



HEALTH PROFESSIONS COUNCIL OF ZAMBIA

ASSESSMENT TOOL – REHABILITATION CENTRE

FACILITY NAME: _____

PHYSICAL ADDRESS: _____

POSTAL ADDRESS: _____ PHONE No: _____

DISTRICT: _____ DATE: _____

1. Introduction

2. Objectives

Initial Inspection		Routine Compliance		Follow up Inspection		Reactive inspection	
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3. Scope of service

Services					
Consultations		Personal Counseling		Alcohol rehabilitation	
Voluntary Counselling & Testing		Couple Counseling		Drug abuse rehabilitation	
Psychotherapy		Family Counseling		Behavior rehabilitation	

3. Human Resource

a) List of Staff

S/N	Name	Profession	HPCZ/ GNC #	Position	F/Time	P/Time	NRC	Nationality
1								
2								
3								
4								
5								
6								
7								
8								

b) Staffing level

Profession	Full Time		Part Time		Profession	Full Time		Part Time	
	Need	Available	Need	Available		Need	Available	Need	Available
Clinical; Psychologist					Receptionist				
Registered Mental Health Nurse					Psycho-social counsellors				
Clinical officer Psychiatry					Cleaners				
Psychotherapist					Watchman				

4. Standard 1: Legal Establishment, Leadership and Governance

Assessment Area	Assessment Criteria (scoring criteria : Met =2, Partially Met = 1 and Not Met = 0)					Score 2/1/0
Facility	Valid Annual License from HPCZ available and displayed					
Staff files	Sample 4 Files and check the following:		Y	N	Comment	
	Appointment Letter/ Contract					
	Photocopy of Professional and Academic Qualification					
	Photocopy of NRC/Passport					
	Valid work permit (<i>Applicable to non-citizens</i>)					
	Valid Practicing Licence					
	Job Descriptions on file & distributed to staff					
	Evidence of staff performance Appraisal available					
	Disciplinary/Awards records where applicable					
Staff levels	Practitioners are -----for the scope of service		Qualified		Adequate	
Training	Records of CPD/Workshops		CPD/Training Plan			
Leave	Leave schedule (Booking log)		Records of Leave taken against accrual			
Dress Code	Official Id's won appropriately		Staff adhered to work place dress code			
Disciplinary	Discipline code available		Records of disciplinary cases and actions			
	HPCZ Code of ethics available		GNC Code of ethics available			
Governance	Evidence of business registration		Evidence of Tax Registration			
	Updated ZRA Annual returns		Updated PACRA Annual returns			
	Valid fire certification		Valid Business Permit			
	Waste management Contract		Evidence of updated NAPSA returns			
Strategy management	Latest strategic plan available		Vision statement documented/displayed			
	Latest action plan available		Mission statement documented/displayed			
	Review of progress on plans		Scope of service documented/displayed			
	Approved Organogram displayed		Evidence of management meeting			
Supervision & Support	Supervision/ Tech-support log book		Supervision/Tech-support feedback			
	Compliance to Weekly supervision requirements					
Achieved Score / Total Applicable Score						20

5. Standard 2: Environmental Health and Safety

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0
Human	Infection Prevention Committee or Designated person overseeing IPC activities										
Parking	Designated for ambulance			Designated for staff			Adequate for clients				
Surrounding	Proper drainage system			Outdoor sanitary bins			Secure waste storage place				
	Proper ground maintenance			Clean environment			Premises free of litter				
Waste Disposal	Incinerator or waste contract			Sharps box		Colour coded bin liners					
	Bins for segregation of waste			Pedal bin		Adherence to waste mgt SOP					
Occupation health safety	OHS Guidelines/SOP			Provision for wheelchair			Adequate PPE				
	Signage in all rooms			Staff vaccination program			Premises safe for disabled				
Environment	Illicit drug free			Smoke free			Dangerous weapon free				
Venerable population	Written Policies		Case reporting system				Linkage-Social welfare				
	Register for cases		Linkage-ZP/Victim Support				Linkage-Referral Hospital				
Fire Safety	Functional Fire extinguisher			Extinguisher service record			Bucket of sand				
	Fire exist marks in all rooms			Annual fire drills evidence			Fire assembly point				
Power supply	Electricity Available				Backup power supply						
Security	Perimeter Fence				Security Guards						
Maintenance Audit	Records of reported electrical faults				Records electric works done						
	Records of reported plumbing work				Records of plumbing works done						
	Schedule- other maintenance works				Records of other works done						
Achieved Score / Total Applicable Score										22	

6. Standard 3: Minimum Infrastructure Requirement

Assessment Area (Room)	Assessment Criteria				Score	
	Specification	Y	N	Comment if No	2/1/0	
Admin Offices	All rooms in the building meeting Public Health Act Cap 295 of the Laws of Zambia (Floor area not less than 8.4 m², Horizontal dimensions not less 2.1m, Height not less than 2.6m)					
Reception						
Consultation rooms						
Treatment room- Pharmacological						
Treatment room Non-Pharmacological						
Toiles						
Shower						
Observation Room						
Achieved Score / Total Applicable Score						16

7. Standard 4: Sanitary Facilities

Assess ment Area	Assessment Criteria (scoring criteria : Met =2, Partially Met = 1 and Not Met = 0)										Score 2/1/0	
Male Sanitary	Toilet	Clean state		Running water		Lighting		Hand washing signage				
		Good state of infrastructure					Adequate Natural ventilation					
	Bathroom	Clean state		Lighting		Running water		State of infrastructure				
Female Sanitary	Toilet	Clean state		Running water		Lighting		Hand washing signage				
		Good state of infrastructure				Natural ventilation			Sanitary bin			
	Bathroom	Clean state		Lighting		Running water		State of infrastructure				
Staff Sanitary	Toilet	Clean state		Running water		Lighting		Hand washing signage				
		Good state of infrastructure				Natural ventilation			Sanitary bin			
	Bathroom	Clean state		Lighting		Running water		State of infrastructure				
Achieved Score / Total Applicable Score												12

8. Standard 5: Consultation Room

Assessment Area	Assessment Criteria (scoring criteria : Met =2, Partially Met = 1 and Not Met = 0)										Score 2/1/0	
Staffing	Valid practicing license for Clinician available and displayed											
State of building	Walls		Floor		Windows		Doors		Fixtures		Roof	
Ventilation	Adequate natural ventilation						Adequate artificial ventilation					
Lighting	Adequate natural lighting						Adequate artificial lighting					
Protocols & SOPs	STG			BNF (Adult)				BNF (Children)			ZNF	
	Psychiatry and Clinical Psychology reference books											
Furniture	Table			Chair-doctor				2 Chairs-Clients			Coat hanger	
	Exam Couch			Foot step				Storage cabinet				
Equipment	Diagnostic set			Fetal Scope				Patella Hammer			BP - Adult	
	Exam light			Stethoscope				Clinical Thermometer			BP- Paeds	
	Pedal bins (2)			Screens				Running water				
Supplies	Liners-yellow			Liners-black				Radiology form			Liquid soap	
	Swabs			Exam gloves				Surgical gloves			Paper towel	
	Prescription			Lab form				Admission form			Sick notes	
Clinical Audit	Presenting complaints					Correct diagnosis				Right treatment plan		
	Adequate patient history					Appropriates investigations				Monitoring of care		
	Adequate examinations					Clinician signature				Clinician name		
Achieved Score / Total Applicable Score												18

9. Standard 6: Treatment Rooms – Non Pharmacological / Counselling room

Assessment Area	Assessment Criteria (scoring criteria : Met =2, Partially Met = 1 and Not Met = 0)											Score 2/1/0					
Staffing	Valid practicing license for nurses available and displayed																
	Adequate staff				Nurses			Cleaners									
State of room	Walls			Fixtures			Windows			Doors			Floors		Roof		
Ventilation	Adequate natural ventilation							Adequate artificial ventilation									
Lighting	Adequate natural lighting							Adequate artificial lighting									
Environment	Adjustable relaxing furniture									Water/ juice dispenser							
	Tea making facilities									Relaxing environment							
Protocols SOPs & Tests	Adequate standard clinical psychology and psychiatry standard tests																
	Adequate psychotherapy aids																
	Adequate psychiatric and clinical psychology reference books																
Achieved Score / Total Applicable Score																	10

10. Standard 7: Treatment Rooms – Pharmacological

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)													Score 2/1/0
Staffing	Staff Licences available						Licences displayed conspicuously							
State of room	Walls		Floor		Windows		Doors		Floors		Fixtures			
Environment	Natural ventilation				Natural lighting				Adequate pellets					
	Artificial ventilation				Artificial lighting				Medicine counter tray					
	Table/working surface				Patient & Staff chair				Staff chair					
	Thermometer -Room Temp				Examination Couch				Updated Room Temp Chart					
	Thermometer -Fridge Temp				Essential supplies list				Updated Fridge Temp Chart					
Managing surgical instrument	Decontamination corner				Bucket-Chlorine				Bucket- Soap					
	Decontamination SOP				Bucket- Plane water				Drums					
	Equipment sterilized				Chital forceps holder				Chital forceps					
Resuscitation facilities	Cardiac monitoring device				Suction apparatus				functioning laryngoscope					
	with functional defibrillator				endotracheal tube				Oxygen unit					
Equipment	Scale- Adult		Thermometer			Exam light			Height scale			Suturing set		
	Scale- Paed		Running Water			BP –Adult			Fetal scope			2 Pedal bins		
	Drip Stand		Measuring tape			BP-Paeds			Stethoscope			Pulse oximeter		
Supplies	Ringers		5% Dextrose		Normal saline				Gauze			Liquid soap		
	Cannulas		Exam gloves		Crape bandages				Syringes			Bandages		
	Bandages		Cotton wool		Surgical gloves				Needles			Strapping		
	Giving set		Paper towel		Sterilization tape				Spirit			Jik/Chlorine		
Inventory of medicine	Bin Cards available-All Medicine					Bin Cards up to date-All Medicine								
	Monthly physical count up to date					Written Facility Prescribers Policy								
Pharmacovigilance	Drug incidence book					Authorized prescribers list								
	Reports sent to next level					Clinical meetings on rational drug use								
Controlled Medicines	DDA Cupboard available					Secure lockable with keys restricted								
	Inventory is up to date					Only limited/reasonable quantities kept								
Emergency Medicines	Emergency tray available			Inventory checked daily				Stock- reasonable quantities						
	Adrenaline		Atropine		Aminophylline				Ambu-bag			Prasil		
	Adlalazine		Dextrose 50%		Promethazine				Cannula			Giving set		
Tracking Expiry	No expired medicine on shelf					Clearly marked expiry medicine section								
	Inventory organized to ensure FIFO					Expired drugs disposed appropriately								
Pharmacy practices	Dispensary room kept clean					Ordering and receipt books up to date								
	Adequate packs for repacking drugs					Prepacked medicine adequately labeled								
Achieved Score/ Total Applicable Score													36	

11. Standard 8: Essential Clinical Psychology Equipment & standard Tests

S/n	Equipment Description	Available	Functional	Score 2/1/0
1	16 PF Questionnaire-fifth edition hand scoring			
2	Attention- Deficity/Hyperactivity Disorder Test (ADHDT)			
3	Audio Visual Equipment			
4	Children Apperception Test (CAT) Human			
5	IEC equipment patients education			
6	J. Bharath Raj. Mallin's Vine land Socil Maturity scale (VSMS)-english			
7	Marriage attitude scale			
8	Neuropsychiatric Test			
9	Neuropsychological tests Equip			
10	Psychological assessment kit			
11	Reynold Child depression scale (RCDS)			
12	Rorschach Ink Blot Test Psychodiagnostic Test Plates			
13	Social Skills Inventory			
14	State Trait Anger Expression			
15	State Trait Anxiety Inventory for children			
16	Test Anxiety Inventory			
17	Thematic Apperception Test (TAT)			
18	Transcranial Magnetic Stimulation			
19	Understanding and managing stress			
20	Understanding and managing your anxiety			
21	Wechsler's Intelligence Scales			
Achieved Score / Total Applicable Score				42

12. Standard 9: Essential Medical Imaging Tests

S/n	Equipment Description	Score 2/1/0
1	Accessible functional CT or MRI Scan test	
2	MoU or Contract for use of MRI/CT Scan	
3	Evidence that the accessible MRI/CT Scan is approved by RPA	
4	Evidence that the accessible MRI/CT Scan is approved by HPCZ	
Achieved Score / Total Applicable Score		8

13. Standard 10: Ultrasound Scanning Services

Assessment Area	Assessment Criteria (scoring Criteria : Met =2, Partially Met = 1 and Not Met = 0)													Score 2/1/0			
Staffing	Valid practicing license for ultra-sonographer available and displayed																
	Adequate Staff		Radiographer			Utrasographer			Obs & Gyn Sp								
Infrastructur E	Scanning room in good state of repair with the following well maintained?																
	Walls			Fixtures			Doors			Floors			Windows			Roof	
Ventilation	Adequate natural ventilation						Artificial ventilation (Aircon/fan)										
Lighting	Adequate natural lighting						Artificial lighting										
Ultrasound Room	Functional ultrasound unit						Hand washing sign				Running water						
	Scan SOP			Exam gloves			Surgical glove			Pedal bin							
	Foot stool			Couch			Scanning gel			Bin liner							
Emergency	Access to appropriately stocked Emergency tray																
Achieved Score / Total Applicable Score															12		

14. Standard 11: Observation room

Assessment Area	Assessment Criteria (scoring criteria : Met =2, Partially Met = 1 and Not Met = 0)											Score						
												2	1	0				
Human Resource	Valid practicing license for nurses working in observation rooms available and displayed																	
	Adequate personnel or the scope of service																	
Rooms	All observation rooms meeting PHA Cap 295 (Floor area not less than 8.4 m2, Horizontal dimensions not less 2.1m and Height not less than 2.6m																	
State off Building	Are observation rooms in good state of repair with the following well maintained?																	
	Walls		Fixtures		Windows		Doors		Floors		Roof							
Ventilation	Adequate natural ventilation						Artificial ventilation (Aircon/fan)											
Lighting	Adequate artificial lighting						Artificial lighting											
Essential Equipment	Hospital bed			Pedal bins				Running water				Bed locker/cabinet						
	Tourniquet			Cardiac table				Water dispenser				Drip stand						
	Adequate linen			Oxygen supply				Suction machine				Bathroom scale						
	Access to emergency tray						Access to controlled medicines											
Achieved Score / Total Applicable Score															12			

15. Standard 12: Patient focus and Feedback

Assessment Area	Assessment Criteria (Scoring criteria : Met =2, Partially Met = 1 and Not Met = 0)				Score		
					2	1	0
Patient Focus	Appropriate Sign posts		Safe water for drinking provided				
	Adequate waiting area		Waiting area appropriately furnished				
	Adequate IEC materials		HPCZ Approved patient charter				
Patient Feedback	System for collecting patient feedback (suggestion boxes/complaint register)						
	System for collecting feedback from referral facility (referral form with feedback)						
Confidentiality &Consent g	Adequate screens available		Facility has written consent form				
	Availability of the following guidelines from HPCZ;						
	Guidelines on Patient Consent		Guidelines on Patient Confidentiality				
	Guidelines on Patient's record		Guidelines on Pervasive Incentives				
Achieved Score / Total Applicable Score						6	

16. Standard 13: Generation, Storage and management of Records

16. Standard 16: Generation, Storage and Management of Records									
Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)								Score 2/1/0
Ventilation	Adequate natural ventilation					Artificial ventilation (Aircon/fan)			
Lighting	Adequate natural lighting					Adequate artificial lighting			
Paper base data	Adequate shelves/cabinets					Records lockable and secure			
	Adequate Section for archiving					Active & inactive files separated			
Electronic data	System password protected					Access is restricted			
	System for buck up of records					user rights clearly defined			
Generation and Storage Practices	Health facility maintains patients records for minimum of 5 years before disposal								
	Facility captures sufficient patient contact information								
	Age			Patient ID No.			Emergency Contact person		
	Sex			Patients phone No.			Phone for contact person		
	Patients Name			Address					
	Availability of qualified personnel to manage patient record								
Managing Health Information (HMIS)	SOP for Data management					Monthly report to next level done			
	Assigned responsibility for HMIS					Appropriate data equipment			
	Data forms e.g tally sheets,					Notifiable diseases being reported			
	Availability of OPD Register					Data trending/flagging			
Achieved Score / Total Applicable Score									12

17. Summary of scores for all Standard

Standard No.	Standard Description	Achieved Score	Applicable standards Scores	Maximum scores
Standard 1	Legal Establishment, Leadership and Governance			20
Standard 2	Environment, Health & Safety			22
Standard 3	Minimum Infrastructure requirements			16
Standard 4	Sanitary Facilities			12
Standard 5	Consultation rooms			18
Standard 6	Treatment room- Non-Pharmacological			10
Standard 7	Treatment room- Pharmacological			36
Standard 8	Essential Clinical Psychology Equipment & standard Tests			42
Standard 9	Essential Medical Imaging Tests			8
Standard 10	Ultrasound scanning			12
Standard 11	Observation room			12
Standard 12	Patient focus and Feedback			6
Standard 13	Generation, Storage and management of Records			12
Total scores				226
$Total\ Score = \frac{Total\ Achieved\ Scores}{Total\ applicable\ scores} \times 100 = \dots \times 100 = \dots \%$				

18. Risk Grading

Score	Risk Level Identified	Colour Code	Tick (/)	Comment
100%	No risk of harm identified	Green		
75 – 100%	Relative risk of harm Identified	Yellow		
50 – 75 %	Moderate risk of harm identified	Orange		
< 50 %	High risk of harm identified	Red		

19. Summary of Major Inspection Findings and Recommendations

S/N	Major Findings	Recommendations
1		
2		
3		
4		
5		
6		
7		
8		

20. Inspection Team

S/N	Name	Station	Signature
1			
2			
3			

21. Signature of Facility Representative

S/N	Name	Positon	Signature
1			
2			

22. Official Stamp (were available)

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