	Sterile Cheatle Forceps with Jar	2	

6.	Sterile cotton balls in steel drum	1 drum	
7.	Sterile gauze pieces in steel drum	1 drum	
8.	Sterile gauze pads	1 drum	
9.	Sterile extra instruments in separate tray	As per need	
Total Score			
Total Percentage = Total Score/9 X 100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.4.5.1	

Area	Code	Verification	Obtained Score	Maximum Score
Hospital Pharmacy Service	2.5			
Components		Standards		
2.5.1 Pharmacy unit available	2.5.1	Hospital has designated pharmacy unit		1
2.5.2 Governance committee for hospital pharmacy services	2.5.2.1	Governance committee for hospital are formed based on hospital pharmacy-service guideline:		
	2.5.2.1.1	Drug and Therapeutic committee (DTC)		1
	2.5.2.1.2	Hospital pharmacy operation committee		1
2.5.3 Hospital formulary Heading: Availability of medicines and supplies	2.5.3.1	Hospital has prepared formulary list based on Nepalese National Formulary (NNF) approved by DTC		1
	2.5.3.2	Hospital formulary list includes all medicines and supplies as per services provided by hospital		1
	2.5.3.3	Hospital has all ,medicines and supplies available as per approved hospital formulary list		1

2.5.4 Good procurement practice	2.5.4.1	Annual procurement plan for medicines and supplies for pharmacy services is available	1
	2.5.4.2	Procurement is done based on public procurement guideline	1
	2.5.4.3	Product specification for each medicine and related supplies of approved formulary list is available	1
	2.5.4.4	Technical criteria on quality assurance of procured medicines is included in tender document	1
	2.5.4.5	Certificate of analysis (CoA) from manufacturer of each batch of procured medicine is available	1
	2.5.4.6	Selling price of the drugs does not exceed 20% of the procurement price	1
2.5.5 Pharmacy service hours	2.5.5	The pharmacy is open 24x7	1
2.5.6 Staffing as per hospital pharmacy service guideline 2072	2.5.6.1	Pharmacy unit is led by at least one pharmacist	1
	2.5.6.2	Pharmacy has at least one assistant pharmacist and one office assistants in each shift	1
	2.5.6.3	Duty roster of pharmacy to cover 24 hours service is prepared and visibly placed	1
2.5.7 Display of list of free medicines	2.5.7	The list of free medicines is displayed in a clearly visible place.	1
2.5.8 Availability of medicines for specific programs	2.5.8	All of the required medicines and supplies for specific programs are available in pharmacy (less than 50%= 0; 50-70 =1, 70-85=2 85-100= 3)	3
2.5.9 Inpatient pharmacy services available	2.5.9	Hospital pharmacy directly supplies inpatient medicine and supplies to wards and OT	1
2.5.10 Electronic record keeping	2.5.10	Pharmacy uses computer with software for inventory management and medicine use	1
2.5.11 Pharmacy stock available	2.5.11	Number of items of hospital formulary stocked in pharmacy(less than 50%= 0; 50-70 =1, 70-85=2 85-100= 3)	3
2.5.12 Display and storage of medicines	2.5.12.1	All the medicines and supplies are displayed in clean racks following either alphabetical orders and generic names or grouping as use	1
	2.5.12.2	Temperature of pharmacy is monitored and recorded and is maintained in range of (25+/- 2°C)	1
	2.5.12.3	Functional freeze +/-4°C for thermolabile medicine	1

2.5.13 Information to patients	2.5.13.1	Pharmacy department has its allocated separate information and counseling unit with reference books or e-books	1
	2.5.13.2	Information regarding the medicines is provided to the patients.	1
	2.5.13.3	IEC materials (posters, leaflets, national hospital formulary) about the appropriate use for medicines are available in the pharmacy area.	1
2.5.14 Generic prescription	2.5.14	Hospital has pre-printed list of medicines for generic prescription available	1
2.5.15 Dispensing medicines	2.5.15.1	Medicine is dispensed using electronic billing with barcode system	1
	2.5.15.2	Each medicine is given with written instructions on how to take	1
2.5.16 First Expiry First Out (FEFO)	2.5.16	FEFO system is maintained using standard stock book/cards.	1
2.5.17 Pharmacy Inventory	2.5.17	Every month, all medicines and supplies are counted, out- of-date discarded, and tallied with the medical store.	1
2.5.18 Drug utilization review and quantification of data	2.5.18.1	Pharmacy department operates pharmacovigilance activities and adverse drug reaction (ADR) Reporting	1
	2.5.18.2	Pharmacy department conducts studies on drug utilization and quantification	1
2.5.19 Pharmaceutical waste disposal	2.5.19	Pharmaceutical waste (expired or unused pharmaceutical products, spilled contaminated pharmaceutical products surplus drugs, vaccines or sera, etc) management is done based on HCWM guideline 2014 (MoHP) or returned to the supplier on time	1
Standard 2.5	Total Obtained Score		39
	Total Percentage (Total Obtained Score/39 x100)		

Area	Code	Verification		
Inpatient Service ³	2.6			
Components		Standards	Obtained Score	Maximum Score
2.6.1 Space for work	2.6.1.1	Separate space for nursing station is available in each ward (See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.1.2	Separate changing room available for male and female staffs (See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.1.3	Separate store room is available (See Checklist 2.6 At the end of this standard for scoring)		3
2.6.2 Furniture and supplies available and functioning	2.6.2	Furniture and supplies to carry out the inpatient services are available and functioning		
	2.6.2.1	Medicine Ward (See Annex 2.6a furniture and supplies for inpatient wards At the end of this standard)		3
	2.6.2.2	Surgery Ward (See Annex 2.6a furniture and supplies for inpatient wards At the end of this standard)		3
	2.6.2.3.1	Pediatrics Ward (See Annex 2.6a furniture and supplies for inpatient wards At the end of this standard)		3
	2.6.2.3.2	Separate area dedicated for play room with play materials for different pediatric age groups		1
2.6.3 Medicine and supplies available	2.6.3	Medicine and supplies to carry out the inpatient services are available in wards		
	2.6.3.1	Medicine Ward (See Annex 2.6b medicine and supplies for inpatient wards At the end of this standard)		3
	2.6.3.2	Surgery Ward (See Annex 2.6b medicine and supplies for inpatient wards At the end of this standard)		3
	2.6.3.3	Pediatrics Ward (See Annex 2.6b medicine and supplies for inpatient wards At the end of this standard)		3
2.6.4 Nursing station	2.6.4	There is a set of at least one table and two chairs in the nursing station and shelves for storage of charts and inpatient forms and formats (See Checklist 2.6 At the end of this standard for scoring)		3
2.6.5 Nursing and support staff for inpatient service	2.6.5	Adequate numbers of nursing staff are available in ward per shift (nurse patient ratio 1:6 in general ward) and at least one trained office assistant/ward attendant per shift in each ward(See Checklist 2.6 At the end of this standard for scoring)		3

3 Separate Set of Sheets for Assessment of Service Standards including - Checklist and Annexes, should be used for Each Ward Allocated for Inpatient Service and scoring of cumulative standards is done at end of all inpatient wards' assessment

2.6.6 Duty rosters	2.6.6	Duty roster of doctors, nurses, paramedics and support staffs kept visibly in nursing station (See Checklist 2.6 At the end of this standard for scoring)		3
2.6.7 Communication	2.6.7	Telephone facility is available with list of important contact numbers and hospital codes visibly kept (See Checklist 2.6 At the end of this standard for scoring)		3
2.6.8 Emergency management of inpatients	2.6.8.1	All staffs in wards are trained for BLCS and oriented about emergency code 001 or blue code (See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.8.2	At least one emergency trolley with emergency medicine available in ward (See Annex Emergency Trolley for Inpatient)		
	2.6.8.2.1	Medicine Ward (See Annex 2.6c Emergency Trolley for Inpatient At the end of this standard)		3
	2.6.8.2.2	Surgery Ward (See Annex 2.6c Emergency Trolley for Inpatient At the end of this standard)		3
	2.6.8.2.3	Pediatrics Ward (See Annex 2.6c Emergency Trolley for Inpatient At the end of this standard)		3
	2.6.8.3	At least one defibrillator in immediate accessible area (See Checklist 2.6 At the end of this standard for scoring)		3
2.6.9 Safe Abortion Service (SAS) available	2.6.9	Safe abortion service (SAS) is available as per National SAS Implementation Guideline		1
2.6.10 Physical facilities for patient	2.6.10.1	Separate area designated for admission of male and female inpatients in wards (See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.10.2	There are adequate separate toilets for male and female patients in each ward (1 for 6 female bed and 1 for 8 male beds) (See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.10.3	Safe drinking water is available 24 hours for inpatients(See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.10.4	Hours/ Time allocated for visitors to meet the inpatients and followed accordingly (See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.10.5	Separate space is available for patients' visitors (Kuruwa Ghar).		1
2.8.11 Communication	2.6.11	Basic information regarding admitted patients is displayed in a separate board (See Checklist 2.6 At the end of this standard for scoring)		3

2.6.12 IEC/BCC Materials	2.6.12	Appropriate IEC/BCC materials (posters, leaflets etc.) are available in the inpatient ward with focus on infection prevention. (See Checklist 2.6 At the end of this standard for scoring)		3
2.6.13 Recording and reporting	2.6.13	Admission and discharge registers are available and are being filled completely (HMIS 8.1 and 8.2) (See Checklist 2.6 At the end of this standard for scoring)		3
2.6.14 Infection prevention	2.6.14.1	PPE ⁴ are available and used whenever required(See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.14.2	Each ward has hand sanitizer in visible place for health workers to use before and after touching patients (See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.14.3	There are well labelled color-coded bins for waste segregation and disposal as per HCWM ⁵ guideline 2014 (MoHP) (See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.14.4	Hand-washing facility with running water and liquid soap is available and being practiced (See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.14.5	Needle cutter is used (See Checklist 2.6 At the end of this standard for scoring)		3
	2.6.14.6	Chlorine solution is available and utilized for decontamination (See Checklist 2.6 At the end of this standard for scoring)		3
Standard 2.6	Total Obtained Score			96
	Total Percentage (Total Obtained Score/ 96 x100)			

**Checklist 2.6 Inpatient Services
(1= Medicine Ward 2= Surgery ward 3= Pediatrics Ward)**

Code	Standards	1	2	3	Total Score	Percentage	Scoring	Direction of use
2.6.1.1	Separate space for nursing station is available in each ward							Go to Standard 2.6.1.2
2.6.1.2	Separate changing room available for male and female staffs							Go to Standard 2.6.1.3
2.6.1.3	Separate store room is available							Go to Standard 2.6.2

4 PPE = Personal Protective Equipment

5 HCWM = Health Care Waste Management

2.6.4	There is a set of at least one table and two chairs in the nursing station and shelves for storage of charts and inpatient forms and formats							Go to Standard 2.6.5
2.6.5	Adequate numbers of nursing staff are available in ward per shift (nurse patient ratio 1:6 in general ward) and at least one trained office assistant/ward attendant per shift in each ward							Go to Standard 2.6.6
2.6.6	Duty roster of doctors, nurses, paramedics and support staffs kept visibly in nursing station							Go to Standard 2.6.7
2.6.7	Telephone facility is available with list of important contact numbers and hospital codes visibly kept							Go to Standard 2.6.8
2.6.8.1	All staffs in wards are trained for BLCS and oriented about emergency code 001 or blue code							Go to Standard 2.6.8.2
2.6.8.3	At least one defibrillator in immediate accessible area							Go to Standard 2.6.10
2.6.10.1	Separate area designated for admission of male and female inpatients in ward							Go to Standard 2.6.9.2
2.6.10.2	There are adequate separate toilets for male and female patients in each ward (1 for 6 female bed and 1 for 8 male beds)							Go to Standard 2.6.10.3
2.6.10.3	Safe drinking water is available 24 hours for inpatients							Go to Standard 2.6.10.4
2.6.10.4	Hours/ Time allocated for visitors to meet the inpatients and followed accordingly							Go to Standard 2.6.10.5
2.6.10.5	Separate space is available for patients' visitors (Kuruwa Ghar).							Go to Standard 2.6.11
2.6.11	Basic information regarding admitted patients is displayed in a separate board							Go to Standard 2.6.12
2.6.12	Appropriate IEC materials (posters, leaflets etc.) are available in the inpatient ward with focus on infection prevention							Go to Standard 2.6.13
2.6.13	Admission and discharge registers are available and are being filled completely (HMIS 8.1 and 8.2)							Go to Standard 2.6.14
2.6.14.1	PPE are available and used whenever required							Go to Standard 2.6.14.2

2.6.14.2	Each ward has hand sanitizer in visible place for health workers to use before and after touching patients							Go to Standard 2.6.14.3
2.6.14.3	There are well labelled color-coded bins for waste segregation and disposal as per HCWM guideline 2014 (MoHP)							Go to Standard 2.6.14.4
2.6.14.4	Hand-washing facility with running water and liquid soap is available and being practiced							Go to Standard 2.6.14.5
2.6.14.5	Needle cutter is used							Go to Standard 2.6.14.6
2.6.14.6	Chlorine solution is available and utilized for decontamination							Score Standard 2.6

Each row gets a score of 1 if available otherwise 0.

Total Percentage = Total Score/ No of wards (3) x100

Plot the scoring based on the scoring chart and fill in the respective standards in tool and checklist

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3

**Annex 2.6a Furniture and Supplies for inpatient wards
(1= Medicine Ward 2= Surgery ward 3= Pediatrics Ward)**

SN	General Items	Required Number	Score		
			1	2	3
1.	Working table	1-2			
2.	Chairs	2			
3.	Cup board	2			
4.	Shelves	1			
5.	Bed side table	per bed-1			
6.	Stools (for visitor)	per bed 1			
7.	Patient Beds (Metal bed / adjustable head/ mechanical ratchet, 3 X 6 ft.)	As per sanctioned bed			

8.	IV stand	As per bed			
9.	Medicine trolley	1			
10.	Dressing trolley	1			
11.	Wall Clock	2			
12.	Oxygen Concentrator	1 per 5 bed			
13.	Suction machine (foot/electric)	1			
14.	Laryngoscope with blade and batteries	1			
15.	Self-inflating bag air mask – adult, child, neonate size	1 set			
16.	BP set and stethoscope (Non-Mercury)	2 sets			
17.	Thermometer	3-5			
18.	Baby and adult weighing scale	1 each			
19.	Steel drum with sterile cotton	1			
20.	Steel drum with sterile gauze and pad	1			
21.	Scissors	2			
22.	Cheatele Forceps with Jar	2			
23.	Catheter set	2			
24.	Dressing set	2			
25.	Mattress with bedcover, pillow with pillow cover, blanket with cover	1 set per bed			
26.	Torch with extra batteries and bulb	2-3			
27.	Inpatient register as per ICD code	As per need			
28.	Inventory Records	As per need			
29.	Cardex files	As per bed			
30.	Waste bins color coded based on HCWM guideline 2014 (MoHP)	1 set per room			
Total Score					
Total percentage= Total Score/30 x 100					

Each row gets a score of 1 if the mentioned medicines are available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for standard 2.6.2.1	
Score for Standard 2.6.2.2	
Score for Standard 2.6.2.3.1	

Annex 2.6 b Medicine and Supplies for Inpatient Ward
(1= Medicine Ward 2= Surgery ward 3= Pediatrics Ward)

S.No.	Medicine and supplies	Required No.	Score		
			1	2	3
1.	Normal Saline Injection	15			
2.	Dextrose 5% Injection	15			
3.	Ringers' Lactate Injection	15			
4.	Dextrose 5% Normal Saline Injection	15			
5.	Distilled Water	10			
6.	IV Infusion Set	10			
7.	IV set	5			
8.	IV Canula (16,18,20,22,24,26Gz)	5 each			
9.	Gloves (Utility)	1 box			
10.	Mask, Cap, Gowns	As per need			
11.	Disposable syringes 1 ml, 3 ml, 5 ml, 10 ml, 30 ml, 50 ml	As per need			
Total Score					
Total Percentage = Total Score/ 11x 100					

Each row gets a score of 1 if the mentioned medicines are available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.6.3.1	
Score for Standard 2.6.3.2	
Score for Standard 2.6.3.3	

Annex 2.6c Medicines and Supplies for ER Trolley for Inpatient Ward
1= Medicine Ward, 2= Surgery Ward, 3= Pediatrics Ward

SN	Name	Required No	Score		
			1	2	3
1.	Atropine Injection	10			
2.	Adrenaline Injection	3			
3.	Xylocaine 1% and 2% Injections with Adrenaline	2			
4.	Xylocaine 1% and 2 % Injections without Adrenaline	2			
5.	Xylocaine Gel	2			
6.	Diclofenac Injection	5			
7.	Hyoscine Butylbromide Injection	5			
8.	Diazepam injection	2			
9.	Morphine Injection / Pethidine Injection	2			
10.	Hydrocortisone Injection	4			
11.	Pheramine Injection	4			
12.	Dexamethasone Injection	4			
13.	Ranitidine/Omeperazole Injection	4			
14.	Frusemide Injection	5			
15.	Dopamine injection	2			
16.	Noradrenaline injection	2			
17.	Digoxin injection	2			
18.	Verapamil injection	2			
19.	Amidarone injection	2			
20.	Glyceryltrinitrate injection	1			
21.	Labetolol injection	1			

22.	Sodium bicarbonate injection	2			
23.	Ceftriaxone Injection	4			
24.	Metronidazole Injection	4			
25.	Dextrose 25%/50% ampoule	2			
26.	IV Infusion set (Adult/Pediatric)	2			
27.	IV Canula (16, 18, 20, 22, 24, 26 Gz)	2 each			
28.	Disposable syringes 1 ml, 3 ml, 5 ml, 10 ml, 20 ml, 50 ml	5 each			
29.	Disposable Gloves (Size 6, 6.5, 7, 7.5)	3 each			
30.	Distilled Water	3			
31.	Sodium chloride-15%w/v and Glycerin-15% w/v (for enema)	5			
Total Score					
Total Percentage =Total Score/31 X100					

Each row gets a score of **1** if all the required number is available otherwise **0**.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.6.8.2.1	
Score for Standard 2.6.8.2.2	
Score for Standard 2.6.8.2.3	

Area	Code	Verification		
Maternity Services	2.7			
Delivery Services	2.7.1			
Components		Standards	Obtained Score	Maximum Score
2.7.1.1 Availability of delivery service	2.7.1.1.1	Separate pre-labor room/ labor room with privacy is available.		1
	2.7.1.1.2	Delivery service is available round the clock		1
	2.7.1.1.3	At least one delivery bed is assigned for every 15 maternity beds		1
	2.7.1.1.4	Labor room has adequate space for accommodating team of health workers during emergencies and easy access to OT		1
2.7.1.2 Trained Human Resource for Delivery Services	2.7.1.2.1 Hospital delivery service has adequate and trained staffing			
	2.7.1.2.1.1	Nurse: pregnant women ratio 1:2 in pre-labor; 2:1 per delivery table and 1:6 in post-natal ward		1
	2.7.1.2.1.2	At least one ASBA trained medical officer on duty		1
	2.7.1.2.1.3	At least one office assistant is available per shift		1
	2.7.1.2.2	All staffs- nursing, medical practitioner designated for delivery services are trained skilled birth attendants		1
2.7.1.3 Duty rosters	2.7.1.3	Duty roster to cover 24 hours shift is developed and placed in visible place		1
2.7.1.4 Appropriate use of partograph for decision making	2.7.1.4	Partograph available and being used rationally		1
2.7.1.5 KMC done for low birth weight babies	2.7.1.5	At least 2 KMC chairs available for providing KMC to premature and preterm babies		1
2.7.1.6 Birth certificate prepared and released	2.7.1.6	A formally signed standard birth certificate is issued.		1
2.7.1.7 Patient counseling	2.7.1.7.1	Pre-labor/ during labor patient and patients' family are adequately given counseling on labor, possible complications and written consent taken		1
	2.7.1.7.2	Health education on PNC, danger signs of mother and child, Immunization, nutrition, hygiene and family planning is given		1
	2.7.1.7.3	Postpartum family planning and breastfeeding- early, exclusive and extended counseling is done prior to discharge.		1
2.7.1.8 IEC/BCC ⁶ materials	2.7.1.8	Appropriate IEC/BCC materials (posters, leaflets etc.) on postnatal care, breastfeeding-early, exclusive and extended, nutrition, immunization are used and available for users		1

6 IEC/BCC= Information Education and Communication/ Behavior Change Communication

2.7.1.9 Furniture, equipment, instrument, medicine and supplies for labor room	2.7.1.9.1	Separate store room for delivery service related logistics	1
	2.7.1.9.2	The facility has adequate equipment, instrument and general supplies for delivery services (See Annex 2.7.1a Furniture, equipment, instrument and general supplies for labor room At the end of this standard)	3
	2.7.1.9.3	Labor room has medicines and supplies available for delivery services (See Annex 2.7.1b medicines and supplies for Labor Room At the end of this standard)	3
	2.7.1.9.4	Labor room has emergency cart with medicines and supplies available (See Annex 2.7.1c Medicines and Supplies for ER ⁷ Trolley Labor Room At the end of this standard)	3
2.7.1.10 Facilities for patients	2.7.1.10.1	Safe drinking water is available 24 hours.	1
	2.7.1.10.2	Separate toilet for patient is available in pre-labor room and accessible to patient after delivery	1
	2.7.1.10.3	There should be maternity waiting homes ⁸ where there is more than 20 deliveries per day and the waiting home must be taken round by every shift with at least one visit (by nurse)	1
2.7.1.11 Infection prevention	2.7.1.11.1	Personal protective equipment are available and used whenever required.	1
	2.7.1.11.2	Washable labor room	1
	2.7.1.11.3	Separate slipper designated for labor room and hand sanitizer placed in visible place for use	1
	2.7.1.11.4	There are at well labelled color-coded bins for waste segregation and disposal as per HCWM guideline 2014 (MoHP)	1
	2.7.1.11.5	Hand-washing facility with running water and liquid soap is available	1
	2.7.1.11.6	Needle cutter is used	1
	2.7.1.11.7	Liquid sodium hypochloride (0.5% Chlorine solution) is available and utilized for decontamination.	1
	2.7.1.11.8	Dry gauze and cotton are stored separately in clean containers.	1
	2.7.1.11.9	Separate bowls/ bucket for placenta and plastic	1
	2.7.1.11.10	Placenta pit is used to dispose placenta.	1
Standard 2.7.1	Total Obtained Score		39
	Total Percentage = Total Obtained Score/ 39 x100		

7 ER= Emergency

8 Only for selected remote mountainous area as defined by government

Annex 2.7.1a Furniture, equipment, instrument and general supplies for labor room

S.No.	Items	Required Number	Score
1.	Delivery bed	At least 1 for every 15 beds	
2.	Clean bed linen	Each bed	
3.	Curtains	As per need	
4.	Clean surface (for alternative delivery position)	Available	
5.	Newborn Resuscitation table	1	
6.	Light source	1	
7.	Room Heater	1	
8.	Baby heater	1 per delivery bed	
9.	Refrigerator for labor room	1	
Equipment and Instruments			
10.	BP Set and Stethoscope	1	
11.	Body Thermometer (Non- mercury)	1	
12.	Room thermometer	1	
13.	Fetoscope	2	
14.	Fetal stethoscope	1	
15.	Baby weighing scale	1	
16.	Self-inflating bag air mask - neonatal size	1	
17.	Mucus extractor with suction tube/ (Penguin)	2	
18.	Doppler	1	
19.	Vaginal speculum (Sims)	2	
20.	Neonatal resuscitation kit	1	

21.	Adult resuscitation kit	1	
22.	Sterile Delivery Instrument Set (Check each set)	4 sets per delivery beds	
22.1	Sponge forceps	2	
	Artery forceps	2	
	S/S bowl (Galli pot)	1	
	S/S bowl (receive placenta) (1-2 litre)	1	
	Cord cutting Scissors (blunt end)	1	
	Cord ties/ cord clamp	2	
	Plastic sheet/ rubber sheet	1	
	Gauze swabs	4	
	Cloth squared	3	
	Kidney tray	1	
	Peripad/ big dressing pad	2	
	Leggings	2	
	Perineal sheet	1	
	Baby receiving towel	1	
Sterile gown	1		
23	Suture set (Check each set)	2 sets	

23.1	Needle holder	1	
	Sponge holder	1	
	Suture cutting scissors	1	
	Dissecting forceps (tooth and plain)	2	
	Artery forceps	1	
	Galliport	2	
24.	Episiotomy set (Check each set)	2 sets	
24.1	Episiotomy scissors	1	
	Needle holder	1	
	Suture cutting scissor	1	
	Dissecting forceps(tooth and plain)	2	
	Artery forceps	1	
25.	Vacuum set	2	
26.	Forceps set for delivery	1	
Total Score			
Total percentage= Total Score/26x100			

Each row gets a score of **1** if the mentioned medicines are available otherwise **0**.

Scoring Chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.7.1.9.2	

Annex 2.7.1b Medicines and Supplies for Labor Room

S.No.	Medicines and supplies	Required No.	Score
Medicines			
1.	Oxytocin injection (keep in 2-8°C)	20 amp	
2.	Tranexamic acetate injection	10 amp	
3.	Ergometrine injection	10 amp	
4.	Magnesium sulphate injection	50 amp	
5.	Calcium gluconate injection	10 amp	
6.	Diazepam injection	10	
7.	Labetolol injection	10	
8.	Ampicillin injection	10	
9.	Gentamycin injection	5	
10.	Metronidazole injection	5	
11.	Lignocaine injection	2	
12.	Adrenaline injection	5	
13.	Ringers' lactate injection	10	
14.	Normal saline injection	10	
15.	Dextrose 5% injection	10	
16.	Water for injection	5	
17.	Eye antimicrobial (1% silver nitrate or Tetracycline 1% eye ointment)	2	
18.	Povidone iodine	5	

19.	Tetracycline 1% eye ointment	2	
20.	Paracetamol Tablet	20	
21.	Nefidipine SL Tablet 5 mg	4 tab	
22.	Misoprostol Tablet	5 tabs	
Supplies			
23.	Syringes and needles	20	
24.	IV set	10	
25.	Spirit (70% alcohol)	1 bottle	
26.	Steel drum with cotton	1	
27.	Urinary catheter(plain and foley's)	5 each	
28.	Sutures for tear or episiotomy repair (2.0 chromic catgut)	12 PC	
29.	Bleach (chlorine-base compound)	2 packets	
30.	Clean (plastic) sheet to place under mother	4	
31.	Sanitary pads	1 box	
32.	Peri-pads Sterile	As per need	
33.	Clean towels for drying and wrapping the baby	5	
34.	Cord ties (sterile)	50	
35.	Blanket for the baby	5	
36.	Baby feeding cup	3	
37.	Impregnated bed net	2	
38.	Utility Gloves	10 pairs	
39.	Sterile Gloves	50 pairs	
40.	Long plastic apron	2	

41.	Goggles	2	
42.	Container for sharps disposal	1	
43.	Needle cutter	1	
44.	Receptacle for soiled linens	1	
45.	Bucket for soiled pads and swabs	2	
46.	Bucket for placenta (5 ltr.)	2	
47.	Well labelled color coded bins as per HCWM guideline 2014 (MoHP)	1 set	
48.	Wall Clock	1	
49.	Torch with extra batteries and bulb	1-2	
50.	Maternity register	1-2	
51.	Birth certificate	as per need	
52.	Partograph	as per need	
Total Score			
Total percentage= Total Score/52 x 100			

Each row gets a score of 1 if the mentioned medicines are available otherwise 0.

Scoring Chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.7.1.9.3	

Annex 2.7.1c Medicines and Supplies for ER Trolley Labor Room

SN	Name	Required No	Score
1.	Atropine Injection	10 amp	
2.	Adrenaline Injection	3vial	
3.	Xylocaine 1% and 2% Injections with Adrenaline	2vial	
4.	Xylocaine 1% and 2 % Injections without Adrenaline	2vial	
5.	Xylocaine Gel	2 tube	
6.	Diclofenac Injection	5 amp	
7.	Hyoscine Butylbromide Injection	5amp	
8.	Diazepam injection	2 amp	
9.	Morphine Injection / Pethidine Injection	2 amp	
10.	Hydrocortisone Injection	4vial	
11.	Chlorpheniramine meliate Injection	4amp	
12.	Dexamethasone Injection	4vial	
13.	Ranitidine/Omeperazole Injection	4 amp	
14.	Frusemide Injection	5 amp	
15.	Dopamine injection	2 amp	
16.	Noradrenaline injection	2 amp	
17.	Digoxin injection	2 amp	
18.	Verapamil injection	2 amp	
19.	Amidarone injection	2 amp	
20.	Glyceryl trinitrate/nitroglycerine injection	10 tab/ 5amp	
21.	Labetolol injection	5 amp	
22.	Magnesium sulphate injection	30 amp	
23.	Calcium gluconate injection	2 amp	
24.	Sodium bicarbonate injection	2 amp	
25.	Ceftriaxone Injection	4 vials	

26.	Metronidazole Injection	4 bottles	
27.	Dextrose 25%/ 50% Injection	2 ampoules each	
28.	IV Infusion set (Adult/Pediatric)	2	
29.	IV Canula (16, 18, 20, 22, 24, 26 Gz)	2 each	
30.	Disposable syringes 1 ml, 3 ml, 5 ml, 10 ml, 20 ml, 50 ml	5 each	
31.	Disposable Gloves (Size 6, 6.5, 7, 7.5)	3 each	
32.	Water for injection 10 ml	10 amp	
33.	Sodium chloride-15%w/v and Glycerin-15% w/v (for enema)	5	
34.	PPH management Set <ul style="list-style-type: none"> (IV canula: 16/18G, IV fluids as per treatment protocol, IV set, Foley's catheter, Urobag) Condom tamponade set- Sponge holder:2, Sim's speculum:1, Foley's catheter:1, Condom:2, IV fluids: NS1, IV set, Thread, Cord Clamp), Inj Oxytocin, Tab Misoprostol, 	At least 1	
35.	Eclampsia management Set (Knee hammer, IV canula: 16/18G, IV fluids, IV set, Foley's catheter, Urobag, ambu bag, Oxygen, Inj MgSO ₄ : 46 ampoules, Inj lignocaine 2%, Inj Calcium gluconate, Distilled water, Disposable syringe 20ml-1, 10ml-8, Cap Nifedipin- 5mg 4 Cap)	At least 1	
Total Score			
Total Percentage =Total Score/35X100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score Standard 2.7.1.9.4	

Area	Code			
Maternity Services	2.7	Verification		
Maternity Inpatient Service	2.7.2			
Components		Standards	Obtained Score	Maximum Score
2.7.2.1 Space for work	2.7.2.1.1	Separate space for nursing station is available		1
	2.7.2.1.2	Separate changing room available for male and female staffs		1
	2.7.2.1.3	Separate store room is available		1
	2.7.2.1.4	Separate space dedicated for pre-labor, labor and post-labor patients		1
2.7.2.2 Furniture and supplies available and functioning	2.7.2.2	Furniture and supplies to carry out the inpatient services are available and functioning (See annex 2.7.2a Furniture and supplies for maternity inpatient wards At the end of this standard) (including nursing station)		3
2.7.2.3 Medicine and supplies available	2.7.2.3	Medicine and supplies to carry out the inpatient services are available General Ward (See Annex 2.7.2bmedicine and supplies for maternity inpatient wards At the end of this standard)		3
2.7.2.4 Nursing and support staff for inpatient service	2.7.2.4.1	Adequate numbers of nursing staff are available in ward per shift (nurse patient ratio 1:6 in general ward)		1
	2.7.2.4.2	At least one trained office assistant per shift in each ward		1
2.7.2.5 Duty rosters	2.7.2.5	Duty roster of doctors, nurses, paramedics and support staffs kept visibly in nursing station		1
2.7.2.6 Communication	2.7.2.6	Telephone facility is available with list of important contact numbers and hospital codes visibly kept		1
2.7.2.7 Emergency management of inpatients	2.7.2.7.1	All staffs in wards are trained for BLS and oriented about emergency code 001 or blue code		1
	2.7.2.7.2	At least one emergency trolley with emergency medicine available in ward (Annex 2.7.2c Medicine and Supplies for ER Trolley for Maternity In patient Ward At the end of this standard)		3
	2.7.2.7.3	At least one defibrillator in immediate accessible area		1

2.7.2.8 Physical facilities for patient	2.7.2.8.1	Separate area designated for admission of male and female inpatients in general ward	1
	2.7.2.8.2	There are adequate toilets for male and female patients in each ward (1 for 6 female bed)	1
	2.7.2.8.3	Safe drinking water is available 24 hours for inpatients	1
	2.7.2.8.4	Hours/ Time allocated for visitors to meet the inpatients and controlled traffic to prevent cross infection	1
	2.7.2.8.5	Separate space is available for patients' visitors (Kuruwa Ghar).	1
2.7.2.9 Communication	2.7.2.9	Basic information regarding admitted patients is displayed in a separate board	1
2.7.2.10 IEC/BCC Materials	2.7.2.10	Appropriate IEC materials (posters, leaflets etc.) are available in the inpatient ward with focus on infection prevention	1
2.7.2.11 Recording and reporting	2.7.2.11	Admission and discharge registers are available and are being filled completely (HMIS 8.1 and 8.2)	1
2.7.2.12 Infection prevention	2.7.2.12.1	Personal Protective equipment are available and used whenever required	1
	2.7.2.12.2	Each ward has hand sanitizer in visible place for health workers to use before and after touching patients	1
	2.7.2.12.3	There are well labelled color-coded bins for waste segregation and disposal as per HCWM guideline 2014 (MoHP)	1
	2.7.2.12.4	Hand washing facility with running water and liquid soap is available and being practiced	1
	2.7.2.12.5	Needle cutter is used	1
	2.7.2.12.6	Chlorine solution is available and utilized for decontamination	1
Standard 2.7.2	Total Obtained Score		33
	Total Percentage (Total Obtained Score/ 33 x100)		

Annex 2.7.2a Furniture and Supplies for Maternity Inpatient wards

SN	General Items	Required No.	Score
1.	Working table	1-2	
2.	Chairs	2	
3.	Cup board	2	
4.	Shelves	1	
5.	Bed side table	per bed-1	

6.	Stools (for visitor)	per bed 1	
7.	Patient Beds (Metal bed / adjustable head/ mechanical ratchet, 3 X 6 ft.)	As per sanctioned bed	
8.	IV stand	As per bed	
9.	Medicine trolley	1	
10.	Dressing trolley	1	
11.	Wall Clock	2	
12.	Oxygen Concentrator	1 per 5 bed	
13.	Suction machine (foot/electric)	1	
14.	Laryngoscope with blade and batteries	1	
15.	ET tubes of different sizes	At least 2 each	
16.	Self-inflating bag air mask – adult, child, neonate size	1 set	
17.	BP set and stethoscope (Non-Mercury)	2 sets	
18.	Thermometer	3-5	
19.	Baby and adult weighing scale	1 each	
20.	Steel drum with sterile cotton	1	
21.	Steel drum with sterile gauze and pad	1	
22.	Scissors	2	
23.	Cheatele Forceps with Jar	2	
24.	Catheter set	2	
25.	Dressing set	2	
26.	Mattress with bedcover, pillow with pillow cover, blanket with cover	1 set per bed	
27.	Torch with extra batteries and bulb	2-3	
28.	Inpatient register as per ICD code	As per need (1)	
29.	Inventory Records	As per need (1)	
30.	Cardex files	As per bed	
31.	Waste bins color coded based on HCWM guideline 2014 (MoHP)	1 set per room	
Total Score			
Total percentage= Total Score/31 x 100			

Each row gets a score of 1 if the mentioned medicines are available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.7.2.2	

Annex 2.7.2b Medicine and Supplies for Maternity Inpatient Ward

S.No.	Medicine and supplies	Required No.	Score
1.	Normal Saline Injection	15	
2.	Dextrose 5% Injection	15	
3.	Ringers' Lactate Injection	15	
4.	Dextrose 5% Normal Saline Injection	15	
5.	Distilled Water	10	
6.	IV Infusion Set	10	
7.	IV set	5	
8.	IV Canula (16G,18G,20G,22G,24G,26G)	5 each	
9.	Gloves (Utility)	1 box	
10.	Mask, Cap, Gowns	As per need	
11.	Disposable syringes 1 ml, 3 ml, 5 ml, 10 ml, 30 ml, 50 ml	As per need	
Total Score			
Total Percentage = Total Score/ 11 x 100			

Each row gets a score of 1 if the mentioned medicines are available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.7.2.3	

Annex 2.7.2c Medicines and Supplies for ER Trolley Maternity Inpatient Ward

SN	Name	Required No	Score
1.	Atropine Injection	10	
2.	Adrenaline Injection	3	
3.	Xylocaine 1% and 2% Injections with Adrenaline	2	
4.	Xylocaine 1% and 2% Injections without Adrenaline	2	
5.	Xylocaine Gel	2	
6.	Diclofenac Injection	5	
7.	Hyoscine Butylbromide Injection	5	
8.	Diazepam injection	2	
9.	Morphine Injection / Pethidine Injection	2	
10.	Hydrocortisone Injection	4	
11.	Antihistamine Injection	4	
12.	Dexamethasone Injection	4	
13.	Ranitidine/Omeperazole Injection	4	
14.	Frusemide Injection	5	
15.	Dopamine injection	2	
16.	Noradrenaline injection	2	
17.	Digoxin injection	2	
18.	Verapamil injection	2	
19.	Amidarone injection	2	
20.	Glyceryl trinitrate/ nitroglycerine injection	10tab/ 5 amp	
21.	Labetolol injection	1	
22.	Magnesium sulphate injection	30	
23.	Calcium gluconate injection	2	
24.	Sodium bicarbonate injection	2	
25.	Ceftriaxone Injection	4	
26.	Metronidazole Injection	4	
27.	Dextrose 25% / 50% Injection	2 ampoule each	
28.	IV Infusion set (Adult/Pediatric)	2	
29.	IV Canula (16, 18, 20, 22, 24, 26 Gz)	2 each	

30.	Disposable syringes 1 ml, 3 ml, 5 ml, 10 ml, 20 ml, 50 ml	5 each	
31.	Disposable Gloves 6, 6.5, 7, 7.5	3 each	
32.	Distilled Water	3	
33.	Sodium chloride-15%w/v and Glycerin-15% w/v (for enema)	5	
Total Score			
Total Percentage =Total Score/33 X100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.7.2.7.2	

Area	Code	Verification		
Surgery / Operation Services	2.8			
Components		Standards	Obtained Score	Maximum Score
2.8.1 Time for surgical services/ operations	2.8.1.1.1	Routine minor and intermediate surgeries available on scheduled days		1
	2.8.1.1.2	Routine major surgeries available on scheduled days		1
	2.8.1.2	Emergency surgeries available round the clock		1
	2.8.1.3	At least two functional operating rooms/ theater		1
2.8.2 Staffing	2.8.2.1	For one surgery, at least a team is composed of: MDGP/MS with one trained medical officer, two OT trained nurse (one scrub and one circulating), one Anesthesiologist /MDGP, one anesthesia assistant and one office assistant (for cleaning and helping)		1
	2.8.2.2	For overall management of operation theatre, there is one OT nurse (with minimum bachelors degree) assigned as OT in-charge		1
	2.8.2.3	At least one nurses in pre-anesthesia area for receiving and transferring of the patient		1
	2.8.2.4	At least one ICU trained nurses for post anesthesia care for receiving patient after OT		1

2.8.3 Surgical services available	2.8.3.1	General Surgeries (See Annex 2.8a List of Minimum Surgeries Available At the end of this standard)	3
	2.8.3.2	Caesarian section	1
	2.8.3.3	Orthopedic Surgeries (See Annex 2.8b List of Minimum Orthopedics Surgeries Available At the end of this standard)	3
2.8.4 Patient counseling and use of WHO safe surgery checklist	2.8.4.1	Indications and reviews the clinical history and physical examination is documented	1
	2.8.4.2	Pre-anesthesia checkup done for routine surgeries and documented	1
	2.8.4.3	Informed consent is taken before surgery; patients and caretakers are given appropriate counseling about the surgery	1
2.8.5 WHO safe surgery checklist	2.8.5	The WHO Safe Surgery Checklist is available in OT and used	1
2.8.6 Patient preparation	2.8.6	Preoperative instructions for patient preparation are given and practiced with routine pre-anesthesia check up	1
2.8.7 Operation Theatre/Room	2.8.7.1	OT has appropriate physical set up (See Annex 2.8c Physical Set Up for OT At the end of this standard).	3
	2.8.7.2	Each operating room has general equipment, instruments and supplies available (See Annex 2.8d Furniture, Equipment, Instruments and Supplies for OT At the end of this standard)	3
	2.8.7.3	Each operating room has medicines and supplies available (See Annex 2.8e General Medicine and Supplies for OT At the end of this standard)	3
	2.8.7.4	Surgical sets for minimum list of the surgical services available (See Annex 2.8f Surgical sets for Minimum list of the surgical procedures At the end of this standard)	3
2.8.8.1 Availability of anesthesia service	2.8.8.1	Anesthesia service is provided following the standards operating procedure	
	2.8.8.1.1	Local anesthesia	1
	2.8.8.1.2	Regional anesthesia	1
	2.8.8.1.3	Spinal anesthesia	1
	2.8.8.1.4	General anesthesia	1
2.8.8.2 Equipment, instruments and supplies for anesthesia	2.8.8.2	Equipment, instrument and supplies for anesthesia available (See Annex 2.8g Equipment, Instrument and Supplies for Anesthesia At the end of this standard)	3
2.8.8.3 Medicine and supplies for anesthesia	2.8.8.3	Medicine and supplies for anesthesia available (See Annex 2.8h Medicine and Supplies for Anesthesia At the end of this standard)	3

2.8.8.4 Staffing and supervision	2.8.8.4	Anesthesia should be provided, led, or overseen by an anesthesiologist or trained MDGP		1
2.8.9 Pre anesthesia and post-operative care	2.8.9.1	Dedicated space for pre-anesthesia assessment and post-anesthesia recovery with patient bed, IV stand, IV cannula, fixing tapes, infusion sets, burette sets, syringes, three-way stop cocks and at least one cardiac monitor		1
	2.8.9.2	Separate area designated for post-operative care to stabilize the patient after surgery		1
	2.8.9.3	Staffs are specified for the post-operative care including close monitoring of the vital signs and observation of patient		1
	2.8.9.4	Patients' pain management is prioritized, measures well documented and analgesic effect followed up		1
	2.8.9.5	Patient undergoing surgical procedure is done pre- anesthetic check-up, continuously monitored during and at least 2 hours post- anesthesia		1
	2.8.9.6	Adequate information shared for patient care and patient followed by at least one nurse for hand over or transfer of patient within or outside the hospital		1
2.8.10.Recording	2.8.10.1	Recording is done for all surgeries procedure including observation, management and complications if any		1
	2.8.10.2	Records of all anesthetic procedures are kept and reported		1
2.8.11 Infection prevention protocol is strictly followed by all staffs in operation theatre/room				
2.8.11.1 Hand hygiene	2.8.11.1	Hand washing and scrubbing facility with running water and soap is available and being practiced with elbow tap		1
2.8.11.2 Appropriate PPE	2.8.11.2	Gowns and sterile drapes for patients and sterile gown for surgery team are available and used whenever required.		1
2.8.11.3 Fumigation	2.8.11.3	Fumigation is done at least once a week in OT on Saturdays and as per need.		1
2.8.11.4 Disinfection of instruments	2.8.11.4	High Level Disinfection (e.g. Cidex) facility is available and being practiced.		1
2.8.11.5 High wash	2.8.11.5	High wash is done once a month in OT		1

2.8.11.6 Appropriate segregation of waste	2.8.11.6	Separate colored waste bins based on HCWM guideline 2014 (MoHP) are available and used	1
2.8.11.7 Disposal of sharps	2.8.11.7	Needle cutter is used.	1
2.8.11.8 Cleaning	2.8.11.8	Chlorine solution is available and utilized for decontamination.	1
Standard 2.8	Total Obtained Score		59
	Total Percentage= Total Obtained Score/ 59 x 100		

Annex 2.8a General Surgeries Available

S.No.	List of the surgeries available (minimum)	Score
Minor		
1.	Incision & Drainage under Local Anesthesia	
2.	Excision of cysts, ganglion, lump, lymphnode, lipoma, skin papilloma, corn under LA	
3.	Excision of in growing toe nail under digital block	
4.	Breast Abscess aspiration	
5.	Wound debridement	
6.	Skin suturing < 5cm size	
7.	Foreign Body removal under LA	
8.	Repair split ear	
9.	True cut biopsy	
10.	Chest tube insertion under LA	
11.	Circumcision Under LA	
12.	Eversion of sac for hydrocele (EVS)	
13.	Haemorrhoid banding	
Intermediate		
14.	Herniotomy under IVA	
15.	Mesh Repair / Darn Repair (under LA/SA)	
16.	Amputation	

17.	Split Skin Graft(SSG)	
18.	Large wound dressing / debridement under IVA/SA	
19.	Chest tube insertion under IVA	
20.	Circumcision under IVA	
21.	I & D under IVA eg. Breast abscess, perineal abscess	
22.	Release of tongue tie	
23.	Fistulotomy	
24.	Haemorrhoidectomy	
25.	Vasectomy	
Major		
26.	Exploratory laparotomy	
27.	Appendectomy	
28.	Exploration for obstructed hernia	
29.	Mesh repair incisional hernia	
30.	Minilap	
31.	Vaginal hysterectomy	
32.	Abdominal hysterectomy	
33.	Open cholecystectomy	
Total score		
Total Percentage= Total score/33 x 100		

Each row gets a score of **1** if all the required number is available otherwise **0**.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.8.3.1	

Annex 2.8b Orthopedic Surgeries Available

S.No.	List of the Orthopedic surgeries available (minimum)	Score	
1.	POP + Immobilization without anesthesia		
2.	POP + cast under anesthesia		
3.	Hip Spica cast		
4.	Joint aspiration		
5.	Skin traction		
6.	Gallows traction		
7.	Skeletal Traction		
8.	Reduction of shoulder, elbow, small joints dislocation		
9.	Reduction of hip and knee dislocation		
10.	Trigger finger Release		
11.	DeQuervain's Release		
Total score			
Total Percentage= Total score/11 x 100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.8.3.3	

Annex 2.8c Physical Set Up for OT

SN	Physical Set Up	Score
1.	Separate room designated for OT with recovery room	
2.	Space designated for changing room for male and female staffs separately	
3.	Lockers for storage of the belongings of staffs	
4.	Separate shelves for storage of clean and dirty shoes at the entrance of the OT area demarked with red line	
5.	Space designated with sink facilitated with elbow tap for scrubbing	
6.	Designated space for tea room	
7.	Separate bathroom with at least one universal toilet for OT	
8.	Scrub basins with running water	
9.	Utility basins (at least 4)	
Total Score		
Total percentage= Total Score/ 9 x 100		

Each row gets a score of 1 if the mentioned test is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.8.7.1	

Annex 2.8d Furniture, Equipment, Instruments and Supplies for OT

SN	General Equipment and Instruments for OT	Standard Quantity	Score
1.	Wheel chair foldable, adult size	1	
2.	Stretcher	1	
3.	Patient trolley	1	
4.	Cupboards and cabinets for store	1	
5.	Working desk for anesthesia, nursing station, gowning	1 each	
6.	OT Table- universal type/ with wedge to position patient	At least 2	
7.	Examining table	1	
8.	Mayo Stand with tray	2	
9.	Operation theatre lights	1	
10.	Ultra violet light source	1	
11.	Electronic suction machine/ Foot-operated suction machine	1/1	
12.	Refrigerator / cold box	1	
13.	Fumigation machine	1	
14.	Anesthesia machine with cardiac monitor	1	
15.	Defibrillator	1	
16.	Cautery/Diathermy machine	1	
17.	Oxygen concentrator/ Oxygen Cylinder	1	
18.	Baby warmer	1	
19.	Baby weight machine	1	
20.	Anesthesia trolley	2	
21.	Instrument trolley	2	
22.	BP instrument with stethoscope	1	
23.	Cardiac monitor	1 for each OT Table	
24.	Digital Thermometer	1	
25.	Steel Drum for gloves	1	

26.	Steel Drum for Cotton	1	
27.	Tourniquet, latex rubber, 75 cm	2	
28.	Kidney tray (600cc)	2	
29.	Covered instrument trays	4	
30.	Mackintosh sheet	1	
31.	Lead gown	2 sets	
32.	Bowl stand	2	
33.	Cheatle forceps in jar	2	
34.	Drapes for abdominal site (laparotomy sheet, table cover, hook towel, mayo cover, plastic sheet, tetra)	As per need	
35.	Drapes for perineal region (Laparotomy sheet, table cover, hook towel, mayo cover, plastic sheet, tetra, leggings)	As per need	
36.	Packing towel double wrapper	As per need	
37.	Sterile gloves (6,6.5,7,7.5,8)	5/5/5/5/5	
38.	Towels/ eye hole	As per need	
39.	Masks and caps	As per need	
40.	Torch light and batteries	1 set	
41.	Foot steps	2	
42.	Wall clock	1	
43.	Waste bucket for scrub nurse	1	
44.	IV stand	2	
45.	Leak proof sharp container	1	
46.	Generator back up for OT	1	
47.	Color coded waste bins (based on HCWM guideline 2014 (MoHP))	1 set per OT table	
48.	OT dress for staffs	At least 5 set	
49.	OT slippers	At least 5 pairs	
Total Score			
Total percentage= Total/ 49 x 100			

Each row gets a score of 1 if the mentioned test is available otherwise 0.

Scoring Chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.8.7.2	

Annex 2.8e Medicine and Supplies for OT

SN	Emergency Drugs (including neonates) for OT	Standard Quantity for 1 patient	Score
1.	Midazolam Injection	5 vials	
2.	Hydrocortisone Powder for Injection	100ml 2 vial	
3.	Frusemide Injection	2 ampules	
4.	Dopamine Injection	5 vials	
5.	Transemic Acetate Injection	2 ampules	
6.	Hydralizine Injection	5 vials	
7.	Calcium Gluconate Injection	10ml X 2 ampules	
8.	Magnesium sulphate Injection	0.5 gms X 28	
9.	Oxytocin Injection	10 Ampules	
10.	Dextrose (25%) / (50%) Injection	2 ampules	
11.	Naloxone Injection	1 ampule	
12.	Aminophyline Injection	2 ampules	
13.	Chloropheniramine Injection	2 ampules	
14.	Mephentine Injection	1 vial	
15.	IV Fluids- Ringers Lactate / Normal Saline/ Dextrose 5% Normal Saline/ Dextrose 5%	6 bottles each	
16.	IV infusion Set	4	
17.	IV Canula 22G/20G/18G	4 each	
Total Score			
Total Percentage = Total Score/17 X 100			

Each row gets a score of 1 if all the required number is available otherwise 0

Scoring Chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.8.7.3	

Annex 2.8f Minimum List of Surgical Sets

S.No.	Items	Required number	Score
1.	Catheter set	At least 5	
2.	Suture set	At least 5	
3.	Dressing set of different size (small, medium, large)	At least 2 each	
4.	Incision and drainage set	At least 5	
5.	Appendectomy set	At least 2	
6.	Caesarian section set	At least 5	
7.	Manual Vacuum Aspiration Set with Canula and Aspirator of different size	At least 2	
8.	Hernia repair set	At least 2	
9.	Laparotomy set	At least 2	
10.	Vasectomy set	At least 2	
11.	Minilap set	At least 2	
12.	Open cholecystectomy set	At least 2	
13.	Orthopedics Basic Surgery Set	At least 2	
14.	Radioluscent OT table with orthopedic attachment including C-arm (for orthopedic surgeries)	1	
15.	K wire set: K-wires, SSW, plier, wire twister, wire cutter, wire bender, T-handle	1 set	
16.	Flash autoclave (for orthopedics)	1	
Total Score			
Total Percentage= Total Score/16x100			

Each row gets a score of 1 if all the required number is available otherwise 0

Scoring Chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.8.7.4	

Annex 2.8g Equipment, Instruments and Supplies for Anesthesia

S.No.	List of equipment, instruments and supplies for anesthesia	Required Number	Score
1.	Supply of oxygen (e.g., oxygen concentrator, cylinders or pipeline) with regulator and flow meter	At least 2 oxygen concentrator	
2.	Oropharyngeal airways (Size 000, 00, 0, 1, 2, 3, 4)	At least 2 each	
3.	Anesthesia face masks (Size 0, 1, 2, 3, 4)	At least 2 each	
4.	Laryngoscope, Mc Coy's curved blade and Miller's straight blade (small, medium and large sizes for both adult and pediatric patients)	At least two	
5.	Endotracheal tubes, cuffed, uncuffed, different sizes (Sizes 2.5 - 8.0 ID)	At least two of each size	
6.	Intubation aids (Magillsforcep of small and large size, bougie, stylets of small and large size)	As per need	
7.	Suction device and suction catheters of different sizes (Size 8 -16 Fr)	As per need	
8.	Adult and pediatric self inflating bags (Size 2L, 1L, 0.5L)	As per need	
9.	Bain's breathing circuit	At least 2	
10.	Pediatric breathing circuit: Ayre's T-piece	At least 2	
11.	Equipment for intravenous infusions and injection of medications for adult and pediatric patients (IV stand, IV canula, fixing tapes, infusion sets, blood transfusion sets, burette sets, syringes, three-way stop cocks)	As per need	
12.	Equipment for spinal anesthesia or regional blocks (e.g., a set of spinal needle 25/26 G, small bowl, 5-10ml syringe, sponge holding forceps, kidney tray, large eye towel, cotton pieces, gauze pieces)	As per need	
13.	Examination (non-sterile) gloves	As per need	

14.	Sterile gloves	As per need	
15.	Pulse oximeter	At least 2	
16.	Access to a defibrillator	At least 1	
17.	Stethoscope	At least 2	
18.	Sphygmomanometer with appropriate sized cuffs for adult and pediatric patients	As per need	
19.	Non-invasive blood pressure monitor with appropriate sized cuffs for adult and pediatric patients	As per need	
20.	Anesthesia machine with inspired oxygen concentration monitor, anti-hypoxia device to prevent delivery of a hypoxic gas mixture, system to prevent misconnection of gas sources (e.g., tank yokes, hose connectors), automated ventilator with disconnect alarm.	At least 1	
21.	Electrocardiogram - three leads	As per need	
22.	Temperature monitor (intermittent)	As per need	
Total Score			
Total percentage = Total score/ 22 x 100			

Each row gets a score of 1 if the mentioned test is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.8.8.2	

Annex 2.8h Medicines for Anesthesia

S.No.	List of Medicines	Required Number	Score
Preoperative medications			
1.	Ranitidine Injection	5	
2.	Metoclopramide Injection	5	
3.	Aluminium hydroxide or magnesium trisilicate suspension	5	
4.	Atropine Injection	10	
5.	Diazepam Tablet	5	
Intraoperative medications			

6.	Ketamine Injection	3	
7.	Midazolam Injection	3	
8.	Opioid analgesics injections (Morphine, Pethidine, Fentanyl)	2 each	
9.	Lignocaine 2% Injection for IV infusion	2	
10.	Lignocaine Inj 1%, 2% with or without Adrenaline 1:200000	2	
11.	Thiopental Powder 500mg	As per need	
12.	Propofol Injection	As per need	
13.	Appropriate inhalational anesthetic (Halothane, Isoflurane, Sevoflurane)	As per need	
14.	Succinylcholine Injection	As per need	
15.	Appropriate non-depolarizing muscle relaxant (pancuronium, vecuronium, rocuronium, atracurium)	As per need	
16.	Neostigmine Injection	As per need	
17.	Atropine Injection / Glycopyrolate Injection	10/10	
18.	Bupivacaine Heavy 0.5%	2	
Intravenous fluids			
19.	Water for injection	As per need	
20.	Normal saline / Ringer's lactate	As per need	
21.	5% Dextrose / Dextrose normal saline	As per need	
22.	1/5Dextrose 1/3Normal saline	As per need	
23.	Mannitol 20% Injection	As per need	
24.	Haemaccel Injection / Gelafusine Injection / Voluven Injection	As per need	
Resuscitative medications			
25.	Dextrose 25%/ 50% Injection	5 each	
26.	Mephenteramine or Ephedrine Injection	5	
27.	Dopamine injection	5	
28.	Noradrenaline injection	5	
29.	Amiodarone injection	5	
30.	Hydrocortisone injection	5	
31.	Dexamethasone injection	5	
32.	Chlorpheniramine injection	5	
33.	Calcium gluconate injection	5	
34.	Beta-blockers (Metoprolol, Labetolol, Esmolol) Injection	As per need	
35.	Naloxone Injection	5	

Post-operative medications			
36.	Morphine Injection	As per need	
37.	Pethidine Injection	As per need	
38.	Tramadol Injection	As per need	
39.	Pentazocine Injection	As per need	
40.	Paracetamol Injection 1gm, Suppository 125mg	As per need	
41.	Diclofenac Injection	As per need	
42.	Ketorolac Injection	As per need	
43.	Promethazine Injection	As per need	
44.	Ondansetron Injection	As per need	
45.	Gabapentin Injection	As per need	
Other medications			
47.	Magnesium Injection	As per need	
48.	Salbutamol Injection (for inhalation)	As per need	
49.	Ipratropium bromide Injection (for inhalation)	As per need	
50.	Furosemide Injection	As per need	
51.	Glyceryl trinitrate/nitroglycerine Injection	As per need	
52.	Sodium nitroprusside Injection	As per need	
53.	Heparin Injection	As per need	
54.	Aminophylline Injection	As per need	
Total Score			
Total percentage = Total score/ 53 x 100			

Each row gets a score of **1** if the mentioned test is available otherwise **0**.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.8.8.3	

Area	Code			
Diagnostics and laboratory	2.9	Verification		
Laboratory and blood bank	2.9.1.1			
Components		Standards	Obtained Score	Maximum Score
2.9.1.1.1 Time for patients	2.9.1.1.1.1	Laboratory is open from 10 AM to 3 PM and emergency laboratory services available round the clock		1
	2.9.1.1.1.2	Basic investigations are available (See Annex 2.9.1.a List of investigations for Laboratory At the end of this standard)		3
	2.9.1.1.1.3	Histopathology service in coordination with other health facilities		1
2.9.1.1.2 Staffing	2.9.1.1.2	At least 2 medical technologist, 3 lab staffs (1 Lab Technician, 1 Lab Assistant and 1 Helper) in each shift		1
2.9.1.1.3 Instruments and equipment	2.9.1.1.3	Instruments and equipment to carry out all parameters of tests are available and functioning (See Annex 2.9.1.1b Equipment and Instrument for Lab At the end of this standard)		3
2.9.1.1.4 Physical facilities	2.9.1.1.4.1	Separate space with working desk and chair designated for specific laboratory procedures like- hematology, biochemistry, microbiology, serology		1
	2.9.1.1.4.2	Light and ventilation are adequately maintained.		1
	2.9.1.1.4.3	Designated area well labelled for reception of sample and dispatch of reports		1
2.9.1.1.5 Duty rosters	2.9.1.1.5	Duty rosters of lab are developed regularly and available in appropriate location.		1
2.9.1.1.6 Facilities for patients	2.9.1.1.6.1	Waiting space with sitting arrangement is available for at least 15 persons in waiting lobby.		1
	2.9.1.1.6.2	At least one each male, female and universal toilet for patients using laboratory services		1
	2.9.1.1.6.3	Safe drinking water is available in the waiting lobby throughout the day.		1
2.9.1.1.7 Recording and reporting	2.9.1.1.7.1	Sample is adequately recorded with requisition form with detail information of patients		1
	2.9.1.1.7.2	Standard reporting sheets are being used and all reports are recorded in a standard register (HMIS 9.4).		1
	2.9.1.1.7.3	Report have adequate information of patient and checked by designated person before release		1

2.9.1.1.8 Supplies storage and stock	2.9.1.1.8.1	At least three months buffer stock of laboratory supplies is available.		1
	2.9.1.1.8.2	Reagents are stored at appropriate temperature in store and lab		1
2.9.1.1.9 Blood storage and supply (If hospital has its own blood bank Goto Standards 2.9.2)	2.9.1.1.9.1	Blood storage is done based on Nepal Blood Bank and Transfusion Service Guideline		1
	2.9.1.1.9.2	Blood storage has required instrument and equipment (See Annex 2.9.1.1.c At the end of this standard)		3
2.9.1.1.10 Infection prevention	2.9.1.1.10.1	Biohazard signs and symbols are used at appropriate places visibly		1
	2.9.1.1.10.2	All staffs know how to respond in case of spillage and other incidents		1
	2.9.1.1.10.3	Masks and gloves are available and used		1
	2.9.1.1.10.4	There are colored bins for waste segregation based on HCWM guideline 2014 (MoHP) and infectious waste is sterilized using autoclave before disposal		1
	2.9.1.1.10.5	Hand-washing facility with running water and soap is available for practitioners		1
	2.9.1.1.10.6	Needle cutter is used		1
	2.9.1.1.10.7	Chlorine solution and bleach is available and utilized for decontamination		1
Standard 2.9.1.1		Total Score		32
		Total Percentage (Total Score/ 31 x100)		

Annex 2.9.1.1a List of Investigations for Laboratory

S.N	Test	Routine
Hematology		
1.	Hb	
2.	Total Leucocyte count	
3.	Differential leucocyte count	
4.	ESR	
5.	Blood grouping for non-transfusion	
6.	Blood grouping for transfusion	
7.	Bleeding time	
8.	PT	
9.	APTT	
10.	Platelet count	

11.	MCV	
12.	MCH	
13.	MCHC	
14.	Hematocrit (PCV)	
15.	Malaria RDT or microscopy	
16.	Absolute count	
17.	Reticulocyte	
18.	Peripheral smear examination	
Chemistry and Endocrinology		
19.	Blood Sugar	
20.	Urea	
21.	Creatinine	
22.	Billirubin total	
23.	Billirubin direct	
24.	Serum Uric acid	
25.	Total Protein	
26.	Serum albumin	
27.	SGOT	
28.	SGPT	
29.	Alkaline phosphatase	
30.	Triglyceride	
31.	Total Cholesterol	
32.	HDL	
33.	LDL	
34.	Serum sodium	
35.	Serum potassium	
36.	HbA1C	
37.	Urine micro-albumin	
38.	Urine albumin creatinine ratio	
39.	Cardiac Biomarkers (Troponin T/I, CK, CPK MB)	
40.	Thyroid function test	
Microbiology		
41.	Sputum AFB	

42.	KOH mount	
43.	Routine bacteriology culture (blood, urine, pus, body fluid, swab)	
44.	Antibiotic susceptibility	
45.	Gram stain	
Serology		
46.	RPR	
47.	Widal	
48.	ASO	
49.	RA factor	
50.	CRP	
51.	rK39 (kit)	
52.	Montoux test	
53.	TPHA (rapid)	
54.	HbsAg (rapid)	
55.	HCV(rapid)	
56.	HIV(rapid)	
Miscellaneous		
57.	Urine routine and microscopy	
58.	Urine Pregnancy Test	
59.	Stool routine and microscopy	
60.	Stool for occult blood	
61.	Stool for reducing substance	
62.	Urine ketone bodies	
63.	CSF and body fluid examination (sugar, protein, total and differential count)	
64.	Semen analysis (total count and motility)	
65.	Pap smear examination	
66.	Fluid cytology	
67.	Fine Needle Aspiration Cytology (FNAC)	
Total Score		
Total percentage=Total score/ 67x 100%		

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.9.1.1.1.2	

Annex 2.9.1.1b Equipment and Instrument for Laboratory

S.N.	Name of Instruments	Required Quantity	Score
1.	Microscope	3	
2.	Fully-automated biochemistry analyser	1	
3.	Fully automated hematology analyser	1	
4.	ELISA/CLIA/ECL	1 for ELISA 2 for others	
5.	Incubator	1	
6.	Biosafety cabinet (for microbiology)	1	
7.	Chemical Balance	1	
8.	Electrolyte Analyzer	1	
9.	Hot air Oven	1	
10.	Refrigerator	1-2	
11.	Centrifuge	1-2	
12.	Counting Chamber	1-2	
13.	DLC counter	1-2	
14.	Pipettes, Glassware/kits	As per need	
15.	Computer with printer	1	
16.	Water Bath	1	
17.	Disposable test tubes	As per need	
18.	Different Closed Vacuum set (for sample)- hematology, biochemistry	As per need	
19.	Autoclave for waste disposal (250 liter, pre-vacuum with horizontal outlet)	1	
20.	Geimsa and PAP stain	As per need	
Total Score			
Total percentage = Total Score/ 20 x 100			

Each row gets a score of **1** if all the required number is available otherwise **0**.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.9.1.1.3	

Annex 2.9.1.1c Equipment and Instrument for Blood Bank

S.N.	Name of Instruments	Required Quantity	Score
1.	Blood bank refrigerator 2 to 4° C	2	
2.	Ordinary centrifuge	3	
3.	Deep freezer (-20°C to -30°C)	1	
4.	Generator 60 KVA	as per need	
Total score			
Total percentage= Total Score/ 4 x 100			

Each row gets a score of **1** if the mentioned test is available otherwise **0**.

Scoring chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score 2.9.1.1.9.2	

Area	Code			
Diagnostics and laboratory	2.9	Verification (*Applicable only if hospital has its own blood bank)		
Blood Bank*	2.9.1.2			
Components		Standards	Obtained Score	Maximum Score
2.9.1.2.1 Time for patients	2.9.1.2.1	Blood bank is open / facility is available round the clock		1
2.9.1.2.2 Staffing	2.9.1.2.2	Adequate numbers of trained healthcare workers are available in blood bank (at least 2 blood bank staffs to cover shifts including ER)		1
2.9.1.2.3 Physical facilities	2.9.1.2.3.1	Adequate rooms and space for the staffs and patients are available (area of more than 10 meter squares)		1
	2.9.1.2.3.2	Light and ventilation are adequately maintained.		1
	2.9.1.2.3.3	The required furniture and supplies are available (See Annex 2.9.1.2a Blood Bank Furniture and Supplies At the end of this standard)		3
	2.9.1.2.3.4	Thermometers are attached to all equipment requiring temperature control and temperatures are recorded daily.		1
2.9.1.2.4 Instruments and equipment	2.9.1.2.4	Instruments and equipment are calibrated, available and functioning with record of smear kept (See Annex 2.9.1.2b Equipment and Instrument for Blood Bank At the end of this standard)		3
2.9.1.2.5 Duty rosters	2.9.1.2.5	Duty rosters of lab are developed regularly and available in appropriate location.		1
2.9.1.2.6 Facilities for patients	2.9.1.2.6.1	Waiting space with sitting arrangement is available for at least 15 persons in waiting lobby.		1
	2.9.1.2.6.2	Safe drinking water is available in the waiting lobby throughout the day.		1
2.9.1.2.7 Recording and reporting	2.9.1.2.7.1	Sample is recorded with requisition form with detail information of patients		1
	2.9.1.2.7.2	Standard reporting sheets are being used and all reports are recorded in a standard register or NBBTS software and computerized bill available to patients		1
	2.9.1.2.7.3	Report has essential information of patient and checked by designated person before release		1
	2.9.1.2.7.4	BTSC submits regular reports to NPHL/NBBTS of provided proficiency panels related to TTIs		1
2.9.1.2.8 Supplies storage and stock	2.9.1.2.8.1	At least three months buffer stock of laboratory supplies is available.		1
	2.9.1.2.8.2	Blood bags, transfusion sets, blood and blood components, reagents are stored at appropriate temperature in store and lab		1

2.9.1.2.9 Infection prevention	2.9.1.2.9.1	Biohazard signs and symbols are used at appropriate places		1
	2.9.1.2.9.2	All staffs know how to respond in case of spillage and other incidents		1
	2.9.1.2.9.3	Masks and gloves are available and used		1
	2.9.1.2.9.4	Bio-waste disposal is done based on HCWM guideline 2014 (MoHP)		1
	2.9.1.2.9.5	Hand-washing facility with running water and soap is available for practitioners		1
	2.9.1.2.9.6	Needle cutter is used		1
	2.9.1.2.9.7	Chlorine solution and bleach is available and utilized for decontamination		1
Standard 2.9.1.2		Total Score		27
		Total Percentage (Total Score/ 27x100)		

Annex 2.9.1.2a Blood Bank Furniture and Supplies

S.N.	Furniture and supplies	Required Quantity	Score
1.	Working desk with two chairs	1 set	
2.	Patient chair for blood collection	1	
3.	Blood bag and transfusion set	As per need	
4.	IV Canula 16 G	As per need	
5.	BP cuff	1	
6.	Stethoscope	1	
7.	Weighing machine	As per need	
8.	Band aid, cotton and spirit	As per need	
9.	Needle cutter	as per need	
10.	Reagents Kits for ABO/Rh serology/ cross-matching requirement	as per need	
11.	Glass ware for blood grouping (ABO/ Rh)	as per need	
Total score			
Total percentage= Total Score/ 11 x 100			

Each row gets a score of 1 if the mentioned test is available otherwise 0.

Scoring chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.9.1.2.3.3	

Annex 2.9.1.2b Equipment and Instrument for Blood Bank

S.N.	Name of Instruments	Required Quantity	Score
1.	Blood bank refrigerator 2 to 4° C	2	
2.	Ordinary centrifuge	3	
3.	Deep freezer (-20°C to -30°C)	1	
4.	Deep freezer (-80°C)	1	
5.	Platelet Shaker	1	
6.	Autoclave	1	
7.	Computer with printer	1	
8.	Gamma radiation chamber	1 (optional*)	
9.	Microscope	1	
10.	Auto pipettes (20, 50, 100 µl)	2 each	
11.	Incubator	2	
12.	Water Bath	3	
13.	Hot Air Oven	2	
14.	Generator 60 KVA	as per need	
Total score			
Total percentage= Total Score/ 18x 100			

Each row gets a score of 1 if the mentioned test is available otherwise 0.

Scoring chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score 2.9.1.2.4	

Area	Code	Verification		
Diagnostics and laboratory	2.9			
X-ray	2.9.2			
Components		Standards	Obtained Score	Maximum Score
2.9.2.1 Time for patients	2.9.2.1.1	X-ray service is open from 10 AM to 3 PM		1
	2.9.2.1.2	Emergency x-ray service is available round the clock		1
2.9.2.2 Staffing	2.9.2.2	Adequate numbers of trained healthcare workers are available in x-ray (at least 2 staffs to cover shifts including ER) with on call radiologist		1
2.9.2.3 Patient counseling	2.9.2.3	Counseling is provided to patients about radiation hazard, site and position for x-ray		1
2.9.2.4 Information education and communication materials for patients	2.9.2.4	Radiation sign, appropriate Radiation awareness posters, leaflets are available in the department and OPD waiting area.		1
2.9.2.5 Instruments and equipment	2.9.2.5.1	General X ray unit (with minimum 125KV and 300ma X-ray machine) with tilting table and vertical bucky		1
	2.9.2.5.2	Complete CR system with CR cassette at least 5 of 14 x 17 inch and 3 of 10x12inch.		1
2.9.2.6 Physical facilities	2.9.2.6.1	X ray room of at least 4x4sqm with wall of at least 23cm of brick or 6cm RCC or 2mm lead equivalent.		1
	2.9.2.6.2	Light and ventilation are adequately maintained.		1
	2.9.2.6.3	The required furniture and supplies including radiation protective measures for patients, visitors and staffs are available including magnetic gown		1
2.9.2.7 Duty rosters	2.9.2.7	Duty rosters of X-ray are developed regularly and available in appropriate location.		1
2.9.2.8 Facilities for patients	2.9.2.8	Waiting space with sitting arrangement is available for at least 5 persons in waiting lobby.		1
2.9.2.9 Recording and reporting	2.9.2.9.1	X-ray is adequately recorded as per requisition form with detail information of patients, date of x-ray and site and view		1
	2.9.2.9.2	Report have adequate information of patient and checked by designated person before release		1
2.9.2.10 Information to patients	2.9.2.10	Biohazard signs and symbols are used at appropriate places		1

2.9.2.11 Infection prevention	2.9.2.11.1	Radiological waste is disposed based on HCWM guideline 2014 (MoHP)		1
	2.9.2.11.2	Hand-washing facility with running water and soap is available for practitioners		1
	2.9.2.11.3	Needle cutter is used		1
	2.9.2.11.4	Chlorine solution and bleach is available and utilized for decontamination		1
Standard 2.9.2		Total Score		19
		Total Percentage (Total Score/ 19 x100)		

Area	Code	Verification		
Diagnostics and laboratory	2.9			
Ultrasonography (USG)	2.9.3			
Components		Standards	Obtained Score	Maximum Score
2.9.3.1 Time for patients	2.9.3.1	USG is open from 10 AM to 3 PM for obstetrics, abdominal, pelvic and superficial structure like testis, thyroid		1
2.9.3.2 Staffing	2.9.3.2	USG trained medical practitioner and mid-level health worker in each USG room		1
2.9.3.3 Patient counseling	2.9.3.3	Counseling is provided to patients about site and indication of USG		1
2.9.3.4 Maintaining patients' privacy	2.9.3.4	Appropriate techniques have been used to ensure the patient privacy (separate rooms, curtains hung, maintaining queuing of patients)		1
2.9.3.5 Instruments and equipment	2.9.3.5	USG machine (advanced) with different probes, computer and printer with USG papers, gel and wipes is available and functional		1
2.9.3.6 Physical facilities	2.9.3.6.1	Adequate space for practitioner and patient for USG with working table and examination bed one per each USG machine		1
	2.9.3.6.2	Proper light and ventilation maintained.		1
2.9.3.7 Facilities for patients	2.9.3.7	Waiting space with sitting arrangement is available for at least 15 persons in waiting lobby.		1
2.9.3.8 Recording and reporting	2.9.3.8.1	USG is adequately recorded as per requisition form with detail information of patients, date of USG		1
	2.9.3.8.2	Report have adequate information of patient, information of area of examination and radiological opinion, further referral and checked by designated person before release		1

2.9.3.9 Infection prevention	2.9.3.9.1	Hand-washing facility with running water and soap is available for practitioners		1
	2.9.3.9.2	Chlorine solution and bleach is available and utilized for decontamination		1
Standard 2.9.3		Total Score		12
		Total Percentage (Total Score/ 12 x100)		

Area	Code	Verification		
Diagnostics and laboratory	2.9			
Electrocardiogram (ECG)	2.9.4			
Components		Standards	Obtained Score	Maximum Score
2.9.4.1 Service available	2.9.4.1	ECG service is available for patients in OPD, Emergency and Indoor		1
2.9.4.2 Space	2.9.4.2	Separate space is dedicated for ECG Service		1
2.9.4.3 Patient counseling	2.9.4.3	Counseling is provided to patients about procedure and indication of ECG		1
2.9.4.4 Maintaining patient privacy	2.9.4.4	Appropriate techniques have been used to ensure the patient privacy (separate rooms, curtains hung, maintaining queuing of patients)		1
2.9.4.5 Instruments, equipment and supplies	2.9.4.5	Functional ECG machine (12 lead with power back up), paper, gel, wipes and hand sanitizer are available in ECG trolley		1
2.9.4.6 Recording and reporting	2.9.4.6.1	ECG is adequately recorded as per requisition form with detail information of patients, date of ECG		1
	2.9.4.6.2	Reporting folder of ECG should have adequate information of patient, including analysis of 12 lead ECG with final impression of ECG diagnosis done by designated person before release		1
2.9.4.7 Infection prevention	2.9.4.7.1	Hand-washing facility with running water and liquid soap is available for practitioners		1
	2.9.4.7.2	Chlorine solution and bleach is available and utilized for decontamination		1
Standard 2.9.4		Total Score		9
		Total Percentage (Total Score/ 9 x100)		

Area	Code	Verification		
Dental Service	2.10.1			
Standards		Standards	Obtained Score	Maximum Score
2.10.1. Time for patients	2.10.1.1	Dental service is available from 10 AM to 3 PM		1
	2.10.1.2	Tickets for routine dental service are available till 2 pm		1
	2.10.1.3	EHS services from 3PM onwards and tickets available from 2PM onwards		1
2.10.2 Adequate Staffing	2.10.2	Dental Hygienist/Dentist:OPD Patients- 1:20 per day for quality of care		1
2.10.3 Maintaining patient privacy	2.10.3	Patient privacy maintained with separate rooms, curtains hung, maintaining queuing of patients		1
2.10.4 Patient counseling	2.10.4.1	Counseling is provided to patients about the type of treatment being given and its consequences		1
	2.10.4.2	Appropriate IEC materials (posters, leaflets etc.) as an IEC corner available in the OPD waiting area		1
2.10.5 Physical facilities	2.10.5.1	At least 1rooms with adequate space for the practitioners and patients is dedicated for Dental Service		1
	2.10.5.2	Light and ventilation are adequately maintained		1
	2.10.5.3	Required furniture, supplies and space are available (See Annex 2.10a Furniture and Supplies for Dental Services At the end of this standard)		3
2.10.6 Equipment, instrument and supplies	2.10.6.1	Equipment, instrument and supplies to carry out Dental Services (See Annex 2.10b Basic Equipment and Instrument for Dental Services At the end of this standard)are available and functioning		3
2.10.7 Duty rosters	2.10.7	Duty rosters developed regularly and available in appropriate location.		1
2.10.8 Recording and reporting	2.10.8	OPD register available in every OPD and ICD 10 classification for diagnosis recorded (electronic health recording system)		1
2.10.9 Infection prevention	2.10.9.1	Masks and gloves are available and used		1
	2.10.9.2	There are well labelled colored bins for waste segregation and disposal as per HCWM guideline 2014 (MoHP)		1
	2.10.9.3	Hand-washing facility with running water and soap is available for practitioners		1
	2.10.9.4	Needle cutter is used		1
	2.10.9.5	Chlorine solution is available and utilized for decontamination		1
Standard 2.10	Total Score			22
	Total Percentage (Total Score/ 22 x100)			

Annex 2.10a Furniture and Supplies for Dental Services

SN	General Items	Required No.	Score	
1	Working desk	1 for each practitioner		
2	Working Chairs	1 for each practitioner		
3	Patient chairs	2 for each working desk		
4	Examination table	1 in each OPD room		
	Foot Steps	1 in each OPD room		
6	Curtain separator for examination beds	In each examination bed		
7	Shelves for papers	As per need		
8	Weighing scale	Adult and Child		
Total Score				
Total Percentage = Total Score/8 X 100				

Each row gets a score of 1 in each row if is available otherwise 0

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.10.1.5.3	

Annex 2.10b Basic Equipment and Instrument for Dental Services

S.No.	Instruments and Equipment for Dental OPD	Required numbers	Score
Diagnostic			
1.	Mouth mirror	10	
2.	Explorer	10	
3.	St. Probe	5	
4.	Tweezers	10	
5.	Periodontal probe	2	
6.	Kidney tray small and large	5	
7.	Plastic tray	10	
Extraction forceps			

8.	Upper premolar	1	
9.	Upper molar (right)	2	
10.	Upper molar (left)	1	
11.	Upper third molar	1	
12.	Lower cowhorn forceps	3	
13.	Lower third molar	1	
14.	Lower root forceps	1	
Elevators			
15.	Compland elevators (small and large)	10	
16.	Cryers	1 set	
17.	Pointed elevator	2	
18.	Apexoelevator	2	
Surgical			
19.	Bp handle	2	
20.	Needle holder	3	
21.	Artery forceps	2	
22.	Toothed forceps	2	
23.	Scissors (suture cutting)	1	
24.	21 no wire	2 packets	
25.	Wire cutter	1	
Restorative			
26.	Airotor handpiece	2	
Burs			
27.	Round burs (small and large)	5	
28.	Straight bur	2	
29.	Inverted cone bur2		
30.	Composite finishing bur	1	
31.	Cement spatula	1	
32.	Plastic spatula	1	

33.	Glass slab	1	
34.	Mixing paper pad	1	
35.	Cement carrier	5	
36.	Condenser (round)	5	
37.	Ball burnisher	2	
38.	Spoon excavators	5	
39.	Toffle wire matrix retainer	1	
40.	Matrix band (steel)	2 packets	
41.	Matrix band (plastic)	1 packets	
42.	Wedge	1 packets	
43.	Dycal tip	2	
Dental materials			
44.	Gic (restorative)	1 set	
45.	Miracle mix	1 set	
46.	Composite filling set		
47.	Etchant	1	
48.	Bonding agent	1	
49.	Composite = shades $a_1 a_2 a_3 b_1 b_2$	1 each	
50.	Bonding agent applicator	1 packet	
51.	Dycal	1 set	
52.	Cavit(temporary restorative)	1	
53.	Zinc phosphate (restorative)	1 set	
54.	Vaseline		
Scaling			
55.	Suction tips	2 packets	
56.	Curette (universal curette)	3	
Pedo forceps			
57.	Upper anterior	2	
58.	Upper root	1	

59.	Upper molar	2	
60.	Lower anterior	2	
61.	Lower molar	2	
Additional instruments/supplies			
62.	Local anesthesia (2% lidocane with adrenaline)	1 box	
63.	Syringe 1ml 2ml 3ml	1 packet each	
64.	Gauge	1 packet	
65.	Cotton roll	1 packet	
66.	Normal saline	1 bottle	
67.	Betadine	1 bottle	
68.	Micromotor (slow speed round bur)	1(2)	
69.	H ₂ O ₂	1 bottle	
70.	Dental floss	1 packet	
71.	Surgical gloves	As per need	
72.	Loose gloves	As per need	
Total score			
Percentage= total score/ 72 x 100			

Each row gets a score of 1 in each row if is available otherwise 0

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.10.6.1	

Area	Code	Verification		
Postmortem	2.11			
Components		Standards	Obtained Score	Maximum Score
2.11.1 Physical facility	2.11.1.1	Designated area for mortuary room, changing room and store room and bathroom		1
	2.11.1.2	Body dissection table (at least one) is available and used		1
	2.11.1.3	Organ dissection table (at least one) is available and used		1
	2.11.1.4	Adequate ventilation and light and odor management		1
2.11.2 Availability of postmortem services	2.11.2	Examination of the dead body in any unnatural death and suspicious death (Post-mortem examination or autopsy) available from 9 am to 5pm		1
2.11.3 Staffing	2.11.3	Trained medical officer for mortuary service at least one		1
2.11.4 Supplies and instruments	2.11.4	Adequate supplies and instruments for forensic services (See Annex 2.11a Supplies and instrument for post mortem At the end of this standard)		3
2.11.5 Mortuary van	2.11.5	Mortuary van is available 24 hours (at least one)		1
2.11.6 Recording and reporting	2.11.6	Standardized medico-legal examination formats available		1
2.11.7 Infection prevention	2.11.7.1	Staff wear mask and gloves at work.		1
	2.11.7.2	There are colored bins for waste segregation and disposal based on HCWM guideline 2014 (MoHP)		1
	2.11.7.3	Hand-washing facility with running water and soap is available and being practiced.		1
	2.7.11.4	Chlorine solution is available and utilized.		1
	2.11.7.5	Proper disposal of anatomical waste in placenta pit after autoclaving		1
Standard 2.11		Total Score		16
		Total Percentage (Total Score/ 16 x100)		

Annex 2.11a Supplies and instrument for post mortem services

S.No.	Supplies and instrument	Required Number	Score
1.	Refrigeration chamber or cool room for body preservation	2-4 bodies capacity	
2.	Dissection set of instrument for autopsy	2 sets	
3.	Magnifying lens; 20 and 40 times	1 each	
4.	Measuring tape	2	
5.	Weighing machine for organs and if possible for dead body	1	
6.	Camera for photography	1	
7.	Glass tubes for blood collection and tissue collection; reasonable numbers for regular use	as per need	
8.	Glass slides; reasonable number for regular use	as per need	
9.	EDTA	as per need	
10.	Sodium Floride -200 or 500 gm	1	
11.	Formalin solution	as per need	
12.	Plastic made wide mouth containers of 500 ml capacity; reasonable numbers for regular need	as per need	
13.	Sodium chloride (table salt); reasonable amount for regular use	as per need	
14.	Autopsy gown	2 sets	
15.	Gum boots	2 pairs	
16.	Gloves and masks	as per need	
17.	Computer with printer for report preparation	1	
18.	Cleaning agents; soap, detergents	as per need	
19.	Sealing materials; specific seal tape or wax seal and seal print	as per need	
20.	Autopsy SOP, Reference Manual	as per need	
Total score			
Percentage= Total score/20 x 100			

Each row gets a score of 1 if the mentioned test is available otherwise 0.

Scoring	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.11.4	

Area	Code	Verification		
Medico-legal services	2.12			
Components		Standards	Obtained score	Maximum Score
2.12.1 Physical facility	2.12.1	Designated area for medico-legal examination with examination bed and working desk with chair		1
2.12.2 Availability of medico-legal services	2.12.2	Medico-legal services are available 24 hours		1
2.12.3 Staffing	2.12.3	Trained medical officer for medico-legal services at least one		1
2.12.4 Supplies and instruments	2.12.4.1	Adequate supplies and instruments for medico-legal services (See Annex 2.12a Supplies and instrument for medico legal services At the end of this standard)		3
	2.12.4.2	Preservation of sample ensured before dispatching for test		1
2.12.5 Patient counseling	2.12.5	Post-traumatic counseling is done to the victims of medico-legal issues like sexual offence		1
2.12.6 Recording and reporting	2.12.6	Standardized medico-legal examination formats available		1
2.11.7 Infection prevention	2.12.7.1	Staff wear mask and gloves at work.		1
	2.12.7.2	There are well labelled colored bins for waste segregation and disposal based on HCWM guideline 2014 (MoHP)		1
	2.12.7.3	Hand-washing facility with running water and soap is available and being practiced.		1
	2.12.7.4	Chlorine solution is available and utilized.		1
Standard 2.12		Total Score		13
		Total Percentage (Total Score/ 13 x100)		

Annex 2.12a Supplies and instruments for clinical medico-legal services

S.No.	Supplies and instrument	Required number	Score
1.	Weight machine and height scale	1 each	
2.	BP set, stethoscope and torch light	1 each	
3.	Examination kits; sexual offence cases (rape victim examination kit)	as per need	
4.	Gloves and masks	as per need	
5.	Magnifying lens; 20 and 40 times	1 each	

6.	Measuring tape	As per need	
7.	Camera for photography	1	
8.	Paper envelopes of different sizes for collection of samples and packing	as per need	
9.	Glass tubes for collection of blood urine; reasonable number for regular use	as per need	
10.	X ray plate view box	1	
11.	EDTA and Sodium fluoride 500 gm	As per need	
12.	Glass slides; reasonable number for regular use	as per need	
13.	Cupboards for store and necessary other furniture for examination room	as per need	
14.	Sealing materials as for autopsy room	as per need	
15.	Computer and printer for report preparation as in autopsy	1	
16.	SOPs and Reference Manuals for age estimation, sexual offence case examination, injury examination, drunkenness examination, mental state examination and torture victim examination.	1	
Total score			
Percentage= Total score/16 x 100			

Each row gets a score of 1 if the mentioned test is available otherwise 0.

Scoring	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.12.4.1	

Area	Code	Verification		
One stop crisis management center (OCMC)	2.13			
Components		Standards	Obtained Score	Maximum Score
2.13.1 OCMC coordination committee exists (multi-sectoral)	2.13.1.	Quarterly meeting minute of coordination committee		1
2.13.2 Functionality of case management committee	2.13.2	Monthly meeting minute of case management committee		1
2.13.3 Timely service for patients	2.13.3.1	Prioritized services for GBV victims/survivors exits		1
	2.13.3.2	Treatment for GBV survivors/affected by GBV is available 24 hours		1
2.13.4 Physical facilities for OCMC services	2.13.4	Separate space allocated for OCMC services with adequate physical facilities (See Annex 2.13a Physical facilities for OCMC At the end of this standard)		3
2.13.5 Staffing	2.13.5.1	At least one Medical officer working in the hospital trained in medico-legal issues is available		1
	2.13.5.2	At least three Staff nurse working in the hospital (including 1 trained psycho social counselor)		1
2.13.6 Timely examination from medico-legal aspects and treatment of GBV survivors/ affected by GBV	2.13.6.1	Health check-up, medico-legal examination including documentation (See Annex2.13b Instruments and supplies for treatment in OCMC At the end of this standard)		3
	2.13.6.2	Preservation of samples as legal evidence done for future use (See Annex 2.13c Instruments and supplies for evidence collection in OCMC At the end of this standard)		3
	2.13.6.3	Pregnancy test and emergency contraceptive services, tests for HIV/ HBV available		1
2.13.7 Use of GBV clinical protocol	2.13.7.1	Whole site orientation on GBV clinical protocol conducted		1
	2.13.7.2	Availability and use of the treatment as per the protocol and OCMC guideline		1
2.13.8 Psycho-social counselling of GBV Survivors/ affected by GBV and rehabilitation	2.13.8.1	Mental health and psychosocial counselling services available		1
	2.13.8.2	If the female survivor requires to stay more days or requires advance psychosocial counseling including livelihood training, she/ he shall be referred to nearby appropriate safe home/ rehabilitation centers		1

2.13.9 Referral services in place	2.13.9.1	Provide required referral and other services (as per the health service guideline and protocol). (Beyond health: security, legal, shelter, rehabilitation)	1
	2.13.9.2	Health related referral services e.g. Safe abortion services	1
2.13.10 Information, education and empowerment for GBV survivors/ affected by GBV	2.13.10.1	Detailed information concerning the services being provided by OCMC to the survivors of GBV (Citizen charter, leaflets, community radio etc)	1
	2.13.10.2	Information is being given in an integrated manner (Safe home related, OCMC, Police women children service unit)	1
2.13.11 Recording and reporting	2.13.11.1	Details of the events registered in the OCMC, services (health and non-health) being provided to the survivors, listing of the referred organizations shall be documented to be classified and analyzed in due course.	1
	2.13.11.2	Confidentiality shall be maintained at all stages of documentation.	1
	2.13.11.3	Report to concerned authority (DCC and MoHP) in monthly report service format	1
	2.13.11.4	Documentation of the current status of GBV survivors of at least last 1 year is done	1
2.13.12 Infection prevention	2.13.12.1	Masks and gloves are available and used	1
	2.13.12.2	There are colored bins for waste segregation and disposal based on HCWM guideline 2014 (MoHP)	1
	2.13.12.3	Hand-washing facility with running water and soap is available for practitioners.	1
	2.13.12.4	Needle cutter is used	1
	2.13.12.5	Chlorine solution is available and utilized.	1
Standard 2.13		Total Score	33
		Total Percentage (Total Score/ 33 x100)	

Annex 2.13a Physical Facilities for OCMC

SN	General Items	Required No.	Score
1	Rooms for treatment room/examination room, office and guard room	1 each	
2	Toilet allocated for OCMC services	as per need	
3	Curtains to maintain confidentiality during the forensic examination	as per need	
4	Examination table	1	

5	Desk	1	
6	Chairs	3	
7	Cupboard to keep clients' information with filing cabinet	1	
8	Movable table lamp	1	
9	toilet and bathroom for clients' use (water, bucket, mug, soap, towel)	as per need	
10	Hand washing facility for service provider	as per need	
11	Refrigerator and lockable cupboard for specimen store	1	
12	Telephone	1	
13	Computer and printer	1set	
14	Boiler (for tea)	1 set	
Total score			
Percentage= Total score/14 x 100			

Each row gets a score of **1** if the mentioned test is available otherwise **0**.

Scoring	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.13.4	

Annex 2.13b Instruments and supplies for treatment in OCMC

SN	General Items	Required No.	Score
1	Sphygmomanometer (B.P. Instrument)	1	
2	Stethoscope	1	
3	Torch Light	1	

4	Tongue Depressor	as per need	
5	Tourniquet	1	
6	Sterilized Gloves as required	as per need	
7	Sterilized Syringe and Needles as required	as per need	
8	Cotton and Bandage as required	as per need	
9	Sterilized Vial for sample collection	as per need	
10	Different sized Reflecting Mirrors (big, medium and small)	1 each	
11	Sterilized Speculum	1	
12	Glutaradehyde solution for high level of infection prevention	as per need	
13	Chlorine powder to sterilize the used materials/tools	as per need	
14	Protoscope /Anscope	1	
15	Pregnancy Test Kit	as per need	
16	Specimen collection materials for communicable Sexually Transmitted Infections	as per need	
17	Lubricant, Clean Water, Normal Saline	as per need	
18	Tray for sharp instruments, such as scissors, knife etc.	as per need	
19	Height Measuring Scale	1	
20	Weight Measuring Scale	1	
Total score			
Total Percentage = Total Score/ 20 x 100			

Each row gets a score of **1** if the mentioned test is available otherwise **0**.

Scoring	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.13b	

Annex 2.13c Instruments and supplies for evidence collection in OCMC

SN	General Items	Required No.	Score
1	Cotton/material to collect sperm, Blood, Saliva etc. from survivor	as per need	
2	Container/vessel to keep the collected specimen	as per need	
3	Materials to swab	as per need	
4	Microscope slide	as per need	
5	Vials for blood collection	as per need	
6	Vials to collect urine for pregnancy test	as per need	
7	Paper or plastic seat	as per need	
8	Paper bag to hold clothes and other items	as per need	
9	Air spatula and slide for pap smear	as per need	
10	Fixing solutions: hair spray, alcohol etc	as per need	
11	Analgesic : Normal medications like Paracetamol, Ibuprofen etc. for pain relief	as per need	
12	Emergency Contraceptives: Pills and IUCD	as per need	
13	Thread for Suturing	as per need	
14	Immunization for Tetanus and Hepatitis	as per need	
15	STI Preventive	as per need	
16	Bed Sheet and Blankets for examination table	as per need	
17	Towel	as per need	
18	Clothes for Survivor (if her clothes are torn or stained).	as per need	
19	Gown to be worn during the examination	as per need	
20	Sanitary Pads and Tampons for internal use	as per need	
21	Documentation forms and recording forms	as per need	
22	Camera and Film for evidence collection	1	
23	Colposcope or Magnifying Glass	1	
Total score			
Total Percentage = Total Score/ 23 x 100			

Each row gets a score of 1 if the mentioned test is available otherwise 0.

Scoring	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.13.6.2	

Area	Code	Verification		
Physiotherapy (Physical Rehabilitation)	2.14			
Components		Standards	Obtained Score	Maximum Score
2.14.1 Space	2.14.1	Separate room for OPD physiotherapy with at least 3 examination beds, 3 electric beds and 2 exercise beds		1
2.14.2 Time for patients	2.14.2.1	Physiotherapy OPD is open from 10 AM to 5 PM.		1
	2.14.2.2	Inpatient physiotherapy service is available based on the requisition		1
2.14.3 Staffing	2.14.3	At least 1 physiotherapist trained in Bachelors in physiotherapy, 2 in Certificate in physiotherapy (CPT) or Diploma in physiotherapy (DPT) and 1 office assistant treating 20 OPD patients per day		1
2.14.4 Maintaining patient privacy	2.14.4	Appropriate techniques have been used to ensure the patient privacy (separate rooms, curtains hung, maintaining queuing of patients).		1
2.14.5 Patient counseling	2.14.5	Counseling is provided to patients about the type of treatment being given and its consequences.		1
2.14.6 IEC/BCC materials	2.14.6	Appropriate IEC/BCC materials (posters, leaflets etc.) are available in the OPD waiting area.		1
2.14.7 Instruments and equipment	2.14.7	Instruments and equipment to carry out the Physiotherapy works are available and functioning (See Annex 2.14a Instruments and equipment physiotherapy At the end of this standard).		3
2.14.8 Physical facilities	2.14.8.1	Adequate rooms and space for the practitioners and patients are available.		1
	2.14.8.2	Light and ventilation are adequately maintained.		1
2.14.9 Duty rosters	2.14.9	Duty rosters of OPD are developed regularly and available in appropriate location.		1

2.14.10 Facilities for patients	2.14.10.1	Safe drinking water is available in the waiting lobby throughout the day.	1
	2.14.10.2	Hand-washing facilities are available for patients.	1
2.14.11 Recording and reporting	2.14.11.1	Recording and reporting throughout treatment and follow up is done	1
2.14.12 Infection prevention	2.14.12.1	Masks and gloves are available and used	1
	2.14.12.2	There are colored bins for waste segregation and disposal based on HCWM guideline 2014 (MoHP)	1
	2.14.12.3	Hand-washing facility with running water and soap is available for practitioners.	1
	2.14.12.4	Needle cutter is used	1
	2.14.12.5	Chlorine solution is available and utilized.	1
Standard 2.14		Total Score	21
		Percentage = Total Score / 21 x 100	

Annex 2.14a Instruments and equipment physiotherapy

SN	Instruments and equipment	Required No.	Score
1	Traction unit	2	
2	IFT(Interferential treatment)	4	
3	Ultrasound(treatment) unit	4	
4	TENS (Transcutaneous nerve stimulation)	4	
5	Muscle stimulator	3	
6	Parallel bar	1	
7	Quadriceps Table	1	
8	Therabands	5 series set	
9	Heel exerciser	1	
10	CPM machine knee and elbow	1	
11	Physio ball 55" 65" and 90"	3	

12	Moist heat unit	1	
13	Wax unit	1	
14	Foot step	1	
15	Pulley Set	2	
16	Shoulder Wheel	1	
17	Dumb bell Set	1	
18	Static Cycle	1	
19	Weight Cuff Set	1	
20	Shortwave Diathermy	1	
21	Mobilization bed	1	
Total Score			
Total Percentage= Total Score/21x100			

Each row gets a score of **1** if the mentioned test is available otherwise **0**.

Scoring	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.14.7	

Section III: Hospital Support Services Standards

Summary Sheet Standards and Scores

Area	Total Number of Standards	Total Score	Total Obtained Score (Percentage)
Central Supply Sterile Department (CSSD)	17	19	
Laundry	17	19	
Housekeeping	13	15	
Repair, Maintenance and Power System	12	12	
Water Supply	4	4	
Hospital Waste Management	17	17	
Safety and Security	15	17	
Transportation and Communication	8	8	
Store (Medical and Logistics)	7	7	
Hospital Canteen	16	16	
Social Service Unit (SSU)	12	14	
Total	138	148	
Score of section III (Average of the percentage obtained = Sum of percentage obtained in each sub-section/ Number of sub-section (11))			

Area	Code	Verification		
CSSD	3.1			
Components		Standards	Obtained Score	Maximum Score
3.1.1 Space	3.1.1.1	Separate central supply sterile department (CSSD) is available with running water facility		1
	3.1.1.2	There are separate rooms designated for dirty utility, cleaning, washing and drying and sterile area for sterilizing, packaging and storage		1
3.1.2 Staffing	3.1.2	Separate staffs assigned for CSSD and is led by CSSD trained personal		1
3.1.3 Equipment and supplies for CSSD	3.1.3	Equipment and supplies for sterilization available and functional round the clock (See Annex 3.1a CSSD Equipment and Supplies)		3
3.1.4 Preparing consumables	3.1.4	Wrapper, gauze, cotton balls, bandages are prepared.		1
3.1.5 Preparing for sterilization	3.1.5.1	All used instruments are cleaned using brush chemical/detergents in a separate room.		1
	3.1.5.2	All instruments and equipment are dried in a separate place		1
	3.1.5.3	All instruments are packed in double wrappers		1
3.1.6 Sterilization	3.1.6	All wrapped instruments are indicated with thermal indicator and autoclaved in a separate room.		1
3.1.7 Storage	3.1.7	All sterile packs with sticker of sterilization date are stored in separate cupboards		1
3.1.8 Collection and Distribution	3.1.8.1	System for single door collection and different route for distribution of the sterile supply exist and is practiced		1
	3.1.8.2	Sterile supplies are distributed using basket supply system or on-demand supply system		1
3.1.9 Inventory	3.1.9	All instruments and wrappers are recorded and inventory maintained		1
3.1.10 Infection prevention	3.1.10.1	Staffs use personal protective equipment at work		1
	3.1.10.2	There are well labelled colored bins for waste segregation and disposal based on HCWM ⁹ guideline 2014 (MoHP)		1
	3.1.10.3	Hand-washing facility with running water and liquid soap is available and being practiced.		1
	3.1.10.4	Chlorine solution is available and utilized for decontamination		1
Standard 3.1	Total Obtained Score			19
	Percentage = Total Obtained Score / 19 x 100			

Annex 3.1a CSSD Equipment and Supplies

SN	Items	Required No.	Score
1.	Working Table	3	
2.	Trolley for Transportation	2	
3.	Steel Drums	10	
4.	Storage Shelves	2	
5.	Autoclave Machine (250 liter, pre-vacuum, with horizontal outlet)	2	
6.	Double Wrappers	As per need	
7.	Timer	2	
8.	Thermal Indicator Tape	As per need	
9.	Cap, Mask, Gown, Apron	As per need	
10.	Gloves	1 box	
11.	Cotton Rolls	As per need	
12.	Cotton Gauze	As per need	
13.	Scissors	2	
14.	Gauze cutter	2	
15.	Buckets	5	
16.	Scrub Brush	As per need	
17.	Hamper bag (cloth sack for collection of wrappers)	As per need	
Total Score			
Total Percentage = Total Score/17 X 100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 3.1.3	

Area	Code	Verification		
Laundry	3.2			
Components		Standards	Obtained Score	Maximum Score
3.2.1 Space	3.2.1.1	Separate laundry room is available.		1
	3.2.1.2	Separate space allocated for clean and dirty linens		1
3.2.2 Staffing	3.2.2	There is a special schedule for collection and distribution of linens with visible duty roster for staffs		1
3.2.3 Equipment/ Supplies	3.2.3	Adequate equipment and supplies are available for laundry (See Annex 3.2a Equipment and Supplies for Laundry)		3
3.2.4 Segregation and decontamination of linens	3.2.4.1	Linens are segregated (soiled, unsoiled, colorful, white, blood stained) before wash		1
	3.2.4.2	Separated linens are decontaminated before wash		1
3.2.5 Cleaning	3.2.5	All linens are washed using a washing machine.		1
3.2.6 Drying	3.2.6.1	Space available for drying linens like blankets in direct sunlight.		1
	3.2.6.2	Linen dryer is available and used		1
3.2.7 Packing	3.2.7	All linens are ironed and packed properly.		1
3.2.8 Storage	3.2.8	Linens are properly stored in separate cupboard.		1
3.2.9 Distribution	3.2.9	All linens are distributed using a proper method (basket supply system and on-demand supply system).		1
3.2.10 Inventory	3.2.10	All linens are recorded and inventory maintained.		1
3.2.11 Infection prevention	3.2.11.1	Staff wear mask and gloves at work.		1
	3.2.11.2	There are well labelled colored bins for waste segregation and disposal based on HCWM ¹⁰ guideline 2014 (MoHP)		1
	3.2.11.3	Hand-washing facility with running water and soap is available and being practiced.		1
	3.2.11.4	Chlorine solution is available and utilized for decontamination		1
Standard 3.2	Total Obtained Score			19
	Percentage = Total Obtained Score/ 19 x 100			

Annex 3.2a Equipment and Supplies for Laundry

SN	List of equipment and supplies	Required No.	Score
1.	Working table	1	
2.	Ironing Table	1	
3.	Storage Shelves	2	
4.	Trolley for Transportation	2	
5.	Washing Machine (at least 10 kg capacity with semi/full dryer)	2	
6.	Iron Machine	1	
7.	Buckets/ Basins	5	
8.	Stirrer (wooden)	2	
9.	Boots	2 pairs	
10.	Cap, Mask, Gowns	As per need	
11.	Ropes (for drying)	As per need	
12.	Scrub Brush	As per need	
13.	House/ Utility Gloves	As per need	
14.	Washing Powder	As per need	
15.	Chlorine Liquid/ Powder	As per need	
Total Obtained Score			
Total Percentage = Total Obtained Score/15 X 100			
Each row gets a score of 1 if all the required number is available otherwise 0.			

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 3.2.3	

Area	Code	Verification		
Housekeeping	3.3			
Components		Standards	Obtained Score	Maximum Score
3.3.1 Space for storage	3.3.1	Separate space is allocated for storage of the housekeeping basic supplies		1
3.3.2 Staffing	3.3.2.1	Allocation of the staff for cleaning with visible duty roster		1
	3.3.2.2	There is checklist of cleaning in each department with contact number of assigned working personnel		1
3.3.3 Basic Supplies	3.3.3	Basic supplies are available (See Annex 3.3a Housekeeping Basic Supplies)		3
3.3.4 Cleaning	3.3.4.1.1	The hospital premises are visibly clean and dust free		1
	3.3.4.1.2.1	All hospital toilets are clean with no offensive smell		1
	3.3.4.1.2.2	All toilets are cleaned at least three times a day		1
	3.3.4.3	All doors and windows of hospital are dust-free and cleaned once a day.		1
	3.3.4.4	All floors of the hospital are clean and cleaned at least twice a day (like- before registration in morning and after OPD closes)		1
	3.3.4.5	All walls of the hospital are clean and are tiled or painted with enamel up to 4 feet		1
	3.3.4.6	Every ward/unit must have high wash twice a month and fumigation as per need		1
3.3.5 Drainage of chlorine solution	3.3.5	Separate drainage system or pit is maintained for drainage of chlorine solution		1
3.3.6 Garden	3.3.6	Garden and trees should cover at least 25% of the hospital premises		1
Standard 3.3		Total Obtained Score		15
		Percentage = Total Obtained Score / 15 x 100		

Annex 3.3a Housekeeping Basic Supplies

SN	General Items	Required No.	Score
1.	Working Table and Chair	1	
2.	Telephone	1	
3.	Housekeeping Storage Room	1	
4.	Shelves	2	
5.	Cupboards	2	
6.	Log Book for Records	1	

7.	Vacuum Cleaner	1	
8.	Sickle	As per need	
9.	Spade	As per need	
10.	Shovel	As per need	
11.	Ropes	As per need	
12.	Scrub Brush	As per need	
13.	Broom	As per need	
14.	Buckets	As per need	
15.	Jars	As per need	
16.	Sprinkle Pipe	As per need	
17.	Soaps	As per need	
18.	Washing Powder	As per need	
19.	Additional Bed Covers for Replacement	As per need	
20.	Additional Pillow	As per need	
21.	Pillow cover	As per need	
22.	Blankets	As per need	
23.	Personal Protective Items	As per need	
24.	Window screens (jaali)	In all windows	
25.	Mosquito nets	As per need	
26.	Flower Pots	As per need	
Total Score			
Total Percentage = Total Score/26 X 100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score 3.3.3	

Area	Code	Verification		
Repair, Maintenance and Power system	3.4			
Components		Standards	Obtained Score	Maximum Score
3.4.1 Staffing	3.4.1.1	Human resource trained in biomedical engineer is designated for repair and maintenance		1
	3.4.1.2	Staffs assigned to cover 24 hours shift with visible duty roster for staffs.		1
3.4.2 Preventive Maintenance	3.4.2.1	Hospital has regular preventive maintenance practices (calibration, servicing of equipment) and corrective maintenance)		1
	3.4.2.2	Biomedical equipment inventory of all equipment and instrument is updated		1
	3.4.2.3	Separate room for storage of repairing tools and instrument		1
	3.4.2.4	Availability of spare parts for repair and maintenance of biomedical equipment and instruments		1
	3.4.2.5	Record keeping of repair and maintenance of biomedical equipment and instruments		1
	3.4.2.6	Specification of annual maintenance cost of major equipment		1
3.4.3 Availability of power sources	3.4.3.1	Hospital has main-grid power supply with three-phase line		1
	3.4.3.2	Hospital has alternate power generator capable of running x-ray and other hospital equipment		1
	3.4.3.3	Proper inventory of fuel is maintained.		1
	3.4.3.4	Hospital has solar system installed (at least for essential clinical services and administrative function).		1
Standard 3.4		Total Obtained Score		12
		Percentage = Total Obtained Score / 12 x 100		

Area	Code	Verification		
Water supply	3.5			
Component		Standards	Obtained Score	Maximum Score
3.5.1 Water supply	3.5.1	There is regular water supply system – boring or well or from drinking water supply dedicated for hospital		1
3.5.2 Water Storage	3.5.2.1	Water storage tank is covered to prevent contamination and cleaned on a regular basis		1
	3.5.2.2	Water storage tank has the reserve capacity to supply water for two full days in case of interruptions in main water supply		1

3.5.3 Water quality	3.5.3	Water quality test is done every year and report is available as per Nepal Drinking Water Quality Standards, 2005		1
Standard 3.5	Total Obtained Score			4
	Percentage = Total Obtained Score / 4 x 100			

Area	Code	Verification		
Hospital Waste Management	3.6			
Components		Standards	Obtained Score	Maximum Score
3.6.1 Work plan prepared and implemented	3.6.1	There is work plan prepared and implemented by hospital for hospital waste management		1
3.6.2 Staffing	3.6.2.1	There is allocation of staff for HCWM from segregation to final disposal		1
	3.6.2.2	Whole site coaching/ orientation on health care waste management is done		1
3.6.3 Space	3.6.3	There is separate area/space designated for solid waste storage and management with functional hand washing facility		1
3.6.4 Segregation of waste on collection	3.6.4	Different colored bins (for risk and non risk waste) are used during collection of waste		1
3.6.5 Personal protection	3.6.5	Staff use cap, mask, gloves, boot, and gown while collecting waste.		1
3.6.6 Public information	3.6.6	Information regarding proper use of waste bins is displayed publicly and basic information of HCWM is displayed in hospital premises		1
3.6.7 Medication trolley with waste segregation buckets	3.6.7	Medication trolley has well labeled buckets for segregation of waste during procedures		1
3.6.8 Transportation of waste within the hospital	3.6.8	Hospital uses transportation trolleys separate for risk and non-risk waste		1
3.6.9 Disposal and recycle/reuse of waste	3.6.9.1	Infectious waste is sterilized using autoclave before disposal		1
	3.6.9.2	Collection of recyclable/reusable items such as plastic bottles, paper, decontaminated sharps is practiced		1
	3.6.9.3	Composting of bio-degradable waste is practiced		1
	3.6.9.4	Collection of waste by the local municipality/ rural municipality after sterilization /decontamination		1
	3.6.9.5	Placenta pit used for disposal of human anatomical waste such as placenta, human tissue		1
	3.6.9.6	Biogas plant in place and energy generated used for hospital support services		1

3.6.10 Pharmaceutical and radiological waste management	3.6.10	Pharmaceutical waste and radiological waste is disposed based on the HCWM guideline 2014 (MoHP)		1
3.6.11 Liquid waste management	3.6.11	Hospital liquid waste management is done		1
Standard 3.6		Total Obtained Score		17
		Percentage = Total Obtained Score / 17 x 100		

Area	Code	Verification		
Safety and Security	3.7	Verification		
Component		Standards	Obtained Score	Maximum Score
3.7.1 Staffing of security personnel	3.7.1.1	Hospital has trained security personnel round the clock.		1
	3.7.1.2	All security staffs are oriented with hospital codes like 001- call for help for crashing patients, 007- call for disaster in ER		1
	3.7.1.3	All security staffs have participated in emergency drills		1
3.7.2 Office space allocated for security personnel	3.7.2	A separate office for security with communication system is available		1
3.7.3 Amenities	3.7.3	Basic amenities for safety and security are available (See Annex 3.7a Safety and Security Basic Amenities)		3
3.7.4 Patient safety	3.7.4	The hospital has replaced all mercury apparatus with other appropriate technologies.		1
3.7.5 Continuous surveillance of hospital premises	3.7.5	CCTV coverage of major areas and control under Medical Superintendent and security in-charge		1

3.7.6 Hospital has disaster mitigation system	3.7.6.1	The hospital has fire extinguisher in all blocks including the fire extinguishing system	1
	3.7.6.2	The hospital has installed safety alarm system including smoke detector	1
	3.7.6.3	The hospital has prevented lightening by ensuring earthing system in electrification.	1
	3.7.6.4	Disaster preparedness orientation has been given to all staff at least every six months.	1
	3.7.6.5	Exit signs are displayed to escape during disaster in all departments and wards	1
	3.7.6.6	An assembly zone has been specified for disaster	1
	3.7.6.7	Hospital has functional rapid response team	1
	3.7.6.8	Medicine stock for post disaster response is available	1
Standard 3.7	Total Obtained Score		17
	Percentage = Total Obtained Score / 17 x 100		

Annex 3.7a Safety and Security Basic Amenities

SN	General Items	Score
1	Flash light	1
2	Whistle	1
3	List of Important Phone Numbers	1
4	Key Box	1
5	Emergency Alarm	1
6	Fire extinguisher at least one in each block	1
Obtained Score		
Total Percentage = Total Score/6 X 100		

Each row gets a score of 1 if all the mentioned items are available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 3.7.3	

Area	Code	Verification		
Transportation and Communication	3.8			
Components		Standards	Obtained Score	Maximum Score
3.8.1 Transportation	3.8.1.1	24-hour ambulance service is available.		1
	3.8.1.2	Hospital has its own well-equipped ambulance at least 2		1
	3.8.1.3	The hospital has access to utility van		1
3.8.2 Communication	3.8.2.1	The hospital has telephone with intercom (EPABX) network.		1
	3.8.2.2	Internal communication (paging) system has been installed in all major service stations.		1
	3.8.2.3	A notice board is available and being utilized.		1
	3.8.2.4	List of important phone numbers including emergency contacts like ambulance, fire brigade, blood banks, hospital administration, hospital staffs is available in the reception, emergency and administration office		1
	3.8.2.5	There should be a public contact or information center in prime location of hospital with 24 hours staff availability		1
Standard 3.8		Total Obtained Score		8
		Percentage = Total Obtained Score / 8 x 100		

Area	Code	Verification		
Store (Medical and Logistics)	3.9			
Components		Standards	Obtained Score	Maximum Score
3.9.1 Space	3.9.1	Separate space allocated for store for hospital- medicine and logistics		1
3.9.2 Buffer stock in medical store	3.9.2.1	A separate hospital medical store with 3 months' buffer stock is available		1
	3.9.2.2	Minimum and Maximum stock levels for each item are calculated and used when re-ordering stock		1
3.9.3 Inventory	3.9.3.1	Electronic database system is used in the hospital medical store.		1
	3.9.3.2	Hospital submits quarterly reports to LMIS utilizing either paper report or web-based (eLMIS-7)		1

3.9.4 Disposal of expired medicine	3.9.4	Disposal of expired medicine as per HCWM guideline 2014 (MoHP) practiced in every six month		1
3.9.5 Auction of logistics	3.9.5	Auction of identified old logistics is done annually		1
Standard 3.9	Total Obtained Score			7
	Percentage = Total Obtained Score / 7 x 100			

Area	Code	Verification		
Hospital Canteen	3.10			
Components		Standards	Obtained Score	Maximum Score
3.10.1 Time for patients/ visitors and staff	3.10.1	Hospital has canteen in its premises with 24 hours service		1
3.10.2 Information to patients/ visitors and staffs	3.10.2	A list of food items with price list approved by Hospital Management Committee is available		1
3.10.3 Physical facilities	3.10.3.1	Visibly clean floors and space allocated for cooking, cleaning and storage of stock		1
	3.10.3.2	Light and ventilation are adequately maintained.		1
	3.10.3.3	All walls of the canteen are clean and are tiled or painted with enamel up to 4 feet		1
	3.10.3.4	Safe drinking water is available 24 hours		1
3.10.4 Uniform for canteen staffs	3.10.4	Dress code is maintained		1
3.10.5 Food for inpatients	3.10.5	The inpatients who are identified needy or covered by SSU are provided with food at least four times a day and the food contains carbohydrate, fats, proteins and at least one vegetable item		1
3.10.6 IEC/ BCC materials	3.10.6	Appropriate IEC/ BCC materials (posters, leaflets, television) are available in the canteen for balanced diet		1
3.10.7 Facilities for staffs, patients and visitors	3.10.7	Comfortable space with sitting arrangement is available for at least 50 people		1

3.10.8 Infection prevention and food hygiene	3.10.8.1	Separate area designated for washing dishes and visibly clean.		1
	3.10.8.2	There are colored bins for waste segregation and disposal based on HCWM guideline 2014 (MoHP)		1
	3.10.8.3	Hand-washing facility with running water and soap is available		1
	3.10.8.4	Mesh/ net used to cover food		1
	3.10.8.5	Rat proofing and daily scrubbing of the canteen is done		1
	3.10.8.6	Use of refrigerator for storage of food		1
Standard 3.10		Total Obtained Score		16
		Percentage = Total Obtained Score / 16x 100		

Area	Code	Verification		
Social Service Unit	3.11			
Components		Standards	Obtained Score	Maximum Score
3.11.1 Time for patients	3.11.1.1	SSU open from 8am to 7pm		1
	3.11.1.2	Management committee to manage 24 hours SSU services for patients		1
3.11.2 Physical facilities for SSU services	3.11.2	Separate space allocated for SSU is accessible to patients (See Annex 3.11a Physical Facilities SSU)		3
3.11.3 Staffing	3.11.3	Allocation of staffs for SSU under unit chief a team of 2 to 10 facilitators		1
3.11.4 Identify and display target group and services covered	3.11.4	Refer to 'deprived citizen treatment fund guideline 2071' to identify target group, and display target group and services covered		1
3.11.5 Referral mechanism in place	3.11.5.1	Referral of patients based on treatment protocol		1
	3.11.5.2	Documentation of referral based on 'deprived citizen treatment fund guideline 2071'		1
	3.11.5.3	SSU allocates fund for transportation for referral		1
3.11.6 Recording and reporting	3.11.6.1	Meetings of SSU every two months to review and discuss problems		1
	3.11.6.2	Daily display of names of persons receiving free and partially free services from the unit		1
	3.11.6.3	Record information on free and partially free service recipients on the formats to records section of the concerned hospital		1
	3.11.6.4	Prepare and submit monthly, trimester and annual report to concerned authority		1
Standard 3.11		Total Obtained Score		14
		Percentage = Total Obtained Score / 14 x 100		

Annex 3.11a Physical Facilities SSU

SN	General Items	Required No.	Score
1.	Separate space for SSU	Available	
2.	Desk	2	
3.	Chairs	3	
4.	Cupboard to keep clients' information with filing cabinet	1	
5.	Recording and reporting forms	as per need	
6.	Telephone	1	
7.	Computer and printer	1	
Total Score			
Percentage= Total Score / 7x 100			

Each row gets a score of 1 if all the mentioned items are available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 3.11.2	

Annex I: List of Subject Experts

- Roshani Laxmi Tuitui, Chief, Hospital Nursing Administrator, MoHP
- Dr Roshan Neupane, Chief Medical Superintendent, Myagdi District Hospital
- Dr Chuman Lal Das, Chief Medical Superintendent, Sagarmatha Zonal Hospital
- Ramkrishna Lamichhane, Under-Secretary, CSD/ MoHP
- Sangita Shah, Senior Drug Administrator, QARD, MoHP
- Krishna Subedi, Section Officer, CSD/MoHP
- Shrijana Shrestha, Chief, Environmental Health and HCWM Section, MD, DoHS
- Dr Runa Jha, Pathologist, National Public Health Laboratory, MoHP
- Uma Kumari Rijal, Nursing Officer, MoHP
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- Kopila Shrestha Palikhey, Nursing Director, TUTH
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- Dr Dhundi Paudel, ENT/ Audiologist, NAMS
- Dr Ravi Ram Shrestha, Chief Consultant Anesthesiologist, NAMS
- Dr Rajiv Jha, Neurosurgeon, NAMS
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- Devi Shah, CSSD Incharge, PAHS
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- Dr Rakesh Verma, Urologist, Human Organ Transplant Center
- Subhadra Regmi, Hemodialysis Nurse, Human Organ Transplant Center
- Dr Amir Neupane, Physiotherapist, AASHAH Health Care
- Dr Ben Limbu, Ophthalmologist, Til Ganga Eye Hospital
- Amit Kumar Shah, Radiographer, District Hospital Dhankuta
- Ambika Thapa, Technical Coordinator for MSS, MoHP, WHO Nepal/NSI/NHSSP

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- Narayan Prasad Dahal, DG, DDA
- Dr Vasudev Upadhyaya, DG, DoA
- Santa Bahadur Shrestha, Former Secretary of MoHP
- Dr Taranath Poudel, Medical Generalist, MoHP
- Dr Dipendra Raman Singh, Chief, QARD, MoHP (Chief, The Then CSD, MoHP)
- Dr Bhim Singh Tinkari, Chief, The then PHAMED, MoHP
- Mohammad Daud, Chief, Federalism Implementation Unit, MoHP
- Dr Bikash Devkota, Chief, Management Division, DoHS, MoHP
- Dr Madan Kumar Upadhyaya, Executive Director, Health Insurance Board
- Mahendra Shrestha, Advocacy Officer to Minister of Health and Population
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- Dr Roshan Neupane, Chief Medical Superintendent, Myagdi District Hospital
- Dr Chuman Lal Das, Chief Medical Superintendent, Sagarmatha Zonal Hospital
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- Dr Dhundi Paudel, ENT/ Audiologist, NAMS
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- Dr Ashish Shrestha, Consultant Physician, PAHS
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- Dr Rajesh Gangol, Palliative care specialist, PAHS
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- Dr Sanjay Paudel, Consultant Surgeon, PAHS
- Dr Shanta Bir Maharjan, Consultant Surgeon, PAHS
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- Dr Harihar Wasti, Medico-legal Expert, TUTH/IOM
- Dr Ramesh Kumar Maharjan, Emergency Physician, TUTH/IOM
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