



# NATIONAL QUALITY ASSURANCE STANDARDS

## FOR Public Health Facilities

2017



Ministry of Health and Family Welfare  
Government of India





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FOR  
Public Health Facilities

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## **Accredited by International Society for Quality in Healthcare (ISQua)**

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# INTRODUCTION TO NATIONAL QUALITY ASSURANCE STANDARDS

Often, measuring the quality in health facilities has never been easy, more so, in Public Health Facilities. We have had quality frame-work and Quality Standards & linked measurement system, globally and as well as in India. The proposed system has incorporated best practices from the contemporary systems, and contextualized them for meeting the needs of Public Health System in the country.

The system draws considerably from the guidelines (more than one hundred fifty in number), Standards and Texts on the Quality in Healthcare and Public health system, which ranges from ISO 9001 based system to healthcare specific standards such as JCI, IPHS, etc. Operational Guidelines for National Health Programmes and schemes have also been consulted.

We do realise that there would always be some kind of 'trade-off', when measuring the quality. One may have short and simple tools, but that may not capture all micro details. Alternatively one may devise all-inclusive detailed tools, encompassing the micro-details, but the system may become highly complex and difficult to apply across Public Health Facilities in the country.

Another issue needed to be addressed is having some kind of universal applicability of the quality measurement tools, which are relevant and practical across the states. Therefore, proposed system has flexibility to cater for differential baselines and priorities of the states.

Following are salient features of the proposed quality system :

- 1. Comprehensiveness** – The proposed system is all inclusive and captures all aspects of quality of care within the eight areas of concern. The departmental check-lists transposed within Quality Standards, and commensurate measurable elements provide an exhaustive matrix to capture all aspects of quality of care at the Public Health Facilities.
- 2. Contextual** – The proposed system has been developed primarily for meeting the requirements of the Public Health Facilities; since Public Hospitals have their own processes, responsibilities and peculiarities, which are very different from 'for-profit' sector. For instance, there are standards for providing free drugs, ensuring availability of clean linen, etc. which may not be relevant for other hospitals.
- 3. Contemporary** – Contemporary Quality standards such as NABH, ISO and JCI, and Quality improvement tools such as Six Sigma, Lean and CQI have been consulted and their relevant practices have been incorporated.
- 4. User Friendly** – The Public Health System requires a credible Quality system. It has been endeavour of the team to avoid complex language and jargon. So that the system remains user-friendly to enable easy understanding and implementation by the service providers. Checklists have been designed to be user-friendly with guidance for each checkpoint. Scoring system has been made simple with uniform scoring rules and weightage. Additionally, a formula fitted excel sheet tool has been provided for the convenience, and also to avoid calculation errors.
- 5. Evidence based** – The Standards have been developed after consulting vast knowledge resource available on the quality. All respective operational and technical guidelines related to RMNCH+A and National Health Programmes have been factored in.

6. **Objectivity** – Ensuring objectivity in measurement of the Quality has always been a challenge. Therefore in the proposed quality system, each Standard is accompanied with measurable elements & Checkpoints to measure compliance to the standards. Checklists have been developed for various departments, which also captures inter-departmental variability for the standards. At the end of assessment, there would be numeric scores, bringing out the quality of care in a snap-shot, which can be used for monitoring, as well as for inter-hospital/ inter-state(s) comparison.
7. **Flexibility** – The proposed system has been designed in such a way that states and Health Facilities can adapt the system according to their priorities and requirements. State or facilities may pick some of the departments or group of services in the initial phase for Quality improvement. As baseline differs from state to state, checkpoints may either be made essential or desirable, as per availability of resources. Desirable checkpoints will be counted in arriving at the score, but this may not withhold its certification, if compliance is still not there. In this way the proposed system provides flexibility, as well as ‘road-map’.
8. **Balanced** – All three components of Quality – Structure, process & outcome, have been given due weightage.
9. **Transparency** – All efforts have been made to ensure that the measurement system remains transparent, so that assessee and assessors have similar interpretation of each checkpoint.
10. **Enabler** – Though standards and checklists are primarily meant for the assessment, it can also be used as a ‘road-map’ for improvement.



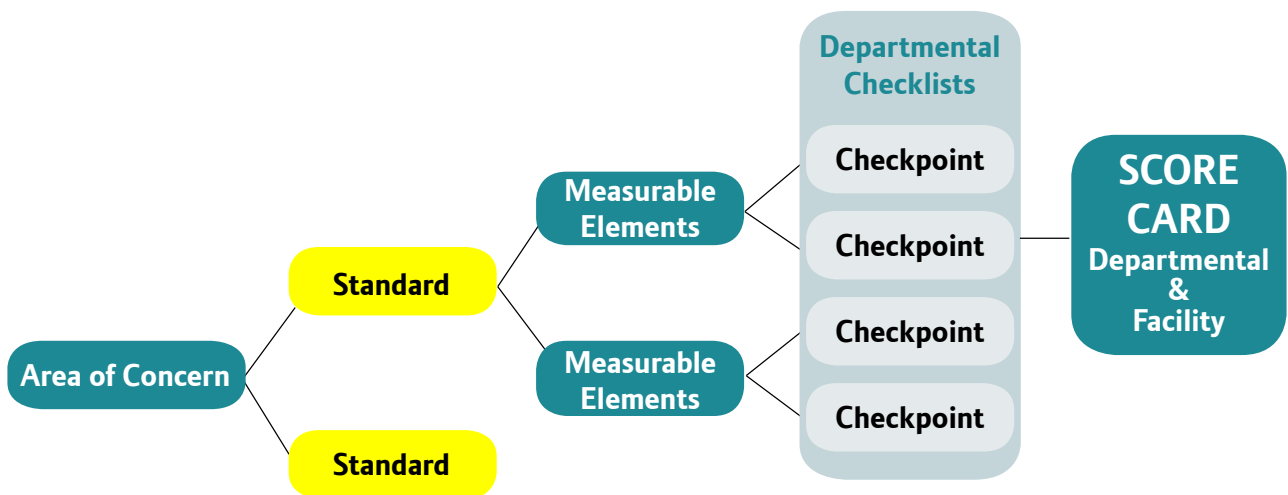


# COMPONENTS OF QUALITY MEASUREMENT SYSTEM AND THEIR INTENT

The main pillars of Quality Measurement Systems are Quality Standards. These standards have been defined for various level of facilities. The Standards have been grouped within the eight **Areas of Concern**. Each Standard further has specific **Measurable Elements**. These standards and measurable elements are checked in each department of a health facility through department specific **Checkpoints**. All Checkpoints for a department are collated, and together they form assessment tool called '**Checklist**'. Scored/ filled-in Checklists would generate scorecards.

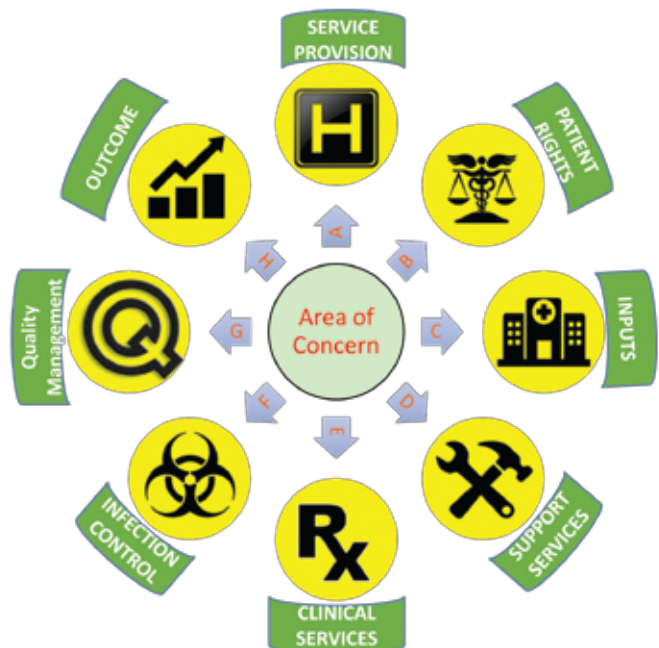
Functional relationship between quality standards, measurable elements, check-points and check-list is shown in Figure1.

**Figure 1: Functional Relationship between Components of Quality Measurement System**



Following are the area of concern in a health facility:

1. Service Provision
2. Patient Rights
3. Inputs
4. Support Services
5. Clinical Services
6. Infection Control
7. Quality Management
8. Outcome



Currently National Quality Assurance Standards for following level of facilities are available:

1. District Hospital
2. Community Health Centre
3. Primary Health Centre (24x7)
4. Urban Primary Health Centre

Following is the summary of Standard, Measurable Element, Check Point & Departmental Checklist for various level of Facilities:

## MEASUREMENT SYSTEM FOR VARIOUS LEVELS FOR FACILITIES

Component	DH	CHC	PHC	UPHC
Area of Concern	8	8	8	8
Standards	74	65	50	35
Measurable Elements	359	297	250	200
Checklists	18	12	6	12

## DEPARTMENTAL CHECKLISTS

### District Hospital

Volume I	
1	Accident & Emergency Department
2	Out Patient Department
3	Labour Room
4	Maternity Ward
5	Pediatric Ward
6	Sick Newborn Care Unit (SNCU)
7	Nutritional Rehabilitation Center (NRC)
8	Operation Theatre
9	Post Partum Unit
Volume II	
10	Intensive Care Unit (ICU)
11	Indoor Patient Department
12	Blood Bank
13	Laboratory Services
14	Radiology
15	Pharmacy
16	Auxiliary Services
17	Mortuary
18	General Administration

## Community Health Centre

1	Accident and Emergency Department
2	Out Patients Department (OPD)
3	Labour Room
4	In patient Department
5	New Born Stabilization Unit
6	Operation Theatre
7	Laboratory
8	Radiology
9	Pharmacy and Stores
10	Blood Storage Unit
11	Auxiliary Services
12	General Administration

## Primary Health Centre

1	Outdoor Department
2	Labour Room
3	Indoor Department
4	Laboratory Services
5	National Health Program
6	General Administration

## Urban Primary Health Centre

1	General Clinic
2	Maternal Health
3	Newborn and Child Health
4	Immunisation
5	Family Planning
6	Communicable Diseases
7	Non-Communicable Diseases
8	Dressing and Emergency
9	Pharmacy
10	Laboratory
11	Outreach
12	General Administration





# NATIONAL QUALITY ASSURANCE STANDARDS FOR DISTRICT HOSPITAL





# NATIONAL QUALITY ASSURANCE STANDARDS FOR DISTRICT HOSPITAL

Area of Concern - A: Service Provision	
Standard A1	The facility provides curative services
Standard A2	The facility provides RMNCHA services
Standard A3	The facility provides diagnostic services
Standard A4	The facility provides services as mandated in National Health Programmes/State Scheme.
Standard A5	The facility provides support services
Standard A6	Health services provided at the facility are appropriate to community needs.
Area of Concern - B: Patient Rights	
Standard B1	The facility provides information to care seekers, attendants & community about the available services and their modalities.
Standard B2	Services are delivered in a manner that is sensitive to gender, religious and cultural needs, and there are no barriers on account of physical economic, cultural or social reasons.
Standard B3	The facility maintains privacy, confidentiality & dignity of patient, and has a system for guarding patient related information.
Standard B4	The facility has defined and established procedures for informing patients about the medical condition, and involving them in treatment planning, and facilitates informed decision making.
Standard B5	The facility ensures that there are no financial barriers to access, and that there is financial protection given from the cost of hospital services.
Standard B6	The facility has defined framework for ethical management including dilemmas confronted during delivery of services at public health facilities.
Area of Concern - C: Inputs	
Standard C1	The facility has infrastructure for delivery of assured services, and available infrastructure meets the prevalent norms.
Standard C2	The facility ensures the physical safety of the infrastructure.
Standard C3	The facility has established Programme for fire safety and other disaster.
Standard C4	The facility has adequate qualified and trained staff, required for providing the assured services to the current case load.
Standard C5	The facility provides drugs and consumables required for assured list of services.
Standard C6	The facility has equipment & instruments required for assured list of services.
Standard C7	The facility has a defined and established procedure for effective utilization, evaluation and augmentation of competence and performance of staff

Area of Concern - D: Support Services	
Standard D1	The facility has established Programme for inspection, testing and maintenance and calibration of Equipment.
Standard D2	The facility has defined procedures for storage, inventory management and dispensing of drugs in pharmacy and patient care areas.
Standard D3	The facility provides safe, secure and comfortable environment to staff, patients and visitors.
Standard D4	The facility has established Programme for maintenance and upkeep of the facility.
Standard D5	The facility ensures 24 X 7 water and power backup as per requirement of service delivery, and support services norms.
Standard D6	Dietary services are available as per service provision and nutritional requirement of the patients.
Standard D7	The facility ensures clean linen to the patients.
Standard D8	The facility has defined and established procedures for promoting public participation in management of hospital transparency and accountability.
Standard D9	Hospital has defined and established procedures for Financial Management.
Standard D10	The facility is compliant with all statutory and regulatory requirement imposed by local, state or central government.
Standard D11	Roles & Responsibilities of administrative and clinical staff are determined as per govt. regulations and standards operating procedures.
Standard D12	The facility has established procedure for monitoring the quality of outsourced services and adheres to contractual obligations.
Area of Concern - E: Clinical Services	
Standard E1	The facility has defined procedures for registration, consultation and admission of patients.
Standard E2	The facility has defined and established procedures for clinical assessment and reassessment of the patients.
Standard E3	The facility has defined and established procedures for continuity of care of patient and referral.
Standard E4	The facility has defined and established procedures for nursing care.
Standard E5	The facility has a procedure to identify high risk and vulnerable patients.
Standard E6	The facility follows standard treatment guidelines defined by state/Central government for prescribing the generic drugs & their rational use.
Standard E7	The facility has defined procedures for safe drug administration.
Standard E8	The facility has defined and established procedures for maintaining, updating of patients' clinical records and their storage.
Standard E9	The facility has defined and established procedures for discharge of patient.
Standard E10	The facility has defined and established procedures for intensive care.
Standard E11	The facility has defined and established procedures for Emergency Services and Disaster Management.
Standard E12	The facility has defined and established procedures of diagnostic services.
Standard E13	The facility has defined and established procedures for Blood Bank/Storage Management and Transfusion.



Standard E14	The facility has established procedures for Anaesthetic Services.
Standard E15	The facility has defined and established procedures of Operation theatre services.
Standard E16	The facility has defined and established procedures for end of life care and death.
<b>Maternal &amp; Child Health Services</b>	
Standard E17	The facility has established procedures for Antenatal care as per guidelines.
Standard E18	The facility has established procedures for Intranatal care as per guidelines .
Standard E19	The facility has established procedures for postnatal care as per guidelines .
Standard E20	The facility has established procedures for care of new born, infant and child as per guidelines.
Standard E21	The facility has established procedures for abortion and family planning as per government guidelines and law.
Standard E22	The facility provides Adolescent Reproductive and Sexual Health services as per guidelines.
<b>National Health Programmes</b>	
Standard E23	The facility provides National health Programme as per operational/Clinical Guidelines.
<b>Area of Concern - F: Infection Control</b>	
Standard F1	The facility has infection control Programme and procedures in place for prevention and measurement of hospital associated infection.
Standard F2	The facility has defined and Implemented procedures for ensuring hand hygiene practices and antisepsis.
Standard F3	The facility ensures standard practices and materials for Personal protection.
Standard F4	The facility has standard procedures for processing of equipment and instruments.
Standard F5	Physical layout and environmental control of the patient care areas ensures infection prevention.
Standard F6	The facility has defined and established procedures for segregation, collection, treatment and disposal of Bio Medical and hazardous Waste.
<b>Area of Concern - G: Quality Management</b>	
Standard G1	The facility has established organizational framework for quality improvement.
Standard G2	The facility has established system for patient and employee satisfaction.
Standard G3	The facility has established internal and external quality assurance Programmes wherever it is critical to quality.
Standard G4	The facility has established, documented implemented and maintained Standard Operating Procedures for all key processes and support services.
Standard G5	The facility maps its key processes and seeks to make them more efficient by reducing non value adding activities and wastages
Standard G6	The facility has established system of periodic review as internal assessment, medical & death audit and prescription audit.
Standard G7	The facility has defined Mission, Values, Quality policy and Objectives, and prepares a strategic plan to achieve them.

Standard G8	The facility seeks continually improvement by practicing Quality methods and tools.
Standard G9	The facility has defined, approved and communicated Risk Management framework for existing and potential risks.
Standard G10	The facility has established procedures for assessing, reporting, evaluating and managing risk as per Risk Management Plan
<b>Area of Concern - H : Outcome Indicator</b>	
Standard H1	The facility measures Productivity Indicators and ensures compliance with State/National benchmarks.
Standard H2	The facility measures Efficiency Indicators and ensure to reach State/National Benchmark.
Standard H3	The facility measures Clinical Care & Safety Indicators and tries to reach State/National benchmark.
Standard H4	The facility measures Service Quality Indicators and endeavours to reach State/National benchmark.



# INTENT OF STANDARDS AND MEASURABLE ELEMENTS FOR DISTRICT HOSPITAL

## AREA OF CONCERN - A : SERVICE PROVISION

### Overview

Apart from the curative services that district hospitals provides, Public hospitals are also mandated to provide preventive and promotive services. Reproductive and Child Health services are now grouped as RMNCH+A, which are major chunk of the services. These services are also priority for the government, so as to have direct impact on the key indicators such as MMR and IMR.

This area of concern measures availability of services. “Availability” of functional services means service is available to end-users because mere availability of infrastructure or human resources does not always ensure into availability of the services. For example, a facility may have functional OT, Blood Bank, and availability of Obstetrician and Anaesthetist, but it may not be providing CEmOC services on 24x7 basis. The facility may have functional Dental Clinic, but if there are hardly any procedures undertaken at the clinic, it may be assumed that the services are either not available or non-accessible to users. Compliance to these standards and measurable elements should be checked, preferably by observing delivery of the services, review of records and checking utilisation of the service.

Compliance to following standards ensures that the health facility is addressing this area of concern:

<b>STANDARD A1</b> THE FACILITY PROVIDES CURATIVE SERVICES	The standard would include availability of OPD consultation, Indoor services and Surgical procedures, Intensive care and Emergency Care under different specialities e. g. Medicine, Surgery, Orthopaedics, Paediatrics etc. Each measurable element under this standard measures one speciality across the departments. For Example, ME A1.2 measures availability of emergency surgical procedures in Accident & Emergency department, availability of General surgery clinic at OPD, Availability of surgical procedures in Operation theatre and availability of indoors services for surgery patients in wards.
<b>STANDARD A2</b> THE FACILITY PROVIDES RMNCHA SERVICES	This standard measures availability of Reproductive, Maternal, Newborn, Child and Adolescent services in different departments of the hospital. Each aspect of RMNCH+A services is covered by one measurable element of this standard.
<b>STANDARD A3</b> THE FACILITY PROVIDES DIAGNOSTIC SERVICES	It covers availability of Laboratory, Radiology and other diagnostics services in the respective departments.
<b>STANDARD A4</b> THE FACILITY PROVIDES SERVICES AS MANDATED IN NATIONAL HEALTH PROGRAMMES/ STATE SCHEME	This standard measures availability of the services at health facility under different National Health Programmes such as RNTCP, NVBDCP, etc. One Measurable element has been assigned to each National Health Programme.
<b>STANDARD A5</b> THE FACILITY PROVIDES SUPPORT SERVICES	The standard measures availability of support services like dietary, laundry and housekeeping services at the facility.
<b>STANDARD A6</b> HEALTH SERVICES PROVIDED AT THE FACILITY ARE APPROPRIATE TO COMMUNITY NEEDS	The standard mandates availability of the services according to specific local health needs. Different geographical area may have certain health problems, which are prevalent locally.

## Measurable Elements

Area of Concern - A: Measurable Elements Service Provision	
<b>Standard A1</b>	<b>The facility provides Curative Services</b>
ME A1.1	The facility provides General Medicine services
ME A1.2	The facility provides General Surgery services
ME A1.3	The facility provides Obstetrics & Gynaecology Services
ME A1.4	The facility provides Paediatric Services
ME A1.5	The facility provides Ophthalmology Services
ME A1.6	The facility provides ENT Services
ME A1.7	The facility provides Orthopaedics Services
ME A1.8	The facility provides Skin & VD Services
ME A1.9	The facility provides Psychiatry Services
ME A1.10	The facility provides Dental Treatment Services
ME A1.11	The facility provides AYUSH Services
ME A1.12	The facility provides Physiotherapy Services
ME A1.13	The facility provides services for OPD procedures
ME A1.14	Services are available for the time period as mandated
ME A1.15	The facility provides services for Super specialties, as mandated
ME A1.16	The facility provides Accident & Emergency Services
ME A1.17	The facility provides Intensive care Services
ME A1.18	The facility provides Blood bank & transfusion services
<b>Standard A2</b>	<b>The facility provides RMNCHA Services</b>
ME A2.1	The facility provides Reproductive health Services
ME A2.2	The facility provides Maternal health Services
ME A2.3	The facility provides Newborn health Services
ME A2.4	The facility provides Child health Services
ME A2.5	The facility provides Adolescent health Services
<b>Standard A3</b>	<b>The facility provides diagnostic Services</b>
ME A3.1	The facility provides Radiology Services
ME A3.2	The facility provides Laboratory Services
ME A3.3	The facility provides other diagnostic services, as mandated
<b>Standard A4</b>	<b>The facility provides services as mandated in National Health Programmes/State Scheme</b>
ME A4.1	The facility provides services under National Vector Borne Disease Control Programme as per guidelines
ME A4.2	The facility provides services under Revised National TB Control Programme as per guidelines
ME A4.3	The facility provides services under National Leprosy Eradication Programme as per guidelines
ME A4.4	The facility provides services under National AIDS Control Programme as per guidelines

ME A4.5	The facility provides services under National Programme for control of Blindness as per guidelines
ME A4.6	The facility provides services under Mental Health Programme as per guidelines
ME A4.7	The facility provides services under National Programme for the health care of the elderly as per guidelines
ME A4.8	The facility provides services under National Programme for Prevention and control of Cancer, Diabetes, Cardiovascular diseases & Stroke (NPCDCS) as per guidelines
ME A4.9	The facility provides services under Integrated Disease Surveillance Programme as per Guidelines
ME A4.10	The facility provides services under National health Programme for deafness
ME A4.11	The facility provides services as per State specific health programmes
ME A4.12	The facility provides services as per Rashtriya Bal Swasthya Karykram
<b>Standard A5</b>	<b>The facility provides support services</b>
ME A5.1	The facility provides dietary services
ME A5.2	The facility provides laundry services
ME A5.3	The facility provides security services
ME A5.4	The facility provides housekeeping services
ME A5.5	The facility ensures maintenance services
ME A5.6	The facility provides pharmacy services
ME A5.7	The facility has services of medical record department
ME A5.8	The facility provides mortuary services
<b>Standard A6</b>	<b>Health services provided at the facility are appropriate to community needs</b>
ME A6.1	The facility provides curatives & preventive services for the health problems and diseases, prevalent locally.
ME A6.2	There is a process for consulting community/or their representatives when planning or revising scope of services of the facility.

## AREA OF CONCERN - B : PATIENT RIGHTS

### Overview

Mere availability of services does not serve the purpose until the services are accessible to the users, and are provided with dignity and confidentiality. Access includes Physical access as well as financial access. The Government has launched many schemes, such as JSSK, RBSK and RBSY, for ensuring that the service packages are available cashless to different targeted groups. There are evidences to suggest that patients' experience and outcome improves, when they are involved in the care. So availability of information is critical for access as well as enhancing patients' satisfaction. Patients' rights also include that health services give due consideration to patients' cultural and religious preferences.

Brief description of the standards under this area of concern are given below:

<p><b>STANDARD B1</b> THE FACILITY PROVIDES THE INFORMATION TO CARE SEEKERS, ATTENDANTS &amp; COMMUNITY ABOUT THE AVAILABLE SERVICES AND THEIR MODALITIES</p>	<p>Standard B1 measures availability of the information about services and their modalities to patients and visitors. Measurable elements under this standard check for availability of user-friendly signages, display of services available and user charges, citizen charter, enquiry desk and access to his/her clinical records.</p>
<p><b>STANDARD B2</b> SERVICES ARE DELIVERED IN A MANNER THAT IS SENSITIVE TO GENDER, RELIGIOUS AND CULTURAL NEEDS, AND THERE ARE NO BARRIERS ON ACCOUNT OF PHYSICAL ECONOMIC, CULTURAL OR SOCIAL REASONS.</p>	<p>Standard B2 This standard ensure that the services are sensitive to gender, cultural and religious needs. This standard also measures the physical access, and disa ble-friendliness of the services, such as availability of ramps and disable friendly toilets. Last measurable element of this standard mandates for provision for affirmative action for vulnerable and marginalized patients like orphans, destitute, terminally ill patients, victims of rape and domestic violence so they can avail health care service with dignity and confidence at public hospitals.</p>
<p><b>STANDARD B3</b> THE FACILITY MAINTAINS PRIVACY, CONFIDENTIALITY &amp; DIGNITY OF PATIENT, AND HAS A SYSTEM FOR GUARDING PATIENT RELATED INFORMATION</p>	<p>Standard B3 This standard measures the patient friendliness of the services in terms of ensuring privacy, confidentiality and dignity. Measurable elements under this standard check for provisions of screens and curtains, confidentiality of patients' clinical information, behaviour of service providers, and also ensuring specific precautions to be taken, while providing care to patients with HIV infection, abortion, teenage pregnancy, etc.</p>
<p><b>STANDARD B4</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR INFORMING PATIENTS ABOUT THE MEDICAL CONDITION, AND INVOLVING THEM IN TREATMENT PLANNING, AND FACILITATES INFORMED DECISION MAKING</p>	<p>Standard B4 This standard mandates that health facility has procedures of informing patients about their rights, and actively involves them in the decision-making about their treatment. Measurable elements in this standards look for practices such informed consent, dissemination of patient rights and how patients are communicated about their clinical conditions and options available. This standard also measures for procedure for grievance redressal. Compliance to these standards can be checked through review of records for consent, interviewing staff about their awareness of patients' rights, interviewing patients whether they had been informed of the treatment plan and available options.</p>
<p><b>STANDARD B5</b> THE FACILITY ENSURES THAT THERE IS NO FINANCIAL BARRIER TO ACCESS, AND THAT THERE IS FINANCIAL PROTECTION GIVEN FROM THE COST OF HOSPITAL SERVICES</p>	<p>Standard B5 This standard majorly checks that there are no financial barriers to the services. Measurable elements under this standard check for availability of drugs, diagnostics and transport free of cost under different schemes, and timely payment of the entitlements under JSY and Family planning incentives.</p>

**STANDARD B6**  
FACILITY HAS DEFINED  
FRAMEWORK FOR ETHICAL  
MANAGEMENT INCLUDING  
DILEMMAS CONFRONTED  
DURING DELIVERY OF SERVICES  
AT PUBLIC HEALTH FACILITIES

Public Health facilities have been instituted for providing health care services for the larger good and welfare of community. Apart from providing health care services, the public health facilities have a statutory obligation to conduct medico-legal examinations, post-mortems, facilitate dispensation justice as required by the law, issuing medical certificates and implement government health policies. It is of utmost importance that public health facilities portray highest standards for ethical practices in clinical care and governance.

This standard requires the facility to adhere to Ethical norms, and a pre-defined code of conduct is followed by its staff. Preferably code of conducts should be communicated to the staff in form of written instructions. This may include do's and don't while performing their duties. These norms should broadly encompass provider's duty to sick, doing 'no-harm', keeping privacy, confidentiality and autonomy of patients, non-discrimination and equity. Ethical norms should be in consonance with Code of Medical Ethics and Code of Nursing ethics released by the Indian Medical Council and Indian Nursing Council respectively.

While providing the services, the providers may confront ethical dilemmas. These may arise from patient's refusal to receive treatment, withdrawal of life support, prescribing drugs that doctor found more effective but are not part of essential drug list, entertaining representatives of pharmaceuticals companies at workplace, sharing data with research purposes where consent has not been taken from patients, etc. to address these ethical dilemmas effectively and within the legal parameters, the health facility should develop and implement a framework to address ethical dilemmas.

Initially the facility should identify the situations, where ethical dilemma usually arise or have potential to arise. Second facility should appoint a person or group that will address such issues of ethical dilemma, and will endeavour to timely resolve it. The mechanism of referral of such issues to appointed person or group should be defined and effectively communicated to concerned staff. These standards are targeted for secondary and primary care public hospital; those are not usually not involved research activities. However, if any health care facility is involved in clinical or public health research activity, it should take formal approval for research ethics committee.

<b>Area of Concern - B: Measurable Elements Patient Rights</b>	
<b>Standard B1</b>	<b>The facility provides the information to care seekers, attendants &amp; community about the available services and their modalities.</b>
ME B1.1	The facility has uniform and user-friendly signage system.
ME B1.2	The facility displays the services and entitlements available in its departments.
ME B1.3	The facility has established citizen charter, which is followed at all levels.
ME B1.4	User charges are displayed and communicated to patients effectively.
ME B1.5	Patients & visitors are sensitised and educated through appropriate IEC/BCC approaches.
ME B1.6	Information is available in local language and easy to understand.
ME B1.7	The facility provides information to patients and visitor through an exclusive set-up.
ME B1.8	The facility ensures access to clinical records of patients to entitled personnel.
<b>Standard B2</b>	<b>Services are delivered in a manner that is sensitive to gender, religious and cultural needs, and there are no barriers on account of physical economic, cultural or social reasons.</b>
ME B2.1	Services are provided in manner that are sensitive to gender.
ME B2.2	Religious and cultural preferences of patients and attendants are taken into consideration while delivering services.
ME B2.3	Access to facility is provided without any physical barrier & friendly to people with disability.
ME B2.4	There is no discrimination on basis of social & economic status of patients.
ME B2.5	There is affirmative action to ensure that vulnerable sections can access services.
<b>Standard B3</b>	<b>The facility maintains privacy, confidentiality &amp; dignity of patient, and has a system for guarding patient related information.</b>
ME B3.1	Adequate visual privacy is provided at every point of care.
ME B3.2	Confidentiality of patients records and clinical information is maintained.
ME B3.3	The facility ensures the behaviours of staff is dignified and respectful, while delivering the services.
ME B3.4	The facility ensures privacy and confidentiality to every patient, especially of those conditions having social stigma, and also safeguards vulnerable groups.
<b>Standard B4</b>	<b>The facility has defined and established procedures for informing patients about the medical condition, and involving them in treatment planning, and facilitates informed decision making.</b>
ME B4.1	There is established procedures for taking informed consent before treatment and procedures.
ME B4.2	Patient is informed about his/her rights and responsibilities.
ME B4.3	Staff are aware of Patients rights responsibilities.
ME B4.4	Information about the treatment is shared with patients or attendants, regularly.
ME B4.5	The facility has defined and established grievance redressal system in place.
<b>Standard B5</b>	<b>The facility ensures that there is no financial barrier to access, and that there is financial protection given from the cost of hospital services.</b>
ME B5.1	The facility provides cashless services to pregnant women, mothers and neonates as per prevalent government schemes.
ME B5.2	The facility ensures that drugs prescribed are available at Pharmacy and wards.



ME B5.3	It is ensured that facilities for the prescribed investigations are available at the facility.
ME B5.4	The facility provide free of cost treatment to Below poverty line patients without administrative hassles.
ME B5.5	The facility ensures timely reimbursement of financial entitlements and reimbursement to the patients.
ME B5.6	The facility ensure implementation of health insurance schemes as per National /state scheme.
<b>Standard B6</b>	<b>The facility has defined framework for ethical management including dilemmas confronted during delivery of services at public health facilities.</b>
ME B6.1	Ethical norms and code of conduct for medical and paramedical staff have been established.
ME B6.2	The facility staff is aware of code of conduct established.
ME B6.3	The facility has an established procedure for entertaining representatives of drug companies and suppliers.
ME B6.4	The facility has an established procedure for medical examination and treatment of individual under judicial or police detention as per prevalent law and government directions.
ME B6.5	There is an established procedure for sharing of hospital/patient data with individuals and external agencies including non governmental organization.
ME B6.6	There is an established procedure for 'end-of-life' care.
ME B6.7	There is an established procedure for patients who wish to leave hospital against medical advice or refuse to receive specific treatment.
ME B6.8	There is an established procedure for obtaining informed consent from the patients in case facility is participating in any clinical or public health research.
ME B6.9	There is an established procedure to issue of medical certificates and other certificates.
ME B6.10	There is an established procedure to ensure medical services during strikes or any other mass protest leading to dysfunctional medical services.
ME B6.11	An updated copy of code of ethics under Indian Medical council act is available with the facility.

## AREA OF CONCERN - C : INPUT

### Overview

This area of concern predominantly covers the structural part of the facility. Indian Public Health Standards (IPHS) defines infrastructure, human resources, drugs and equipment requirements for different level of health facilities. Quality standards given in this area of concern take into cognizance of the IPHS requirement. However, focus of the standards has been in ensuring compliance to minimum level of inputs, which are required for ensuring delivery of committed level of the services. The words like ‘adequate’ and ‘as per load’ has been given in the requirements for many standards & measurable elements, as it would be hard to set structural norms for every level of the facility that commensurate with patient load. For example, a 100-bedded hospital having 40% bed occupancy may not have same requirements as the similar hospital having 100% occupancy. So structural requirement should be based more on the utilization, than fixing the criteria like beds available. Assessor should use his/her discretion to arrive at a decision, whether available structural component is adequate for committed service delivery or not.

Following are the standards under this area of concern:

<p><b>STANDARD C1</b> THE FACILITY HAS INFRASTRUCTURE FOR DELIVERY OF ASSURED SERVICES, AND AVAILABLE INFRASTRUCTURE MEETS THE PREVALENT NORMS</p>	<p>Standard C1 measures adequacy of infrastructure in terms of space, patient amenities, layout, circulation area, communication facilities, service counters, etc. It also looks into the functional aspect of the structure, whether it commensurate with the process flow of the facility or not.</p> <p>Minimum requirement for space, layout and patient amenities are given in some of departments, but assessors should use his discretion to see whether space available is adequate for the given work load. Compliance to most of the measurable elements can be assessed by direct observation except for checking functional adequacy, where discussion with staff and hospital administration may be required to know the process flow between the departments, and also within a department.</p>
<p><b>STANDARD C2</b> THE FACILITY ENSURES THE PHYSICAL SAFETY OF THE INFRASTRUCTURE.</p>	<p>Standard C2 deals with Physical safety of the infrastructure. It includes seismic safety, safety of lifts, electrical safety, and general condition of hospital infrastructure.</p>
<p><b>STANDARD C3</b> THE FACILITY HAS ESTABLISHED PROGRAMME FOR FIRE SAFETY AND OTHER DISASTER</p>	<p>Standard C3 is concerned with fire safety of the facility. Measurable elements in this standard look for implementation of fire prevention, availability of adequate number of fire fighting equipment and preparedness of the facility for fire disaster in terms of mock drill and staff training.</p>
<p><b>STANDARD C4</b> THE FACILITY HAS ADEQUATE QUALIFIED AND TRAINED STAFF, REQUIRED FOR PROVIDING THE ASSURED SERVICES TO THE CURRENT CASE LOAD</p>	<p>Standard C4 measures the numerical adequacy and skill sets of the staff. It includes availability of doctors, nurses, paramedics and support staff. It also ensures that the staff have been trained as per their job description and responsibilities. There are two components while assessing the staff adequacy - first is the numeric adequacy, which can be checked by interaction with hospital administration and review of records. Second is to access human resources in term of their availability within the department. For instance, a hospital may have 20 security guards, but if none of them is posted at the labour room, then the intent of standard is not being complied with.</p> <p>Skill set may be assessed by reviewing training records and staff interview and demonstration to check whether staff have requisite skills to perform the procedures.</p>
<p><b>STANDARD C5</b> THE FACILITY PROVIDES DRUGS AND CONSUMABLES REQUIRED FOR ASSURED SERVICES</p>	<p>Standard C5 measures availability of drugs and consumables in user departments. Assessor may check availability of drugs under the broad group such as antibiotics, IV fluids, dressing material, and make an assessment that majority of normal patients and critically ill patients are getting treated at the health facility.</p>

<p><b>STANDARD C6</b> THE FACILITY HAS EQUIPMENT &amp; INSTRUMENTS REQUIRED FOR ASSURED LIST OF SERVICES</p>	<p>Standard C6 is also concerned with availability of instruments in various departments and service delivery points. Equipment and instruments have been categorized into sub groups as per their use, and measurable elements have been assigned to each sub group, such as examination and monitoring, clinical procedures, diagnostic equipment, resuscitation equipment, storage equipment and equipment used for non clinical support services. Some representative equipment could be used as tracers and checked in each category.</p>
<p><b>STANDARD C7</b> FACILITY HAS A DEFINED AND ESTABLISHED PROCEDURE FOR EFFECTIVE UTILIZATION, EVALUATION AND AUGMENTATION OF COMPETENCE AND PERFORMANCE OF STAFF</p>	<p>Human resources are the most critical asset of a healthcare organization. Public health facilities serve volumes of patients and sometime feel constrained by limited human resources. For being a facility providing quality and safe healthcare services, it is indispensable to ensure that the staff engaged in patient care and auxiliary activities have requisite knowledge and skills to accomplish their task in the expected manner. It is also very important to ensure that workforce is working at optimal level and their performance is evaluated periodically.</p> <p>This standard and related measurable elements require that public health facility should have defined staff's competency and have a system for assessing it periodically at pre-defined interval, and takes actions for maintaining it. These criteria should be based on job description as defined in Standard D-10. These defined criteria can be converted into simple checklist that can work as tools for the competency assessment e. g. Checklist for competency assessment of Labour room nurse, Lab technician, Security guard, Hospital manager, etc. The Ministry of Health &amp; Family Welfare, Government of India also has prepared checklist for competence assessment. In addition there are explicit requirement spelled by the professional bodies such as Medical Council of India, Nursing Council of India, Dental Council of India, etc. These can also be used after local customization. This standard also requires that performance evaluation criteria should also be defined for each cadre of staff. These criteria may have some indicators measuring productivity and efficiency of the staff as well. Based on these defined criteria the competence and performance of staff should be evaluated at least once in a year though it may be more frequent ongoing activity. Competence assessment program and performance evaluation program should include contractual staff, staff working in hospital premises through outsources agencies, empanelled doctors providing services for specific duration. Based on these assessment and evaluation, the training needs of each staff are identified and training plan is prepared. Staff should be trained according to the training plan. Facility should also ensure that skills gained through training are retained and utilized and feedback is given to individual staff on their competence and performance.</p>

<b>Area of Concern - C: Measurable Elements Inputs</b>	
<b>Standard C1</b>	<b>The facility has infrastructure for delivery of assured services, and available infrastructure meets the prevalent norms.</b>
ME C1.1	Departments have adequate space as per patient or work load.
ME C1.2	Patient amenities are provide as per patient load.
ME C1.3	Departments have layout and demarcated areas as per functions.
ME C1.4	The facility has adequate circulation area and open spaces according to need and local law.
ME C1.5	The facility has infrastructure for intramural and extramural communication.
ME C1.6	Service counters are available as per patient load.
ME C1.7	The facility and departments are planned to ensure structure follows the function/processes (Structure commensurate with the function of the hospital).
<b>Standard C2</b>	<b>The facility ensures the physical safety of the infrastructure.</b>
ME C2.1	The facility ensures the seismic safety of the infrastructure.
ME C2.2	The facility ensures safety of lifts and lifts have required certificate from the designated bodies/board.
ME C2.3	The facility ensures safety of electrical establishment.
ME C2.4	Physical condition of buildings are safe for providing patient care.
<b>Standard C3</b>	<b>The facility has established Programme for fire safety and other disaster.</b>
ME C3.1	The facility has plan for prevention of fire.
ME C3.2	The facility has adequate fire fighting Equipment.
ME C3.3	The facility has a system of periodic training of staff and conducts mock drills regularly for fire and other disaster situation.
<b>Standard C4</b>	<b>The facility has adequate qualified and trained staff, required for providing the assured services to the current case load.</b>
ME C4.1	The facility has adequate specialist doctors as per service provision.
ME C4.2	The facility has adequate general duty doctors as per service provision and work load.
ME C4.3	The facility has adequate nursing staff as per service provision and work load.
ME C4.4	The facility has adequate technicians/paramedics as per requirement.
ME C4.5	The facility has adequate support/general staff.
<b>Standard C5</b>	<b>The facility provides drugs and consumables required for assured services.</b>
ME C5.1	The departments have availability of adequate drugs at point of use.
ME C5.2	The departments have adequate consumables at point of use.
ME C5.3	Emergency drug trays are maintained at every point of care, where ever it may be needed.
<b>Standard C6</b>	<b>The facility has equipment &amp; instruments required for assured list of services.</b>
ME C6.1	Availability of equipment & instruments for examination & monitoring of patients.
ME C6.2	Availability of equipment & instruments for treatment procedures, being undertaken in the facility.
ME C6.3	Availability of equipment & instruments for diagnostic procedures being undertaken in the facility.
ME C6.4	Availability of equipment and instruments for resuscitation of patients and for providing intensive and critical care to patients.

ME C6.5	Availability of Equipment for Storage.
ME C6.6	Availability of functional equipment and instruments for support services.
ME C6.7	Departments have patient furniture and fixtures as per load and service provision.
<b>Standard C7</b>	<b>The facility has a defined and established procedure for effective utilization, evaluation and augmentation of competence and performance of staff</b>
ME C7.1	Criteria for Competence assessment are defined for clinical and Para clinical staff.
ME C7.2	Competence assessment of Clinical and Para clinical staff is done on predefined criteria at least once in a year.
ME C7.3	Criteria for performance evaluation clinical and para clinical staff are defined.
ME C7.4	Performance evaluation of clinical and para clinical staff is done on predefined criteria at least once in a year
ME C7.5	Criteria for performance evaluation of support and administrative staff are defined.
ME C7.6	Performance evaluation of support and administration staff is done on predefined criteria at least once in a year.
ME C7.7	Competence assessment and performance assessment includes contractual, empanelled, and outsourced staff.
ME C7.8	Training needs are identified based on competence assessment and performance evaluation and facility prepares the training plan.
ME C7.9	The Staff is provided training as per defined core competencies and training plan.
ME C7.10	There is established procedure for utilization of skills gained through trainings by on -job supportive supervision.
ME C7.11	Feedback is provided to the staff on their competence assessment and performance evaluation.

## AREA OF CONCERN - D : SUPPORT SERVICES

### Overview

Support services are backbone of every health care facility. The expected clinical outcome cannot be envisaged in absence of sturdy support services. This area of concern includes equipment maintenance, calibration, drug storage and inventory management, security, facility management, water supply, power backup, dietary services and laundry. Administrative processes like RKS, Financial management, legal compliances, staff deputation and contract management have also been included in this area of concern.

Brief description of the standards under this area of concern are given below:

<p><b>STANDARD D1</b> THE FACILITY HAS ESTABLISHED PROGRAMME FOR INSPECTION, TESTING AND MAINTENANCE AND CALIBRATION OF EQUIPMENT</p>	<p>Standard D1 is concerned with equipment maintenance processes, such as AMC, daily and breakdown maintenance processes, calibration and availability of operating instructions. Equipment records should be reviewed to ensure that valid AMC is available for critical equipment and preventive / corrective maintenance is done timely. Calibration records and label on the measuring equipment should be reviewed to confirm that the calibration has been done. Operating instructions should be displayed or should readily available with the user.</p>
<p><b>STANDARD D2</b> THE FACILITY HAS DEFINED PROCEDURES FOR STORAGE, INVENTORY MANAGEMENT AND DISPENSING OF DRUGS IN PHARMACY AND PATIENT CARE AREAS</p>	<p>Standard D2 is concerned with safe storage of drugs and scientific management of the inventory, so drugs and consumables are available in adequate quantity in patient care area. Measurable elements of this standard look into processes of indenting, procurement, storage, expired drugs management, inventory management, stock management at patient care areas, including storage at optimum temperature. While assessing drug management system, these practices should be looked into each clinical department, especially at the nursing stations and its complementary process at drug stores/Pharmacy.</p>
<p><b>STANDARD D3</b> THE FACILITY PROVIDES SAFE, SECURE AND COMFORTABLE ENVIRONMENT TO STAFF, PATIENTS AND VISITORS</p>	<p>Standard D3 This standard is concerned with providing safe, secure and comfortable environment to patients as well service providers. The measurable elements under this standard have two aspects, - firstly, provision of comfortable work environment in terms of illumination and temperature control in patient care areas and work stations, and secondly, arrangement for security of patients and staff. Availability of environment control arrangements should be looked into. Security arrangements at patient area should be observed for restriction of visitors and crowd management.</p>
<p><b>STANDARD D4</b> THE FACILITY HAS ESTABLISHED PROGRAMME FOR MAINTENANCE AND UPKEEP OF THE FACILITY</p>	<p>Standard D4 This standard is concerned with adequacy of facility management processes. This includes appearance of facility, cleaning processes, infrastructure maintenance, removal of junk and condemned items and control of stray animals and pest control at the facility.</p>
<p><b>STANDARD D5</b> THE FACILITY ENSURES 24X7 WATER AND POWER BACKUP AS PER REQUIREMENT OF SERVICE DELIVERY, AND SUPPORT SERVICES NORMS</p>	<p>Standard D5 covers processes to ensure water supply (quantity &amp; quality), power back-up and medical gas supply. All departments should be assessed for availability of water and power back-up. Some critical area like OT and ICU may require two-tire power backup in terms of UPS. Availability of central oxygen and vacuum supply should especially be assessed in critical area like OT and ICU.</p>
<p><b>STANDARD D6</b> DIETARY SERVICES ARE AVAILABLE AS PER SERVICE PROVISION AND NUTRITIONAL REQUIREMENT OF THE PATIENTS</p>	<p>Standard D6 is concerned with processes ensuring timely and hygienic dietary services. This includes nutritional assessment of patients, availability of different types of diets and standard procedures for preparation and distribution of food, including hygiene &amp; sanitation in the kitchen. Patients / staff may be interacted for knowing their perception about quality and quantity of the food.</p>

<p><b>STANDARD D7</b> THE FACILITY ENSURES CLEAN LINEN TO THE PATIENTS</p>	<p>Standard D7 is concerned with the laundry processes. It includes availability of adequate quantity of clean &amp; usable linen, process of providing and changing bed sheets in patient care area and process of collection, washing and distributing the linen. Besides direct observation, staff interaction may help in knowing availability of adequate linen and work practices. An assessment of segregation and disinfection of soiled laundry should be undertaken. Observation should be recorded if laundry is being washed at some public water body like pond or river.</p>
<p><b>STANDARD D8</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR PROMOTING PUBLIC PARTICIPATION IN MANAGEMENT OF HOSPITAL TRANSPARENCY AND ACCOUNTABILITY</p>	<p>Standard D8 measures processes related to functioning of Rogi Kalyan Samiti (RKS; equivalent to Hospital Management Society) and community participation in Hospital Management. RKS records should be reviewed to assess frequency of the meetings, and issues discussed there. Participation of non-official members like community/ NGO representatives in such meetings should be checked.</p>
<p><b>STANDARD D9</b> HOSPITAL HAS DEFINED AND ESTABLISHED PROCEDURES FOR FINANCIAL MANAGEMENT</p>	<p>Standard D9 is concerned with the financial management of the funds/grants, received from different sources including NHM. Assessment of financial management processes by no means should be equated with financial or accounts audit. Hospital administration and accounts department can be interacted to know process of utilization of funds, timely payment of salaries, entitlements and incentives to different stakeholders and process of receiving funds and submitting utilization certificates. An assessment of resource utilisation and prioritisation should be undertaken.</p>
<p><b>STANDARD D10</b> THE FACILITY IS COMPLIANT WITH ALL STATUTORY AND REGULATORY REQUIREMENT IMPOSED BY LOCAL, STATE OR CENTRAL GOVERNMENT</p>	<p>Standard D10 is concerned with compliances to statutory and regulatory requirements. It includes availability of requisite licenses, updated copies of acts and rules, and adherence to the legal requirements as applicable to Public Health Facilities.</p>
<p><b>STANDARD D11</b> ROLES &amp; RESPONSIBILITIES OF ADMINISTRATIVE AND CLINICAL STAFF ARE DETERMINED AS PER GOVT. REGULATIONS AND STANDARDS OPERATING PROCEDURES</p>	<p>Standard D11 is concerned with processes regarding staff management and their deployment in the departments of a facility. This includes availability of Job descriptions for different cadre, processes regarding preparation of duty rosters and staff discipline. The staff can be interviewed to assess about their awareness of their own job description. It should be assessed by observation and review of the records. Adherence to dress-code should be observed during the assessment.</p>
<p><b>STANDARD D12</b> THE FACILITY HAS ESTABLISHED PROCEDURE FOR MONITORING THE QUALITY OF OUTSOURCED SERVICES AND ADHERES TO CONTRACTUAL OBLIGATIONS</p>	<p>Standard D12 This standard measures the processes related to outsourcing and contract management. This includes monitoring of outsourced services, adequacy of contract documents and tendering system, timely payment for the availed services and provision for action in case for inadequate/ poor quality of services. Assessor should review the contract records related to outsourced services, and interview hospital administration about the management of outsource services.</p>

Area of Concern - D: Measurable Elements Support Services	
<b>Standard D1</b>	<b>The facility has established Programme for inspection, testing and maintenance and calibration of Equipment.</b>
ME D1.1	The facility has established system for maintenance of critical Equipment.
ME D1.2	The facility has established procedure for internal and external calibration of measuring Equipment.
ME D1.3	Operating and maintenance instructions are available with the users of equipment.
<b>Standard D2</b>	<b>The facility has defined procedures for storage, inventory management and dispensing of drugs in pharmacy and patient care areas.</b>
ME D2.1	There is established procedure for forecasting and indenting drugs and consumables.
ME D2.2	The facility has established procedure for procurement of drugs.
ME D2.3	The facility ensures proper storage of drugs and consumables.
ME D2.4	The facility ensures management of expiry and near expiry drugs.
ME D2.5	The facility has established procedure for inventory management techniques.
ME D2.6	There is a procedure for periodically replenishing the drugs in patient care areas.
ME D2.7	There is a process for storage of vaccines and other drugs, requiring controlled temperature.
ME D2.8	There is a procedure for secure storage of narcotic and psychotropic drugs.
<b>Standard D3</b>	<b>The facility provides safe, secure and comfortable environment to staff, patients and visitors.</b>
ME D3.1	The facility provides adequate illumination at patient care areas.
ME D3.2	The facility has provision of restriction of visitors in patient areas.
ME D3.3	The facility ensures safe and comfortable environment for patients and service providers.
ME D3.4	The facility has security system in place in patient care areas.
ME D3.5	The facility has established measure for safety and security of female staff.
<b>Standard D4</b>	<b>The facility has established Programme for maintenance and upkeep of the facility.</b>
ME D4.1	Exterior and interior of the facility building is maintained appropriately
ME D4.2	Patient care areas are clean and hygienic.
ME D4.3	Hospital infrastructure is adequately maintained.
ME D4.4	Hospital maintains open areas and landscaped of them.
ME D4.5	The facility has policy of removal of condemned junk material.
ME D4.6	The facility has established procedures for pest, rodent and animal control.
<b>Standard D5</b>	<b>The facility ensures 24 × 7 water and power backup as per requirement of service delivery, and support services norms.</b>
ME D5.1	The facility has adequate arrangement storage and supply for potable water in all functional areas.
ME D5.2	The facility ensures adequate power backup in all patient care areas as per load.
ME D5.3	Critical areas of the facility ensures availability of oxygen, medical gases and vacuum supply.
<b>Standard D6</b>	<b>Dietary services are available as per service provision and nutritional requirement of the patients.</b>
ME D6.1	The facility has provision of nutritional assessment of the patients.
ME D6.2	The facility provides diets according to nutritional requirements of the patients.



ME D6.3	Hospital has standard procedures for preparation, handling, storage and distribution of diets, as per requirement of patients.
<b>Standard D7</b>	<b>The facility ensures clean linen to the patients.</b>
ME D7.1	The facility has adequate availability of linen for meeting its need.
ME D7.2	The facility has established procedures for changing of linen in patient care areas
ME D7.3	The facility has standard procedures for handling, collection, transportation and washing of linen.
<b>Standard D8</b>	<b>The facility has defined and established procedures for promoting public participation in management of hospital transparency and accountability.</b>
ME D8.1	The facility has established a procedure for management of activities of Rogi Kalyan Samiti.
ME D8.2	The facility has established procedures for community based monitoring of its services.
<b>Standard D9</b>	<b>Hospital has defined and established procedures for Financial Management.</b>
ME D9.1	The facility ensures proper utilization of the fund provided to it.
ME D9.2	The facility ensures proper planning and requisition of resources based on its need.
<b>Standard D10</b>	<b>The facility is compliant with all statutory and regulatory requirement imposed by local, state or central government.</b>
ME D10.1	The facility has requisite licences and certificates for operation of hospital and its different activities.
ME D10.2	Updated copies of relevant laws, regulations and government orders are available at the facility.
ME D10.3	The facility ensures relevant processes are in compliance with the statutory requirements.
<b>Standard D11</b>	<b>Roles &amp; Responsibilities of administrative and clinical staff are determined as per govt. regulations and standards operating procedures.</b>
ME D11.1	The facility has established job description as per govt guidelines.
ME D11.2	The facility has a established procedure for duty roster and deputation to different departments.
ME D11.3	The facility ensures adherence to dress code as mandated by the administration.
<b>Standard D12</b>	<b>The facility has established procedure for monitoring the quality of outsourced services and adheres to contractual obligations.</b>
ME D12.1	There is established system of contract management for the out sourced services.
ME D12.2	There is a system of periodic review of quality of out-sourced services.

## AREA OF CONCERN - E : CLINICAL CARE

### Overview

The ultimate purpose of existence of a hospital is to provide clinical care. Therefore, clinical processes are the most critical and important in the hospitals. These are the processes that define directly the outcome of services and quality of care. The Standards under this area of concern could be grouped into three categories. First, nine standards are concerned with those clinical processes that ensure adequate care to the patients. It includes processes such as registration, admission, consultation, clinical assessment, continuity of care, nursing care, identification of high risk and vulnerable patients, prescription practices, safe drug administration, maintenance of clinical records and discharge from the hospital.

Second set of next seven standards are concerned with specific clinical and therapeutic processes including intensive care, emergency care, diagnostic services, transfusion services, anaesthesia, surgical services and end of life care.

The third set of seven standards are concerned with specific clinical processes for Maternal, Newborn, Child, Adolescent & Family Planning services and National Health Programmes. These standards are based on the technical guidelines published by the Government of India on respective programmes and processes.

It may be difficult to assess clinical processes, as direct observation of clinical procedure may not always be possible at time of assessment. Therefore, assessment of these standards would largely depend upon review of the clinical records as well. Interaction with the staff to know their skill level and how they practice clinical care (Competence testing) would also be helpful. Assessment of these standard would require thorough domain knowledge.

Following is the brief description of standards under this area of concern:

<p><b>STANDARD E1</b> THE FACILITY HAS DEFINED PROCEDURES FOR REGISTRATION, CONSULTATION AND ADMISSION OF PATIENTS</p>	<p>Standard E1 This standard is concerned with the registration and admission processes in hospitals. It also covers OPD consultation processes. The Assessor should review the records to verify that details of patients have been recorded, and patients have been given unique identification number. OPD consultation may be directly observed, followed by review of OPD tickets to ensure that patient history, examination details, etc. have been recorded on the OPD ticket. Staff should be interviewed to know, whether there is any fixed admission criteria especially in critical care department.</p>
<p><b>STANDARD E2</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR CLINICAL ASSESSMENT AND REASSESSMENT OF THE PATIENTS</p>	<p>Standard E2 This standard pertains to clinical assessment of the patients. It includes initial assessment as well as reassessment of admitted patients.</p>
<p><b>STANDARD E3</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR CONTINUITY OF CARE OF PATIENT AND REFERRAL</p>	<p>Standard E3 is concerned with continuity of care for the patient's ailment. It includes process of inter-departmental transfer, referral to another facility, deputation of staff for the care, and linkages with higher institutions. Staff should be interviewed to know the referral linkages, how they inform the referral hospital about the referred patients and arrangement for the vehicles and follow-up car. Records should be reviewed for confirming that referral slips have been provided to the patients.</p>
<p><b>STANDARD E4</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR NURSING CARE</p>	<p>Standard E4 measures adequacy and quality of nursing care for the patients. It includes processes for identification of patients, timely and accurate implementation of treatment plan, nurses' handover processes, maintenance of nursing records and monitoring of the patients. Staff should be interviewed and patients' records should be reviewed for assessing how drugs distribution/ administration endorsement and other procedures like sample collection and dressing have been done on time as per treatment plan. Handing-over of patients is a critical process and should be assessed adequately. Review BHT for patient monitoring &amp; nursing notes should be done.</p>
<p><b>STANDARD E5</b> THE FACILITY HAS A PROCEDURE TO IDENTIFY HIGH RISK AND VULNERABLE PATIENTS</p>	<p>Standard E5 is concerned with identification of vulnerable and High-risk patients. Review of records and staff interaction would be helpful in assessing how High-risk patients are given due attention and treatment.</p>

<p><b>STANDARD E6</b> THE FACILITY FOLLOWS STANDARD TREATMENT GUIDELINES DEFINED BY STATE/CENTRAL GOVERNMENT FOR PRESCRIBING THE GENERIC DRUGS &amp; THEIR RATIONAL USE</p>	<p>Standard E6 is concerned with assessing that patients are prescribed drugs according standard treatment guidelines and protocols. Patient records are assessed to ascertain that prescriptions are written in generic name only.</p>
<p><b>STANDARD E7</b> THE FACILITY HAS DEFINED PROCEDURES FOR SAFE DRUG ADMINISTRATION</p>	<p>Standard E7 concerns with the safety of drug administration. It includes administration of high alert drugs, legibility of medical orders, process for checking drugs before administration and processes related to self-drug administration. Patient's records should be reviewed for legibility of the writing and recording of date and time of orders. Safe injection practices like use of separate needle for multi-dose vial should be observed.</p>
<p><b>STANDARD E8</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR MAINTAINING, UPDATING OF PATIENTS' CLINICAL RECORDS AND THEIR STORAGE</p>	<p>Standard E8 is concerned with the processes of maintaining clinical records systematically and adequately. Compliance to this standard can be assessed by comprehensive review of the patients' record.</p>
<p><b>STANDARD E9</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR DISCHARGE OF PATIENT.</p>	<p>Standard E9 measures adequacy of the discharge process. It includes pre-discharge assessment, adequacy of discharge summary, pre-discharge counselling and adherence to standard procedures, if a patient is leaving against medical advice (LAMA) or is found absconding. Patients' record should also be reviewed for adequacy of the discharge summary.</p>
<p><b>STANDARD E10</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR INTENSIVE CARE.</p>	<p>Standard E10 is concerned with processes related to intensive care treatment of patients, availability and adherence to protocols related to pain management, sedation, intubation, etc.</p>
<p><b>STANDARD E11</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR EMERGENCY SERVICES AND DISASTER MANAGEMENT</p>	<p>Standard E11 is concerned with emergency clinical processes and procedures. It includes triage, adherence to emergency clinical protocols, disaster management, processes related to ambulance services, handling of medico-legal cases, etc. Availability of the buffer stock for medicines and other supplies for disaster and mass casualty needs to be found out. Interaction with staff and hospital administration should be done to asses overall disaster preparedness of the health facility.</p>
<p><b>STANDARD E12</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES OF DIAGNOSTIC SERVICES</p>	<p>Standard E12 deals with the procedures related to diagnostic services. The standard is majorly applicable for laboratory and radiology services. It includes pre-testing, testing and post-testing procedures. It needs to be observed that samples in the laboratory are properly labelled, and instructions for handling sample are available. The process for storage and transportation of samples needs to be ensured. Availability of critical values and biological references should also be checked.</p>
<p><b>STANDARD E13</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR BLOOD BANK/STORAGE MANAGEMENT AND TRANSFUSION</p>	<p>Standard E13 is concerned with functioning of blood bank and transfusion services. The measurable elements under this standard are processes for donor selection, collection of blood, testing procedures, preparation of blood components, labelling and storage of blood bags, compatibility testing, issuing, transfusion and monitoring of transfusion reaction. The assessor should observe the functioning, and interact with the staff to know regarding adherence to standard procedures for blood collection and testing, including preparation of blood components, storage practices, as per standard protocols. Record of temperature maintained in different storage units should be checked. The staff should also be interacted to know how they manage if certain blood is not available at the blood bank. Records should be reviewed for assessing processes of monitoring transfusion reactions.</p>
<p><b>STANDARD E14</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR ANAESTHETIC SERVICES</p>	<p>Standard E14 is concerned with the processes related with safe anaesthesia practices. It includes pre-anaesthesia, monitoring and post-anaesthesia processes. Records should be reviewed to assess how Pre-anaesthesia check-up is done and records are maintained. Interact with Anaesthetists and OT technician/Nurse for adherence to protocols in respect of anaesthesia safety, monitoring, recording &amp; reporting of adverse events, maintenance of anaesthesia notes, etc.</p>

<p><b>STANDARD E15</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES OF OPERATION THEATRE SERVICES</p>	<p>Standard E15 is concerned with processes related with Operation Theatre. It includes processes for OT scheduling, pre-operative, Post-operative practices of surgical safety. Interaction with the surgeon(s) and OT staff should be done to assess processes - preoperative medication, part preparation and evaluation of patient before surgery, identification of surgical site, etc. Review of records for usage of surgical safety checklist &amp; protocol for instrument count, suture material, etc may be undertaken.</p>
<p><b>STANDARD E16</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR END OF LIFE CARE AND DEATH</p>	<p>Standard E 16 concerned with end of life care and management of death. Records should be reviewed for knowing adequacy of the notes. Interact with the facility staff to know how news of death is communicated to relatives, and kind of support available to family members.</p>
<p><b>STANDARD E17</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR ANTENATAL CARE AS PER GUIDELINES</p>	<p>Standard E17 is concerned with processes ensuring that adequate and quality antenatal care is provided at the facility. It includes measurable elements for ANC registration, processes during check-up, identification of High Risk pregnancy, management of severe anaemia and counselling services. Staff at ANC clinic should be interviewed and records should be reviewed for maintenance of MCP cards and registration of pregnant women. For assessing quality and adequacy of ANC check-up, direct observation may be undertaken after obtaining requisite permission. ANC records can be reviewed to see findings of examination and diagnostic tests are recorded. Review the line listing of anaemia cases and how they are followed. Client and staff can be interacted for counselling on the nutrition, birth preparedness, family planning, etc.</p>
<p><b>STANDARD E18</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR INTRANATAL CARE AS PER GUIDELINES</p>	<p>Standard E18 measures the quality of intra-natal care. It includes clinical process for normal delivery as well management of complications and C-Section surgeries. Staff can be interviewed to know their skill and practices regarding management of different stages of labour, especially Active Management of Third stage of labour. Staff may be interacted for demonstration of resuscitation and essential newborn care. Competency of the staff for managing obstetric emergencies, interpretation of partograph, APGAR score should also be assessed.</p>
<p><b>STANDARD E19</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR POSTNATAL CARE AS PER GUIDELINES</p>	<p>Standard E19 is concerned with adherence to post-natal care of mother and newborn within the hospital. Observe that postnatal protocols of prevention of Hypothermia and breastfeeding are adhered to. Mother may be interviewed to know that proper counselling has been provided.</p>
<p><b>STANDARD E20</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR CARE OF NEW BORN, INFANT AND CHILD AS PER GUIDELINES</p>	<p>Standards E20 is concerned with adherence to clinical protocols for newborn and child health. It covers immunization, emergency triage, management of newborn and childhood illnesses like neonatal asphyxia, low birth weight, neo-natal jaundice, sepsis, malnutrition and diarrhoea. Immunization services are majorly assessed at immunization clinic. Staff interview and observation should be done to assess availability of diluents, adherence to protocols of reconstitution of vaccine, storage of VVM labels and shake test. Adherence to clinical protocols for management of different illnesses in newborn and child should be done through interaction with the doctors and nursing staff.</p>
<p><b>STANDARD E21</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR ABORTION AND FAMILY PLANNING AS PER GOVERNMENT GUIDELINES AND LAW</p>	<p>Standard 21 is concerned with providing safe and quality family planning and abortion services. This includes standard practices and procedures for Family planning counselling, spacing methods, family planning surgeries and counselling and procedures for abortion. Quality and adequacy of counselling services can be assessed by exit interview with the clients. Staff at family planning clinic may be interacted to assess adherence to the protocols for IUD insertion, precaution &amp; contraindication for oral pills, family planning surgery, etc.</p>
<p><b>STANDARD E22</b> THE FACILITY PROVIDES ADOLESCENT REPRODUCTIVE AND SEXUAL HEALTH SERVICES AS PER GUIDELINE</p>	<p>Standard E22 is concerned with services related to adolescent Reproductive and Sexual health (ARSH) guidelines. It includes promotive, preventive, curative and referral services under the ARSH. Staff should be interviewed, and records should be reviewed.</p>
<p><b>STANDARD E23</b> THE FACILITY PROVIDES NATIONAL HEALTH PROGRAMME AS PER OPERATIONAL/CLINICAL GUIDELINES</p>	<p>Standard E23 pertains to adherence for clinical guidelines under the National Health Programmes. For each national health programme, availability of clinical services as per respective guidelines should be assessed</p>

<b>Area of Concern - E: Measurable Elements Clinical Services</b>	
<b>Standard E1</b>	<b>The facility has defined procedures for registration, consultation and admission of patients.</b>
ME E1.1	The facility has established procedure for registration of patients.
ME E1.2	The facility has a established procedure for OPD consultation.
ME E1.3	There is established procedure for admission of patients.
ME E1.4	There is established procedure for managing patients, in case beds are not available at the facility.
<b>Standard E2</b>	<b>The facility has defined and established procedures for clinical assessment and reassessment of the patients.</b>
ME E2.1	There is established procedure for initial assessment of patients.
ME E2.2	There is established procedure for follow-up/ reassessment of Patients.
<b>Standard E3</b>	<b>The facility has defined and established procedures for continuity of care of patient and referral.</b>
ME E3.1	The facility has established procedure for continuity of care during interdepartmental transfer.
ME E3.2	The facility provides appropriate referral linkages to the patients/Services for transfer to other/ higher facilities to assure the continuity of care.
ME E3.3	A person is identified for care during all steps of care.
ME E3.4	The facility is connected to medical colleges through telemedicine services.
<b>Standard E4</b>	<b>The facility has defined and established procedures for nursing care.</b>
ME E4.1	Procedure for identification of patients is established at the facility.
ME E4.2	Procedure for ensuring timely and accurate nursing care as per treatment plan is established at the facility.
ME E4.3	There is established procedure of patient hand over, whenever staff duty change happens.
ME E4.4	Nursing records are maintained.
ME E4.5	There is procedure for periodic monitoring of patients.
<b>Standard E5</b>	<b>The facility has a procedure to identify high risk and vulnerable patients.</b>
ME E5.1	The facility identifies vulnerable patients and ensure their safe care.
ME E5.2	The facility identifies high risk patients and ensure their care, as per their need.
<b>Standard E6</b>	<b>The facility follows standard treatment guidelines defined by state/Central government for prescribing the generic drugs &amp; their rational use.</b>
ME E6.1	The facility ensured that drugs are prescribed in generic name only.
ME E6.2	There is procedure of rational use of drugs.
<b>Standard E7</b>	<b>The facility has defined procedures for safe drug administration.</b>
ME E7.1	There is process for identifying and cautious administration of high alert drugs (to check).
ME E7.2	Medication orders are written legibly and adequately.
ME E7.3	There is a procedure to check drug before administration/dispensing.
ME E7.4	There is a system to ensure right medicine is given to right patient.
ME E7.5	Patient is counselled for self drug administration.

<b>Standard E8</b>	<b>The facility has defined and established procedures for maintaining, updating of patients' clinical records and their storage.</b>
ME E8.1	All the assessments, re-assessment and investigations are recorded and updated.
ME E8.2	All treatment plan prescription/orders are recorded in the patient records.
ME E8.3	Care provided to each patient is recorded in the patient records.
ME E8.4	Procedures performed are written on patients records.
ME E8.5	Adequate form and formats are available at point of use.
ME E8.6	Register/records are maintained as per guidelines.
ME E8.7	The facility ensures safe and adequate storage and retrieval of medical records.
<b>Standard E9</b>	<b>The facility has defined and established procedures for discharge of patient.</b>
ME E9.1	Discharge is done after assessing patient readiness.
ME E9.2	Case summary and follow-up instructions are provided at the discharge.
ME E9.3	Counselling services are provided as during discharges wherever required.
<b>Standard E10</b>	<b>The facility has defined and established procedures for intensive care.</b>
ME E10.1	The facility has established procedure for shifting the patient to step-down/ward based on explicit assessment criteria.
ME E10.2	The facility has defined and established procedure for intensive care.
ME E10.3	The facility has explicit clinical criteria for providing intubation & extubation, and care of patients on ventilation and subsequently on its removal.
<b>Standard E11</b>	<b>The facility has defined and established procedures for Emergency Services and Disaster Management.</b>
ME E11.1	There is procedure for Receiving and triage of patients.
ME E11.2	Emergency protocols are defined and implemented.
ME E11.3	The facility has disaster management plan in place.
ME E11.4	The facility ensures adequate and timely availability of ambulances services and mobilisation of resources, as per requirement.
ME E11.5	There is procedure for handling medico legal cases.
<b>Standard E12</b>	<b>The facility has defined and established procedures of diagnostic services.</b>
ME E12.1	There are established procedures for Pre-testing Activities.
ME E12.2	There are established procedures for testing Activities.
ME E12.3	There are established procedures for Post-testing Activities.
<b>Standard E13</b>	<b>The facility has defined and established procedures for Blood Bank/Storage Management and Transfusion.</b>
ME E13.1	Blood bank has defined and implemented donor selection criteria.
ME E13.2	There is established procedure for the collection of blood.
ME E13.3	There is established procedure for the testing of blood.
ME E13.4	There is established procedure for preparation of blood component.
ME E13.5	There is establish procedure for labelling and identification of blood and its product.
ME E13.6	There is established procedure for storage of blood.

ME E13.7	There is established the compatibility testing.
ME E13.8	There is established procedure for issuing blood.
ME E13.9	There is established procedure for transfusion of blood.
ME E13.10	There is a established procedure for monitoring and reporting Transfusion complication.
<b>Standard E14</b>	<b>The facility has established procedures for Anaesthetic Services.</b>
ME E14.1	The facility has established procedures for Pre-anaesthetic Check up and maintenance of records.
ME E14.2	The facility has established procedures for monitoring during anaesthesia and maintenance of records.
ME E14.3	The facility has established procedures for Post-anaesthesia care.
<b>Standard E15</b>	<b>The facility has defined and established procedures of Operation theatre services.</b>
ME E15.1	The facility has established procedures OT Scheduling.
ME E15.2	The facility has established procedures for Preoperative care.
ME E15.3	The facility has established procedures for Surgical Safety.
ME E15.4	The facility has established procedures for Post operative care.
<b>Standard E16</b>	<b>The facility has defined and established procedures for end of life care and death.</b>
ME E16.1	Death of admitted patient is adequately recorded and communicated.
ME E16.2	The facility has standard procedures for handling the death in the hospital.
ME E16.3	The facility has standard procedures for conducting post-mortem, its recording and meeting its obligation under the law.
<b>Maternal &amp; Child Health Services</b>	
<b>Standard E17</b>	<b>The facility has established procedures for Antenatal care as per guidelines.</b>
ME E17.1	There is an established procedure for Registration and follow up of pregnant women.
ME E17.2	There is an established procedure for History taking, Physical examination, and counselling of each antenatal woman, visiting the facility.
ME E17.3	The facility ensures availability of diagnostic and drugs during antenatal care of pregnant women.
ME E17.4	There is an established procedure for identification of High risk pregnancy and appropriate treatment/referral as per scope of services.
ME E17.5	There is an established procedure for identification and management of moderate and severe anaemia.
ME E17.6	Counselling of pregnant women is done as per standard protocol and gestational age.
<b>Standard E18</b>	<b>The facility has established procedures for Intranatal care as per guidelines.</b>
ME E18.1	The facility staff adheres to standard procedures for management of second stage of labor.
ME E18.2	The facility staff adheres to standard procedure for active management of third stage of labor
ME E18.3	The facility staff adheres to standard procedures for routine care of newborn immediately after birth.
ME E18.4	There is an established procedure for assisted and C-section deliveries per scope of services.
ME E18.5	The facility staff adheres to standard protocols for identification and management of Pre Eclampsia/Ecalmpsia
ME E18.6	The facility staff adheres to standard protocols for identification and management of PPH.
ME E18.7	The facility staff adheres to standard protocols for Management of HIV in Pregnant Woman & Newborn

ME E18.8	The facility staff adheres to standard protocol for identification and management of preterm delivery.
ME E18.9	Staff identifies and manages infection in pregnant woman
ME E18.10	There is Established protocol for newborn resuscitation is followed at the facility.
ME E18.11	The facility ensures Physical and emotional support to the pregnant women means of birth companion of her choice
<b>Standard E19</b>	<b>The facility has established procedures for postnatal care as per guidelines</b>
ME E19.1	The facility staff adheres to protocol for assessments of condition of mother and baby and providing adequate postpartum care
ME E19.2	The facility staff adheres to protocol for counseling on danger signs, post-partum family planning and exclusive breast feeding
ME E19.3	The facility staff adheres to protocol for ensuring care of newborns with small size at birth
ME E19.4	The facility has established procedures for stabilization/treatment/referral of post natal complications
ME E19.5	The facility ensures adequate stay of mother and newborn in a safe environment as per standard Protocols
ME E19.6	There is established procedure for discharge and follow up of mother and newborn
<b>Standard E20</b>	<b>The facility has established procedures for care of new born, infant and child as per guidelines</b>
ME E20.1	The facility provides immunization services as per guidelines
ME E20.2	Triage, Assessment & Management of newborns, infant & children having emergency signs are done as per guidelines
ME E20.3	Management of Low birth weight newborns is done as per guidelines
ME E20.4	Management of neonatal asphyxia is done as per guidelines
ME E20.5	Management of neonatal sepsis is done as per guidelines
ME E20.6	Management of children with severe Acute Malnutrition is done as per guidelines.
ME E20.7	Management of children presenting with fever, cough/ breathlessness is done as per guidelines
ME E20.8	Management of children with severe acute Malnutrition is done as per guidelines
ME E20.9	Management of children presenting diarrhoea is done per guidelines
ME E20.10	The facility ensures optimal breast feeding practices for new born & infants as per guidelines
<b>Standard E21</b>	<b>The facility has established procedures for abortion and family planning as per government guidelines and law.</b>
ME E21.1	Family planning counselling services provided as per guidelines.
ME E21.2	The facility provides spacing method of family planning as per guideline.
ME E21.3	The facility provides limiting method of family planning as per guideline.
ME E21.4	The facility provide counselling services for abortion as per guideline.
ME E21.5	The facility provide abortion services for 1st trimester as per guideline.
ME E21.6	The facility provide abortion services for 2nd trimester as per guideline.
<b>Standard E22</b>	<b>The facility provides Adolescent Reproductive and Sexual Health services as per guidelines.</b>
ME E22.1	The facility provides Promotive ARSH Services.



ME E22.2	The facility provides Preventive ARSH Services.
ME E22.3	The facility provides Curative ARSH Services.
ME E22.4	The facility provides Referral Services for ARSH.
National Health Programmes	
<b>Standard E23</b>	<b>The facility provides National health Programme as per operational/Clinical Guidelines.</b>
ME E23.1	The facility provides services under National Vector Borne Disease Control Programme as per guidelines.
ME E23.2	The facility provides services under Revised National TB Control Programme as per guidelines .
ME E23.3	The facility provides services under National Leprosy Eradication Programme as per guidelines.
ME E23.4	The facility provides services under National AIDS Control Programme as per guidelines.
ME E23.5	The facility provides services under National Programme for control of Blindness as per guidelines .
ME E23.6	The facility provides services under Mental Health Programme as per guidelines .
ME E23.7	The facility provides services under National Programme for the health care of the elderly as per guidelines .
ME E23.8	The facility provides service under National Programme for Prevention and Control of cancer, diabetes, cardiovascular diseases & stroke (NPCDCS) as per guidelines .
ME E23.9	The facility provide service for Integrated disease surveillance Programme.
ME E23.10	The facility provide services under National Programme for prevention and control of deafness.

## AREA OF CONCERN - F : INFECTION CONTROL

### Overview

The first principle of health care is “to do no harm”. As Public Hospitals usually have high occupancy, the Infection control practices become more critical to avoid cross-infection and its spread. This area of concern covers Infection control practices, hand-hygiene, antiseptics, Personal Protection, processing of equipment, environment control, and Biomedical Waste Management.

Following is the brief description of the Standards within this area of concern:

<p><b>STANDARD F1</b> THE FACILITY HAS INFECTION CONTROL PROGRAMME AND PROCEDURES IN PLACE FOR PREVENTION AND MEASUREMENT OF HOSPITAL ASSOCIATED INFECTION</p>	<p>Standard F1 is concerned with the implementation of Infection control programme at the facility. It includes existence of functional infection control committee, microbiological surveillance, measurement of hospital acquired infection rates, periodic medical check-up and immunization of staff and monitoring of Infection control Practices. Hospital administration should be interacted to assess the functioning of infection control committee. Records should be reviewed for confirming the culture surveillance practices, monitoring of Hospital acquired infection, status of staff immunization, etc. Implementation of antibiotic policy can be assessed through staff interview, perusal of patient record and usage pattern of antibiotic.</p>
<p><b>STANDARD F2</b> THE FACILITY HAS DEFINED AND IMPLEMENTED PROCEDURES FOR ENSURING HAND HYGIENE PRACTICES AND ANTISEPSIS</p>	<p>Standard F2 is concerned with practices of hand-washing and antiseptics. Availability of Hand washing facilities with soap and running water should be observed at the point of use. Technique of hand-washing for assessing the practices, and effectiveness of training may be observed.</p>
<p><b>STANDARD F3</b> THE FACILITY ENSURES STANDARD PRACTICES AND MATERIALS FOR PERSONAL PROTECTION</p>	<p>Standard F3 is concerned with usage of Personal Protection Equipment (PPE) such as gloves, mask, apron, etc. Interaction with staff may reveal the adequacy of supply of PPE.</p>
<p><b>STANDARD F4</b> THE FACILITY HAS STANDARD PROCEDURES FOR PROCESSING OF EQUIPMENT AND INSTRUMENTS</p>	<p>Standard F4 is concerned with standard procedures, related to processing of equipment and instruments. It includes adequate decontamination, cleaning, disinfection and sterilization of equipment and instruments. These practices should be observed and staff should be interviewed for compliance to certain standard procedures.</p>
<p><b>STANDARD F5</b> PHYSICAL LAYOUT AND ENVIRONMENTAL CONTROL OF THE PATIENT CARE AREAS ENSURES INFECTION PREVENTION</p>	<p>Standard F5 pertains to environment cleaning. It assesses whether layout and arrangement of processes are conducive for the infection control or not. Environment cleaning processes like mopping, especially in critical areas like OT and ICU should be observed for the adequacy and technique.</p>
<p><b>STANDARD F6</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR SEGREGATION, COLLECTION, TREATMENT AND DISPOSAL OF BIO MEDICAL AND HAZARDOUS WASTE</p>	<p>Standard F6 is concerned with Management of Biomedical waste management including its segregation, transportation, disposal and management of sharps. Availability of equipment and practices of segregation can be directly observed. Staff should be interviewed about the procedure for management of the needle stick injuries. Storage and transportation of waste should be observed and records are verified.</p>

<b>Area of Concern - F: Measurable Elements Infection Control</b>	
<b>Standard F1</b>	<b>The facility has infection control Programme and procedures in place for prevention and measurement of hospital associated infection.</b>
ME F1.1	The facility has functional infection control committee.
ME F1.2	The facility has provision for Passive and active culture surveillance of critical & high risk areas.
ME F1.3	The facility measures hospital associated infection rates.
ME F1.4	There is Provision of Periodic Medical Check-up and immunization of staff.
ME F1.5	The facility has established procedures for regular monitoring of infection control practices.
ME F1.6	The facility has defined and established antibiotic policy.
<b>Standard F2</b>	<b>The facility has defined and Implemented procedures for ensuring hand hygiene practices and antisepsis.</b>
ME F2.1	Hand washing facilities are provided at point of use.
ME F2.2	The facility staff is trained in hand washing practices and they adhere to standard hand washing practices.
ME F2.3	The facility ensures standard practices and materials for antisepsis.
<b>Standard F3</b>	<b>The facility ensures standard practices and materials for Personal protection.</b>
ME F3.1	The facility ensures adequate personal protection Equipment as per requirements.
ME F3.2	The facility staff adheres to standard personal protection practices.
<b>Standard F4</b>	<b>The facility has standard procedures for processing of equipment and instruments.</b>
ME F4.1	The facility ensures standard practices and materials for decontamination and cleaning of instruments and procedures areas.
ME F4.2	The facility ensures standard practices and materials for disinfection and sterilization of instruments and equipment.
<b>Standard F5</b>	<b>Physical layout and environmental control of the patient care areas ensures infection prevention.</b>
ME F5.1	Functional area of the department are arranged to ensure infection control practices
ME F5.2	The facility ensures availability of standard materials for cleaning and disinfection of patient care areas.
ME F5.3	The facility ensures standard practices are followed for the cleaning and disinfection of patient care areas.
ME F5.4	The facility ensures segregation infectious patients.
ME F5.5	The facility ensures air quality of high risk area.
<b>Standard F6</b>	<b>The facility has defined and established procedures for segregation, collection, treatment and disposal of Bio Medical and hazardous Waste.</b>
ME F6.1	The facility Ensures segregation of Bio Medical Waste as per guidelines and 'on-site' management of waste is carried out as per guidelines.
ME F6.2	The facility ensures management of sharps as per guidelines.
ME F6.3	The facility ensures transportation and disposal of waste as per guidelines.

## AREA OF CONCERN - G : QUALITY MANAGEMENT

### Overview

Quality management requires a set of interrelated activities that assure quality of services according to set standards and strive to improve upon it through a systematic planning, implementation, checking and acting upon the compliances. The standards in this area concern are the opportunities for improvement to enhance quality of services and patient satisfaction. These standards are in synchronization with facility based quality assurance programme given in 'Operational Guidelines'.

Following are the Standards under this area of Concern:

<p><b>STANDARD G1</b> THE FACILITY HAS ESTABLISHED ORGANIZATIONAL FRAMEWORK FOR QUALITY IMPROVEMENT</p>	<p>Standard G1 is concerned with creating a Quality Team at the facility and making it functional. Assessor may review the document and interact with Quality Team members to know how frequently they meet and responsibilities have been delegated to them. Quality team meeting records may be reviewed.</p>
<p><b>STANDARD G2</b> THE FACILITY HAS ESTABLISHED SYSTEM FOR PATIENT AND EMPLOYEE SATISFACTION</p>	<p>Standard G2 is concerned with having a system of measurement of patient and employee satisfaction. This includes periodic patients' satisfaction survey, analysis of the feedback and preparing action plan. Assessors should review the records pertaining to patient satisfaction and employee satisfaction survey to ascertain that Patient feedback is taken at prescribed intervals and adequate sample size is adequate.</p>
<p><b>STANDARD G3</b> THE FACILITY HAS ESTABLISHED INTERNAL AND EXTERNAL QUALITY ASSURANCE PROGRAMMES WHEREVER IT IS CRITICAL TO QUALITY</p>	<p>Standard G3 is concerned with implementation of internal quality assurance programmes within departments such as EQAS of diagnostic services, daily round and use of departmental check-lists, EQUAS records at laboratory, etc. Interview with Matron, Hospital Mangers etc may give information about how they conduct daily round of departments and usage of checklists.</p>
<p><b>STANDARD G4</b> THE FACILITY HAS ESTABLISHED, DOCUMENTED IMPLEMENTED AND MAINTAINED STANDARD OPERATING PROCEDURES FOR ALL KEY PROCESSES AND SUPPORT SERVICES.</p>	<p>Standard G4 is concerned with availability and adequacy of Standard operating procedures and work instructions with the respective process owners. Display of work instructions and clinical protocols should be observed during the assessment.</p>
<p><b>STANDARD G5</b> THE FACILITY MAPS ITS KEY PROCESSES AND SEEKS TO MAKE THEM MORE EFFICIENT BY REDUCING NON VALUE ADDING ACTIVITIES AND WASTAGES</p>	<p>Standard G5 concerns the efforts' made for the mapping and improving processes. Records should be checked to ensure that the critical processes have been mapped, wastes have been identified and efforts are made to remove them to make processes more efficient.</p>
<p><b>STANDARD G6</b> THE FACILITY HAS ESTABLISHED SYSTEM OF PERIODIC REVIEW AS INTERNAL ASSESSMENT , MEDICAL &amp; DEATH AUDIT AND PRESCRIPTION AUDIT</p>	<p>Standard G6 pertains to the processes of internal assessment, medical and death audit at a defined periodicity. Review of Internal assessment and clinical audit records may reveal their adequacy and periodicity.</p>
<p><b>STANDARD G7</b> FACILITY HAS DEFINED MISSION, VALUES, QUALITY POLICY AND OBJECTIVES, AND PREPARES A STRATEGIC PLAN TO ACHIEVE THEM</p>	<p>Every organization has a purpose for its existence and what it wants to be achieve in future. Public health facilities have been created not only to provide curative services, but also support health promotion in their target community and disease prevention. Therefore public hospitals not only cater needs of sick and those in need of medical care, but also provide holistic care, which includes preventive &amp; promotive care.</p> <p>With this positioning it is very important that health facilities should clearly articulate their mission statement in consultation with internal and external stakeholders and disseminate it effectively amongst staff, visitors&amp; community. The Mission statement may incorporate 'what is the purpose of existence', 'who are our users' and 'what do we intend to do by operating this facility'. Mission</p>

	<p>statement should be pragmatic and simple so it can be easily understood by target audiences and they can relate it with their work. As the public health facility is part of larger public health system governed by State Health Department, it is recommended the facility's mission statement should be in congruence with mission of the State's Health department. Mission statement should be approved and endorsed by administration of facility and effectively communicated in local language through display. Caution should also be taken to keep the language simple and easily understandable.</p> <p>This standard also requires health facilities to define core value that should be part of all policies &amp; procedures, and are always considered while realizing the services to the patients and community. Being public hospital, facility should have core values of Honesty, transparency, Non-discrimination, ethical practices, Competence, empathy and goodwill towards community. It is also of utmost importance that how hospital administration plan and promote that these values amongst its staff so it becomes part of their attitude and work culture.</p> <p>Quality policy is overall intension and direction of an organization related to quality as formally expressed by hospital administration. Hospital should define what they intend to achieve in terms of quality, safety and patient satisfaction. Quality Policy is should be aligned with the mission statement to achieve overall aim of the facility. To achieve the mission and quality policy, the facility should define commensurate objectives. Objectives are more tangible and short-term goals, with each objective targeting one specific issue or aspiration of organization. Objectives should be Specific, Measurable, Attainable, Relevant/realistic and Time-bound (SMART). Though Mission and Quality Policy are framed at the organizational level, objectives can be at departmental or activity level. Quality Policy and objectives should also be disseminated effectively to staff and other relevant stakeholders. It is equally important that hospital administration prepares a time bound plan to achieve these objectives and provide adequate resources to achieve them.</p> <p>Assessment of this standard and related measurable elements can be done by reviewing the records pertaining to mission, quality policy and objectives. Assessors may also interview some of the staff about their awareness of Mission, Values, Quality Policy and objectives.</p>
<p><b>STANDARD G8</b> THE FACILITY SEEKS CONTINUALLY IMPROVEMENT BY PRACTICING QUALITY METHOD AND TOOLS</p>	<p>Standard G8 is concerned with the practice of using Quality tools and methods like control charts, 5-'S', etc. The Assessor should look for any specific methods and tools practiced for quality improvement.</p>
<p><b>STANDARD G9</b> FACILITY HAS DEFINED, APPROVED AND COMMUNICATED RISK MANAGEMENT FRAMEWORK FOR EXISTING AND POTENTIAL RISKS</p>	<p>Healthcare facilities of all level are exposed to risks from Internal and External sources, which may put attainment of Quality objective at a risk. In Public hospitals these risks may be patients' safety issues, shortage of supplies, fall in allocation of resources, man-made or natural disaster, failure to comply with statutory &amp; legal requirements, Violence towards service providers or even risk of getting outdated or becoming obsolete. Hospitals are complex organizations and just reacting on occurred threats may not alone be helpful.</p> <p>This standard requires healthcare facilities to develop, implement and continuously improve a risk management framework considering both internal and external threats. Risk Management framework should not be isolated exercise. It should be integrated with facilitie's objectives and intended Quality Management System (QMS).</p> <p>In this direction, the initial step is to define scope of rick management and objectives of the framework keeping in mind the context and environment. The hospital administration should prepare a comprehensive list of current and perceived risks. It is also important to define the responsibility and process of reporting and managing risks. Facility should also have provision for training of staff on risk management framework.</p>

	<p>Assessors may verify documents that defines facilities risk management system. Assessors should verify that potential risks has been identified in framework keeping in accordance to context of. Assessors can also interview hospital administration and staff for their knowledge and practice of risk management framework.</p>
<p><b>STANDARD G10</b>  <b>FACILITY HAS ESTABLISHED PROCEDURES FOR ASSESSING, REPORTING, EVALUATING AND MANAGING RISK AS PER RISK MANAGEMENT PLAN</b></p>	<p>To implement risk management framework facility should prepare a risk management plan. The Plan will delineate responsibilities and timelines for risk management activities such as assessment and risk treatment. All staff and external stakeholders should be made aware of the plan in general and their roles &amp; responsibilities in particular. Facility should define the criteria for identifying the risk and finalise its assessment tools. These tools may be a simple checklist, reporting format or work instruction for identifying risks. It may be checklist for fire safety preparedness, infection control audit, electrical safety audit or even an open ended questionnaire for staff on what potential threats they feel on their security at workplace. Once risks are identified, they should be analysed and evaluated for their impact. Based on their impact the risk should be graded - severe, moderate and low. Accordingly actions are taken to mitigate prevent or eliminate the risks. Actions may need to be prioritized in term of potential impact a rick may have. Facility should also establish a risk register. This register will record the identified or reported risk, their severity and actions to be taken.</p> <p>Assessors should review relevant records for verify availability of a valid plan for risk management and whether risk management activities have been conducted as per plan. Assessors should also review risk register to see how facility has graded their risks and prioritized them for action.</p>

<b>Area of Concern - G : Measurable Elements Quality Management</b>	
<b>Standard G1</b>	<b>The facility has established organizational framework for quality improvement.</b>
ME G1.1	The facility has a quality team in place.
ME G1.2	The facility reviews quality of its services at periodic intervals.
<b>Standard G2</b>	<b>The facility has established system for patient and employee satisfaction.</b>
ME G2.1	Patient satisfaction surveys are conducted at periodic intervals.
ME G2.2	The facility analyses the patient feedback, and root-cause analysis.
ME G2.3	The facility prepares the action plans for the areas, contributing to low satisfaction of patients.
<b>Standard G3</b>	<b>The facility has established internal and external quality assurance Programmes wherever it is critical to quality.</b>
ME G3.1	The facility has established internal quality assurance programme in key departments.
ME G3.2	The facility has established external assurance programmes at relevant departments.
ME G3.3	The facility has established system for use of check lists in different departments and services.
<b>Standard G4</b>	<b>The facility has established, documented implemented and maintained Standard Operating Procedures for all key processes and support services.</b>
ME G4.1	Departmental standard operating procedures are available.
ME G4.2	Standard Operating Procedures adequately describes process and procedures.
ME G4.3	Staff is trained and aware of the procedures written in SOPs.
ME G4.4	Work instructions are displayed at Point of use.
<b>Standard G 5</b>	<b>The facility maps its key processes and seeks to make them more efficient by reducing non value adding activities and wastages.</b>
ME G5.1	The facility maps its critical processes.
ME G5.2	The facility identifies non value adding activities/waste/redundant activities.
ME G5.3	The facility takes corrective action to improve the processes.
<b>Standard G6</b>	<b>The facility has established system of periodic review as internal assessment , medical &amp; death audit and prescription audit.</b>
ME G6.1	The facility conducts periodic internal assessment.
ME G6.2	The facility conducts the periodic prescription/medical/death audits.
ME G6.3	The facility ensures non compliances are enumerated and recorded adequately.
ME G6.4	Action plan is made on the gaps found in the assessment/audit process.
ME G6.5	Planned actions are implemented through Quality improvement cycle (PDCA)
<b>Standard G7</b>	<b>The facility has defined Mission, Values, Quality policy and Objectives, and prepares a strategic plan to achieve them.</b>
ME G7.1	The facility has defined mission statement.
ME G7.2	The facility has defined core values of the organization.
ME G7.3	The facility has defined Quality policy, which is in congruency with the mission of facility.
ME G7.4	The facility has defined quality objectives to achieve mission and quality policy.
ME G7.5	Mission, Values, Quality policy and objectives are effectively communicated to staff and users of services.
ME G7.6	The facility prepares strategic plan to achieve mission, quality policy and objectives.

ME G7.7	The facility periodically reviews the progress of strategic plan towards mission, policy and objectives.
<b>Standard G8</b>	<b>The facility seeks continually improvement by practicing Quality method and tools.</b>
ME G8.1	The facility uses method for quality improvement in services.
ME G8.2	The facility uses tools for quality improvement in services.
<b>Standard G9</b>	<b>The facility has defined, approved and communicated Risk Management framework for existing and potential risks.</b>
ME G9.1	Risk Management framework has been defined including context, scope, objectives and criteria.
ME G9.2	Risk Management framework defines the responsibilities for identifying and managing risk at each level of functions.
ME G9.3	Risk Management Framework includes process of reporting incidents and potential risk to all stakeholders
ME G9.4	A compressive list of current and potential risk including potential strategic, regulatory, operational, financial, environmental risks has been prepared.
ME G9.5	Modality for staff training on risk management is defined
ME G9.6	Risk Management Framework is reviewed periodically
<b>Standard G10</b>	<b>The facility has established procedures for assessing, reporting, evaluating and managing risk as per Risk Management Plan</b>
ME G10.1	Risk management plan has been prepared and approved by the designated authority and there is a system of its updation at least once in a year.
ME G10.2	Risk Management Plan has been effectively communicated to all the staff, and as well as relevant external stakeholders.
ME G10.3	Risk assessment criteria and checklist for assessment have been defined and communicated to relevant stakeholders
ME G10.4	Periodic assessment for Physical and Electrical risks is done as per defined criteria
ME G10.5	Periodic assessment for potential disasters including fire is done as per defined criteria
ME G10.6	Periodic assessment for Medication and Patient care safety risks is done as per defined criteria.
ME G10.7	Periodic assessment for potential risk regarding safety and security of staff including violence against service providers is done as per defined criteria
ME G10.8	Risks identified are analyzed evaluated and rated for severity.
ME G10.9	Identified risks are treated based on severity and resources available.
ME G10.10	A risk register is maintained and updated regularly to risk records identified risks, there severity and action to be taken.



## AREA OF CONCERN - H : OUTCOME

### Overview

Measurement of the quality is critical to improvement of processes and outcomes. This area of concern has four standard measures for quality- Productivity, Efficiency, Clinical Care and Service quality in terms of measurable indicators. Every standard under this area has two aspects – Firstly, there is a system of measurement of indicators at the health facility; and secondly, how the hospital meets the benchmark. It is realised that at the beginning many indicators given in these standards may not be getting measured across all facilities, and therefore it would be difficult to set benchmark beforehand. However, with the passage of time, the state can set their benchmarks, and evaluate performance of health facilities against the set benchmarks.

Following is the brief description of the Standards in this area of concern:

<p><b>STANDARD H1</b> THE FACILITY MEASURES PRODUCTIVITY INDICATORS AND ENSURES COMPLIANCE WITH STATE/NATIONAL BENCHMARKS</p>	<p>Standard H1 is concerned with the measurement of Productivity indicators and meeting the benchmarks. This includes utilization indicators like bed occupancy rate and C-Section rate. Assessor should review these records to ensure that these indicators are getting measured at the health facility.</p>
<p><b>STANDARD H2</b> THE FACILITY MEASURES EFFICIENCY INDICATORS AND ENSURE TO REACH STATE/ NATIONAL BENCHMARK</p>	<p>Standard H2 pertains to measurement of efficiency indicators and meeting benchmark. This standard contains indicators that measure efficiency of processes, such as turnaround time, and efficiency of human resource like surgery per surgeon. Review of records should be done to assess that these indicators have been measured correctly.</p>
<p><b>STANDARD H3</b> THE FACILITY MEASURES CLINICAL CARE &amp; SAFETY INDICATORS AND TRIES TO REACH STATE/NATIONAL BENCHMARK</p>	<p>Standard H3 is concerned with the indicators of clinical quality, such as average length of stay and death rates. Record review should be done to see the measurement of these indicators.</p>
<p><b>STANDARD H4</b> THE FACILITY MEASURES SERVICE QUALITY INDICATORS AND ENDEAVOURS TO REACH STATE/ NATIONAL BENCHMARK</p>	<p>Standard H4 is concerned with indicators measuring service quality and patient satisfaction like Patient satisfaction score and waiting time and LAMA rate.</p>

Area of Concern - H: Measurable Elements Outcomes	
<b>Standard H1</b>	<b>The facility measures Productivity Indicators and ensures compliance with State/National Benchmarks.</b>
ME H1.1	The facility measures productivity Indicators on monthly basis
ME H1.2	The facility endeavours to improve its productivity indicators to meet benchmarks
<b>Standard H2</b>	<b>The facility measures Efficiency Indicators and ensure to reach State/National Benchmark.</b>
ME H2.1	The facility measures efficiency Indicators on monthly basis
ME H2.2	The facility endeavours to improve its efficiency indicators to meet benchmarks
<b>Standard H3</b>	<b>The facility measures Clinical Care &amp; Safety Indicators and tries to reach State/National benchmark</b>
ME H3.1	The facility measures Clinical Care & Safety Indicators on monthly basis
ME H3.2	The facility endeavours to improve its clinical & safety indicators to meet benchmarks
<b>Standard H4</b>	<b>The facility measures Service Quality Indicators and endeavours to reach State/National benchmark</b>
ME H4.1	The facility measures Service Quality Indicators on monthly basis
ME H4.2	The facility endeavours to improve its service Quality indicators to meet benchmarks



**NATIONAL QUALITY ASSURANCE  
STANDARDS FOR COMMUNITY HEALTH  
CENTRE (FIRST REFERRAL UNIT)**





## NATIONAL QUALITY ASSURANCE STANDARDS FOR COMMUNITY HEALTH CENTRE (FIRST REFERRAL UNIT)

Area of Concern - A: Service Provision	
Standard A1	The facility provides Curative Services
Standard A2	The facility provides RMNCHA Services
Standard A3	The facility provides diagnostic Services
Standard A4	The facility provides services as mandated in national Health Programmes/State Scheme.
Standard A5	The facility provides support and administrative services
Standard A6	Health services provided at the facility are appropriate to community needs.
Area of Concern - B: Patient Rights	
Standard B1	The facility provides the information to care seekers, attendants & community about the available services and their modalities.
Standard B2	Services are delivered in a manner that is sensitive to gender, religious and cultural needs, and there are no barriers on account of physical economic, cultural or social reasons.
Standard B3	The facility maintains privacy, confidentiality & dignity of patient, and has a system for guarding patient related information.
Standard B4	The facility has defined and established procedures for informing patients about the medical condition, and involving them in treatment planning, and facilitates informed decision making.
Standard B5	The facility ensures that there are no financial barriers to access, and that there is financial protection given from the cost of hospital services.
Area of Concern - C: Inputs	
Standard C1	The facility has infrastructure for delivery of assured services, and available infrastructure meets the prevalent norms.
Standard C2	The facility ensures the physical safety including Fire safety of the infrastructure.
Standard C3	The facility has adequate qualified and trained staff, required for providing the assured services to the current case load.
Standard C4	The facility provides drugs and consumables required for assured services.
Standard C5	The facility has equipment & instruments required for assured list of services
Area of Concern - D: Support Services	
Standard D1	The facility has established Programme for inspection, testing and maintenance and calibration of Equipment.
Standard D2	The facility has defined procedures for storage, inventory management and dispensing of drugs in pharmacy and patient care areas.
Standard D3	The facility has established program for maintenance and upkeep of the facility to provide safe, secure and comfortable environment to staff, patients and visitors.
Standard D4	The facility ensures 24x7 water and power back up as per requirement of Service delivery and Support Services norms
Standard D5	The facility ensures availability of Diet as per Nutritional requirement of the patients and clean linen to all admitted patients

Standard D6	The facility has defined and established procedures for promoting public participation in management of hospital transparency and accountability.
Standard D7	The facility has defined and established procedures for promoting public participation in management of hospital with transparency and accountability.
Standard D8	The facility is complaint with all statutory and regulatory requirement imposed by local. state or Central Government
Standard D9	Roles & Responsibilities of administrative and clinical staff are determined as per govt. regulations and standards operating procedures.
Standard D10	The facility has established procedure for monitoring the quality of outsourced services and adheres to contractual obligations.
<b>Area of Concern - E: Clinical Services</b>	
Standard E1	The facility has defined procedures for registration, consultation and admission of patients.
Standard E2	The facility has defined and established procedures for clinical assessment and reassessment of the patients.
Standard E3	The facility has defined and established procedures for continuity of care of patient and referral.
Standard E4	The facility has defined and established procedures for nursing care.
Standard E5	The facility has a procedure to identify high risk and vulnerable patients.
Standard E6	The facility follows standard treatment guidelines defined by state/Central government for prescribing the generic drugs & their rational use.
Standard E7	The facility has defined procedures for safe drug administration.
Standard E8	The facility has defined and established procedures for maintaining, updating of patients' clinical records and their storage.
Standard E9	The facility has defined and established procedures for discharge of patient.
Standard E10	The facility has defined and established procedures for Emergency Services and Disaster Management.
Standard E11	The facility has defined and established procedures for Diagnostic services.
Standard E12	The facility has defined and established procedures of Blood Bank/Storage Management and Transfusion.
Standard E13	The facility has defined and established procedures for Anaesthetic Services.
Standard E14	The facility has established procedures for Operation theatre and Surgical services.
Standard E15	The facility has defined and established procedures for and of life care and death.
<b>Maternal &amp; Child Health Services</b>	
Standard E16	The facility has defined and established procedures for Antenatal Care as per guidelines.
Standard E17	The facility has established procedures for Intranatal care as per guidelines.
Standard E18	The facility has established procedures for postnatal care as per guidelines.
Standard E19	The facility has established procedures for Care of New born, Infant and Children.
Standard E20	The facility has established procedures for Medical Termination of Pregnancy and Family planning as per government guidelines and law.
Standard E21	The facility provides Adolescent Reproductive and Sexual Health services as per guideline
<b>National Health Programmes</b>	
Standard E22	The facility provides National health Programme as per operational/Clinical Guidelines.
<b>Area of Concern - F: Infection Control</b>	
Standard F1	The facility has infection control Programme and procedures in place for prevention and measurement of hospital associated infection.
Standard F2	The facility has defined and Implemented procedures for ensuring hand hygiene practices and antiseptis.

Standard F3	The facility ensures standard practices and materials for Personal protection.
Standard F4	The facility has standard procedures for processing of equipment and instruments.
Standard F5	Physical layout and environmental control of the patient care areas ensures infection prevention.
Standard F6	The facility has defined and established procedures for segregation, collection, treatment and disposal of Bio Medical and hazardous Waste.
<b>Area of Concern - G: Quality Management</b>	
Standard G1	The facility has established organizational framework for quality improvement.
Standard G2	The facility has established system for patient and employee satisfaction.
Standard G3	The facility has established internal and external quality assurance Programmes wherever it is critical to quality.
Standard G4	The facility has established, documented implemented and maintained Standard Operating Procedures for all key processes and support services.
Standard G5	The facility has established system of periodic review as internal assessment, medical & death audit and prescription audit.
Standard G6	The facility has defined Quality policy and Objectives.
Standard G7	The facility seeks continual improvement by practicing Quality Toll and Method.
<b>Area of Concern - H: Outcome Indicator</b>	
Standard H1	The facility measures Productivity Indicators and ensures compliance with State/National benchmarks.
Standard H2	The facility measures Efficiency Indicators and ensure to reach State/National Benchmark.
Standard H3	The facility measures Clinical Care & Safety Indicators and tries to reach State/National benchmark.
Standard H4	The facility measures Service Quality Indicators and endeavours to reach State/National benchmark.



## INTENT OF STANDARDS AND MEASURABLE ELEMENTS FOR COMMUNITY HEALTH CENTRE (FIRST REFERRAL UNIT)

### AREA OF CONCERN – A : SERVICES PROVISION

#### Overview

Community Health Centres constitute the First referral Units (FRUs) and are designed to provide referral health care for cases from the Primary Health Centres level and for cases in need of specialist care approaching the centre directly. Indian Public Health Standards (IPHS) defines minimum assured services, which should to be available at a Community Health Centre. Recently launched RMNCH+A initiative has also defined service availability norms for Reproductive, Maternal, Neonatal, and Child and Adolescent health services at a CHC.

Community Health Centre is an important link between PHC and District Hospital. CHC is a 30-bedded Hospital providing specialist care in Medicine, Surgery, Obstetrics and Gynaecology, Paediatrics, Dental and AYUSH.

This area of concern measures availability of services. “Availability” of functional services means service is available to end-users because mere presence of infrastructure and human resources does not always ensure availability of the services. For example an Operation Theatre, Surgeon and Anaesthetist may be available, but no LSCS are being conducted due to varied reasons. Compliance to these standards and measurable elements should be checked, preferably by observing delivery of the services, review of records for utilization of services and interviewing the users to know, whether the services were provided to them or not.

There are six standards in this area of concern. Compliance to following standards ensures that the health facility is addressing this area of concern:

<b>STANDARD A1</b> THE FACILITY PROVIDES CURATIVE SERVICES	This standard includes availability of OPD consultation, Indoor services and Surgical procedures and Emergency Care under different specialities e.g. Medicine, Surgery, Paediatrics, etc. Each measurable element under this standard measures one speciality across the departments. For Example, ME A1.2 measures availability of emergency surgical procedures in Accident and Emergency department, availability of General surgery clinic at OPD, and Availability of surgical procedures in Operation theatre.
<b>STANDARD A2</b> THE FACILITY PROVIDES RMNCH+A SERVICES	This standard measures availability of Reproductive, Maternal, Newborn, Child and Adolescent services in different departments of the hospital. Each aspect of RMNCH+A services is covered by one measurable element of this standard.
<b>STANDARD A3</b> THE FACILITY PROVIDES DIAGNOSTICS SERVICES	It covers availability of Laboratory, Radiology and other diagnostics services in the respective departments.
<b>STANDARDS A4</b> THE FACILITY PROVIDES SERVICES AS MANDATED IN NATIONAL HEALTH PROGRAMMES /STATE SCHEME	This standard measures availability of the services under different National Health Programmes such as RNTCP, NVBDCP, etc. One Measurable element has been assigned to each National Health Programme.
<b>STANDARD A5</b> THE FACILITY PROVIDES SUPPORT SERVICES AND ADMINISTRATIVE SERVICES	The standard measures availability of support services like dietary, laundry and housekeeping services at the facility.
<b>STANDARD A6</b> HEALTH SERVICES PROVIDED AT THE FACILITY ARE APPROPRIATE TO COMMUNITY NEEDS	The standard mandates availability of the services according to specific local health needs. Different geographical area may have certain health problems, which are prevalent locally, e. g. Kala-azar, Dengue, Arsenic Poisoning, AES, etc.



Area of Concern - A: Service Provision	
<b>Standard A1</b>	<b>The facility provides Curative Services</b>
ME A1.1	The facility provides General Medicine services
ME A1.2	The facility provides General Surgery services
ME A1.3	The facility provides Obstetrics & Gynaecology Services
ME A1.4	The facility provides Paediatric Services
ME A1.5	The facility provides Ophthalmology Services
ME A1.6	The facility provides Dental Treatment Services
ME A1.7	The facility provides AYUSH Services
ME A1.8	The facility provides services for OPD procedures
ME A1.9	Services are available for the time period as mandated
ME A1.10	The facility provides Accident & Emergency Services
ME A1.11	The facility provides Blood Storage & transfusion services
<b>Standard A2</b>	<b>The facility provides RMNCHA Services</b>
ME A2.1	The facility provides Reproductive health Services
ME A2.2	The facility provides Maternal health Services
ME A2.3	The facility provides Newborn health Services
ME A2.4	The facility provides Child health Services
ME A2.5	The facility provides Adolescent health Services
<b>Standard A3</b>	<b>The facility provides diagnostic Services</b>
ME A3.1	The facility provides Radiology Services
ME A3.2	The facility provides Laboratory Services
ME A3.3	The facility provides other diagnostic services, as mandated
<b>Standard A4</b>	<b>The facility provides services as mandated in National Health Programmes/ State Scheme</b>
ME A4.1	The facility provides services under National Vector Borne Disease Control Programme as per guidelines
ME A4.2	The facility provides services under Revised National TB Control Programme as per guidelines
ME A4.3	The facility provides services under National Leprosy Eradication Programme as per guidelines
ME A4.4	The facility provides services under National AIDS Control Programme as per guidelines
ME A4.5	The facility provides services under National Programme for control of Blindness as per guidelines
ME A4.6	The facility provides services under Mental Health Programme as per guidelines
ME A4.7	The facility provides services under National Programme for the health care of the elderly as per guidelines
ME A4.8	The facility provides services under National Programme for Prevention and control of Cancer, Diabetes, Cardiovascular diseases & Stroke (NPCDCS) as per guidelines
ME A4.9	The facility provides services under Integrated Disease Surveillance Programme as per Guidelines
ME A4.10	The facility provide services under National health Programme for deafness
ME A4.11	The facility provides services under Universal Immunization Programme (UIP) as per guidelines
ME A4.12	The facility provides services under National Tobacco Control Programme as per guidelines

ME A4.13	The facility provides services under National Iodine Deficiency Disorder Control Programme as per guidelines
ME A4.14	The facility provides services as per State specific health programmes
<b>Standard A5</b>	<b>The facility provides support services and Administrative services</b>
ME A5. 1	The facility provides dietary services
ME A5.2	The facility provides laundry services
ME A5.3	The facility provides security services
ME A5.4	The facility provides Housekeeping services
ME A5.5	The facility ensures maintenance services
ME A5.6	The facility provides pharmacy and store services
ME A5.7	The facility has services for Medical Records
ME A5.8	The facility provides administrative services for the Block
<b>Standard A6</b>	<b>Health services provided at the facility are appropriate to community needs</b>
ME A6.1	The facility provides curatives & preventive services for the health problems and diseases, prevalent locally
ME A6.2	There is process for consulting community/ or their representatives when planning or revising scope of services of the facility

## AREA OF CONCERN - B : PATIENTS ' RIGHTS

### Overview

Mere availability of services does not serve the purpose until the services are accessible to the users, and are provided with dignity and confidentiality. Access includes Physical access as well as financial access. The Government has launched many schemes, such as JSSK, RBSK and RSBY, for ensuring that the service packages are available cashless to different targeted groups. There are evidences to suggest that patients' experience and outcome improves, when they are involved in the care. So availability of information is critical for access as well as enhancing patients' satisfaction. Patients' rights also include that health services give due consideration to patients' cultural and religious preferences.

Brief description of the standards under this area of concern are given below:

<p><b>STANDARD B1</b> THE FACILITY PROVIDES THE INFORMATION TO CARE SEEKERS, ATTENDANTS &amp; COMMUNITY ABOUT THE AVAILABLE SERVICES AND THEIR MODALITIES</p>	<p>This standard measures availability of the information about the services and their modalities of availing them. Measurable elements under this standard check for availability of user-friendly signages, display of available services and user charges, citizen charter, enquiry desk and access to his/her clinical records.</p>
<p><b>STANDARD B2</b> SERVICES ARE DELIVERED IN A MANNER THAT IS SENSITIVE TO GENDER, RELIGIOUS, GENDER AND CULTURAL NEEDS, AND THERE ARE NO BARRIER ON ACCOUNT OF PHYSICAL ACCESS, SOCIAL, ECONOMIC, CULTURAL OR SOCIAL STATUS</p>	<p>This standard ensures that the services are sensitive to gender, cultural and religious needs. This standard also measures the physical access and disable-friendliness of the services, such as availability of ramps and disable friendly toilets. Last measurable element of this standard mandates for provision for affirmative action for vulnerable and marginalized patients like orphans, destitute, terminally ill patients, victims of rape and domestic violence so they can avail health care service with dignity and confidence at public hospitals.</p>
<p><b>STANDARD B3</b> THE FACILITY MAINTAINS PRIVACY, CONFIDENTIALITY AND DIGNITY OF PATIENT, AND HAS A SYSTEM FOR GUARDING PATIENT RELATED INFORMATION</p>	<p>This standard measures the patient friendliness of the services in terms of ensuring privacy, confidentiality and dignity. Measurable elements under this standard check for provisions of screens and curtains, confidentiality of patients' clinical information, behaviour of service providers, and also ensuring specific precautions to be taken, while providing care to patients with HIV infection, abortion, teenage pregnancy, etc.</p>
<p><b>STANDARD B4</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR INFORMING PATIENTS ABOUT THE MEDICAL CONDITION, AND INVOLVING THEM IN TREATMENT PLANNING, AND FACILITATES INFORMED DECISIONMAKING</p>	<p>This standard mandates that health facility has procedures for informing patients about their rights, and actively involves them in the decision-making about their treatment. Measurable elements in this standard look for practices such informed consent, dissemination of patient rights and how patients are communicated about their clinical conditions and options available. This standard also measures for procedure for grievance redressal. Compliance to these standards can be checked through review of records for consent, interviewing staff about their awareness of patients' rights, interviewing patients whether they had been informed of the treatment plan and available options.</p>
<p><b>STANDARD B5</b> THE FACILITY ENSURES THAT THERE ARE NO FINANCIAL BARRIERS TO ACCESS, AND THAT THERE IS FINANCIAL PROTECTION GIVEN FROM THE COST OF HOSPITAL SERVICES</p>	<p>This standard majorly checks that there are no financial barriers for the community, more so those belong to BPL category, vulnerable in available the services. Measurable elements under this standard check for availability of drugs, diagnostics and transport free of cost under different schemes, and timely payment of the entitlements under JSY and Family planning incentives.</p>

Area of Concern - B: Patient Rights	
<b>Standard B1</b>	<b>The facility provides the information to care seekers, attendants &amp; community about the available services and their modalities</b>
ME B1.1	The facility has uniform and user-friendly signage system
ME B1.2	The facility displays the services and entitlements available in its departments
ME B1.3	The facility has established citizen charter, which is followed at all levels
ME B1.4	User charges are displayed and communicated to patients effectively
ME B1.5	Patients & visitors are sensitised and educated through appropriate IEC/BCC approaches
ME B1.6	Information is available in local language and easy to understand
ME B1.7	The facility provides information to patients and visitor through an exclusive set-up.
ME B1.8	The facility ensures access to clinical records of patients to entitled personnel
<b>Standard B2</b>	<b>Services are delivered in a manner that is sensitive to gender, religious, gender and cultural needs, and there are no barrier on account of physical access, social, economic, cultural or social status</b>
ME B2.1	Services are provided in manner that are sensitive to gender
ME B2.2	Religious and cultural preferences of patients and attendants are taken into consideration while delivering services
ME B2.3	Access to facility is provided without any physical barrier & friendly to people with disability.
ME B2.4	There is no discrimination on basis of social and economic status of the patients
ME B2.5	There is affirmative action to ensure that vulnerable sections can access services
<b>Standard B3</b>	<b>The facility maintains privacy, confidentiality &amp; dignity of patient, and has a system for guarding patient related information</b>
ME B3.1	Adequate visual privacy is provided at every point of care
ME B3.2	Confidentiality of patients records and clinical information is maintained
ME B3.3	The facility ensures the behaviours of staff is dignified and respectful, while delivering the services
ME B3.4	The facility ensures privacy and confidentiality to every patient, especially of those conditions having social stigma, and also safeguards vulnerable groups
<b>Standard B4</b>	<b>The facility has defined and established procedures for informing patients about the medical condition, and involving them in treatment planning, and facilitates informed decision making</b>
ME B4.1	There is established procedures for taking informed consent before treatment and procedures
ME B4.2	Patient is informed about his/her rights and responsibilities
ME B4.3	Staff are aware of Patients rights responsibilities
ME B4.4	Information about the treatment is shared with patients or attendants, regularly
ME B4.5	The facility has defined and established grievance redressal system in place
<b>Standard B5</b>	<b>The facility ensures that there are no financial barrier to access, and that there is financial protection given from the cost of hospital services</b>
ME B5.1	The facility provides cashless services to pregnant women, mothers and neonates as per prevalent government schemes
ME B5.2	The facility ensures that drugs prescribed are available at Pharmacy and wards
ME B5.3	It is ensured that facilities for the prescribed investigations are available at the facility
ME B5.4	The facility provide free of cost treatment to Below poverty line patients without administrative hassles
ME B5.5	The facility ensures timely reimbursement of financial entitlements and reimbursement to the patients
ME B5.6	The facility ensure implementation of health insurance schemes as per National /state scheme

## AREA OF CONCERN - C : INPUTS

### Overview

This area of concern predominantly covers the structural part of the facility. Indian Public Health Standards (IPHS) defines infrastructure, human resources, drugs and equipment requirements for different level of health facilities. Quality standards given in this area of concern take into cognizance of the IPHS requirement. However, focus of the standards has been in ensuring compliance to minimum level of inputs, which are required for ensuring delivery of committed level of the services. The words like ‘adequate’ and ‘as per load’ has been given in the requirements for many standards and measurable elements, as it would be hard to set structural norms for every level of the facility that commensurate with patient load. For example, a 30-bedded CHC having 40% bed occupancy may not have same requirements as another CHC having 100% occupancy. So structural requirement should be based more on the utilization, than fixing the criteria like beds available. Assessor should use his/her discretion in arriving at a just decision for compliance.

<p><b>STANDARD C1</b> THE FACILITY HAS INFRASTRUCTURE FOR DELIVERY OF ASSURED SERVICES, AND AVAILABLE INFRASTRUCTURE MEETS THE PREVALENT NORMS</p>	<p>The standard measures adequacy of infrastructure in terms of space, patient amenities, layout, circulation area, communication facilities, service counters, etc. It also looks into the functional aspect of the structure, whether it commensurate with the process flow of the facility or not.</p> <p>Minimum requirement for space, layout and patient amenities are given for some of the departments, but assessors would be expected to use his discretion to conclude whether available space is adequate for the given work load. Compliance to most of the measurable elements can be assessed by direct observation except for checking functional adequacy, where discussion with staff and hospital administration may be required to know the process flow between the departments, and also within a department.</p>
<p><b>STANDARD C2</b> THE FACILITY ENSURES THE PHYSICAL SAFETY INCLUDING FIRE SAFETY OF THE INFRASTRUCTURE</p>	<p>The standard deals with Physical safety of the infrastructure. It includes seismic safety, electrical safety, and general condition of hospital infrastructure. It also covers fire safety of the facility. Measurable elements in this standard look for implementation of fire prevention, availability of adequate number of firefighting equipment and preparedness of the facility for fire disaster in terms of mock drill and staff training.</p>
<p><b>STANDARD C3</b> THE FACILITY HAS ADEQUATE QUALIFIED AND TRAINED STAFF, REQUIRED FOR PROVIDING THE ASSURED SERVICES TO THE CURRENT CASELOAD</p>	<p>The standard measures the numerical adequacy and skill sets of the staff. It includes availability of doctors, nurses, paramedics and support staff. It also ensures that the staffs have been trained as per their job description and responsibilities. There are two components while assessing the staff adequacy - first is the numeric adequacy, which can be checked by interaction with in charge of the CHC and review of records. Second is to access human resources in term of their availability within the department. For instance, a CHC may have four SBA trained nurses, but if none of them is available in the night to conduct deliveries, then the intent of standard is not being complied with.</p>
<p><b>STANDARD C4</b> THE FACILITY PROVIDES DRUGS AND CONSUMABLES REQUIRED FOR ASSURED SERVICES</p>	<p>This standard measures availability of drugs and consumables in the user departments. Assessor may check availability of drugs under the broad group such as antibiotics, IV fluids, dressing material, and make an assessment that drugs for treatment majority of normal patients and critically ill patients are getting treated at the health facility.</p>
<p><b>STANDARD C5</b> THE FACILITY HAS EQUIPMENT AND INSTRUMENTS REQUIRED FOR ASSURED LIST OF SERVICES</p>	<p>This standard is concerned with availability of instruments in various departments and service delivery points. Equipment and instruments have been categorized into sub-groups as per their use, and measurable elements have been assigned to each sub-group, such as examination and monitoring, clinical procedures, diagnostic equipment, resuscitation equipment, storage equipment and equipment used for non-clinical support services. Some representative equipment could be used as tracers and checked in each category.</p>

Area of Concern - C : Inputs	
<b>Standard C1</b>	<b>The facility has infrastructure for delivery of assured services, and available infrastructure meets the prevalent norms</b>
ME C1.1	Departments have adequate space as per patient or work load
ME C1.2	Patient amenities are provide as per patient load
ME C1.3	Departments have layout and demarcated areas as per functions
ME C1.4	The facility has adequate circulation area and open spaces according to need and local law
ME C1.5	The facility has infrastructure for intramural and extramural communication
ME C1.6	Service counters are available as per patient load
ME C1.7	The facility and departments are planned to ensure structure follows the function/processes (Structure commensurate with the function of the hospital)
<b>Standard C2</b>	<b>The facility ensures the physical safety including Fire safety of the infrastructure.</b>
ME C2.1	The facility ensures the seismic safety of the infrastructure
ME C2.2	The facility ensures safety of electrical establishment
ME C2.3	Physical condition of buildings are safe for providing patient care
ME C2.4	The facility has plan for prevention of fire
ME C2.5	The facility has adequate fire fighting Equipment
ME C2.6	The facility has a system of periodic training of staff and conducts mock drills regularly for fire and other disaster situation
<b>Standard C3</b>	<b>The facility has adequate qualified and trained staff, required for providing the assured services to the current case load</b>
ME C3.1	The facility has adequate specialist doctors as per service provision.
ME C3.2	The facility has adequate general duty doctors as per service provision and work load
ME C3.3	The facility has adequate nursing staff as per service provision and work load
ME C3.4	The facility has adequate technicians/paramedics as per requirement
ME C3.5	The facility has adequate support/general staff
ME C3.6	The staff has been provided required training/skill sets
ME C3.7	The Staff is skilled as per job description
<b>Standard C4</b>	<b>The facility provides drugs and consumables required for assured services</b>
ME C4.1	The departments have availability of adequate drugs at point of use
ME C4.2	The departments have adequate consumables at point of use
ME C4.3	Emergency drug trays are maintained at every point of care, where ever it may be needed
<b>Standard C5</b>	<b>The facility has equipment &amp; instruments required for assured list of services</b>
ME C5.1	Availability of equipment & instruments for examination & monitoring of patients
ME C5.2	Availability of equipment & instruments for treatment procedures, being undertaken in the facility
ME C5.3	Availability of equipment & instruments for diagnostic procedures being undertaken in the facility
ME C5.4	Availability of equipment and instruments for resuscitation of patients and for providing intensive and critical care to patients
ME C5.5	Availability of Equipment for Storage
ME C5.6	Availability of functional equipment and instruments for support services
ME C5.7	Departments have patient furniture and fixtures as per load and service provision

## AREA OF CONCERN - D : SUPPORT SERVICES

### Overview

Support services are backbone of health care facilities. The expected clinical outcome cannot be envisaged in absence of sturdy support services. This area of concern includes equipment maintenance, calibration, drug storage and inventory management, security, facility management, water supply, power backup, dietary services and laundry. Administrative processes like RKS, Financial management, legal compliances, staff deputation and contract management have also been included in this area of concern.

<p><b>STANDARD D1</b> THE FACILITY HAS ESTABLISHED PROGRAMME FOR INSPECTION, TESTING AND MAINTENANCE AND CALIBRATION OF EQUIPMENT</p>	<p>The standard is concerned with equipment maintenance processes, such as AMC, daily and breakdown maintenance processes, calibration and availability of operating instructions. Equipment records should be reviewed to ensure that valid AMC is available for critical equipment and preventive/corrective maintenance is being done timely. Calibration records and label on the measuring equipment should be reviewed to confirm that the calibration has been done. Operating instructions should be displayed or should readily available with the user.</p>
<p><b>STANDARD D2</b> THE FACILITY HAS DEFINED PROCEDURES FOR STORAGE, INVENTORY MANAGEMENT AND DISPENSING OF DRUGS IN PHARMACY AND PATIENT CARE AREAS</p>	<p>This standard is concerned with safe storage of drugs and scientific management of the inventory, so drugs and consumables are available in adequate quantity in patient care area. Measurable elements of this standard look into at patient care areas, including storage at optimum temperature. While assessing drug management system, these practices should be looked into each clinical department, especially at the nursing stations and its complementary process at drug stores/Pharmacy.</p>
<p><b>STANDARD D3</b> THE FACILITY HAS ESTABLISHED PROGRAMME FOR MAINTENANCE AND UPKEEP OF THE FACILITY TO PROVIDE SAFE, SECURE AND COMFORTABLE ENVIRONMENT TO STAFF, PATIENTS AND VISITORS</p>	<p>This standard is concerned with adequacy of facility management processes. This includes appearance of facility, cleaning processes, infrastructure maintenance, removal of junk and condemned items and control of stray animals and pest control at the facility. This standard is also concerned with providing safe, secure and comfortable environment to patients as well to service providers. The measurable elements under this standard have two aspects, - firstly, provision of comfortable work environment in terms of adequate illumination and temperature control in patient care areas and work stations. It would be preferable that assessment of adequacy of illumination is undertaken by Lux-meter (not a very expensive devise) and compared against BIS Standards of illumination in Hospital. Second part pertains to arrangement for security of patients and staff. Availability of environment control arrangements should be looked into. Security arrangements at patient area should be observed for restriction of visitors and crowd management.</p>
<p><b>STANDARD D4</b> THE FACILITY ENSURES 24X7 WATER AND POWER BACKUP AS PER REQUIREMENT OF SERVICE DELIVERY, AND SUPPORT SERVICES NORMS</p>	<p>The standard covers processes to ensure water supply (quantity and quality), power back up and medical gas supply. All departments should be assessed for availability of water and power back up. Some critical area like OT and LR may require two-tire power backup in terms of UPS and Invertors. Availability of oxygen and vacuum supply should especially be assessed in critical area like OT and LR.</p>
<p><b>STANDARD D5</b> THE FACILITY ENSURES AVAILABILITY OF DIET AS PER NUTRITIONAL REQUIREMENT OF THE PATIENTS AND CLEAN LINEN TO ALL ADMITTED PATIENTS</p>	<p>The standard is concerned with processes ensuring availability of nutritious food, as per requirement of different category of patients. The food is served in an appealing and hygienic manner. This includes nutritional assessment of patients, availability of different types of diets and standard procedures for preparation and distribution of food, including hygiene and sanitation in the kitchen. Patients/staff may be interacted for knowing their perception about quality and quantity of the food.</p> <p>This standard also covers laundry processes. It includes availability of adequate quantity of clean and usable linen, process of providing and changing bed sheets in-patient care area and process of collection, washing and distributing the linen.</p> <p>Besides direct observation, staff interaction may help in knowing availability of adequate sets of linen and work practices. An assessment of segregation and disinfection of soiled laundry should be undertaken. Observation should be recorded if laundry is being washed at some public water body like pond or river.</p>

<p><b>STANDARD D6</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR PROMOTING PUBLIC PARTICIPATION IN MANAGEMENT OF HOSPITAL TRANSPARENCY AND ACCOUNTABILITY</p>	<p>The standards measures processes related to functioning of Rogi Kalyan Samiti (RKS), equivalent to Hospital Development Society (HDS) and community participation in facility management. RKS records should be reviewed to assess frequency of the meetings, and issues discussed there. Participation of non-official members like community/NGO representatives in such meetings should be checked.</p>
<p><b>STANDARD D7</b> HOSPITAL HAS DEFINED AND ESTABLISHED PROCEDURES FOR FINANCIAL MANAGEMENT</p>	<p>The standard is concerned with the financial management of the funds/grants, received from different sources including NHM. Assessment of financial management processes by no means should be equated with financial or accounts audit. Hospital administration and accounts department can be interacted to know process of utilization of funds, timely payment of salaries, entitlements and incentives to different stakeholders and process of receiving funds and submitting utilization certificates. An assessment of resource utilisation and prioritisation should be undertaken.</p>
<p><b>STANDARD D8</b> THE FACILITY IS COMPLIANT WITH ALL STATUTORY AND REGULATORY REQUIREMENT IMPOSED BY LOCAL, STATE OR CENTRAL GOVERNMENT</p>	<p>This standard is concerned with compliances to statutory and regulatory requirements. It includes availability of requisite licenses, updated copies of acts and rules, and adherence to the legal requirements as applicable to Public Health Facilities.</p>
<p><b>STANDARD D9</b> ROLES AND RESPONSIBILITIES OF ADMINISTRATIVE AND CLINICAL STAFFS ARE DETERMINED AS PER GOVT. REGULATIONS AND STANDARDS OPERATING PROCEDURES</p>	<p>This standard is concerned with processes regarding staff management and their deployment in the departments of a facility. This includes availability of Job descriptions for different cadre, processes regarding preparation of duty rosters and staff discipline. The facility staff can be interviewed to assess about their awareness of job description. It should be assessed by observation and review of the records. Adherence to dress code should be observed during the assessment.</p>
<p><b>STANDARD D10</b> THE FACILITY HAS ESTABLISHED PROCEDURE FOR MONITORING THE QUALITY OF OUTSOURCED SERVICES AND ADHERES TO CONTRACTUAL OBLIGATIONS</p>	<p>This standard measures the processes related to outsourcing and contract management. This includes monitoring of outsourced services, adequacy of contract documents and tendering system, timely payment for the availed services and provision for action in case for inadequate/ poor quality of services. Assessor should review the contract records related to outsourced services, and interview hospital administration about the management of outsourced services.</p>



Area of Concern - D: Support Services	
<b>Standard D1</b>	<b>The facility has established Programme for inspection, testing and maintenance and calibration of Equipment</b>
ME D1.1	The facility has established system for maintenance of critical Equipment
ME D1.2	The facility has established procedure for internal and external calibration of measuring Equipment
ME D1.3	Operating and maintenance instructions are available with the users of equipment
<b>Standard D2</b>	<b>The facility has defined procedures for storage, inventory management and dispensing of drugs in pharmacy and patient care areas</b>
ME D2.1	There is established procedure for forecasting and indenting drugs and consumables
ME D2.2	The facility has establish procedure for procurement of drugs
ME D2.3	The facility ensures proper storage of drugs and consumables
ME D2.4	The facility ensures management of expiry and near expiry drugs
ME D2.5	The facility has established procedure for inventory management techniques
ME D2.6	There is a procedure for periodically replenishing the drugs in patient care areas
ME D2.7	There is process for storage of vaccines and other drugs, requiring controlled temperature
ME D2.8	There is a procedure for secure storage of narcotic and psychotropic drugs
<b>Standard D3</b>	<b>The facility has established Program for maintenance and upkeep to of the facility to provide safe, secure and comfortable environment to staff, patients and visitors</b>
ME D3.1	Exterior of the facility building is maintained with landscaping in open area.
ME D3.2	Hospital infrastructure is adequately maintained.
ME D3.3	Patient care areas are clean and hygienic.
ME D3.4	The facility has policy of removal of condemned junk material
ME D3.5	The facility has established procedures for pest, rodent and animal control
ME D3.6	The facility provides adequate illumination level at patient care areas
ME D3.7	The facility has provision of restriction of visitors in patient areas
ME D3.8	The facility ensures safe and comfortable environment for patients and service providers
ME D3.9	The facility has security system in place at patient care areas
ME D3.10	The facility has established measure for safety and security of female staff
<b>Standard D4</b>	<b>The facility ensures 24x7 water and power backup as per requirement of service delivery, and support services norms</b>
ME D4.1	The facility has adequate arrangement storage and supply for portable water in all functional areas
ME D4.2	The facility ensures adequate power backup in all patient care areas as per load
ME D4.3	Critical areas of the facility ensures availability of oxygen, medical gases and vacuum supply
<b>Standard D5</b>	<b>The facility ensures availability of Diet as per nutritional requirement of the patients and clean Linen to all admitted patients</b>
ME D5.1	The facility has provision of nutritional assessment of the patients
ME D5.2	The facility provides diets according to nutritional requirements of the patients
ME D5.3	Hospital has standard procedures for preparation, handling, storage and distribution of diets, as per requirement of patients
ME D5.4	The facility has adequate sets of linen
ME D5.5	The facility has established procedures for changing of linen in patient care areas

ME D5.6	The facility has standard procedures for handling, collection, transportation and washing of linen
<b>Standard D6</b>	<b>The facility has defined and established procedures for promoting public participation in management of hospital transparency and accountability</b>
ME D6.1	The facility has established process for management of activities of Rogi Kalyan Samitis
ME D6.2	The facility has established procedures for community based monitoring of its services
<b>Standard D7</b>	<b>Hospital has defined and established procedures for Financial Management</b>
ME D7.1	The facility ensures the proper utilization of fund provided to it
ME D7.2	The facility ensures proper planning and requisition of resources based on its need
<b>Standard D8</b>	<b>The facility is compliant with all statutory and regulatory requirement imposed by local, state or central government</b>
ME D8.1	The facility has requisite licences and certificates for operation of hospital and different activities
ME D8.2	Updated copies of relevant laws, regulations and government orders are available at the facility
ME D8.3	The facility ensure relevant processes are in compliance with statutory requirement
<b>Standard D9</b>	<b>Roles &amp; Responsibilities of administrative and clinical staff are determined as per government regulations and standards operating procedures</b>
ME D9.1	The facility has established job description as per govt guidelines
ME D9.2	The facility has a established procedure for duty roster and deputation to different departments
ME D9.3	The facility ensures the adherence to dress code as mandated by its administration/the health department
<b>Standard D10</b>	<b>The facility has established procedure for monitoring the quality of outsourced services and adheres to contractual obligations</b>
ME D10.1	There is established system for contract management for out sourced services
ME D10.2	There is a system of periodic review of quality of out sourced services

## AREA OF CONCERN - E : CLINICAL CARE

### Overview

The ultimate purpose of existence of a hospital is to provide clinical care. Therefore, clinical processes are the most critical and important in the hospitals. These are the processes that define directly the outcome of services and quality of care. The Standards under this area of concern could be grouped into three categories. First, nine standards are concerned with those clinical processes that ensure adequate care to the patients. It includes processes such as registration, admission, consultation, clinical assessment, continuity of care, nursing care, identification of high risk and vulnerable patients, prescription practices, safe drug administration, maintenance of clinical records and discharge from the hospital.

Second set of next six standards are concerned with specific clinical and therapeutic processes including emergency care, diagnostic services, Blood storage and transfusion services, anaesthesia, surgical services and end of life care.

Last set of seven standards under this area of concern is concerned with specific clinical processes for Maternal, Newborn, Child, Adolescent and Family Planning services and National Health Programmes. These standards are based on the technical guidelines published by the Government of India.

It may be difficult to assess clinical processes, as direct observation of clinical procedure may not always be possible at time of assessment. Therefore, assessment of these standards would largely depend upon review of the clinical records as well.

Interaction with the staff to know their skill level and how they practice clinical care (Competence testing) would also be helpful. Assessment of these standard would require thorough domain knowledge.

Following is the brief description of standards under this area of concern:

<p><b>STANDARD E1</b> THE FACILITY HAS DEFINED PROCEDURES FOR REGISTRATION, CONSULTATION AND ADMISSION OF PATIENTS</p>	<p>This standard is concerned with the registration and admission processes in hospitals. It also covers OPD consultation processes. The Assessor should review the records to verify that details of patients have been recorded, and patients have been given unique identification number. OPD consultation may be directly observed, followed by review of OPD tickets to ensure that patient history, examination details, etc. have been recorded on the OPD ticket. The facility staff should be interviewed to know, whether there is any fixed admission criteria especially in critical care department.</p>
<p><b>STANDARD E2</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR CLINICAL ASSESSMENT AND REASSESSMENT OF THE PATIENTS.</p>	<p>This standard pertains to clinical assessment of the patients. It includes initial assessment as well as reassessment of admitted patients.</p>
<p><b>STANDARD E3</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR CONTINUITY OF CARE OF PATIENT AND REFERRAL</p>	<p>The standard is concerned with continuity of care for the patient's ailment. It includes process of inter-departmental transfer, referral to another facility, deputation of staff for the care, and linkages with higher institutions. The staff should be interviewed to know the referral linkages, how they inform the referral hospital about the referred patients and arrangement for the vehicles and follow-up care. Records should be reviewed for confirming that referral slips have been provided to the patients.</p>
<p><b>STANDARD E4</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR NURSING CARE</p>	<p>This standard measures adequacy and quality of nursing care for the patients. It includes processes for identification of patients, timely and accurate implementation of treatment plan, nurses' handover processes, maintenance of nursing records and monitoring of the patients. The staff should be interviewed and patients' records should be reviewed for assessing how drugs distribution/ administration endorsement and other procedures like sample collection and dressing have been done on time as per treatment plan. Handing-over of patients is a critical process and should be assessed adequately. Review BHT for patient monitoring and nursing notes should be done.</p>

<p><b>STANDARD E5</b> THE FACILITY HAS A PROCEDURE TO IDENTIFY HIGH RISK AND VULNERABLE PATIENTS</p>	<p>This standard is concerned with identification of vulnerable and High-risk patients. Review of records and staff interaction would be helpful in assessing how High-risk patients are given due attention and treatment.</p>
<p><b>STANDARD E6</b> THE FACILITY FOLLOWS STANDARD TREATMENT GUIDELINES DEFINED BY STATE/CENTRAL GOVERNMENT FOR PRESCRIBING THE GENERIC DRUGS AND THEIR RATIONAL USE</p>	<p>The standard is concerned with assessing that patients are prescribed drugs according standard treatment guidelines and protocols. Patient records are assessed to ascertain that prescriptions are written in generic name only.</p>
<p><b>STANDARD E7</b> THE FACILITY HAS DEFINED PROCEDURES FOR SAFE DRUG ADMINISTRATION</p>	<p>The standard is concerned with the safety of drug administration. It includes administration of high alert drugs, legibility of medical orders, process for checking drugs before administration and processes related to self-drug administration. Patient's records should be reviewed for legibility of the writing and recording of date and time of orders. Safe injection practices like use of separate needle for multi-dose vial should be observed.</p>
<p><b>STANDARD E8</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR MAINTAINING, UPDATING OF PATIENTS' CLINICAL RECORDS AND THEIR STORAGE</p>	<p>This standard is concerned with the processes of maintaining clinical records systematically and adequately. Compliance to this standard can be assessed by comprehensive review of the patients' record. standard can be assessed by comprehensive review of the patients' record.</p>
<p><b>STANDARD E9</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR DISCHARGE OF PATIENT</p>	<p>This standard measures adequacy of the discharge process. It includes pre-discharge assessment, adequacy of discharge summary, pre-discharge counselling and adherence to standard procedures, if a patient is leaving against medical advice (LAMA) or is found absconding. Patients' records should also be reviewed for adequacy of the discharge summary.</p>
<p><b>STANDARD E10</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR EMERGENCY SERVICES AND DISASTER MANAGEMENT</p>	<p>This standard is concerned with emergency clinical processes and procedures. It includes triage, adherence to emergency clinical protocols, disaster management, processes related to ambulance services, handling of medico-legal cases, etc. Availability of the buffer stock for medicines and other supplies for disaster and mass casualty needs to be found out. Interaction with the staff and hospital administration should be done to assess overall disaster preparedness of the health facility.</p>
<p><b>STANDARD E11</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES OF DIAGNOSTIC SERVICES</p>	<p>This standard deals with the procedures related to diagnostic services. The standard is majorly applicable for laboratory and radiology services. It includes pre-testing, testing and post-testing procedures. It needs to be observed that samples in the laboratory are properly labelled, and instructions for handling samples are available. The process for storage and transportation of samples needs to be ensured. Availability of critical values and biological references should also be checked.</p>
<p><b>STANDARD E12</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR BLOOD STORAGE MANAGEMENT AND TRANSFUSION</p>	<p>This standard is concerned with functioning of blood storage and transfusion services. The measurable elements under this standard are processes for transport of blood from parent blood bank, storage procedures, cross matching, issuing, transfusion and monitoring of transfusion reaction. The assessor should observe the functioning, and interact with the staff to know adherence to standard procedures for blood transport storage and issue of blood as per standard protocols. Records of temperature maintained in different storage units should be checked. Records should be reviewed for assessing processes of monitoring transfusion reactions.</p>
<p><b>STANDARD E13</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR ANAESTHETIC SERVICES</p>	<p>This standard is concerned with the processes related to safe anaesthesia practices. It includes pre-anaesthesia, monitoring and post-anaesthesia processes. Records should be reviewed to assess, how Pre-anaesthetic check-up is done and records are maintained. Interact with Anaesthetist and OT technician/Nurse for adherence to protocols in respect of anaesthesia safety, monitoring, recording and reporting of adverse events, maintenance of anaesthesia notes, etc.</p>

<p><b>STANDARD E14</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES OF OPERATION THEATRE AND SURGICAL SERVICES</p>	<p>This standard is concerned with processes related with Operation Theatre. It includes processes for OT scheduling, pre-operative, Post-operative practices of surgical safety. Interaction with the surgeon(s) and OT staff should be done to assess processes - preoperative medication, part preparation and evaluation of patient before surgery, identification of surgical site, etc. Review of records for usage of surgical safety checklist and protocol for instrument count, suture material, etc. may be undertaken.</p>
<p><b>STANDARD E 15</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR END OF LIFE CARE AND DEATH</p>	<p>This is concerned with end of life care and management of death. Records should be reviewed for knowing adequacy of the notes. Interact with the facility staff to know how news of death is communicated to relatives, and kind of support available to family members.</p>
<p><b>STANDARD E16</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR ANTENATAL CARE AS PER GUIDELINES</p>	<p>The standard includes processes that ensure adequacy and quality of antenatal care provided at the facility. It includes measurable elements for ANC registration, processes during check-up, identification of High Risk pregnancy, management of severe anaemia and counselling services. Staff at ANC clinic should be interviewed and records should be reviewed for maintenance of MCP cards and registration of pregnant women. For assessing quality and adequacy of ANC check-up, direct observation may be undertaken after obtaining requisite permission. ANC records can be reviewed to see findings of examination and diagnostic tests are recorded. Review the line listing of anaemia cases and how they are followed. Client and staff can be interacted for counselling on the nutrition, birth preparedness, family planning, etc.</p>
<p><b>STANDARD E17</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR INTRANATAL CARE AS PER GUIDELINES</p>	<p>This standard measures the quality of intra-natal care. It includes clinical process for normal delivery as well management of complications and C-Section surgeries. The concerned staff can be interviewed to know their skill and practices regarding management of different stages of labour, especially Active Management of Third stage of labour. Demonstration of resuscitation and essential newborn care may be asked. Competency of the staff for managing obstetric emergencies, interpretation of partograph, APGAR score should also be assessed.</p>
<p><b>STANDARD E18</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR POSTNATAL CARE AS PER GUIDELINES</p>	<p>The standard is concerned with adherence to post-natal care of mother and newborn within the hospital. Observe if postnatal protocols for prevention of Hypothermia and breast feeding are adhered to. Mother may be interviewed to know that proper counselling has been provided.</p>
<p><b>STANDARDS E19</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR CARE OF NEW BORN, INFANT AND CHILD AS PER GUIDELINES</p>	<p>This standard is concerned with adherence to clinical protocols for newborn and child health. It covers immunization, management of new-born and childhood illnesses like neonatal asphyxia, low birth weight, neo-natal jaundice, malnutrition and diarrhoea. Immunization services are majorly assessed at immunization clinic. Staff interview and observation should be done to assess availability of diluents, adherence to protocols of reconstitution of vaccine, storage of VVM labels and shake test. Adherence to clinical protocols for management of different illnesses in newborn and child should be done through interaction with the doctors and nursing staff.</p>
<p><b>STANDARD E 20</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR ABORTION AND FAMILY PLANNING AS PER GOVERNMENT GUIDELINES AND LAW</p>	<p>The standard is concerned with providing safe and quality family planning and abortion services. This includes standard practices and procedures for Family planning, counselling, spacing methods, family planning surgeries and counselling and procedures for abortion. Quality and adequacy of counselling services can be assessed by exit interview with the clients. Staff at family planning clinic may be interacted to assess adherence to the protocols for IUD insertion, precaution and contra-indication for oral pills, family planning surgery, etc.</p>
<p><b>STANDARD E21</b> THE FACILITY PROVIDES ADOLESCENT REPRODUCTIVE AND SEXUAL HEALTH SERVICES AS PER GUIDELINES.</p>	<p>This standard is concerned with services related to Adolescent, Reproductive and Sexual Health (ARSH) guidelines. It includes promotive, preventive, curative and referral services under the ARSH. Staff should be interviewed, and records should be reviewed.</p>
<p><b>STANDARD E22</b> THE FACILITY PROVIDES SERVICES AS PER NATIONAL HEALTH PROGRAMMES' OPERATIONAL/ CLINICAL GUIDELINES</p>	<p>The standard is concerned with adherence to clinical guidelines under the National Health Programmes. For each national health programme, availability of clinical services as per respective guidelines should be assessed.</p>

<b>Area of Concern - E: Clinical Services</b>	
<b>Standard E1</b>	<b>The facility has defined procedures for registration, consultation and admission of patients</b>
ME E1.1	The facility has established procedure for registration of patients
ME E1.2	The facility has a established procedure for OPD consultation
ME E1.3	There is established procedure for admission of patients
ME E1.4	There is established procedure for managing patients, in case beds are not available at the facility
<b>Standard E2</b>	<b>The facility has defined and established procedures for clinical assessment and reassessment of the patients</b>
ME E2.1	There is established procedure for initial assessment of patients
ME E2.2	There is established procedure for follow up/reassessment of Patients
<b>Standard E3</b>	<b>The facility has defined and established procedures for continuity of care of patient and referral</b>
ME E3.1	The facility has established procedure for continuity of care during interdepartmental transfer
ME E3.2	The facility provides appropriate referral linkages to the patients/Services for transfer to other/ higher facilities to assure the continuity of care.
ME E3.3	A person is identified for care during all steps of care
<b>Standard E4</b>	<b>The facility has defined and established procedures for nursing care</b>
ME E4.1	Procedure for identification of patients is established at the facility
ME E4.2	Procedure for ensuring timely and accurate nursing care as per treatment plan is established at the facility
ME E4.3	There is established procedure of patient hand over, whenever staff duty change happens
ME E4.4	Nursing records are maintained
ME E4.5	There is procedure for periodic monitoring of patients
<b>Standard E5</b>	<b>The facility has a procedure to identify high risk and vulnerable patients</b>
ME E5.1	The facility identifies vulnerable patients and ensure their safe care
ME E5.2	The facility identifies high risk patients and ensure their care, as per their need
<b>Standard E6</b>	<b>The facility follows standard treatment guidelines defined by state/Central government for prescribing the generic drugs &amp; their rational use</b>
ME E6.1	The facility ensured that drugs are prescribed in generic name only
ME E6.2	There is procedure of rational use of drugs
<b>Standard E7</b>	<b>The facility has defined procedures for safe drug administration</b>
ME E7.1	There is process for identifying and cautious administration of high alert drugs
ME E7.2	Medication orders are written legibly and adequately
ME E7.3	There is a procedure to check drug before administration/ dispensing
ME E7.4	There is a system to ensure right medicine is given to right patient
ME E7.5	Patient is counselled for self drug administration
<b>Standard E8</b>	<b>The facility has defined and established procedures for maintaining, updating of patients' clinical records and their storage</b>
ME E8.1	All the assessments, re-assessment and investigations are recorded and updated
ME E8.2	All treatment plan prescription/orders are recorded in the patient records.
ME E8.3	Care provided to each patient is recorded in the patient records

ME E8.4	Procedures performed are written on patients records
ME E8.5	Adequate form and formats are available at point of use
ME E8.6	Register/records are maintained as per guidelines
ME E8.7	The facility ensures safe and adequate storage and retrieval of medical records
<b>Standard E9</b>	<b>The facility has defined and established procedures for discharge of patient</b>
ME E9.1	Discharge is done after assessing patient readiness
ME E9.2	Case summary and follow-up instructions are provided at the discharge
ME E9.3	Counselling services are provided as during discharges wherever required
ME E9.4	The facility has established procedure for patients leaving the facility against medical advice, absconding, etc
<b>Standard E10</b>	<b>The facility has defined and established procedures for Emergency Services and Disaster Management</b>
ME E10.1	There is procedure for Receiving and triage of patients
ME E10.2	Emergency protocols are defined and implemented
ME E10.3	The facility has disaster management plan in place
ME E10.4	The facility ensures adequate and timely availability of ambulances services and mobilisation of resources, as per requirement
ME E10.5	There is procedure for handling medico legal cases
<b>Standard E11</b>	<b>The facility has defined and established procedures of diagnostic services</b>
ME E11.1	There are established procedures for Pre-testing Activities
ME E11.2	There are established procedures for testing Activities
ME E11.3	There are established procedures for Post-testing Activities
<b>Standard E12</b>	<b>The facility has defined and established procedures for Blood Storage Management and Transfusion</b>
ME E12.1	There is established procedure for Transport of blood from parent blood bank.
ME E12.2	There is established procedure for storage of blood
ME E12.3	There is established procedure for Cross matching of blood
ME E12.4	There is established procedure for issuing blood
ME E12.5	There is established procedure for transfusion of blood
ME E12.6	There is a established procedure for monitoring and reporting Transfusion complication
<b>Standard E13</b>	<b>The facility has established procedures for Anaesthetic Services</b>
ME E13.1	The facility has established procedures for Pre-anaesthetic Check up and maintenance of records
ME E13.2	The facility has established procedures for monitoring during Anaesthesia and maintenance of records
ME E13.3	The facility has established procedures for Post-anaesthesia care
<b>Standard E14</b>	<b>The facility has defined and established procedures of Operation theatre and surgical services</b>
ME E14.1	The facility has established procedures for OT Scheduling
ME E14.2	The facility has established procedures for Pre-operative care
ME E14.3	The facility has established procedures for Surgical Safety
ME E14.4	The facility has established procedures for Post operative care

<b>Standard E15</b>	<b>The facility has defined and established procedures for end of life care and death</b>
ME E15.1	Death of admitted patient is adequately recorded and communicated
ME E15.2	The facility has standard procedures for handling the death in the hospital
ME E15.3	The facility has standard operating procedure for end of life support
ME E15.4	The facility has standard procedures for conducting/referring for post-mortem, its recording and meeting its obligation under the law
<b>Maternal &amp; Child Health Services</b>	
<b>Standard E16</b>	<b>The facility has established procedures for Antenatal care as per guidelines</b>
ME E16.1	There is an established procedure for Registration and follow up of pregnant women.
ME E16.2	There is an established procedure for History taking, Physical examination, and counselling of each antenatal woman, visiting the facility.
ME E16.3	The facility ensures availability of diagnostic and drugs during antenatal care of pregnant women
ME E16.4	There is an established procedure for identification of High risk pregnancy and appropriate treatment/referral as per scope of services.
ME E16.5	There is an established procedure for identification and management of moderate and severe anaemia
ME E16.6	Counselling of pregnant women is done as per standard protocol and gestational age
<b>Standard E17</b>	<b>The facility has established procedures for Intranatal care as per guidelines</b>
ME E17.1	Established procedures and standard protocols for management of different stages of labour including AMTSL (Active Management of Third Stage of Labour) are followed at the facility
ME E17.2	There is an established procedure for assisted and C-section deliveries per scope of services.
ME E17.3	There is established procedure for management/Referral of Obstetrics Emergencies as per scope of services.
ME E17.4	There is an established procedure for new born resuscitation and newborn care.
<b>Standard E18</b>	<b>The facility has established procedures for postnatal care as per guidelines</b>
ME E18.1	Post Partum Care is provided to the mothers
ME E18.2	The facility ensures adequate stay of mother and newborn in a safe environment as per standard Protocols.
ME E18.3	There is an established procedure for Post Partum counselling of mother
ME E18.4	The facility has established procedures for stabilization/treatment/referral of post natal complications
ME E18.5	There is established procedure for discharge and follow up of mother and newborn.
<b>Standard E19</b>	<b>The facility has established procedures for care of new born, infant and child as per guidelines</b>
ME E19.1	The facility provides immunization services as per guidelines
ME E19.2	Triage, Assessment & Management of newborns having emergency signs are done as per guidelines
ME E19.3	Management/referral of Low birth weight newborns is done as per guidelines
ME E19.4	Management of neonatal asphyxia, jaundice and sepsis is done as per guidelines
ME E19.5	Management of children presenting with fever, cough/ breathlessness is done as per guidelines
ME E19.6	Management/referral of children with severe Acute Malnutrition is done as per guidelines
ME E19.7	Management of children presenting diarrhoea is done per guidelines



<b>Standard E20</b>	<b>The facility has established procedures for abortion and family planning as per government guidelines and law</b>
ME E20.1	Family planning counselling services provided as per guidelines
ME E20.2	The facility provides spacing method of family planning as per guideline
ME E20.3	The facility provides limiting method of family planning as per guideline
ME E20.4	The facility provide counselling services for abortion as per guideline
ME E20.5	The facility provide abortion services for 1st trimester as per guideline
ME E20.6	The facility provide abortion services for 2nd trimester as per guideline
<b>Standard E21</b>	<b>The facility provides Adolescent Reproductive and Sexual Health services as per guidelines</b>
ME E21.1	The facility provides Promotive ARSH services.
ME E21.2	The facility provides Preventive ARSH services.
ME E21.3	The facility provides curative ARSH services
ME E21.4	The facility provides Referral services for ARSH.
<b>National Health Programmes</b>	
<b>Standard E22</b>	<b>The facility provides National health Programme as per operational/Clinical Guidelines</b>
ME E22.1	The facility provides services under National Vector Borne Disease Control Programme as per guidelines
ME E22.2	The facility provides services under Revised National TB Control Programme as per guidelines
ME E22.3	The facility provides services under National Leprosy Eradication Programme as per guidelines
ME E22.4	The facility provides services under National AIDS Control Programme as per guidelines
ME E22.5	The facility provides services under National Programme for Control of Blindness as per guidelines
ME E22.6	The facility provides services under Mental Health Programme as per guidelines
ME E22.7	The facility provides services under National Programme for the health care of the elderly as per guidelines
ME E22.8	The facility provides service under National Programme for Prevention and Control of Cancer, Diabetes, Cardiovascular diseases & Stroke (NPCDCS) as per guidelines
ME E22.9	The facility provide service for Integrated disease surveillance Programme
ME E22.10	The facility provide services under National Programme for prevention and control of Deafness

## AREA OF CONCERN - F : INFECTION CONTROL

### Overview

The first principle of health care is “to do no harm”. As Public Hospitals usually have high occupancy, the Infection control practices become more critical to avoid cross-infection and its spread. This area of concern covers Infection control practices, hand-hygiene, antiseptics, Personal Protection, processing of equipment, environment control, and Biomedical Waste Management.

Following is the brief description of the Standards within this area of concern:

<p><b>STANDARD F1</b> THE FACILITY HAS INFECTION CONTROL PROGRAMME, AND THERE ARE PROCEDURES IN PLACE FOR PREVENTION AND MEASUREMENT OF HOSPITAL ASSOCIATED INFECTIONS</p>	<p>This standard is concerned with the implementation of Infection control programme at the facility. It includes existence of functional infection control committee, microbiological surveillance, measurement of hospital acquired infection rates, periodic medical check-up and immunization of staff and monitoring of Infection control Practices. Hospital administration should be interacted to assess the functioning of infection control committee. Records should be reviewed for confirming the culture surveillance practices, monitoring of Hospital acquired infection, status of staff immunization, etc. Implementation of antibiotic policy can be assessed through staff interviews, perusal of patient record and usage pattern of antibiotic.</p>
<p><b>STANDARD F2</b> THE FACILITY HAS DEFINED AND IMPLEMENTED PROCEDURES FOR ENSURING HAND HYGIENE PRACTICES AND ANTISEPSIS</p>	<p>This standard is concerned with practices of hand washing and antiseptics. Availability of Hand washing facilities with soap and running water should be observed at the point of use. Technique of hand washing for assessing the practices, and effectiveness of training may be observed.</p>
<p><b>STANDARD F3</b> THE FACILITY ENSURES AVAILABILITY OF MATERIAL FOR PERSONAL PROTECTION, AND FACILITY STAFF FOLLOWS STANDARD PRECAUTION FOR PERSONAL PROTECTION</p>	<p>This standard is concerned with usage of Personal Protection Equipment (PPE) such as gloves, mask, apron, etc. Interaction with staff may reveal the adequacy of supply of PPE.</p>
<p><b>STANDARD F4</b> THE FACILITY HAS STANDARD PROCEDURES FOR PROCESSING OF EQUIPMENT AND INSTRUMENTS</p>	<p>This standard is concerned with standard procedures, related to processing of equipment and instruments. It includes adequate decontamination, cleaning, disinfection and sterilization of equipment and instruments. These practices should be observed and staff should be interviewed for compliance to certain standard procedures.</p>
<p><b>STANDARD F5</b> PHYSICAL LAYOUT AND ENVIRONMENTAL CONTROL OF THE PATIENT CARE AREAS ENSURES INFECTION PREVENTION</p>	<p>The standard pertains to environment cleaning. It assesses whether the layout and arrangements of processes are conducive for the infection control or not. Environment cleaning processes like mopping, especially in critical areas like OT and LR should be observed for the adequacy and technique.</p>
<p><b>STANDARD F6</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR SEGREGATION, COLLECTION, TREATMENT AND DISPOSAL OF BIO-MEDICAL AND HAZARDOUS WASTE</p>	<p>This standard is concerned with Management of Biomedical waste management including its segregation, transportation, disposal and management of sharps. Availability of equipment and practices of segregation can be directly observed. Staff should be interviewed about the procedure for management of the needle stick injuries. Storage and transportation of waste should be observed and records are verified.</p> <p>Sharp pits and deep burial pits must be inspected if available.</p>

<b>Area of Concern - F: Infection Control</b>	
<b>Standard F1</b>	<b>The facility has infection control Programme and procedures in place for prevention and measurement of hospital associated infection</b>
ME F1.1	The facility has functional infection control committee
ME F1.2	The facility has provision for Passive and active culture surveillance of critical & high risk areas
ME F1.3	The facility measures hospital associated infection rates
ME F1.4	There is Provision of Periodic Medical Check-up and immunization of staff
ME F1.5	The facility has established procedures for regular monitoring of infection control practices
ME F1.6	The facility has defined and established antibiotic policy
<b>Standard F2</b>	<b>The facility has defined and Implemented procedures for ensuring hand hygiene practices and antisepsis</b>
ME F2.1	Hand washing facilities are provided at point of use
ME F2.2	The facility staff is trained in hand washing practices and they adhere to standard hand washing practices
ME F2.3	The facility ensures standard practices and materials for antisepsis
<b>Standard F3</b>	<b>The facility ensures standard practices and materials for Personal protection</b>
ME F3.1	The facility ensures adequate personal protection Equipment as per requirements
ME F3.2	The facility staff adheres to standard personal protection practices
<b>Standard F4</b>	<b>The facility has standard procedures for processing of equipment and instruments</b>
ME F4.1	The facility ensures standard practices and materials for decontamination and cleaning of instruments and procedures areas
ME F4.2	The facility ensures standard practices and materials for disinfection and sterilization of instruments and equipment
<b>Standard F5</b>	<b>Physical layout and environmental control of the patient care areas ensures infection prevention</b>
ME F5.1	Layout of the department is conducive for the infection control practices
ME F5.2	The facility ensures availability of standard materials for cleaning and disinfection of patient care areas
ME F5.3	The facility ensures standard practices are followed for the cleaning and disinfection of patient care areas
ME F5.4	The facility ensures segregation infectious patients
ME F5.5	The facility ensures air quality of high risk area
<b>Standard F6</b>	<b>The facility has defined and established procedures for segregation, collection, treatment and disposal of Bio Medical and hazardous Waste</b>
ME F6.1	The facility Ensures segregation of Bio Medical Waste as per guidelines and 'on-site' management of waste is carried out as per guidelines
ME F6.2	The facility ensures management of sharps as per guidelines
ME F6.3	The facility ensures transportation and disposal of waste as per guidelines

## AREA OF CONCERN - G : QUALITY MANAGEMENT

### Overview

Quality management requires a set of interrelated activities that assure quality of services according to set standards and strive to improve upon it through a systematic planning, implementation, checking and acting upon the compliances. The standards in this area concern are the opportunities for improvement to enhance quality of services and patient satisfaction. These standards are in synchronization with facility based quality assurance programme given in 'Operational Guidelines'.

Following are the Standards under this area of Concern:

<p><b>STANDARD G1</b> THE FACILITY HAS ESTABLISHED ORGANIZATIONAL FRAMEWORK FOR QUALITY IMPROVEMENT</p>	<p>This standard is concerned with creating a Quality Team at the facility and making it functional. Assessor may review the document and interact with Quality Team members to know how frequently they meet and responsibilities have been delegated to them. Quality team meeting records may be reviewed.</p>
<p><b>STANDARD G2</b> THE FACILITY HAS ESTABLISHED SYSTEM FOR PATIENT AND EMPLOYEE SATISFACTION</p>	<p>The standard is concerned with having a system of measurement of patient and employees' satisfaction. This includes periodic patients' satisfaction survey, analysis of the feedback and preparing action plan. Assessors should review the records pertaining to patient satisfaction and employee satisfaction survey to ascertain that feedback of the patients, from a scientifically drawn sample, is taken at prescribed intervals.</p>
<p><b>STANDARD G3</b> THE FACILITY HAVE ESTABLISHED INTERNAL AND EXTERNAL QUALITY ASSURANCE PROGRAMMES WHEREVER IT IS CRITICAL TO QUALITY</p>	<p>The standard is concerned with implementation of internal quality assurance programmes within departments such as EQAS of diagnostic services, daily round and use of departmental checklists, External Quality Assurance Service (EQAS) records at laboratory, etc. Interview with Matron, Hospital Mangers, Nurse in-charges, OT technician, etc. may give information about how they conduct daily round of departments and usage of checklists.</p>
<p><b>STANDARD G4</b> THE FACILITY HAS ESTABLISHED DOCUMENTED IMPLEMENTED AND MAINTAINED STANDARD OPERATING PROCEDURES FOR ALL KEY PROCESSES</p>	<p>This standard is concerned with availability and adequacy of Standard operating procedures and work instructions with the respective process owners. Display of work instructions and clinical protocols should be observed during the assessment.</p>
<p><b>STANDARD G5</b> THE FACILITY HAS ESTABLISHED SYSTEM OF PERIODIC REVIEW AS INTERNAL ASSESSMENT, MEDICAL AND DEATH AUDIT AND PRESCRIPTION AUDIT</p>	<p>This standard pertains to the processes of internal assessment, medical and death audit at a defined periodicity. Review of Internal assessment and clinical audit records may reveal their adequacy and periodicity.</p>
<p><b>STANDARD G6</b> THE FACILITY HAS DEFINED AND ESTABLISHED QUALITY POLICY AND QUALITY OBJECTIVES</p>	<p>This standard is concerned with establishment and dissemination of quality policy and objectives in the hospital. The staff may be interviewed regarding their awareness of Quality policy and Objectives. Review of records should be done for assessing that Quality objectives meet SMART criteria, and have been reviewed periodically.</p>
<p><b>STANDARD G7</b> THE FACILITY SEEKS CONTINUAL IMPROVEMENT BY PRACTICING QUALITY TOOL AND METHOD</p>	<p>This standard is regarding using Quality tools and methods like Process mapping, control charts, 5-'S', etc. The Assessor should look for any specific methods and tools practiced for quality improvement.</p>

<b>Area of Concern - G: Quality Management</b>	
<b>Standard G1</b>	<b>The facility has established organizational framework for quality improvement</b>
ME G1.1	The facility has a quality team in place
ME G1.2	The facility reviews quality of its services at periodic intervals
<b>Standard G2</b>	<b>The facility has established system for patient and employee satisfaction</b>
ME G2.1	Patient satisfaction surveys are conducted at periodic intervals
ME G2.2	The facility analyses the patient feed back, and root-cause analysis
ME G2.3	The facility prepares the action plans for the areas, contributing to low satisfaction of patients
<b>Standard G3</b>	<b>The facility have established internal and external quality assurance Programmes wherever it is critical to quality</b>
ME G3.1	The facility has established internal quality assurance programme in key departments
ME G3.2	The facility has established external assurance programmes at relevant departments
ME G3.3	The facility has established system for use of check lists in different departments and services
<b>Standard G4</b>	<b>The facility has established, documented implemented and maintained Standard Operating Procedures for all key processes</b>
ME G4.1	Departmental Standard Operating Procedures are available
ME G4.2	Standard Operating Procedures adequately describes process and procedures
ME G4.3	Staff is trained and aware of the procedures written in SOPs
ME G4.4	Work instructions are displayed at Point of use
<b>Standard G5</b>	<b>The facility has established system of periodic review as internal assessment, medical &amp; death audit and prescription audit</b>
ME G5.1	The facility conducts periodic internal assessment
ME G5.2	The facility conducts the periodic prescription/ medical/death audits
ME G5.3	The facility ensures non compliances are enumerated and recorded adequately
ME G5.4	Action plan is made on the gaps found in the assessment/audit process
ME G5.5	Corrective and preventive actions are taken to address issues, observed in the assessment & audit
<b>Standard G6</b>	<b>The facility has defined and established Quality Policy &amp; Quality Objectives</b>
ME G6.1	The facility defines its quality policy
ME G6.2	The facility periodically defines its quality objectives and key departments have their own objectives
ME G6.3	Quality policy and objectives are disseminated and staff is aware of that
ME G6.4	Progress towards quality objectives is monitored periodically
<b>Standard G7</b>	<b>The facility seeks continual improvement by practicing Quality tool and method</b>
ME G7.1	The facility uses methods for quality improvement in services
ME G7.2	The facility uses tool for quality improvement.

## AREA OF CONCERN - H : OUTCOME

### Overview

Measurement of the quality is critical to improvement of processes and outcomes. This area of concern has four standard measures for quality- Productivity, Efficiency, and Clinical Care and Service quality in terms of measurable indicators. Every standard under this area has two aspects – Firstly, there is a system of measurement of indicators at the health facility; and secondly, how the hospital meets the benchmark. It is realised that at the beginning many indicators given in these standards may not be getting measured across all facilities, and therefore it would be difficult to set benchmark beforehand. However, with the passage of time, the state can set their benchmarks, and evaluate performance of health facilities against the set benchmarks.

Following is the brief description of the Standards in this area of concern:

<p><b>STANDARD H1</b> THE FACILITY MEASURES PRODUCTIVITY INDICATORS AND ENSURES COMPLIANCE WITH STATE/NATIONAL BENCHMARKS</p>	<p>This standard is concerned with the measurement of Productivity indicators and meeting the benchmarks. This includes utilization indicators like bed occupancy rate and C-Section rate. Assessor should review these records to ensure that these indicators are getting measured at the health facility.</p>
<p><b>STANDARD H2</b> THE FACILITY MEASURES EFFICIENCY INDICATORS AND ENSURES COMPLIANCE WITH STATE/NATIONAL BENCHMARKS</p>	<p>This standard pertains to measurement of efficiency indicators and meeting benchmark. This standard contains indicators that measure efficiency of processes, such as turnaround time, and efficiency of human resource like surgery per surgeon. Review of records should be done to assess that these indicators have been measured correctly.</p>
<p><b>STANDARD H3</b> THE FACILITY MEASURES CLINICAL CARE AND SAFETY INDICATORS AND TRIES TO REACH STATE/ NATIONAL BENCHMARKS</p>	<p>This standard is concerned with the indicators of clinical quality, such as average length of stay and death rates. Record review should be done to see the measurement of these indicators.</p>
<p><b>STANDARD H4</b> THE FACILITY MEASURES SERVICE QUALITY INDICATORS AND ENDEAVOURS TO REACH STATE/ NATIONAL BENCHMARKS</p>	<p>This standard is concerned with indicators measuring service quality and patient satisfaction like Patient satisfaction score and waiting time and LAMA rate.</p>

Area of Concern - H: Outcomes	
<b>Standard H1</b>	<b>The facility measures Productivity Indicators and ensures compliance with State/National benchmarks</b>
ME H1.1	The facility measures productivity Indicators on monthly basis
ME H1.2	The facility measures equity indicators periodically
ME H1.3	The facility ensures compliance of key productivity indicators with National/State benchmarks
<b>Standard H2</b>	<b>The facility measures Efficiency Indicators and ensure to reach State/National Benchmark</b>
ME H2.1	The facility measures efficiency Indicators on monthly basis
ME H2.2	The facility ensures compliance of key efficiency indicators with National/State benchmarks
<b>Standard H3</b>	<b>The facility measures Clinical Care &amp; Safety Indicators and tries to reach State/National benchmark</b>
ME H3.1	The facility measures Clinical Care & Safety Indicators on monthly basis
ME H3.2	The facility ensures compliance of key Clinical Care & Safety with National/State benchmarks
<b>Standard H4</b>	<b>The facility measures Service Quality Indicators and endeavours to reach State/National benchmark</b>
ME H4.1	The facility measures Service Quality Indicators on monthly basis
ME H4.2	The facility ensures compliance of key Service Quality with National/State benchmarks











# NATIONAL QUALITY ASSURANCE STANDARDS FOR PRIMARY HEALTH CENTRE (24X7)

Area of Concern - A: Service Provision	
Standard A1	The facility provides primary level curative services
Standard A2	The facility provides RMNCHA Services
Standard A3	The facility provides Diagnostic Services ,Para-clinical and support services
Standard A4	The facility provides services as mandated in the National Health Programmes /State scheme(s)
Area of Concern - B: Patients' Rights	
Standard B1	The facility provides information to care-seekers, attendants and community about the available services and their modalities
Standard B2	Services are delivered in a manner that is sensitive to gender, religious and cultural needs, and there are no barrier on account of physical, economic, cultural or social status
Standard B3	The facility maintains privacy, confidentiality and dignity of patient, and has a system for guarding patient related information
Standard B4	The facility ensures that there are no financial barriers to access, and that there is financial protection given from the cost of hospital services
Area of Concern - C: Inputs	
Standard C1	The facility has infrastructure for delivery of assured services, and available infrastructure meets the prevalent norms
Standard C2	The facility ensures the physical safety including fire safety of the infrastructure
Standard C3	The facility has adequate qualified and trained staff, required for providing the assured services to the current case load
Standard C4	The facility provides drugs and consumables required for assured services
Standard C5	The facility has equipment and instruments required for assured list of services
Area of Concern - D: Support Services	
Standard D1	The facility has a established Facility Management Programme for Maintenance and Upkeep of Equipment and Infrastructure to provide safe and Secure environment to staff and Users
Standard D2	The facility has defined procedures for storage, inventory management and dispensing of drugs in pharmacy and patient care areas
Standard D3	The facility ensures availability of diet, linen, water and power backup as per requirement of service delivery and support services norms
Standard D4	The facility has defined and established procedures for promoting public participation in management of hospital with transparency and accountability
Standard D5	Hospital has defined and established procedures for Financial Management and monitoring of quality of outsourced services

Standard D6	The facility is compliant with all statutory and regulatory requirement imposed by local, state or central government
Standard D7	Roles and Responsibilities of administrative and clinical staff are determined as per govt. regulations and standards operating procedures
Standard D8	Hospital has defined and established procedure for monitoring and reporting of National Health Program as per state specifications
<b>Area of Concern - E: Clinical Services</b>	
Standard E1	The facility has defined procedures for registration, consultation and admission of patients
Standard E2	The facility has procedures for continuity of care of patient
Standard E3	The facility has defined and established procedures for nursing care
Standard E4	The facility has defined and follow correct procedure for drug administration and follows standard treatment guidelines defined by state/Central government
Standard E5	The facility has defined and established procedures for maintaining, updating of patients' clinical records and their storage
Standard E6	The facility has defined and established procedures for discharge of patient
Standard E7	The facility has defined and established procedures for Emergency Services and Disaster Management
Standard E8	The facility has defined and established procedures for diagnostic services
<b>Maternal and Child Health Services</b>	
Standard E9	The facility has established procedures for Antenatal care as per guidelines
Standard E10	The facility has established procedures for Intranatal care as per guidelines
Standard E11	The facility has established procedures for postnatal care as per guidelines
Standard E12	The facility has established procedures for care of new born, infant and child as per guidelines
Standard E13	The facility has established procedures for abortion and family planning as per government guidelines and low
Standard E14	The facility provides Adolescent Reproductive and Sexual Health services as per guidelines
<b>National Health Programmes</b>	
Standard E15	The facility provides National health Programme as per operational/Clinical Guidelines of the Government
<b>Area of Concern - F: Infection Control</b>	
Standard F1	The facility has infection control Programme and procedures in place for prevention, control, and measurement of hospital associated infection
Standard F2	The facility has defined and Implemented procedures for ensuring hand hygiene practices and antisepsis
Standard F3	The facility ensures availability of material for personal protection, and facility staff follow standard precaution for personal protection
Standard F4	The facility has standard procedures for processing for Disinfection and sterilization of equipment and instruments
Standard F5	Physical layout and environmental control of the patient care areas ensures infection prevention
Standard F6	The facility has defined and established procedures for segregation, collection, treatment and disposal of Bio Medical and hazardous Waste

### Area of Concern - G: Quality Management

Standard G1	The facility has defined and established organizational framework and Quality policy for Quality Assurance
Standard G2	The facility has established system for patient and employee satisfaction
Standard G3	The facility have established system for assuring and improving quality of Clinical and support services by internal and external program
Standard G4	The facility has established, documented implemented and maintained Standard G4 Standard Operating Procedures for all key processes and support services

### Area of Concern - H: Outcomes

Standard H1	The facility measures Productivity Indicators and ensures compliance with State/National benchmarks
Standard H2	The facility measures Efficiency Indicators and ensure to reach State/National Benchmark
Standard H3	The facility measures Clinical Care and Safety Indicators and tries to reach State/National benchmark
Standard H4	The facility measures Service Quality Indicators and endeavours to reach State/National benchmark



# INTENT OF STANDARDS AND MEASURABLE ELEMENTS FOR PRIMARY HEALTH CENTRE (24X7)

## AREA OF CONCERN - A : SERVICES PROVISION

### Overview

Primary health centres have pivotal role in providing Preventive & Promotive health care to community apart from limited level of primary curative care. Indian Public Health Standards guidelines (IPHS) have defined minimum assured service to be provided at Primary Health Centres, which are also hub of the services provided under the National Health Programmes.

This area of concern measures availability of services, which implies that the services are available to end-users because mere availability of infrastructure or human resources does not always ensure into availability of the services. For example, an ANC clinic may be available at the PHC but all the services like mandatory diagnostic test & service provider may not have provided including nutritional counselling. In this case it is assumed that ANC services are not completely available at the facility. Compliance to these standards and measurable elements should be checked, preferably by observing delivery of the services, review of records for utilization of services and interviewing whether services were given or not to them.

There are following four standards in this area of concern:

<b>STANDARD A1</b> THE FACILITY PROVIDES PRIMARY LEVEL CURATIVE SERVICES	Though PHCs are primarily meant for preventive & promotive health care services, Treatment of common ailments & initial management of the emergencies before referral shall be available at the facility. The standard would include availability of OPD consultation services as well as indoor treatment services for common illness like fever, cough, diarrhoea etc. as well as minor procedures like dressing, sutures, Incision & Drainage etc. This standard also measures availability of AYUSH services as well services required as per local needs. This standard also defines time period for which services should be available. E.g. At least 6 hours of OPD and 24X7 labour room services.
<b>STANDARD A2</b> THE FACILITY PROVIDES RMNCH+A SERVICES	Delivery of quality RMNCH+A services is major focus area for public health facilities. RMNCH+A approach covers continuum of care across the life-cycle. There are five measurable elements in this standard & each represents services pertaining one stage of life cycle i.e. Reproductive, Maternal, Newborn, Childhood & Adolescent. This standard measures availability services like ANC check-up, family planning services, intra & postnatal care, treatment of childhood illnesses & adolescent friendly clinic.
<b>STANDARD A3</b> THE FACILITY PROVIDES DIAGNOSTIC SERVICES, PARA-CLINICAL & SUPPORT SERVICES	This standard measures availability of diagnostics, pharmacy, Mobile medical unit & support services like dietary & laundry. There is also a dedicated measurable element for administrative services like monitoring and supervision of sub centres and community health worker.
<b>STANDARD A4</b> THE FACILITY PROVIDES SERVICES AS MANDATED IN THE NATIONAL HEALTH PROGRAMS /STATE SCHEME(S)	This standard measures the availability of the curative as well as preventive & promotive services as per National Health Programmes. There are 15 Measurable elements in these standards; each measures availability of the services under one national health programme.

<b>Area of Concern - A: Service Provision</b>	
<b>Standard A1</b>	<b>The facility provides primary level curative services</b>
ME A1.1	The facility provides treatment of common ailments
ME A1.2	The facility provides Accident and Emergency Services
ME A1.3	The facility provides AYUSH Services
ME A1.4	The Services are available for the time period, as mandated
ME A1.5	The facility provides curative and preventive services for the locally prevalent health problems and diseases
<b>Standard A2</b>	<b>The facility provides RMNCHA Services</b>
ME A2.1	The facility provides Reproductive Health Services
ME A2.2	The facility provides Maternal Health Services
ME A2.3	The facility provides Newborn Health Services
ME A2.4	The facility provides Child Health Services
ME A2.5	The facility provides Adolescent Health Services
<b>Standard A3</b>	<b>The facility provides Diagnostic Services ,Para-clinical and support services</b>
ME A3.1	The facility provides Laboratory Services
ME A3.2	The facility provides other diagnostic services
ME A3.3	The facility provides pharmacy services
ME A3.4	The facility provides medico legal services
ME A3.5	The facility provides Mobile Medical Unit (MMU) services
ME A3.6	The facility provides administrative services
ME A3.7	The facility provides support services
<b>Standard A4</b>	<b>The facility provides services as mandated in the National Health Programmes/State scheme (s)</b>
ME A4.1	The facility provides services under National Vector Borne Disease Control Programme as per guidelines
ME A4.2	The facility provides services under Revised National TB Control Programme as per guidelines
ME A4.3	The facility provides services under National Leprosy Eradication Programme as per guidelines
ME A4.4	The facility provides services under National AIDS Control Programme as per guidelines
ME A4.5	The facility provides services under National Programme for control of Blindness as per guidelines
ME A4.6	The facility provides services under Mental Health Programme as per guidelines
ME A4.7	The facility provides services under National Programme for the health care of the elderly as per guidelines
ME A4.8	The facility provides services under National Programme for Prevention and control of Cancer, Diabetes, Cardiovascular diseases and Stroke (NPCDCS) as per guidelines
ME A4.9	The facility provides services under Integrated Disease Surveillance Programme as per guidelines
ME A4.10	The facility provide services under National health Programme for prevention and control of deafness as per guidelines
ME A4.11	The facility provides services under School Health Programme as per guidelines
ME A4.12	The facility provides services under Universal Immunization Programme (UIP) as per guidelines
ME A4.13	The facility provides services under National Iodine deficiency Programme as per guidelines
ME A4.14	The facility provides services under National Tobacco Control Programme as per guidelines
ME A4.15	The facility provides services as per local needs/ State specific health programmes as per guidelines

## AREA OF CONCERN - B: PATIENTS' RIGHTS

### Overview

Mere availability of services at a health facility does not necessarily meet the need of community, unless the available services are accessible to the users, and are provided with dignity and confidentiality. Access includes physical access as well as financial access. There are evidences to suggest that patients' experience and outcome improves, when they themselves are involved in the care. So availability of information is critical for access as well as enhancing patients' satisfaction. Patients' rights also include that health services give due consideration to patients' cultural and religious preferences:

<p><b>STANDARD B1</b> THE FACILITY PROVIDES THE INFORMATION TO CARE SEEKERS, ATTENDANTS &amp; COMMUNITY ABOUT THE AVAILABLE SERVICES AND THEIR MODALITIES</p>	<p>The Standard measures information accessibility at the facility. Informational accessibility includes prominent display of signages, services availability, citizen's charter &amp; IEC Material. This standard also mandates for practices like informed consent and grievance redressal.</p>
<p><b>STANDARD B2</b> SERVICES ARE DELIVERED IN A MANNER THAT IS SENSITIVE TO GENDER, RELIGIOUS AND CULTURAL NEEDS, AND THERE IS NO BARRIER ON ACCOUNT OF PHYSICAL, ECONOMIC, CULTURAL OR SOCIAL STATUS</p>	<p>This standard ensures that the services are sensitive to gender, cultural and religious needs of the population. This includes measures taken specially to ensure comfort and dignity of female patients. This standard also measures the physical access of PHC such as availability of all-weather road, ramps, wheelchairs, trolleys etc. and arrangements of people with disability such as disable friendly toilets.</p>
<p><b>STANDARD B3</b> THE FACILITY MAINTAINS PRIVACY, CONFIDENTIALITY &amp; DIGNITY OF PATIENT, AND HAS A SYSTEM FOR GUARDING PATIENT RELATED INFORMATION</p>	<p>This standard measures patient friendliness of the services in terms of ensuring privacy, confidentiality and dignity. Measurable elements under this standard look for compliances such as provisions of screens and curtains, confidentiality of patients' clinical information, behaviour of service providers, and also ensuring specific precautions to be taken, while providing care to patients with HIV infection, abortion, teenage pregnancy, etc.</p>
<p><b>STANDARD B4</b> THE FACILITY ENSURES THAT THERE ARE NO FINANCIAL BARRIERS TO ACCESS, AND THAT THERE IS FINANCIAL PROTECTION GIVEN FROM THE COST OF HOSPITAL SERVICES</p>	<p>The standard majorly checks that there are no financial barriers to the services. Measurable elements under this standard check for availability of drugs, diagnostics and transport free of cost under different schemes, and timely payment of the entitlements under JSY and Family planning incentives.</p>



<b>Area of Concern - B: Patients' Rights</b>	
<b>Standard B1</b>	<b>The facility provides information to care-seekers, attendants and community about the available services and their modalities</b>
ME B1.1	The facility has uniform and user-friendly signage system
ME B1.2	The facility displays the services and entitlements available in its departments/ sections
ME B1.3	The facility has established citizen's charter, which is followed by all
ME B1.4	Patients and visitors are sensitised and educated through appropriate IEC / BCC approaches
ME B1.5	Information is available in local language, and it is easy to understand
ME B1.6	There is established procedures for taking informed consent before conducting procedures and starting treatment
ME B1.7	Information about the treatment is shared with patients and their attendants regularly
ME B1.8	The facility has defined and established grievance redressal system
<b>Standard B2</b>	<b>Services are delivered in a manner that is sensitive to gender, religious and cultural needs, and there are no barrier on account of physical, economic, cultural or social status</b>
ME B2.1	Services at PHC are provided in manner that are sensitive to gender
ME B2.2	Religious and cultural preferences of patients and their attendants are taken into consideration, while delivering services
ME B2.3	Access to facility is provided without any physical barrier
ME B2.4	There is no discrimination on basis of social and economic status of the patients
<b>Standard B3</b>	<b>The facility maintains privacy, confidentiality and dignity of patient, and has a system for guarding patient related information</b>
ME B3.1	Adequate visual privacy is provided at every point of care
ME B3.2	Confidentiality of patients' records and clinical information is maintained
ME B3.3	The facility ensures behaviours of its staff is dignified and respectful, while delivering the services
ME B3.4	The facility ensures privacy and confidentiality to every patient, especially of those conditions having social stigma, and also it safeguards vulnerable groups
<b>Standard B4</b>	<b>The facility ensures that there are no financial barriers to access, and that there is financial protection given from the cost of hospital services</b>
ME B4.1	The facility provides cashless services to pregnant women, mothers and neonates and for other patients on payments as per government schemes in vogue
ME B4.2	The facility ensures that prescribed drugs are available at the Pharmacy and wards
ME B4.3	It is ensured that facilities for the prescribed investigations are available at the PHC
ME B4.4	The facility provide free of cost treatment to Below poverty line (BPL) patients seamlessly
ME B4.5	The facility ensures timely payment of entitlements and reimbursement to the patients

## AREA OF CONCERN - C : INPUT

### Overview

This area of concern predominantly covers the structural part of the facility. Indian Public Health Standards (IPHS) defines infrastructure, human resources, drugs and equipment requirements for different level of health facilities. Quality standards given in this area of concern take cognizance of the IPHS requirement. However, focus of the standards has been in ensuring compliance to minimum level of inputs, which are required for ensuring delivery of committed level of the services. The words like ‘adequate’ and ‘as per load’ has been given in the requirements for many standards & measurable elements, as it would be hard to set structural norms for every level of the facility that commensurate with patient load.

<p><b>STANDARD C1</b> THE FACILITY HAS INFRASTRUCTURE FOR DELIVERY OF ASSURED SERVICES, AND AVAILABLE INFRASTRUCTURE MEETS THE PREVALENT NORMS</p>	<p>This standard measures adequacy of infrastructure in terms of space, patient amenities, layout, circulation area, communication facilities, etc. It also looks into the functional aspect of the structure, whether it commensurate with the process flow of the facility or not.</p> <p>Minimum requirement for space, layout and patient amenities are given for some of departments, but assessors would be expected to use his discretion to see whether the available space is adequate for the given work-load. Compliance to most of the measurable elements can be assessed by direct observation except for checking functional adequacy, where discussion with facility staff may be required to know the process flow between the departments, and also within a department.</p>
<p><b>STANDARD C2</b> THE FACILITY ENSURES PHYSICAL SAFETY INCLUDING FIRE-SAFETY OF THE INFRASTRUCTURE</p>	<p>This deals with Physical safety of the infrastructure. It includes seismic safety, electrical safety, and general condition of infrastructure. This standard also mandates for adequate fire-safety measures being implemented at the facility.</p>
<p><b>STANDARD C3</b> THE FACILITY HAS ADEQUATE QUALIFIED AND TRAINED STAFF, REQUIRED FOR PROVIDING THE ASSURED SERVICES TO THE CURRENT CASELOAD</p>	<p>This standard measures the numerical adequacy and skill-sets of the staff. It includes availability of doctors, nurses, paramedical and support staff. It also ensures that the staff has been trained as per their job description and responsibilities. There are two components while assessing the staff adequacy - first is the numeric adequacy, which can be checked by interaction with the facility in charge and review of records. Second is to access human resources in term of their availability to ensure the service delivery. For instance, a PHC may have 3 SBA trained ANM/Nursing staff, but if none of them is available in the night shift, then intent of the standard is not being complied with.</p> <p>Skill set may be assessed by reviewing training records and staff interview and demonstration to check whether staff have requisite skills to perform the procedures.</p>
<p><b>STANDARD C4</b> THE FACILITY PROVIDES DRUGS AND CONSUMABLES REQUIRED FOR ASSURED SERVICES</p>	<p>This Standard measures availability of drugs and consumables in different service areas of PHC. This includes vaccines, lab reagents and contraceptives. In addition, the standard also looks at the availability of drugs in pharmacy. The Standard also expect available of committed drugs at PHC under National Health Programmes.</p>
<p><b>STANDARD C5</b> THE FACILITY HAS EQUIPMENT &amp; INSTRUMENTS REQUIRED FOR ASSURED LIST OF SERVICES</p>	<p>This standard is concerned with availability of instruments in various departments and service delivery points. Equipment and instruments have been categorized into sub groups as per their use, and measurable elements have been assigned to each sub group, such as examination and monitoring, clinical procedures, diagnostic equipment, resuscitation equipment, storage equipment and equipment used for non-clinical support services. Some representative equipment could be used as tracers and checked in each category.</p>

<b>Area of Concern - C: Inputs</b>	
<b>Standard C1</b>	<b>The facility has infrastructure for delivery of assured services, and available infrastructure meets the prevalent norms</b>
ME C1.1	Departments have adequate space as per patient or work load
ME C1.2	Amenities for Patients and Staff are available as per load
ME C1.3	The Departments have layout and demarcated areas as per their functions
ME C1.4	The facility has adequate circulation area and open spaces according to need and local law
ME C1.5	The facility has infrastructure for intramural and extramural communication
<b>Standard C2</b>	<b>The facility ensures the physical safety including fire safety of the infrastructure</b>
ME C2.1	The facility ensures seismic safety of the infrastructure, as per guidelines
ME C2.2	The facility ensures safety of electrical establishment
ME C2.3	Physical condition of buildings is safe for providing patient care
ME C2.4	The facility ensures Fire Safety Measures, including availability fire fighting equipment
<b>Standard C3</b>	<b>The facility has adequate qualified and trained staff, required for providing the assured services to the current case load</b>
ME C3.1	The facility has adequate medical officers as per service provision and work load
ME C3.2	The facility has adequate nursing staff /Paramedic as per service provision and work load
ME C3.3	The facility has adequate Health workers as per requirement
ME C3.4	The facility has adequate support staff
ME C3.5	The Staff has been imparted necessary trainings/skill set to enable them to meet their roles and responsibilities
ME C3.6	The Staff is skilled/ competent as per job description
<b>Standard C4</b>	<b>The facility provides drugs and consumables required for assured services</b>
ME C4.1	The departments have availability of adequate drugs at point of use
ME C4.2	The departments have adequate consumables at point of use
ME C4.3	Emergency drug trays are maintained at every point of care, where it may be needed
<b>Standard C5</b>	<b>The facility has equipment and instruments required for assured list of services</b>
ME C5.1	Availability of equipment and instruments for examination and monitoring of patients
ME C5.2	Availability of equipment and instruments for undertaking treatment procedures in the facility
ME C5.3	Availability of equipment and instruments for undertaking diagnostic procedures in the facility
ME C5.4	Availability of equipment and instruments for resuscitation of patients
ME C5.5	Availability of equipment for storage
ME C5.6	Availability of functional equipment and instruments for support and outreach services
ME C5.7	Departments have patient furniture and fixtures as per case-load and service provision

## AREA OF CONCERN - D : SUPPORT SERVICES

### Overview

Support services are the backbone of health care facilities. The expected clinical outcome cannot be envisaged in absence of sturdy support services. This area of concern includes equipment maintenance, calibration, drug storage and inventory management, security, facility management, water supply, power backup, dietary services and laundry. Administrative processes like RKS, Financial management, legal compliances, staff deputation and contract management have also been included in this area of concern. It also includes various monitoring & reporting activities done by PHC, especially with regards to National Health Programme.

<p><b>STANDARD D1</b> THE FACILITY HAS AN ESTABLISHED FACILITY MANAGEMENT PROGRAM FOR MAINTENANCE &amp; UPKEEP OF EQUIPMENT &amp; INFRASTRUCTURE TO PROVIDE SAFE AND SECURE ENVIRONMENT TO STAFF &amp; USERS</p>	<p>The first standard of this area of concern is related facility management of Primary Health Centre. This includes equipment maintenance processes, maintenance of infrastructure as well as safety &amp; security of the staff and patients. Equipment records should be reviewed to ensure that valid AMC is available for critical equipment and preventive/corrective maintenance is undertaken timely. Calibration records and label on the measuring equipment should also be reviewed to confirm the calibration. Operating Instructions should be displayed or readily available with the user.</p> <p>This standard is also concerned with providing safe, secure and comfortable environment to patients as well service providers. Two aspects should be observed in this regard - firstly, provision of comfortable work environment in terms of illumination and temperature control in patient care areas and work stations, and secondly, arrangement for security of patients and staff. Security arrangements at patient area should be observed for restriction of visitors and crowd management</p> <p>Lastly, the standard is also concerned with adequacy of facility management processes. This includes appearance of facility, cleaning processes, infrastructure maintenance, removal of junk and condemned items and control of stray animals and pest control inside the facility.</p>
<p><b>STANDARD D2</b> THE FACILITY HAS DEFINED PROCEDURES FOR STORAGE; INVENTORY MANAGEMENT AND DISPENSING OF DRUGS IN PHARMACY AND PATIENT CARE AREAS</p>	<p>This standard is concerned with safe storage of drugs and scientific management of the inventory, so that drugs and consumables are available in adequate quantity in patient care area. Measurable elements of this standard look into processes of indenting, procurement, storage, expired drugs management, inventory management, stock management in patient care areas, including storage at optimum temperature. While assessing drug management system, these practices should be looked into each clinical department, especially at the nursing stations and its complementary process at drug stores/Pharmacy.</p>
<p><b>STANDARD D3</b> THE FACILITY ENSURES AVAILABILITY OF DIET, LINEN, WATER AND POWER BACKUP AS PER REQUIREMENT OF SERVICE DELIVERY &amp; SUPPORT SERVICES NORMS</p>	<p>Measurable elements in this standard are concerned with timely availability of appropriate diet to indoor patients; clean linen and power backup in-patient care areas. The standard also ensures availability of adequate quantity of potable water.</p>
<p><b>STANDARD D4</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR PROMOTING PUBLIC PARTICIPATION IN MANAGEMENT OF HOSPITAL WITH TRANSPARENCY AND ACCOUNTABILITY</p>	<p>This standard measures processes related to functioning of Rogi Kalyan Samiti (RKS) and community participation in the management of PHC. RKS records should be reviewed to assess frequency of the meetings, and issues discussed there. Participation of the non-official members of RKS in the meetings should be checked. This standard also measures the supportive &amp; monitoring processes related with community health workers, viz. ASHA.</p>

<p><b>STANDARD D5</b> HOSPITAL HAS DEFINED AND ESTABLISHED PROCEDURES FOR FINANCIAL MANAGEMENT AND MONITORING OF QUALITY OF OUTSOURCED SERVICES</p>	<p>This standard is concerned with the financial management of the funds/grants, received from different sources including funds received under the NHM. Assessment of the financial management processes should not be equated with financial or accounts audit. Facility incharge and clerk department can be interacted to know process of utilization of funds, timely payment of salaries, entitlements and incentives to different stakeholders and process of receiving funds and submitting utilization certificates. An assessment of resource utilisation and prioritisation should be undertaken.</p>
<p><b>STANDARD D6</b> THE FACILITY IS COMPLIANT WITH ALL STATUTORY AND REGULATORY REQUIREMENT IMPOSED BY LOCAL, STATE OR CENTRAL GOVERNMENT</p>	<p>This is concerned with compliances to statutory and regulatory requirements. It also looks into availability of requisite licenses, updated copies of acts and rules, and adherence to the legal requirements as applicable to Public Health Facilities.</p>
<p><b>STANDARD D7</b> ROLES &amp; RESPONSIBILITIES OF ADMINISTRATIVE AND CLINICAL STAFF ARE DETERMINED AS PER GOVERNMENT REGULATIONS AND STANDARDS OPERATING PROCEDURES</p>	<p>This standard is concerned with the processes staff management and their deployment in the departments of a facility. This includes availability of the job descriptions for different cadre of staff, processes regarding preparation of duty rosters and staff discipline. Staff can be interviewed to assess about awareness of their job description. It should be assessed by observation and review of the records. Adherence to dress code should be observed during the assessment.</p>
<p><b>STANDARD D8</b> HOSPITAL HAS DEFINED AND ESTABLISHED PROCEDURE FOR MONITORING &amp; REPORTING OF NATIONAL HEALTH PROGRAM AS PER STATE SPECIFICATIONS</p>	<p>This standard is concerned with timely and adequate reporting under different national health programmes. The Assessor should review the records of such reporting in term of record's quality and adequacy.</p>

<b>Area of Concern - D: Support Services</b>	
<b>Standard D1</b>	<b>The facility has a established Facility Management Programme for Maintenance and Upkeep of Equipment and Infrastructure to provide safe and Secure environment to staff and Users</b>
ME D1.1	The facility has system for maintenance of critical Equipment
ME D1.2	The facility has procedure for calibration of measuring Equipment
ME D1.3	Operating and maintenance instructions are available with the users of equipment
ME D1.4	The facility provides adequate illumination level in patient care areas and as well as within its premises
ME D1.5	The facility ensures comfortable environment for patients and service providers
ME D1.6	Exterior of the facility building is maintained appropriately
ME D1.7	The facility maintains clean and hygienic environment, especially patient care areas
ME D1.8	The facility infrastructure is adequately maintained
ME D1.9	The facility open areas are landscaped and well maintained
ME D1.10	The facility has a policy of removal of condemned junk material, and the policy has been implemented
ME D1.11	The facility has established procedures for pest and rodent control, and there is no access by animals
ME D1.12	The facility has security system in place in patient care areas
ME D1.13	The facility has established measures for safety and security of female staff
<b>Standard D2</b>	<b>The facility has defined procedures for storage, inventory management and dispensing of drugs in pharmacy and patient care areas</b>
ME D2.1	There is established procedure for Estimation, indenting and Procurement of drugs and consumables
ME D2.2	The facility ensures proper storage of drugs and consumables
ME D2.3	The facility ensures management of expiry and near expiry drugs
ME D2.4	The facility has established procedure for inventory management techniques
ME D2.5	There is a procedure for storage of vaccines and other drugs, requiring controlled temperature and it is being followed
<b>Standard D3</b>	<b>The facility ensures availability of diet, linen, water and power backup as per requirement of service delivery and support services norms</b>
ME D3.1	The facility has adequate arrangement storage and supply for potable water in all functional areas
ME D3.2	The facility ensures adequate power backup in all patient care areas as per requirement
ME D3.3	The facility provides diets according to nutritional requirements of the patients
ME D3.4	The facility provides Clean and adequate linen as per requirement
<b>Standard D4</b>	<b>The facility has defined and established procedures for promoting public participation in management of hospital with transparency and accountability</b>
ME D4.1	The facility has established procedures for management of activities of Rogi Kalyan Samiti
ME D4.2	The facility has established procedures for community based monitoring of its services
ME D4.3	The facility has established procedure for supporting and monitoring activities of community health work -ASHA
<b>Standard D5</b>	<b>Hospital has defined and established procedures for Financial Management and monitoring of quality of outsourced services</b>
ME D5.1	The facility ensures the proper utilization of fund provided to it
ME D5.2	The facility ensures proper planning and requisition of resources based on its need

ME D5.3	There is established system for contract management for out-sourced services
ME D5.4	There is a system of periodic review of quality of out-sourced services
<b>Standard D6</b>	<b>The facility is compliant with all statutory and regulatory requirement imposed by local, state or central government</b>
ME D6.1	The facility has requisite licences and certificates, as required for operation of a health facility
ME D6.2	Updated copies of relevant laws, regulations and government orders are available at the facility
ME D6.3	The facility ensures its processes are in compliance with statutory and legal requirement
<b>Standard D7</b>	<b>Roles and Responsibilities of administrative and clinical staff are determined as per govt. regulations and standards operating procedures</b>
ME D7.1	Job-description of all category of staff is defined in the facility
ME D7.2	The facility has a established procedure for duty roster and deputation to different departments
ME D7.3	The facility ensures the adherence to dress-code as mandated by the department
<b>Standard D8</b>	<b>Hospital has defined and established procedure for monitoring and reporting of National Health Program as per state specifications</b>
ME D8.1	The facility provides monitoring and reporting services under National Vector Borne Disease Control Programme as per guidelines
ME D8.2	The facility provides services monitoring and reporting services under Revised National TB Control Programme, as per guidelines
ME D8.3	The facility provides monitoring and reporting services under National Leprosy Eradication Programme as per guidelines
ME D8.4	The facility provides services under National AIDS Control Programme, as per guidelines
ME D8.5	The facility provides monitoring and reporting services under National Programme for control of Blindness as per guidelines
ME D8.6	The facility provides monitoring and reporting services under Mental Health Programme, as per guidelines
ME D8.7	The facility provides monitoring and reporting services under National Programme for the health care of the elderly as per guidelines
ME D8.8	The facility provide monitoring and reporting service for prevention and control of Cancer, diabetes, cardiovascular disease and stroke as per guidelines
ME D8.9	The facility provide monitoring and reporting service for Integrated Disease Surveillance Programme, as per guidelines
ME D8.10	The facility provide services under National Programme for prevention and control of deafness, as per guidelines
ME D8.11	The facility provides monitoring and reporting services under School Health Programme, as per guidelines
ME D8.12	The facility provides monitoring and reporting services under Universal Immunization Programme, as per guidelines
ME D8.13	The facility provides monitoring and reporting services under National Iodine deficiency Programme, as per guidelines
ME D8.14	The facility provides monitoring and reporting services under National tobacco Control Programme, as per guidelines
ME D8.15	The facility Reports data for Mother and Child Tracking System as per Guidelines
ME D8.16	The facility Reports data for HMIS System as per Guidelines

## AREA CONCERN - E : CLINICAL CARE

### Overview

The ultimate purpose of existence of a health care facility is to provide clinical care. Therefore, clinical processes are the most critical and important. These are the processes that define directly the outcome of services and quality of care. The Standards under this area of concern could be grouped into three categories. First, six standards are concerned with those clinical processes that ensure adequacy of care to the patients. It includes processes such as registration, admission, consultation, clinical assessment, continuity of care, nursing care, prescription practices, safe drug administration, maintenance of clinical records and discharge from the facility.

Subsequent two standards measure the quality of emergency & diagnostic services, as relevant within scope of services of a primary health centre.

The last set of seven standards is concerned with specific clinical processes for Maternal, Newborn, Child, Adolescent & Family Planning services and National Health Programmes. These standards are based on the technical guidelines published by the Government of India on respective programmes and processes.

It may be difficult to assess clinical processes, as direct observation of clinical procedure may not always be possible at time of assessment. Therefore, assessment of these standards would largely depend upon many inputs, such as review of the clinical records, interaction with the staff to know their skill level and how they practice clinical care (Competence testing). Assessment of these standards would require thorough domain knowledge.

<p><b>STANDARD E1</b> THE FACILITY HAS DEFINED PROCEDURES FOR REGISTRATION, CONSULTATION AND ADMISSION OF PATIENTS</p>	<p>This standard is concerned with the registration and admission processes in a facility. It also covers OPD consultation processes. The Assessor should review the records to verify that details of patients have been recorded, and patients have been given unique identification number. OPD consultation may be directly observed, followed by review of OPD tickets to ensure that patient history, examination details, etc. have been recorded on the OPD ticket. The Staff should be interviewed to know, whether there is any fixed admission criteria especially in critical care department.</p>
<p><b>STANDARD E2</b> THE FACILITY HAS PROCEDURES FOR CONTINUITY OF CARE OF PATIENT</p>	<p>Primary Health Centres are usually first point of contact where patient can get qualified medical attention. Hence, role of PHCs in ensuring continuity of care is of utmost importance. This standard includes process of assessment, reassessment, referral to another facility, deputation of staff for the care, and linkages with higher institutions and follow-up of patients discharged from higher centres. The facility staff should be interviewed to know the referral linkages, how they communicate with the referral hospital about the patients and arrangement for the vehicles and follow-up care.</p>
<p><b>STANDARD E3</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR NURSING CARE</p>	<p>Standard E3 measures adequacy and quality of nursing care for the patients. It includes processes for identification of patients, timely and accurate implementation of treatment plan, nurses' handover processes, maintenance of nursing records and monitoring of the patients. The staff should be interviewed and patients' records should be reviewed for assessing how drug distribution takes place, how its administration is ensured and its record, and other procedures like sample collection and dressing have been done on time as per treatment plan. Handing-over of patients is a critical process, and should be assessed adequately. Review BHT for patient monitoring &amp; nursing notes should be done.</p>
<p><b>STANDARD E4</b> THE FACILITY HAS DEFINED &amp; FOLLOWS PROCEDURE FOR DRUG ADMINISTRATION, AND STANDARD TREATMENT GUIDELINES, AS DEFINED BY THE GOVERNMENT</p>	<p>This standard is concerned with assessing that patients are prescribed drugs according standard treatment guidelines and protocols. Patient records are assessed to ascertain that prescriptions are written in generic name only. This standard is also concerned with the safety of drug administration. It includes legibility of medical orders, process for checking drugs before administration and processes related to self-drug administration. Patient's records should be reviewed for legibility of the writing and recording of date and time of orders. Safe injection practices like use of separate needle for multi-dose vial should be observed.</p>



<p><b>STANDARD E5</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR MAINTAINING, UPDATING OF PATIENTS' CLINICAL RECORDS AND THEIR STORAGE</p>	<p>This standard is concerned with the processes of maintaining clinical records systematically and adequately. Compliance to this standard can be assessed by comprehensive review of the patients' record.</p>
<p><b>STANDARD E6</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR DISCHARGE OF PATIENT</p>	<p>This standard measures adequacy of the discharge process. It includes pre-discharge assessment, adequacy of discharge summary, pre-discharge counselling and adherence to standard procedures, if a patient is leaving against medical advice (LAMA) or is found absconding. Patients' record should also be reviewed for adequacy of the discharge summary.</p>
<p><b>STANDARD E7</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR EMERGENCY SERVICES AND DISASTER MANAGEMENT</p>	<p>This standard is concerned with emergency clinical processes and procedures. It includes triage, adherence to emergency clinical protocols, disaster management, processes related to ambulance services, handling of medico-legal cases, etc. Availability of the buffer stock for medicines and other supplies for disaster and mass casualty needs to be found out.</p>
<p><b>STANDARD E8</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR DIAGNOSTIC SERVICES</p>	<p>This standard deals with technical procedures related to the diagnostic services. It includes pre-testing, testing and post-testing procedures. It needs to be observed that samples in the laboratory are properly labelled, and instructions for handling samples are available. The process for storage and transportation of samples needs to be ensured. Availability of critical values and biological references should also be checked.</p>
<p><b>STANDARD E9</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR ANTENATAL CARE AS PER GUIDELINES</p>	<p>This Standard is concerned with the processes, which ensure that adequate and quality antenatal care is provided at the facility. It includes measurable elements for ANC registration, processes during check-up, identification of High Risk pregnancy, management of anaemia and counselling services. Staff at ANC clinic should be interviewed and records should be reviewed for maintenance of MCP cards and registration of pregnant women. For assessing quality and adequacy of ANC check-up, direct observation may be undertaken after obtaining requisite permission. ANC records can be reviewed to see findings of examination and diagnostic tests are recorded. The assessment of follow-up of Anaemia cases should be reviewed. Beneficiaries and staff can be interacted for counselling on the nutrition, birth preparedness, family planning, etc.</p>
<p><b>STANDARD E10</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR INTRANATAL CARE AS PER GUIDELINES</p>	<p>This Standard measures the quality of intra-natal care. It includes clinical process for normal delivery as well primary management of complications before referral to First Referral Unit. The facility staff can be interviewed to know their skill and practices regarding management of different stages of labour, especially Active Management of Third stage of labour. Staff may be interacted for demonstration of resuscitation and essential newborn care. Competency of the staff for managing obstetric emergencies, interpretation of partograph, APGAR score should also be assessed.</p>
<p><b>STANDARD E11</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR POSTNATAL CARE AS PER GUIDELINES</p>	<p>This standard is concerned with adherence to post-natal care of mother and newborn within the facility. Observe to ensure that postnatal protocols of prevention of Hypothermia and breastfeeding are adhered to at the health facility. Mothers may be interviewed to know that proper counselling have been provided</p>
<p><b>STANDARD E12</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR CARE OF NEWBORN, INFANT AND CHILD AS PER GUIDELINES</p>	<p>This is concerned with adherence to clinical protocols for newborn and child health. It covers immunization, emergency triage, management of newborn and childhood illnesses like malnutrition Pneumonia and diarrhoea at Primary Health Centres. Immunization services are majorly assessed at immunization clinic. Staff interview and observation should be done to assess availability of diluents, adherence to protocols of reconstitution of vaccine, storage of VVM labels and shake test. Adherence to clinical protocols for management of different illnesses in newborn and child should be done by interaction with the doctors and nursing staff.</p>

<p><b>STANDARD E13</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR ABORTION AND FAMILY PLANNING AS PER GOVERNMENT GUIDELINES AND LAW</p>	<p>This Standard is concerned with providing safe and quality family planning and abortion services. This includes standard practices and procedures for Family planning counselling, spacing methods, and procedures for abortion. Quality and adequacy of counselling services can be assessed by exit interview with the clients. The staff at family planning clinic may be interacted to assess adherence to the protocols for IUD insertion, precaution &amp; contraindication for oral pills, etc.</p>
<p><b>STANDARD E14</b> THE FACILITY PROVIDES ADOLESCENT REPRODUCTIVE AND SEXUAL HEALTH SERVICES AS PER GUIDELINES</p>	<p>This Standard is concerned with services related to adolescent Reproductive and Sexual health (ARSH) guidelines. It includes promotive, preventive, curative and referral services under the ARSH. The facility staff should be interviewed, and records should be reviewed.</p>
<p><b>STANDARD E15</b> THE FACILITY PROVIDES NATIONAL HEALTH PROGRAMMES AS PER OPERATIONAL/ CLINICAL GUIDELINES OF THE GOVERNMENT</p>	<p>This Standard pertains to adherence for clinical guidelines under the National Health Programmes. For each national health programme, availability of clinical services as per respective guidelines should be assessed. For every national health programme, there is dedicated measurable element having relevant checkpoints as per technical guidelines of respective program.</p>

<b>Area of Concern - E: Clinical Services</b>	
<b>Standard E1</b>	<b>The facility has defined procedures for registration, consultation and admission of patients</b>
ME E1.1	The facility has established procedure for registration of patients
ME E1.2	The facility has a established procedure for OPD consultation
ME E1.3	There is established procedure for admission of patients
<b>Standard E2</b>	<b>The facility has procedures for continuity of care of patient</b>
ME E2.1	There is established procedure for initial assessment, and reassessment of patients
ME E2.2	The facility provides appropriate referral linkages for transfer to other/higher facilities to assure the continuity of care.
ME E2.3	The facility ensures follow up of patients, discharged from the higher facilities
<b>Standard E3</b>	<b>The facility has defined and established procedures for nursing care</b>
ME E3.1	Procedure for identification of patients is established at the facility
ME E3.2	Procedure for ensuring timely and accurate nursing care as per treatment plan is established at the facility
ME E3.3	There is established procedure of patient hand over, whenever staff duty change happens
ME E3.4	Nursing records are maintained properly
<b>Standard E4</b>	<b>The facility has defined and follow correct procedure for drug administration and follows standard treatment guidelines defined by state/Central government</b>
ME E4.1	Medication orders are written legibly and adequately
ME E4.2	There is a procedure to check drug before administration/ dispensing
ME E4.3	There is a system to ensure right medicine is given to right patient and documented
ME E4.4	The Patients are counselled for self drug administration
ME E4.5	The facility ensures that drugs are prescribed in generic name only
ME E4.6	There is procedure of rational use of drugs
ME E4.7	Drugs are prescribed according to Standard Treatment Guidelines
<b>Standard E5</b>	<b>The facility has defined and established procedures for maintaining, updating of patients' clinical records and their storage</b>
ME E5.1	All the assessments, re-assessment and investigations are recorded and periodically updated
ME E5.2	Treatment plans are recorded in the patient's records
ME E5.3	Procedures performed are written on patients records
ME E5.4	Adequate form and formats are available at point of use
ME E5.5	Register/records are maintained as per guidelines
ME E5.6	The facility ensures safe and adequate storage and retrieval of medical records
<b>Standard E6</b>	<b>The facility has defined and established procedures for discharge of patient</b>
ME E6.1	Discharge is done after assessing patient readiness for the discharge
ME E6.2	Case summary and follow-up instructions are provided at the discharge
ME E6.3	Counselling services are provided, whenever required
ME E6.4	The facility has established procedure for patients leaving the facility against medical advice, absconding, etc.

<b>Standard E7</b>	<b>The facility has defined and established procedures for Emergency Services and Disaster Management</b>
ME E7.1	There is procedure for receiving of casualties and their triage
ME E7.2	Emergency protocols are defined and implemented
ME E7.3	The facility has disaster management plan in place
ME E7.4	The facility ensures adequate and timely availability of ambulance services
ME E7.5	There is a procedure for handling medico legal cases
<b>Standard E8</b>	<b>The facility has defined and established procedures for diagnostic services</b>
ME E8.1	There are established procedures for Pre-testing Activities
ME E8.2	There are established procedures for testing Activities
ME E8.3	There are established procedures for Post-testing Activities
ME E8.4	There are established procedures for Laboratory Diagnosis of Tuberculosis as per prevalent Guidelines
ME E8.5	There are established procedures for Laboratory Diagnosis of Malaria as per prevalent Guidelines
<b>Maternal and Child Health Services</b>	
<b>Standard E9</b>	<b>The facility has established procedures for Antenatal care as per guidelines</b>
ME E9.1	There is an established procedure for Registration and follow up of pregnant women
ME E9.2	There is an established procedure for History taking, Physical examination, and counselling of each antenatal woman, visiting the facility.
ME E9.3	The facility ensures of drugs and diagnostics are prescribed as per protocol
ME E9.4	There is an established procedure for identification of High risk pregnancies, and their timely referral.
ME E9.5	There is an established procedure for identification and management of anaemia
ME E9.6	Counselling of pregnant women is done as per standard protocol and gestational age
<b>Standard E10</b>	<b>The facility has established procedures for Intranatal care as per guidelines</b>
ME E10.1	Established procedures and standard protocols for management of different stages of labour, and AMTSL (Active Management of third Stage of labour) are followed at the facility
ME E10.2	There is established procedure for management/Referral of Obstetrics Emergencies as per scope of services.
ME E10.3	There is an established procedure for new born resuscitation and newborn care.
<b>Standard E11</b>	<b>The facility has established procedures for postnatal care as per guidelines</b>
ME E11.1	Post partum Care is provided during postnatal period
ME E11.2	The facility ensures adequate stay of mother and newborn in a safe environment as per standard Protocol
ME E11.3	There is an established procedure for Post partum counselling during postnatal period
<b>Standard E12</b>	<b>The facility has established procedures for care of new born, infant and child as per guidelines</b>
ME E12.1	The facility provides immunization services as per guidelines
ME E12.2	Triage, Assessment and Management of newborns having emergency signs are done as per guidelines
ME E12.3	Management of Newborn Illness is done as per relevant protocols
ME E12.4	Management of children presenting with fever, cough/ breathlessness is done as per guidelines
ME E12.5	Management of children with severe Acute Malnutrition is done as per guidelines
ME E12.6	Management of children presenting with diarrhoea is done per guidelines

<b>Standard E13</b>	<b>The facility has established procedures for abortion and family planning as per government guidelines and low</b>
ME E13.1	Family planning counselling services provided as per guidelines
ME E13.2	The facility provides spacing method of family planning as per guidelines
ME E13.3	The facility provides IUD service for family planning as per guidelines
ME E13.4	The facility provide counselling services for Medical Termination of Pregnancy as per guidelines
ME E13.5	The facility provide abortion services for 1st trimester as per guidelines
<b>Standard E14</b>	<b>The facility provides Adolescent Reproductive and Sexual Health services as per guidelines</b>
ME E14.1	The facility provides Promotive ARSH Services
ME E14.2	The facility provides Preventive ARSH Services
ME E14.3	The facility provides Curative ARSH Services
ME E14.4	The facility provides Referral Services for ARSH
<b>National Health Programmes</b>	
<b>Standard E15</b>	<b>The facility provides National health Programme as per operational/Clinical Guidelines of the Government</b>
ME E15.1	The facility provides services under National Vector Borne Disease Control Programme as per guidelines
ME E15.2	The facility provides services under Revised National TB Control Programme as per guidelines
ME E15.3	The facility provides services under National Leprosy Eradication Programme as per guidelines
ME E15.4	The facility provides services under National AIDS Control Programme as per guidelines
ME E15.5	The facility provides services under National Programme for control of Blindness as per guidelines
ME E15.6	The facility provides services under Mental Health Programme as per guidelines
ME E15.7	The facility provides services under National Programme for the health care of the elderly as per guidelines
ME E15.8	The facility provides service under National Programme for Prevention and Control of cancer, diabetes, cardiovascular diseases and stroke (NPCDCS) as per guidelines
ME E15.9	The facility provide service for Integrated disease surveillance Programme as per guidelines
ME E15.10	The facility provide services under National Programme for prevention and control of deafness as per guidelines
ME E15.11	The facility provides services under School Health Programme as per guidelines
ME E15.12	The facility provides services under Universal Immunization Programme as per guidelines
ME E15.13	The facility provides services under National Iodine deficiency Programme as per guidelines
ME E15.14	The facility provides services under National Tobacco Control Programme as per guidelines

## AREA OF CONCERN - F : INFECTION CONTROL

### Overview

The first principle of health care is “to do no harm”. As Public health facility usually have high occupancy, the Infection control practices become more critical to avoid cross-infection and its spread. This area of concern covers Infection control practices, hand-hygiene, antisepsis, personal protection, processing of equipment, environment control, and Biomedical Waste Management.

<p><b>STANDARD F1</b> THE FACILITY HAS INFECTION CONTROL PROGRAMME, AND THERE ARE PROCEDURES IN PLACE FOR PREVENTION, CONTROL AND MEASUREMENT OF HOSPITAL ASSOCIATED INFECTIONS</p>	<p>This standard is concerned with the implementation of Infection control programme at the facility. It includes periodic medical check-up and immunization of staff and monitoring of Infection control Practices.</p>
<p><b>STANDARD F2</b> THE FACILITY HAS DEFINED AND IMPLEMENTED PROCEDURES FOR ENSURING HAND HYGIENE PRACTICES AND ANTISEPSIS</p>	<p>This standard is concerned with practices of hand washing and antisepsis. Availability of Hand washing facilities with soap and running water should be observed at the point of use. Technique of the hand washing for assessing the practices, and effectiveness of training may be observed.</p>
<p><b>STANDARD F3</b> THE FACILITY ENSURES AVAILABILITY OF MATERIAL FOR PERSONAL PROTECTION, AND FACILITY STAFF FOLLOWS STANDARD PRECAUTION FOR PERSONAL PROTECTION</p>	<p>This standard is concerned with usage of Personal Protection Equipment (PPE) such as gloves, mask, apron, etc. Interaction with staff may reveal the adequacy of supply of PPE. Assessor should also observe whether staff uses correct method of wearing personal protection equipment.</p>
<p><b>STANDARD F4</b> THE FACILITY HAS STANDARD PROCEDURES FOR PROCESSING FOR DISINFECTION AND STERILIZATION OF EQUIPMENT AND INSTRUMENTS</p>	<p>This Standard is concerned with standard procedures, related to processing of equipment and instruments. There should be processes to include adequate decontamination, cleaning, disinfection and sterilization of equipment and instruments. These practices should be observed and staff should be interviewed for compliance to certain standard procedures.</p>
<p><b>STANDARD F5</b> PHYSICAL LAYOUT AND ENVIRONMENTAL CONTROL OF THE PATIENT CARE AREAS ENSURE INFECTION PREVENTION</p>	<p>The standard pertains to environment cleaning. It assesses whether layout and arrangement of processes is conducive for the infection control or not. Environment cleaning processes like mopping, decontamination of surfaces and spill management are covered here.</p>
<p><b>STANDARD F6</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR SEGREGATION, COLLECTION, TREATMENT AND DISPOSAL OF BIO-MEDICAL AND HAZARDOUS WASTE</p>	<p>This standard is concerned with Management of Biomedical waste management including its segregation, transportation, disposal and management of sharps. Availability of equipment and practices of segregation can be directly observed. Staff should be interviewed about the procedure for management of the needle stick injuries. Storage and transportation of waste should be observed and records are verified.</p>

<b>Area of Concern - F: Infection Control</b>	
<b>Standard F1</b>	<b>The facility has infection control Programme and procedures in place for prevention, control, and measurement of hospital associated infection</b>
ME F1.1	There is Provision of Periodic Medical Check-up and immunization of the staff
ME F1.2	The facility has established procedures for regular monitoring of infection control practices, and infection rates are calculated
<b>Standard F2</b>	<b>The facility has defined and Implemented procedures for ensuring hand hygiene practices and antisepsis</b>
ME F2.1	Hand hygiene facilities are provided at point of use
ME F2.2	The facility staff is trained in hand washing and hand rub practices and they adhere to standard hand washing and hand rub practices
ME F2.3	The facility ensures availability of material for ensuring antisepsis
<b>Standard F3</b>	<b>The facility ensures availability of material for personal protection, and facility staff follow standard precaution for personal protection</b>
ME F3.1	The facility ensures availability personal protection Equipment as per requirements
ME F3.2	The facility staff adheres to standard personal protection practices
<b>Standard F4</b>	<b>The facility has standard procedures for processing for Disinfection and sterilization of equipment and instruments</b>
ME F4.1	The facility ensures availability of materials for decontamination and cleaning of instruments, and standard practices are followed in procedure areas
ME F4.2	The facility ensures standard practices and materials for disinfection and sterilization of instruments and equipment
<b>Standard F5</b>	<b>Physical layout and environmental control of the patient care areas ensures infection prevention</b>
ME F5.1	Layout of the department is conducive for the infection control practices
ME F5.2	The facility ensures availability of standard materials for cleaning and disinfection of patient care areas
ME F5.3	The facility ensures standard practices are followed for cleaning and disinfection of patient care areas
<b>Standard F6</b>	<b>The facility has defined and established procedures for segregation, collection, treatment and disposal of Bio Medical and hazardous Waste</b>
ME F6.1	The facility Ensures segregation of Bio Medical Waste as per guidelines and 'on-site' management of waste is carried out as per guidelines
ME F6.2	The facility ensures management of sharps as per guidelines
ME F6.3	The facility ensures transportation and disposal of waste as per guidelines

## AREA OF CONCERN - G : QUALITY MANAGEMENT

### Overview

Quality management requires a set of interrelated activities that assure quality of services according to set standards and strive to improve upon it through a systematic planning, implementation, checking and acting upon the compliances. The standards in this area concern are the opportunities for improvement to enhance quality of services and patient satisfaction. These standards are in synchronization with facility based quality assurance programme given in 'Operational Guidelines for Quality Assurance in Public Health facilities.

<p><b>STANDARD G1</b> THE FACILITY HAS DEFINED AND ESTABLISHED ORGANIZATIONAL FRAMEWORK &amp; QUALITY POLICY FOR QUALITY ASSURANCE</p>	<p>Standard G1 is concerned with creating a Quality Team at the facility and making it functional. Assessor may review the document and interact with Quality Team members to know how frequently they meet and responsibilities have been delegated to them. Quality team meeting records may be reviewed. This standard is also concerned with establishment and dissemination of quality policy and objectives in the PHC. The staff may be interviewed to know their awareness of Quality policy and Objectives. Review of records should be done for assessing that Quality objectives meet SMART criteria, and have been reviewed periodically.</p>
<p><b>STANDARD G2</b> THE FACILITY HAS ESTABLISHED SYSTEM FOR PATIENT AND EMPLOYEE SATISFACTION</p>	<p>This standard is concerned with having a system of measurement of patient and employee satisfaction. This includes periodic patients' satisfaction survey, analysis of the feedback and preparing action plan. Assessors should review the records pertaining to patient satisfaction and employee satisfaction survey to ascertain that Patient feedback is taken at prescribed intervals and adequate sample size is adequate.</p>
<p><b>STANDARD G3</b> THE FACILITY HAS ESTABLISHED SYSTEM FOR ASSURING AND IMPROVING QUALITY OF CLINICAL &amp; SUPPORT SERVICES BY INTERNAL &amp; EXTERNAL PROGRAMME</p>	<p>This Standard pertains to the processes of internal assessment, medical and death audit at a defined periodicity. Review of Internal assessment and clinical audit records may reveal their adequacy and periodicity. This standard is also concerned with implementation of quality assurance programmes within departments such as EQAS of diagnostic services, daily round and use of departmental check-lists, EQUAS records at laboratory, etc.</p>
<p><b>STANDARD G4</b> THE FACILITY HAS ESTABLISHED, DOCUMENTED IMPLEMENTED AND MAINTAINED STANDARD OPERATING PROCEDURES FOR ALL KEY PROCESSES AND SUPPORT SERVICES</p>	<p>This standard is concerned with availability and adequacy of Standard operating procedures and work instructions with the respective process owners. Display of work instructions and clinical protocols should be observed during the assessment.</p>



<b>Area of Concern - G: Quality Management</b>	
<b>Standard G1</b>	<b>The facility has defined and established organizational framework and Quality policy for Quality Assurance</b>
ME G1.1	The facility has a quality team in place
ME G1.2	The facility has defined quality policy and it has been disseminated
ME G1.3	Quality objectives have been defined, and the objectives are reviewed and monitored periodically
ME G1.4	The facility reviews quality of its services at periodic intervals
<b>Standard G2</b>	<b>The facility has established system for patient and employee satisfaction</b>
ME G2.1	Patient satisfaction surveys are conducted periodically
ME G2.2	The facility analyses patient feed-back, and root-cause analysis is undertaken periodically
ME G2.3	The facility prepares the action plans for the areas, contributing to low satisfaction of patients
<b>Standard G3</b>	<b>The facility have established system for assuring and improving quality of Clinical and support services by internal and external program</b>
ME G3.1	The facility has established internal quality assurance programme
ME G3.2	The facility has established external assurance programmes
ME G3.3	The facility conducts the periodic prescription/ medical/death audits
ME G3.4	The facility ensures non compliances are enumerated and recorded adequately
ME G3.5	Action plan is made on the gaps found in the assessment / audit process
ME G3.6	Corrective and preventive actions are taken to address issues, observed in the assessment and audit
ME G3.7	The facility uses method for quality improvement in services
ME G3.8	The facility uses tools for quality improvement in services
<b>Standard G4</b>	<b>The facility has established, documented implemented and maintained Standard Operating Procedures for all key processes and support services</b>
ME G4.1	Departmental standard operating procedures are available with the users
ME G4.2	Standard Operating Procedures adequately describes process and procedures
ME G4.3	The Staff is trained on SOPs, and they are aware of the procedures
ME G4.4	The Work instructions are displayed at point of their use

## AREA OF CONCERN - H : OUTCOME

### Overview

Measurement of the quality is critical to improvement of processes and outcomes. This area of concern has four standard measures for quality- Productivity, Efficiency, Clinical Care and Service quality in terms of measurable indicators. Every standard under this area has two aspects – Firstly, there is a system of measurement of indicators at the health facility; and secondly, how the facility meets the benchmark. It is realised that in the beginning, many indicators given in these standards may not be getting measured across all facilities, and therefore it would be difficult to set benchmark beforehand. However, with the passage of time, the state can set their benchmarks, and evaluate performance of health facilities against the set benchmarks.

<p><b>STANDARD H1</b> THE FACILITY MEASURES PRODUCTIVITY INDICATORS AND ENSURES COMPLIANCE WITH STATE/NATIONAL BENCHMARKS</p>	<p>This standard is concerned with the measurement of Productivity indicators and meeting the benchmarks. This includes utilization indicators like daily OPD &amp; Deliveries conducted in the night. Assessor should review these records to ensure that these indicators are getting measured at the health facility.</p>
<p><b>STANDARD H2</b> THE FACILITY MEASURES EFFICIENCY INDICATORS AND ENSURE TO REACH STATE/NATIONAL BENCHMARKS</p>	<p>This standard pertains to measurement of efficiency indicators and meeting benchmark. This standard contains indicators that measure efficiency of processes, such as turnaround time, and efficiency of human resource like OPD per doctor. Review of records should be done to assess that these indicators have been measured correctly.</p>
<p><b>STANDARD H3</b> THE FACILITY MEASURES CLINICAL CARE &amp; SAFETY INDICATORS AND TRIES TO REACH STATE/NATIONAL BENCHMARKS</p>	<p>This Standard is concerned with the indicators of clinical quality, such as average length of stay and complication rates. Record review should be done to see the measurement of these indicators.</p>
<p><b>STANDARD H4</b> THE FACILITY MEASURES SERVICE QUALITY INDICATORS AND ENDEAVOURS TO REACH STATE/NATIONAL BENCHMARKS</p>	<p>This standard is concerned with indicators measuring service quality and patient satisfaction like Patient satisfaction score and waiting time and LAMA rate.</p>

Area of Concern - H: Outcomes	
<b>Standard H1</b>	<b>The facility measures Productivity Indicators and ensures compliance with State/National benchmarks</b>
ME H1.1	The facility measures productivity Indicators on monthly basis
ME H1.2	The facility measures equity indicators periodically
ME H1.3	The facility ensures compliance of key productivity indicators with national/state benchmarks
<b>Standard H2</b>	<b>The facility measures Efficiency Indicators and ensure to reach State/National Benchmark</b>
ME H2.1	The facility measures efficiency Indicators on monthly basis
ME H2.2	The facility ensures compliance of key efficiency indicators with national/state benchmarks
<b>Standard H3</b>	<b>The facility measures Clinical Care and Safety Indicators and tries to reach State/National benchmark</b>
ME H3.1	The facility measures Clinical Care and Safety Indicators on monthly basis
ME H3.2	The facility ensures compliance of key Clinical Care and Safety with national/state benchmarks
<b>Standard H4</b>	<b>The facility measures Service Quality Indicators and endeavours to reach State/National benchmark</b>
ME H4.1	The facility measures Service Quality Indicators on monthly basis
ME H4.2	The facility ensures compliance of key Service Quality with national/state benchmarks









## NATIONAL QUALITY ASSURANCE STANDARDS FOR URBAN PRIMARY HEALTH CENTRE

Area of Concern - A: Service Provision	
Standard A1	The facility provides Promotive, preventive and curative services
Standard A2	The facility provides RMNCHA Services
Standard A3	The facility provides Diagnostic Services, Para-clinical & support services.
Standard A4	The facility provides services as mandated in National Health Programmes.
Standard A5	The facility provides services as per local needs / State specific health Programmes as per guidelines
Area of Concern - B: Patients' Rights	
Standard B1	The service provided at facility are accessible
Standard B2	The service provided at facility are acceptable
Standard B3	The service provided at facility are affordable
Area of Concern - C: Inputs	
Standard C1	The facility has adequate & Safe infrastructure for delivery of assured services and meets the prevalent norms
Standard C2	The facility has adequate qualified and trained staff, required for providing the assured services to the current case load
Standard C3	The facility provides drugs and consumables required for assured services.
Standard C4	The facility has equipment & instruments required for assured list of services.
Area of Concern - D: Support Services	
Standard D1	The facility has established facility management programme for maintenance & upkeep of equipment & infrastructure to provide safe & secure environment to staff & users
Standard D2	The facility has defined procedure for storage, Inventory Management & dispensing of drugs in pharmacy
Standard D3	The facility has defined & established procedure for Community Participation for providing assured services
Standard D4	The facility has defined procedure for Governance & work Management
Standard D5	The facility has procedure for collecting & Reporting of the health facility related information
Area of Concern - E: Clinical Services	
Standard E1	The facility has defined procedures for registration and consultation of patients.
Standard E2	The facility has defined procedure for primary management and continuity of care with appropriate maintenance of records

Standard E 3	The facility has defined & implemented procedures for Drug administration and standard treatment guideline as mandated by Govt.
Standard E4	The facility has defined & establish procedure for Diagnostic Services
Standard E5	The facility has establish procedure for Maternal health care as per guideline
Standard E6	The facility has established procedure for care of New born & Child as per guideline
Standard E7	The facility has establish procedure for Family Planning as per Govt guideline
Standard E8	The facility provides Adolescent reproductive & sexual health services as per guideline
Standard E9	The facility provides National Health Programmes as per operational/clinical guidelines of the Government
<b>Area of Concern - F: Infection Control</b>	
Standard F1	The facility has defined & implemented procedure for ensuring Hand hygiene practices & asepsis
Standard F2	The facility ensures availability of Personal Protective equipment & follows standard precautions.
Standard F3	The facility has standard procedure for disinfection & sterilization of equipment & instrument
Standard F4	The facility has defined & establish procedure for segregation, collection, treatment & disposal of Bio medical & hazardous waste
<b>Area of Concern - G: Quality Management</b>	
Standard G1	The facility has established quality Assurance Programme as per state/National guidelines
Standard G2	The facility has established system for Patients and employees satisfaction
Standard G3	The facility has established, documented & implemented standard operating procedure system for its all key processes.
<b>Area of Concern - H: Outcomes</b>	
Standard H1	The facility measures its productivity, efficiency, clinical care & service Quality indicators
Standard H2	The facility endeavours to improve its performance to meet bench marks





## INTENT OF STANDARDS AND MEASURABLE ELEMENTS FOR URBAN PRIMARY HEALTH CENTRE

### AREA OF CONCERN - A : SERVICE PROVISION

#### Overview

This area of concern related to 'Service Provision' measures availability of committed services being available at the UPHC. It implies that all services, which are supposed to be available at an UPHC are available or alternative arrangements for their meaningful availability have been made. It needs to be appreciated that mere availability of human resources (who are capable of delivering the committed services), infrastructure, human resources, equipment, etc. does not necessarily ensure availability of the services.

<b>STANDARD A1</b> FACILITY PROVIDES PROMOTIVE, PREVENTIVE AND CURATIVE SERVICES	Compliance to this standard essentially include availability of OPD consultation for commonly treatable illnesses like Respiratory Tract Infections, GI Infections, Conjunctivitis, etc. as well as availability of minor procedures such as stitching, Incision & drainage under local anaesthesia, Nebulisation, suture removal, etc. The facility is also expected to provide detection of NCD such as Diabetes Mellitus, Hypertension, etc. as well as follow-up treatment of such conditions.
<b>STANDARD A2</b> FACILITY PROVIDES RMNCHA SERVICES	RMNCH+A services to the extent of its delivery as applicable to an OPD facility like UPHC need to be available at the facility. RMNCH+A approach covers continuum of care across the life-cycle. There are five measurable elements in this standard & each represents the services pertaining to one stage of life cycle i.e. Reproductive, Maternal, Newborn, Childhood & Adolescent. Under this standard, an UPHC is expected to provide services like ANC check-up, Stabilisation of Complicated delivery& referral, Family Planning services, Post-natal care, treatment of Newborn, Infants and Childhood illnesses & Adolescent Health.
<b>STANDARD A3</b> FACILITY PROVIDES DIAGNOSTIC SERVICES, PARA-CLINICAL & SUPPORT SERVICES	<p>This standard mandates the UPHC to provide commensurate pharmacy, diagnostics, medico-legal and support services at the facility, so that all mandated functions are undertaken, as per need. If the diagnostic services are not available within the UPHC, there should be a robust functional linkage with other facilities (Govt / Private), so that only approved expenditure (as per norm of the UPHC) is incurred in availing such facilities and required reports are available for making decisions for treatment &amp; referral. The UPHC is expected to be the first port of call for treatment. Therefore, other than rendering primary treatment and referral, the UPHC would have facility for medico-legal examination within the facility, or there is a linkage with another institution, where such cases.</p> <p>would be referred. The Standard also mandates that the facility would not deny the available treatment to needy patients merely on the ground that medico-legal facilities are not available at the same UPHC.</p>
<b>STANDARD A4</b> THE FACILITY PROVIDES SERVICES AS MANDATED IN THE NATIONAL HEALTH PROGRAMMES	Most of the National Health Programmes have a set of interventions, which are required to be undertaken by UPHC at two locations – (a) Within the Geographical boundary of UPHC, and (b) Out-reach Activities, which are directly or indirectly mentored or supervised by the UPHC. Compliance to this standard ensures availability of the both set of services under the various National Health Programmes. The measurable elements in these standards measure availability of the services under the National Health Programme, as applicable at UPHC.
<b>STANDARD A5</b> THE FACILITY PROVIDES SERVICES AS PER LOCAL NEEDS/STATE SPECIFIC HEALTH PROGRAMMES AS PER GUIDELINES	The UPHC is expected to address to the need of specific local health issues/ conditions, prevalent in a defined geographical area. Under this Standard, compliance to such requirement is measured. It is acknowledged that checkpoints for this Standard and supporting measurable elements would need additional inclusion during the customisation stage, so as to capture the compliance of the Health Facility to this standard.

Area of Concern - A: Service Provision	
<b>Standard A1</b>	<b>The facility provides Promotive, preventive and curative services</b>
ME A1.1	The facility provides treatment of common ailments
ME A1.2	The facility provides Accident & Emergency Services
ME A1.3	The facility provides AYUSH Services
ME A1.4	Services are available for the time period as mandated
<b>Standard A2</b>	<b>The facility provides RMNCHA Services</b>
ME A2.1	The facility provides Reproductive health Services
ME A2.2	The facility provides Maternal health Services
ME A2.3	The facility provides Newborn health Services
ME A2.4	The facility provides Child health Services
ME A2.5	The facility provides Adolescent health Services
<b>Standard A3</b>	<b>The facility provides Diagnostic Services, Para-clinical &amp; support services</b>
ME A3.1	The facility provides Pharmacy services
ME A3.2	The facility provides diagnostic services
ME A3.3	The facility provides medico legal and administrative services
ME A3.4	The facility provides support services
<b>Standard A4</b>	<b>The facility provides services as mandated in National Health Programmes</b>
ME A4.1	The facility provides services under National Vector Borne Disease Control Programme as per guidelines
ME A4.2	The facility provides services under Revised National TB Control Programme as per guidelines
ME A4.3	The facility provides services under National Leprosy Eradication Programme as per guidelines
ME A4.4	The facility provides services under National AIDS Control Programme as per guidelines
ME A4.5	The facility provides services under National Programme for prevention and control of Blindness as per guidelines
ME A4.6	The facility provides services under Mental Health Programme as per guidelines
ME A4.7	The facility provides services under National Programme for the health care of the elderly as per guidelines
ME A4.8	The facility provides services under National Programme for Prevention and control of Cancer, Diabetes, Cardiovascular diseases & Stroke (NPCDCS) as per guidelines
ME A4.9	The facility provides services under Integrated Disease Surveillance Programme as per Guidelines
ME A4.10	The facility provides services under National health Programme for deafness
ME A4.11	The facility provides services under Universal Immunization Programme (UIP) as per guidelines
ME A4.12	The facility provides services under National Iodine deficiency Programme as per guidelines
ME A4.13	The facility provides services under National Tobacco Control Programme as per guidelines
ME A4.14	The facility provides services under National Oral Health Care Programme
<b>Standard A5</b>	<b>The facility provides services as per local needs / State specific health Programmes as per guidelines</b>
ME A5.1	The facility maps its vulnerable population enabling micro-planning for outreach services
ME A5.2	The facility provides services as per local needs/ state specific health Programmes as per guidelines

## AREA OF CONCERN - B : PATIENTS' RIGHTS

### Overview

The 'Area of Concern: B' relates to patients' rights in a Health Facility. This includes many dimension of patients' interface with the Health System – the services are accessible, acceptable and affordable. Accessibility of the Services has many dimensions – User-friendly signage system, display of information pertaining to entitlements, citizen's charter & system of complaint management & grievance redressal. Under this area of concern, the facility needs to ensure service delivery with dignity without any differentiation on account of caste, economic status, religion, and gender. Confidentiality of patient related information and records are preserved. The information is assessed by the authorised personnel on 'Need to know' basis. Standards under this area of concern also assesses, whether the services provided at UPHC are affordable to beneficiaries, without having any financial exclusion. Physical Access is equally important dimension of Patients' Rights. Therefore, a ramp at entrance, disable friendly toilets & railings, appropriate siting of medicine counter, etc. would all be required at UPHC to comply with Quality Standards under this Area of Concern.

<p><b>STANDARD B1</b> THE SERVICES PROVIDED AT THE FACILITY ARE ACCESSIBLE</p>	<p>This Standard defines obligation of the UPHC with regards to signage, so that a visitor can reach the facility, and desired department within the facility. Therefore, one of the key points is 'user-friendliness'. All the signage's are expected to be bilingual. However, Local Government order may take precedence in exceptional circumstances. The structure of the facility is required to be disable-friendly, and as well as patient-friendly. The facility should have 'citizen's charter' and information, which a patient may need during the course of visit to health facility, should be readily displayed. It should also include information pertaining to Grievance redressal system, put in place at the health facility. The service providers are also expected to obtain consent from the beneficiaries before commencement of treatment or procedure. Type of consent could vary, largely depending upon the condition &amp; circumstances, such implied consent, expressed, informed consents. The standard also expected that patients and visitors would be educated in the facility through appropriate IEC / BCC intervention.</p>
<p><b>STANDARD B2</b> THE SERVICES PROVIDED AT THE FACILITY ARE ACCEPTABLE</p>	<p>This standard pertains to ensure that UPHC has a sensitive system for gender related issue in place. This also ensures providing adequate visual and verbal privacy of all patients. Information and records pertaining to patients are protected and disclosed only to those who 'need to know'. Religious and cultural preferences of patients are always considered, at every point of interface between patients &amp; relatives and service providers. One of the important requirements under this standard is that service providers' behaviour with service seekers is always dignified, respectful and emphatic. This dimension of the standard attains further importance at Public Health Facilities in India, where often, one comes across issues pertaining to un-courteous behaviour of service providers.</p>
<p><b>STANDARD B3</b> THE SERVICE PROVIDED AT THE FACILITY IS AFFORDABLE</p>	<p>Under this Standard, the Public Health Facilities at all levels are required to meet obligations under the National Health Programmes. Under the RMNCH+A approach, the care is meant to be free of cost. Additionally, the states have social &amp; health protection scheme, so that Out of Pocket expenditure (OPE) is minimized first and eliminated altogether, primarily for BPL population. The standard also demands that facility would be meeting its obligation of providing free diagnostic and drugs as per Essential Drug List (EDL).</p>

<b>Area of Concern - B: Patients' Rights</b>	
<b>Standard B1</b>	<b>The service provided at facility are accessible</b>
ME B1.1	The facility has uniform and user-friendly signage system
ME B1.2	The facility displays the services and entitlements available
ME B1.3	The facility has established citizen charter
ME B1.4	Patients & visitors are sensitized and educated through appropriate IEC / BCC approaches
ME B1.5	Information is available in bi-lingual signage and easy to understand
ME B1.6	The facility has defined and established grievance redressed system in place
ME B1.7	Information about the treatment is shared with patients or attendants and consent is taken wherever required
ME B1.8	Access to facility is provided without any physical barrier
<b>Standard B2</b>	<b>The service provided at facility are acceptable</b>
ME B2.1	Services are provided in manner that are sensitive to gender
ME B2.2	Adequate visual privacy is provided at every point of care
ME B2.3	Confidentiality of patients' records and clinical information is maintained
ME B2.4	The facility ensures the behaviour of staff is dignified and respectful, while delivering the services
ME B2.5	Religious and cultural preferences of patients and attendants are taken into consideration while delivering services
<b>Standard B3</b>	<b>The service provided at facility are affordable</b>
ME B3.1	The facility provides cashless services to all patients including pregnant women, mothers and sick children as per prevalent government schemes
ME B3.2	The facility provide free of cost treatment to Below poverty line patients without administrative hassles
ME B3.3	The facility ensures that the drugs prescribed are available in the pharmacy
ME B3.4	The facility ensure investigation prescribed are available at the Laboratory

## AREA OF CONCERN - C : INPUTS

### Overview

A viable Quality Assurance System requires three components – Structure, Process and Outcome. The area of concern ‘C’ predominantly covers structural requirement of the facility. Separate quality standards under this group look at compliance of UPHC to availability of ‘Input’ component. Thus, there should be availability of minimum infrastructure which is safe, staffs is available in adequate number and the staff has knowledge and skill to deliver the UPHC mandated services, adequate quantity of drugs & consumable are available, and required equipment & instruments are there. Quality standards given in this area of concern take cognizance of the requirement of facility, which are ‘essential’ for the delivery of mandated health care. However, the focus is on ensuring presence of minimum level of inputs, which is needed for given case-load. The words like ‘adequate’ and ‘as per load’ has been given in the requirements for many standards & measurable elements, as it would be hard to have uniform norm for every level of the facility.

<p><b>STANDARD C1</b> THE FACILITY HAS ADEQUATE &amp; SAFE INFRASTRUCTURE FOR DELIVERY OF ASSURED SERVICES, AND IT MEETS THE PREVALENT NORMS</p>	<p>This standard measures adequacy of the facility’s infrastructure in terms of space, patient amenities, layout, circulation area, communication facilities etc. Minimum requirement for space, layout and patient amenities are given for some of departments, but assessors are expected to use their judgement to assess whether the available space is adequate for the given work-load. Compliance to most of the measurable elements can be assessed by direct observation except for checking functional adequacy, where discussion with facility staff may be required to know the process flow between the departments, and also within a department.</p> <p>This also deals with Physical safety of the infrastructure and includes seismic safety, electrical safety, and general condition of infrastructure. This standard also mandates for adequate fire-safety measures being implemented at the facility</p>
<p><b>STANDARD C2</b> THE FACILITY HAS ADEQUATE QUALIFIED AND TRAINED STAFF, REQUIRED FOR PROVIDING THE ASSURED SERVICES TO THE CURRENT CASELOAD</p>	<p>This standard measures the numerical adequacy and skill-sets of the staff. It includes availability of doctors, nurses, paramedical and support staff. It also assesses whether the staff has been trained as per their job description &amp; responsibilities, and have the appropriate skill sets to carry out their duties. Skill sets may be assessed by reviewing training records, taking staff interviews and through demonstration to check whether the staff has requisite skills to perform procedures / their duties.</p>
<p><b>STANDARD C3</b> THE FACILITY PROVIDES DRUGS AND CONSUMABLES REQUIRED FOR ASSURED SERVICES</p>	<p>This Standard measures availability of drugs and consumables at different service areas of UPHC. This includes drugs (including drugs required for Emergency treatment), IV Fluids, splints, Oxygen, vaccines, lab reagents and contraceptives. In addition, the standard also looks at the availability of drugs at every point of use, including adequate quantity of EDL at the pharmacy. It is expected under this standard that drugs under National Health Programmes would also be available at UPHC as per programme guidelines.</p> <p>Similarly, other consumables would also be available at every point of use.</p>
<p><b>STANDARD C4</b> THE FACILITY HAS EQUIPMENT &amp; INSTRUMENTS REQUIRED FOR ASSURED LIST OF SERVICES</p>	<p>This standard is concerned with the availability of necessary equipment and instruments in the facility. The instruments and equipment have been categorized into sub groups as per their use, and measurable elements have been assigned to each sub group, such as examination and monitoring, clinical procedures, diagnostic equipment, resuscitation equipment, storage equipment and equipment used for non-clinical and support services.</p> <p>The standard also looks at the availability of required furniture &amp; fixture in usable condition within the facility. Since one of the major activities, undertaken by UPHC, pertains to out-reach sessions in community. Therefore, the standard warrants that the facility would have equipment, instrument and furniture &amp; fixtures, which are required for out-reach activities.</p>

Area of Concern - C: Inputs	
<b>Standard C1</b>	<b>The facility has adequate &amp; Safe infrastructure for delivery of assured services and meets the prevalent norms</b>
ME C1.1	Departments have adequate space as per patient load
ME C1.2	Amenities for Patients & Staff are available as per load
ME C1.3	Departments have layout and demarcated areas as per functions
ME C1.4	The facility has infrastructure for intramural and extramural communication
ME C1.5	The facility ensures safety of electrical installations
ME C1.6	Physical condition of buildings are safe for providing patient care
ME C1.7	The facility ensures fire safety measures including firefighting equipment
<b>Standard C2</b>	<b>The facility has adequate qualified and trained staff, required for providing the assured services to the current case load</b>
ME C2.1	The facility has adequate medical officers as per service provision and work load
ME C2.2	The facility has adequate nursing staff/Paramedics as per service provision and work load
ME C2.3	The facility has adequate support staff/Health Workers as per service provision and workload
ME C2.4	The Staff has been imparted necessary trainings/skill set to enable them to meet their roles & responsibilities
ME C2.5	The Staff is skilled and competent as per job description
<b>Standard C3</b>	<b>The facility provides drugs and consumables required for assured services.</b>
ME C3.1	The facility has availability of adequate drugs at point of use
ME C3.2	The facility has availability of adequate consumables at point of use
<b>Standard C4</b>	<b>The facility has equipment &amp; instruments required for assured list of services.</b>
ME C4.1	Availability of equipment & instruments for examination & monitoring of patients
ME C4.2	Availability of equipment & instruments for treatment procedures, being undertaken in the facility
ME C4.3	Availability of equipment & instruments for diagnostic procedures being undertaken in the facility
ME C4.4	Availability of equipment for storage
ME C4.5	Availability of patient furniture and fixtures as per load and service provision
ME C4.6	Availability of functional equipment and instruments for support & outreach services

## AREA OF CONCERN - D : SUPPORT SERVICES

### Overview

The expected clinical outcome cannot be envisaged in absence of sturdy support services. Support Services have an important role in ensuring that PUHC delivers all mandated services qualitatively. This area of concern includes maintenance of critical equipment and the facility having comfortable, conducive and safe environment for patients and facility staff. The available space is clutter-free. Safe & potable drinking water is available. There is a system for calibration of measurable equipment, drug storage and inventory management, security services, facility management and power back up. The Standards for Administrative processes under this area of concern look at the functioning of RKS, Financial management and legal compliances. The staff deputation and contract management have also been included here, which also includes various monitoring & reporting activities of UPHC, especially with regards to the National Health Programmes.

<p><b>STANDARD D1</b> THE FACILITY HAS AN ESTABLISHED FACILITY MANAGEMENT PROGRAMME FOR MAINTENANCE AND UPKEEP OF EQUIPMENT AND INFRASTRUCTURE TO PROVIDE SAFE AND SECURE ENVIRONMENT TO STAFF AND THE USERS</p>	<p>The standard has many dimensions, starting with maintenance programme of critical equipment, creating comfortable environment for patients &amp; relatives, etc. and it culminates into the requirement of having power back up. It has been commonly observed that valuable space inside a health facility is occupied by Junk Material and unserviceable. The Standard also expects that the facility would have a system in place to address this issue. Illumination level in different areas of the health facility is required to be maintained as per norm. Maintenance of infrastructure as well as safety &amp; security of the staff and patients also needs to be ensured to attain compliance under the standard. Equipment at the facility is required to have a maintenance programme either AMC/ CMC, more so for the critical equipment, so that care of patients is not adversely affected due to unservice ability of equipment. Calibration records and labels on the measuring equipment are also required to be maintained to confirm the calibration. Operating instructions should be displayed or should be readily available with the users of the equipment.</p> <p>The Standard also expects that the facility would provide clean and conducive environment for patients and as well for the service providers. Thus proper ventilation, maintenance of ‘comfort zone’ temperature, safety &amp; security, mosquito-free environment, etc. are required to be ensured under this standard. The standard is also concerned with adequacy of facility management system such as facility’s cleaning processes, infrastructure maintenance, and control of stray animals, pest control inside the facility, etc. including power back-up.</p>
<p><b>STANDARD D2</b> THE FACILITY HAS DEFINED PROCEDURES FOR STORAGE; INVENTORY MANAGEMENT AND DISPENSING OF DRUGS AT PHARMACY</p>	<p>A health facility is expected to have a scientific system for demand forecasting and indenting of drugs and consumables. This standard is also concerned with safe storage of drugs and scientific management of the inventory, so that drugs and consumables are available in adequate quantity in patient care areas, without over-stocking of drugs or medicines getting expired. The standard has many dimensions such as processes of indenting, procurement, storage, expired drugs management, inventory /stock management in patient care areas. While assessing the drug management system, these practices should be looked for in the patient areas, dispensary and store.</p>
<p><b>STANDARD D3</b> THE FACILITY HAS DEFINED &amp; ESTABLISHED PROCEDURE FOR COMMUNITY PARTICIPATION FOR PROVIDING ASSURED SERVICES</p>	<p>A large number of activities do take place in out-reach setting for the targeted beneficiaries. This standard measures processes related to functioning of Mahila Arogya Samit (MAS), Rogi Kalyan Samiti (RKS) and community participation in the management of UPHC. Under the Communitisation, Rogi Kalyan Samitis are expected to have a greater role in management of UPHC, so that community has a voice in the facility and its expectations are met. Participation of the non-official members in RKS meetings should especially be ensured. AHSA plays an important role as mobiliser, facilitator and link-worker between community</p>

	<p>and UPHC. Thus, it is expected under this standard that functioning of ASHA would be supported, mentored and monitored by the UPHC. Quality of support in functioning of Mahila Arogya Samitis (MAS) within the targeted population would also be important as a part of compliance to this standard.</p>
<p><b>STANDARD D4</b> PHC HAS DEFINED PROCEDURE FOR GOVERNANCE &amp; WORK MANAGEMENT</p>	<p>This standard looks at the compliance of UPHC to those managerial functions, which may not have direct bearing in delivery of healthcare per se, but attributes of this standard have far-reaching implications, in term of utilisation of funds, management of outsourced services, compliance of Govt. guidelines and statutory requirements, etc. Beneficiaries at UPHC may also need a medical certificate for the sickness, which often needed by their employers.</p> <p>This standard is also concerned with the processes of staff management and their deployment. This includes availability of the job descriptions for different cadre of staff, processes regarding preparation of duty rosters and staff discipline. Staff can be interviewed to assess their awareness of the job functions. It should be assessed by observation and review of the records. Adherence to dress code should be observed during the assessment.</p>
<p><b>STANDARD D5</b> HOSPITAL HAS DEFINED AND ESTABLISHED PROCEDURE FOR COLLECTING &amp; REPORTING OF HEALTH FACILITY RELATED INFORMATION</p>	<p>Statistical information plays a critical role in planning and monitoring of health services in a given geographical area. This standard is concerned with timely and adequate reporting of Quality data, as required under the applicable National Health Programmes, and State's/UTs initiatives, programmes and departmental instructions. The Assessor should review the records of such reporting in term of record's quality, timeliness, adequacy and meeting the need of the health systems.</p>



<b>Area of Concern - D: Support Services</b>	
<b>Standard D1</b>	<b>The facility has established facility management programme for maintenance &amp; upkeep of equipment &amp; infrastructure to provide safe &amp; secure environment to staff &amp; users</b>
ME D1.1	The facility has system for maintenance of critical Equipment
ME D1.2	The facility ensures comfortable environment for patients and service providers
ME D1.3	Patient care areas are clean and hygienic
ME D1.4	The facility infrastructure is adequately maintained
ME D1.5	The facility has policy of removal of condemned junk material
ME D1.6	The facility maintains both the internal and open area of the facility.
ME D1.7	The facility provides adequate illumination level at patient care areas
ME D1.8	The facility provides Clean and adequate linen as per requirement
ME D1.9	The facility has adequate arrangement for storage and supply of potable water in all functional areas
ME D1.10	The facility ensures adequate power backup
<b>Standard D2</b>	<b>The facility has defined procedure for storage, Inventory Management &amp; dispensing of drugs in pharmacy</b>
ME D2.1	The facility has established procedures for estimation, indenting and procurement of drugs and consumables
ME D2.2	The facility ensures proper storage of drugs and consumables
ME D2.3	The facility ensures management of expiry and near expiry drugs
ME D2.4	The facility has established procedure for inventory management techniques
ME D2.5	There is process for storage of vaccines and other drugs, requiring controlled temperature & storage environment
ME D2.6	The facility has established procedure for dispensing of drugs
<b>Standard D3</b>	<b>The facility has defined &amp; established procedure for Community Participation for providing assured services</b>
ME D3.1	The facility has established procedures for management of activities of Rogi Kalyan Samiti
ME D3.2	The facility has established procedures for community based monitoring of its services
ME D3.3	The facility has established procedure for supporting and monitoring activities of community health work - ASHA
ME D3.4	The facility has established procedure for supporting and monitoring activities of Mahila Arogya Samiti
<b>Standard D4</b>	<b>The facility has defined procedure for Governance &amp; work Management</b>
ME D4.1	The facility ensures the proper utilization of fund provided to it
ME D4.2	There is established system for contract management for out-sourced services
ME D4.3	The facility has established job description as per Govt. guidelines
ME D4.4	The facility has an established procedure for duty roster and deputation of staff
ME D4.5	The facility ensures the adherence to dress code as mandated by the department
ME D4.6	The facility has requisite licenses and certificates, as required for operation of a health facility
ME D4.7	The facility ensures its processes are in compliance with statutory and legal requirement
ME D4.8	The facility has a defined protocol for the issue of medical certificates

<b>Standard D5</b>	<b>The facility has procedure for collecting &amp; Reporting of the health facility related information</b>
ME D5.1	The facility provides monitoring and reporting services under National Vector Borne Disease Control Programme as per guidelines
ME D5.2	The facility provides services monitoring and reporting services under Revised National TB Control Programme, as per guidelines
ME D5.3	The facility provides monitoring and reporting services under National Leprosy Eradication Programme as per guidelines
ME D5.4	The facility provides services under National AIDS Control Programme, as per guidelines
ME D5.5	The facility provides monitoring and reporting services under National Programme for control of Blindness as per guidelines
ME D5.6	The facility provides monitoring and reporting services under Mental Health Programme, as per guideline
ME D5.7	The facility provides monitoring and reporting services under National Programme for the health care of the elderly as per guidelines
ME D5.8	The facility provide monitoring and reporting service for prevention and control of Cancer, diabetes, cardiovascular disease and stroke as per guidelines
ME D5.9	The facility provide monitoring and reporting service for Integrated Disease Surveillance Programme, as per guidelines
ME D5.10	The facility provide services under National Programme for prevention and control of deafness, as per guidelines
ME D5.11	The facility provides monitoring and reporting services under Universal Immunization Programme, as per guidelines
ME D5.12	The facility provides monitoring and reporting services under National Iodine deficiency Programme, as per guidelines
ME D5.13	The facility provides monitoring and reporting services under National tobacco Control Programme, as per guidelines
ME D5.14	The facility Reports data for Mother and Child Tracking System as per Guidelines
ME D5.15	The facility Reports data for HMIS System as per Guidelines

## AREA OF CONCERN - E : CLINICAL SERVICES

### Overview

This Area of Concern 'E': Clinical Services pertains to organisation core functions, which are essentially undertaken to ensure for delivery of patient related services at the UPHC. Thus, the standards under this area of concern are directly 'Patient – centric', thereby endeavouring to put a system in place which is in consonance with patient flow in a health facility. The Standards under this area of concern have been grouped into three categories. First four standards are concerned with those clinical processes that ensure adequacy of care for the patients and include procedures for registration, consultation, clinical assessment, continuity of care, referral services, prescription practices, safe drug administration, maintenance of clinical records and diagnostic services by the facility.

The next sets of four standards are concerned with specific clinical processes for Maternal, Newborn, Child, Adolescent & Family Planning services, which are obvious priority programme interventions in our country. The last standard pertains to the National Health Programmes. These standards are based on the technical guidelines published by the Government of India on respective programmes and processes. However, it needs to be acknowledged here that gradually a shift from 'programme based approach' to health system's approach is taking place.

It may be difficult to assess clinical processes, as direct observation of clinical procedures may not always be possible and conducive at the time of assessment of health facility. Therefore, assessment of these standards would largely also depend upon collating information from many sources such as review of the clinical records and interaction with the staff and beneficiaries, elucidation of which require utmost care and sensitivity.

<p><b>STANDARD E1</b> THE FACILITY HAS DEFINED PROCEDURES FOR REGISTRATION AND CONSULTATION OF PATIENTS</p>	<p>This standard is concerned with the registration process and OPD consultation process in facility. Usually registration counter is the first interface between the beneficiaries and the health facility. Hence, other than reviewing records, direct observation of prevalent system including time taken in reaching the counter (in queue) and thereafter time taken for completing the registration, crowd management, behaviour of registration clerk, and subsequently his / her facilitation in reaching the OPD area, waiting &amp; consultation come within the purview of this standard. The Assessor should review the records to verify that necessary details of patients have been recorded, and that the patients have been given unique identification numbers. OPD consultation may be directly observed, followed by review of OPD tickets to ensure that patient history, examination details, provisional diagnosis etc. have been recorded on the OPD ticket.</p>
<p><b>STANDARD E2</b> THE FACILITY HAS PROCEDURES FOR PRIMARY MANAGEMENT AND CONTINUITY OF CARE OF PATIENTS WITH APPROPRIATE MAINTENANCE OF RECORDS</p>	<p>Primary Health Centres are usually the first point of contact where patient can get qualified medical attention. This standard includes process of initial assessment, reassessment and referral to another facility (if required), triage if more than one patient is received, linkages with higher institutions and follow-up of patients discharged from higher centres. The facility staff should be interviewed about the referral linkages, how they communicate with the referral hospital. Timely arrangement of correct type of ambulance/ vehicle as required for the clinical condition of patient would also be required under this standard. Safe storage and easy retrieval of Medical records is also part of this standards.</p>
<p><b>STANDARD E3</b> THE FACILITY HAS DEFINED &amp; IMPLEMENTED PROCEDURES FOR DRUG ADMINISTRATION, AND STANDARD TREATMENT GUIDELINES, AS MANDATED BY THE GOVERNMENT</p>	<p>This standard is concerned with assessing whether the patients are prescribed drugs according to the standard treatment guidelines and protocols. Patient prescriptions are assessed to ascertain that prescriptions are written in generic names only. This standard is also concerned with the process for checking drugs before administration and those related to self-medication. Patient's records should be reviewed for legibility of the writing, and recording of date and time of prescription orders. Safe injection practices like use of separate needle for multi-dose vial should be observed.</p>

<p><b>STANDARD E4</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR DIAGNOSTIC SERVICES</p>	<p>This standard deals with technical procedures related to organisation of work within laboratories and other diagnostic services. It includes pre-testing, testing and post-testing procedures. Generally pre-testing activities entail labelling of samples, system of tracing, handling of samples, processing, are few of key activities under this standard. The process for storage and transportation of samples needs are also covered under this standard, including personnel authorised to release the reports. Availability of critical values and biological references should also be ensured to maintain Internal &amp; External Quality Assurance Procedure. Since Malaria &amp; Tuberculosis are important Health Problems in the country. The programme guidelines have detailed procedures for availability of services and a system of validation. Diagnostic Services requirement of Malaria and Tuberculosis programmes have been included in this Standard.</p>
<p><b>STANDARD E5</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR MATERNAL HEALTH CARE AS PER GUIDELINES</p>	<p>This Standard is concerned with the processes, which ensure that adequate and quality antenatal and post-natal care are provided at the facility. It includes measurable elements for ANC registration, processes during check-up, identification of High Risk pregnancy, management of anaemia and counselling services. Staff at the ANC clinic should be interviewed and records should be reviewed for maintenance of MCP cards and registration of pregnant women. For assessing quality and adequacy of ANC check-up, direct observation may be undertaken after obtaining requisite permission. ANC records can be reviewed to see findings of examination and diagnostic tests are recorded. The assessment of follow-up of Anaemia cases should be reviewed. Beneficiaries and staff can be interacted for counselling on the nutrition, birth preparedness, family planning etc. Processes for Post-natal care are also part of this standard.</p>
<p><b>STANDARD E6</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR CARE OF NEWBORN AND CHILD AS PER GUIDELINES</p>	<p>This is concerned with adherence to clinical protocols for newborn and child health. It covers immunization, management of newborn and childhood illnesses like malnutrition, Pneumonia and diarrhoea. Immunization services are majorly assessed at immunization clinic. Staff interviews and observation should be done to assess availability of diluents, adherence to protocols of reconstitution of vaccine, storage of VVM labels and shake test.</p> <p>Adherence to clinical protocols for management of different illnesses in newborns and children should be done by interaction with the doctors and nursing staff. Particular attention is paid to early detection of Malnutrition cases. UPHC has significant role in delivery of Rashtriya Bal Swasthya Karyakram. Its compliance is checked under this standard.</p>
<p><b>STANDARD E7</b> THE FACILITY HAS ESTABLISHED PROCEDURES FOR FAMILY PLANNING AS PER GOVERNMENT GUIDELINES</p>	<p>This Standard is concerned with providing safe and quality family planning and abortion services. This includes standard practices and procedures for Family planning counselling, spacing methods, and procedures for abortion (including emergency contraceptive and mifeprestone/mifeprostol pills). Quality and adequacy of counselling services can be assessed by exit interview with the beneficiaries. The staff at family planning clinic may be interacted to assess adherence to the protocols for IUCD insertion, precaution &amp; contraindication for oral pills etc.</p>
<p><b>STANDARD E8</b> THE FACILITY PROVIDES ADOLESCENT REPRODUCTIVE AND SEXUAL HEALTH SERVICES AS PER GUIDELINES</p>	<p>This Standard is concerned with services related to adolescent Reproductive and Sexual health (ARSH) guidelines. It includes promotive, preventive, curative and referral services under the ARSH. The records of such services should be checked, facility staff be interviewed, and records are reviewed.</p>
<p><b>STANDARD E9</b> THE FACILITY PROVIDES SERVICES UNDER NATIONAL HEALTH PROGRAMMES AS PER OPERATIONAL /CLINICAL GUIDELINES OF THE GOVERNMENT</p>	<p>This Standard looks at adherence for programme guidelines and clinical care (as expected in a PUHC) under the National Health Programmes. For each of the National Health Programmes, availability of clinical services as per respective guidelines should be assessed. Compliance to measurable elements having relevant checkpoints could be ‘tracer’ at facility based care and also outreach services.</p>

<b>Area of Concern - E: Clinical Services</b>	
<b>Standard E1</b>	<b>The facility has defined procedures for registration and consultation of patients</b>
ME E1.1	The facility has established procedure for registration of patients
ME E1.2	The facility has an established procedure for OPD consultation
<b>Standard E2</b>	<b>The facility has defined procedure for primary management and continuity of care with appropriate maintenance of records</b>
ME E2.1	There is established procedure for initial assessment & Reassessment of patients
ME E2.2	The facility provides appropriate referral linkages for transfer to other/higher facilities to assure the continuity of care.
ME E2.3	The facility ensures follow up of patients
ME E2.4	The facility has establish procedure for Triage & disaster Management
ME E2.5	Emergency protocols are defined and implemented
ME E2.6	The facility ensures adequate and timely availability of ambulances services
ME E2.7	Clinical records are updated for care provided
ME E2.8	The facility ensures that standardized forms and formats are used for all purposes including registers
ME E2.9	The facility ensures safe and adequate storage and retrieval of medical records
<b>Standard E 3</b>	<b>The facility has defined &amp; implemented procedures for Drug administration and standard treatment guideline as mandated by Government</b>
ME E3.1	Medication orders are written legibly and adequately
ME E3.2	There is a procedure to check drug before administration & dispensing
ME E3.3	Patient is counselled for self-drug medication
ME E3.4	The facility ensures that drugs are prescribed in generic name only
ME E3.5	There is procedure of rational use of drugs
ME E3.6	Drugs are prescribed according to Standard Treatment Guidelines
<b>Standard E4</b>	<b>The facility has defined &amp; establish procedure for Diagnostic Services</b>
ME E4.1	There are established procedures for Pre-testing Activities
ME E4.2	There are established procedures for testing Activities
ME E4.3	There are established procedures for Post-testing Activities
ME E4.4	There are established procedures for laboratory diagnosis of Tuberculosis as per prevalent guidelines
ME E4.5	There are established procedures for laboratory diagnosis of Malaria as per prevalent guidelines
<b>Standard E5</b>	<b>The facility has establish procedure for Maternal health care as per guideline</b>
ME E5.1	There is an established procedure for Registration and follow up of pregnant women.
ME E5.2	There is an established procedure for History taking, Physical examination, and counselling of each antenatal woman, visiting the facility.
ME E5.3	The facility ensures of drugs & diagnostics are prescribed as per protocol
ME E5.4	There is an established procedure for identification of High risk pregnancy and appropriate & Timely referral.
ME E5.5	There is an established procedure for identification and management of anaemia
ME E5.6	Counselling of pregnant women is done as per standard protocol and gestational age

ME E5.7	There is an established procedures for Postnatal visits & counselling of Mother and Child
<b>Standard E6</b>	<b>The facility has established procedure for care of New born &amp; Child as per guideline</b>
ME E 6.1	Post-natal visit & counselling for New born care is provided as per guideline
ME E 6.2	Triage, Assessment & Management of Newborn having emergency signs are done as per guidelines
ME E 6.3	Management of children presenting with fever, cough/breathlessness is done as per guidelines
ME E 6.4	Management of children with severe Acute Malnutrition is done as per guidelines
ME E 6.5	Management of children presenting diarrhoea is done per guidelines
ME E 6.6	Screening & Referral of children as per guidelines of Rashtriya Bal Swasth Karyakram
<b>Standard E7</b>	<b>The facility has establish procedure for Family Planning as per Govt guideline</b>
ME E7.1	Family planning counselling services provided as per guidelines
ME E7.2	The acility provides spacing method of family planning as per guideline
ME E7.3	The facility provides IUCD service for family planning as per guidelines
ME E7.4	The facility provide counselling services for Medial Termination of Pregnancy as per guideline
ME E7.5	The facility provide abortion services for 1st trimester as per guideline
<b>Standard E8</b>	<b>The facility provides Adolescent reproductive &amp; sexual health services as per guideline</b>
ME E8.1	The facility provides Promotive ARSH Services
ME E8.2	The facility provides Preventive ARSH Services
ME E8.3	The facility provides Curative ARSH Services
ME E8.4	The facility provides Referral Services for ARSH
<b>Standard E9</b>	<b>The facility provides National Health Programmes as per operational/clinical guidelines of the Government</b>
ME E9.1	The facility provides service under National Vector Borne Disease Control Programme as per guidelines
ME E9.2	The facility provides services under Revised National TB Control Programme as per guidelines
ME E9.3	The facility provides service under National Leprosy Eradication Programme as per guidelines
ME E9.4	The facility provides service under National AIDS Control Programme as per guidelines
ME E9.5	The facility provides services under National Programme for control of Blindness as per guidelines
ME E9.6	The facility provides service under Mental Health Programme as per guidelines
ME E9.7	The facility provides service under National programme for the health care of the elderly as per guidelines
ME E9.8	The facility provides service under National Programme for Prevention and Control of cancer, diabetes, cardiovascular diseases & stroke (NPCDCS) as per guidelines
ME E9.9	The facility provide service for Integrated disease surveillance Programme
ME E9.10	The facility provide services under National Programme for prevention and control of deafness
ME E9.11	The facility provides services under Universal Immunization Programme as per guidelines
ME E9.12	The facility provides services under National Iodine deficiency Programme as per guidelines
ME E9.13	The facility provides services under National Tobacco Control Programme as per guidelines
ME E9.14	The facility provides services under National Oral Health Programme as per guideline

## AREA OF CONCERN - F : INFECTION CONTROL

### Overview

Prevalence of Hospital Acquired Infections remains unacceptably high in the country. The first principle of health care is “to do no harm”. Generally, Public health facilities have high caseload and infrastructure norms are not always met. Therefore, probability of acquiring infection remains high, unless a robust system for Infection control has been put in place. This area of concern cuts across many departments and hospital practices and looks at the Infection control practices, hand-hygiene, asepsis, personal protection, processing of equipment, environment control, and management of Biomedical Waste & Hazardous waste.

<p><b>STANDARD F1</b> THE FACILITY HAS DEFINED AND IMPLEMENTED PROCEDURES FOR ENSURING HAND HYGIENE PRACTICES AND ASEPSIS</p>	<p>This standard is concerned with availability of material in the hand-washing area, so that health providers have ready access to material. It also looks at the practice of hand washing. Availability of soap &amp; running water are critical inputs for ensuring ‘Hand – Hygiene’. This needs to be supported by correct knowledge and attitude among facility staff for the hand-hygiene. Technique of hand washing may be observed directly. Periodical Medical Examination of Facility workers are another important intervention to promote infection prevention and safety of workers at the UPHC. This standard looks at this aspect as well.</p>
<p><b>STANDARD F2</b> THE FACILITY ENSURES AVAILABILITY OF PERSONAL PROTECTION, AND FOLLOWS STANDARD PRECAUTIONS</p>	<p>This standard is concerned with usage of Personal Protection Equipment (PPE) such as gloves, mask, apron, etc. Interaction with staff may reveal adequacy of the supplies, required for the PPE. Assessor should also observe whether the staffs are using correct method of wearing personal protection equipment.</p>
<p><b>STANDARD F3</b> THE FACILITY HAS STANDARD PROCEDURES FOR PROCESSING FOR DISINFECTION AND STERILIZATION OF EQUIPMENT AND INSTRUMENTS</p>	<p>This Standard is concerned with standard procedures, related to processing of equipment and instruments. There should be processes to include adequate decontamination, cleaning, disinfection and sterilization of equipment and instruments. Source of information for assessing compliance to this standard may come from many sources – directly observing the procedures, and staff interview, etc.</p>
<p><b>STANDARD F4</b> THE FACILITY HAS DEFINED AND ESTABLISHED PROCEDURES FOR SEGREGATION, COLLECTION, TREATMENT AND DISPOSAL OF BIO-MEDICAL AND HAZARDOUS WASTE</p>	<p>This standard is concerned with Management of Biomedical waste management including its segregation, ‘on-site’ disinfection as per protocol, transportation, disposal, and management of sharps. Availability of equipment and practices of segregation can be directly observed. Staff should be interviewed about the procedure for management of the needle stick injuries. Storage and transportation of waste are observed. Waste generation, its collection by CWTF operator, record of injuries, referral of such cases and regulatory compliances are verified through review of record.</p>

Area of Concern - F: Infection Control	
<b>Standard F1</b>	<b>The facility has defined &amp; implemented procedure for ensuring Hand hygiene practices &amp; asepsis</b>
ME F1.1	Hand washing facilities are provided at point of use
ME F1.2	Staff is trained and adhere to standard hand washing practices
ME F1.3	The facility ensures standard practices for maintaining asepsis
<b>Standard F2</b>	<b>The facility ensures availability of Personal Protective equipment &amp; follows standard precautions</b>
ME F2.1	The facility ensures adequate personal protection equipment as per requirements
ME F2.2	Staff adheres to standard personal protection practices
<b>Standard F3</b>	<b>The facility has standard procedure for disinfection &amp; sterilization of equipment &amp; instrument</b>
ME F3.1	The facility ensures standard practices and materials for decontamination and cleaning of instruments and procedures areas
ME F3.2	The facility ensures standard practices and materials for disinfection and sterilization of instruments and equipment
<b>Standard F4</b>	<b>The facility has defined &amp; establish procedure for segregation, collection, treatment &amp; disposal of Bio medical &amp; hazardous waste</b>
ME F4.1	The facility ensures segregation of Bio Medical Waste as per guidelines
ME F4.2	The facility ensures management of sharps as per guidelines
ME F4.3	The facility ensures transportation and disposal of waste as per guidelines



## AREA OF CONCERN - G : QUALITY MANAGEMENT

### Overview

Quality management requires a set of interrelated activities, which are required to be undertaken at the Health Facility, so that implemented Quality System is internalised and sustained. The Quality system also contributes towards building a system of 'Continual' improvement. Therefore, Quality Standards under this area of concerns looks at the formation of a Quality team, development of Quality Policy & Objectives, activities for internal Quality assurance, medical & prescription audits, etc. A Quality system needs to be 'patient-centric'. Therefore, the facility needs to institutionalise patient satisfaction survey (PSS). Satisfaction of employee is also of paramount importance. Hence, the facility is expected to have institutional arrangement of conducting 'Employee Satisfaction Survey (ESS). One of the standards under this area of concern looks at the working with SOPs and protocols, which are needed for delivery of services at the facility.

<p><b>STANDARD G1</b> THE FACILITY HAS ESTABLISHED QUALITY ASSURANCE PROGRAMME AS PER STATE/ NATIONAL GUIDELINES</p>	<p>Standard G1 is concerned with constituting a Quality Team at the facility and making it functional. Assessor may review the document and interact with the Quality Team members to know how frequently they meet and whether responsibilities have been delegated to them. Quality team meeting records may be reviewed. This standard is also concerned with establishment and dissemination of quality policy and objectives in the UPHC. The staff may be interviewed to know their awareness of Quality policy and its objectives. Review of records should be done to ascertain that the set Quality objectives at the facility are meeting SMART criteria. The standard also looks at the system of periodical review of Quality objectives.</p>
<p><b>STANDARD G2</b> THE FACILITY HAS ESTABLISHED SYSTEMS FOR PATIENT AND EMPLOYEE SATISFACTION</p>	<p>This standard is concerned with having a system of measurement of patient and employee satisfaction. This includes periodic patients' satisfaction survey, analysis of the feedback and preparing action plan. Assessors should review the records pertaining to patient satisfaction and employee satisfaction survey to ascertain that Patient feedback is taken at prescribed intervals and the sample size is adequate.</p>
<p><b>STANDARD G3</b> THE FACILITY HAS ESTABLISHED, DOCUMENTED AND IMPLEMENTED STANDARD OPERATING PROCEDURE SYSTEM FOR ITS ALL KEY PROCESSES</p>	<p>Standard G3 is concerned with availability and adequacy of Standard operating procedures and work instructions with the respective process owners. Display of work instructions and clinical protocols should be observed during the assessment.</p>

<b>Area of Concern - G: Quality Management</b>	
<b>Standard G1</b>	<b>The facility has established quality Assurance Programme as per state/National guidelines</b>
ME G1.1	The facility has a quality team in place
ME G1.2	The facility has defined quality policy and it has been disseminated
ME G1.3	Quality objectives have been defined, and the objectives are reviewed and monitored
ME G1.4	The facility reviews quality of its services at periodic intervals
ME G1.5	The facility has established internal quality assurance programme
ME G1.6	The facility has established external assurance Programmes
ME G1.7	The facility conducts the periodic prescription/ medical audits
ME G1.8	The facility ensures that non compliances are enumerated and recorded adequately
ME G1.9	Action plan is made on gaps found in the assessment/audit process
ME G1.10	Corrective and Preventive actions are taken to address the issues observed in the assessment and audit
<b>Standard G2</b>	<b>The facility has established system for Patients and employees satisfaction</b>
ME G2.1	Patient Satisfaction surveys are conducted at periodic intervals
ME G2.2	Employee satisfaction Surveys are conducted at periodic intervals
ME G2.3	The facility prepares the action plans for the areas of low satisfaction
<b>Standard G3</b>	<b>The facility has established, documented &amp; implemented standard operating procedure system for its all key processes</b>
ME G3.1	Standard Operating procedures are prepared, distributed and implemented for all key processes
ME G3.2	Respective staff is trained in Standard Operating Procedures (SOPs)
ME G3.3	Work instructions are displayed at the point of work
ME G3.4	The facility uses methods and tools for Quality Improvement

## AREA OF CONCERN - H : OUTCOME

### Overview

Conventionally, a Quality System has three important pillars – Structure, Process & Outcome. Measurement of the quality is critical to improvement of processes and outcomes. This area of concern has two standards. First Standard measures performance of health facility in term of Productivity, Efficiency, Clinical Care and Service Quality and the second Standard pertains to performance improvement to meet the bench-marks (set by the facility or allotted externally by the State/ District/ ULB). It is realised that the facility may not be measuring all indicators pertaining to performance of UPHC. Hence, setting a process of recording of critical data elements, which are required for KPI/ Quality indicators, would be a good beginning. Subsequently, the facilities are expected to work resolutely in improving the achieved target.

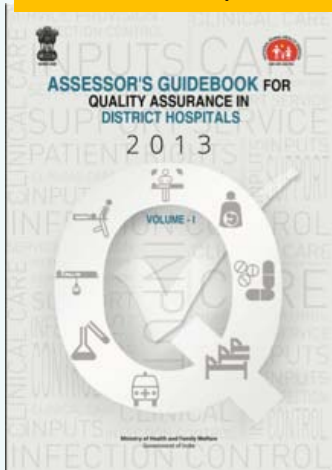
<b>STANDARD H1</b> THE FACILITY MEASURES ITS PRODUCTIVITY, EFFICIENCY, CLINICAL CARE AND SERVICE QUALITY INDICATORS	Productivity is defined as total output while efficiency is a level of performance that uses the lowest amount of inputs to create the highest amount of outputs. Broadly, this standard expects that the health facility would put a system in place to start recording data elements, which are required for the Quality KPI for UPHC. Few data elements may already be part of existing data reporting system. Generation of additional data elements would be dependent upon the putting a system in place for recording of such data elements. For instance, a UPHC would be required to put a system for recording Patients Satisfaction and analysing them, which would generate a composite patient satisfaction score.
<b>STANDARD H2</b> THE FACILITY ENDEAVOURS TO IMPROVE ITS PERFORMANCE AND MEETING BENCHMARKS	One of the key essences of quality system is ‘continual improvement’ in all spheres of facility’s Operations. In order to channelize the efforts for the ‘improvement’, benchmarks are set for objectivity, transparency and maintaining the ‘system approach’. Compliance to this standard reflects commitment of the management toward ‘improvement’ process.

<b>Area of Concern - H: Outcomes</b>	
<b>Standard H1</b>	<b>The facility measures its productivity, efficiency, clinical care &amp; service Quality indicators</b>
ME H1.1	The facility measures Productivity Indicators on monthly basis
ME H1.2	The facility measures efficiency Indicators on monthly basis
ME H1.3	The facility measures Clinical Care & Safety Indicators on monthly basis
ME H1.4	The facility measures Service Quality Indicators on monthly basis
<b>Standard H2</b>	<b>The facility endeavours to improve its performance to meet bench marks</b>
ME H2.1	The facility meets benchmarks set by the state /District for Key Indicators
ME H2.2	The facility strives to improve indicators from its current performance



**NQAS**

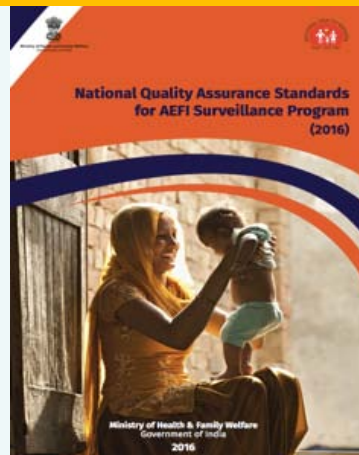
**District Hospitals**



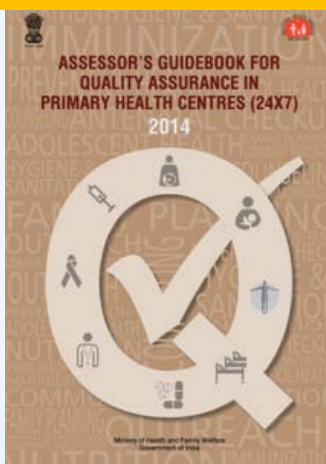
**Community Health Standards**



**AEFI Standards**



**Primary Health Centers**



**Urban Primary Health Centers**

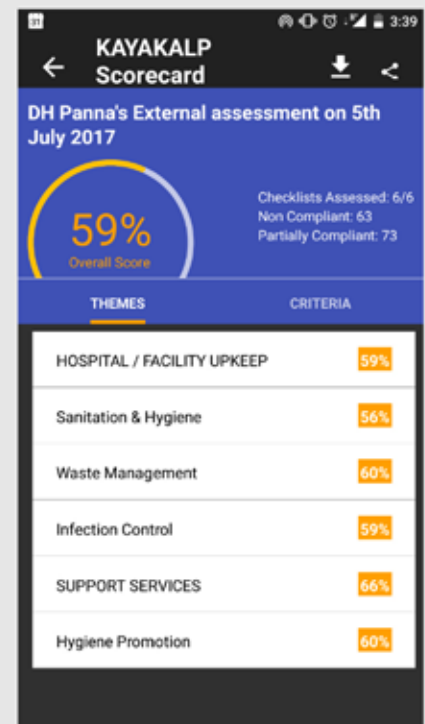
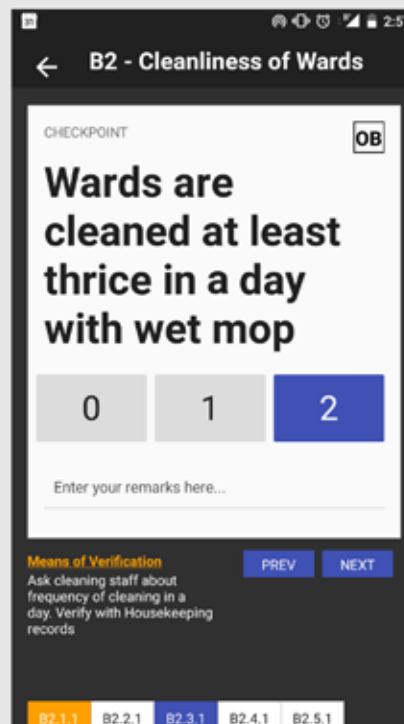


Quality Improvement Division NHSRC

# APP FOR KAYAKALP & QUALITY ASSESSMENT



## Gunak - Guide for NQAS and Kayakalp



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