

HEALTH PROFESSIONS COUNCIL OF ZAMBIA

COMPLIANCE MONITORING ASSESSMENT TOOL FOR HOSPITALS

Facility Name_____ Catch pop_____

Physical Address_____ Bed Capacity_____ District_____

Postal Address_____ Phone No_____ Monthly Grant_____

HPCZ No._____ Class_____ Date_____ Nationality: _____

1. Introduction & Objective of Inspection

2. Scope of services

Categories	Services											
Outpatient services	Consultations		Under-5		Natural family planning				Dispensary			
	Postnatal		Antenatal		Natural family–short term				Bulk Store			
	PMTCT		VCT		Natural family-long term							
Accreditation	ART services			MC services			Laboratory services					
Supportive services	Laundry			Mortuary			Nutrition			Medical Social		
	Ambulances			Emergency			Casualty unit			Filter unit		
In-patient (Ward)	Maternity			Female ward-Gen			Male surgical			Paeds- Surgical		
	Neonatal			Male ward-Gen			Male Medical			Paeds- Medical		
	Gynae wards			Paeds ward-Gen			Female Medical			Psychiatric – Male		
	ICU unit			Isolation – Male			Female surgical			Psychiatric – Female		
	High cost			Isolation- Female								
Specialized clinics	Neurology			Cardiology			Nephrology			Orthopedic		
	Oncology			Psychiatry			Dialysis clinic			ENT		
Ophthalmic Services	Consultation			Cataract surgery			Visual fields			Glaucoma surgery		
	Refraction			Laser surgery			Optic Workshop			Destructive procedure		
	Minor Surgeries			Squint surgery			Orbital surgeries			Optical dispensary		
Men’s & women’s health	Gynae clinic			Fertility clinic			Men’s clinic			Cervix cancer screening		
	Obstetric clinic			IVF			IVF Lab			Breast Cancer screening		
Rehabilitation & Physiotherapy	General Physiotherapy				Occupation therapy				Orthotics			Prosthetic
	Pediatric Physiotherapy				Speech rehabilitation				Outdoor therapy			
	Electrotherapy				Learning support							
Dental Services	Dental Consultation				Maxillofacial surgery				Endodontics- root canal opening			
	Extractions- Normal				Wiring and splinting				Endodontics- root canal Dressing			
	Extractions- Complex				Incision & Drainage				Endodontics- root canal Filling			
	Dental X-ray				Dressings				Periodontics-scaling/polishing			
	Restorative dentistry- Glass Ionomer						Restorative dentistry- Prosthetics (Dentures)					
	Restorative dentistry- Miracale Mix						Restorative dentistry- Crown & Bridge works					
	Restorative dentistry- Composite						Restorative dentistry- Orthodontics (Braces)					
Radiological services	X-ray unit			Ultrasound			MRI			Endoscopy		
	Dental X-ray			Mammogram			CT Scan			Barium studies		
Simple Lab Tests	RDT-Malaria			Urinalysis			Pregnancy			HIV antibody		
	RPR			Blood sugar			Heamoque			Hepatitis B Sag		
	Other serological tests (Specify).....											
Standard Lab services	Phlebotomy			Malaria microscopy			CD4 testing			Full Blood Count		
	Peripheral smear			TB- Microscopic			Sickling test			Clinical Chemistry		
	Erythrocyte Sedimentation Rate				Grouping and Cross match				Blood Transfusion			
	Sodium metabisulfite- Sickle cell				Stool routine microscopy				CSF Examination			
	Microscopy Culture & sensitivity				Urine routine microscopy				Semen Analysis			
Advanced Laboratory services	HIV drug resistance testing					HB electrophoresis				HIV Viral load		
	Hormonal profiling- fertility diagnosis					Histopathology				Thyroid studies		
	Paternity Studies (DNA testing)					Forensic studies				HIV DNA PCR		
	Advanced Chemistry											

3. Staff Levels

Profession	Full Time		Part Time		Profession	Full Time		Part Time	
	Need	Available	Need	Available		Need	Available	Need	Available
Medical Officer-Gen					Dental Therapist				
Medical Officer-Spec					Pharmacy Dispenser				
Dental Surgeons					Lab Technician				
Medical Licentiates					Registered Midwives				
Pharmacists					Theatre Nurses				
Physiotherapist					Registered Nurses				
EHO					Enrolled Midwives				
Radiographer					Enrolled Nurses				
Lab Scientists					Other Practitioners...				
CO- Ophthalmology					Drivers				
CO- Anesthesia					Cleaners				
CO- Psychiatry					Data Clerks				
CO- general					Mortuary Attendant				
EHT					Food handlers				
Lab Tech					Laundry attendant				
Pharmacy Tech					Watchmen				
Radiographer Tech					Admin Staff				
Physiotherapy Tech					Other supportive staff				

(Please obtain a full staff list including part time employees)

4. Standard 1: Legal Establishment, Leadership and Governance

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)					Score		
						2	1	0
Facility	Valid Annual License from HPCZ available and displayed							
Staff files	Sample 4 Files and check the following:			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							
	Disciplinarily/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 registration with NAPSA				
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 Resource	Valid practicing license for Personnel available and displayed													
	Adequate staff for scope of service	Environmental Health Officer						Electrician						
		Environmental Technologist						Plumber						
		Public Health Office						Station Handymen						
	Infection Prevention Committee or Designated person overseeing IPC activities													
Parking space	Adequate parking space for the number of ambulances													
Environment	Office and store room in good state of repair with the following well maintained?													
Safety office	Walls		Fixtures		Windows		Doors		Floors		Roof			
Ventilation	Adequate natural ventilation							Artificial ventilation (Aircon/fan)						
Lighting	Adequate natural lighting							Artificial lighting						
Work stations	Adequate furniture				Storage cabinet					Sorter Scale-weighing waste				
	Electricians equipment				Store room with shelves					Work station for electrician				
	Plumbing equipment				Work stations for Plumber									
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							Rubbish pit				Rubbish pit Secured		
	Bins for segregation of waste							Placenta pit				Placenta pit secured		
	Sharps box				Weighing of waste generated							Incineration ash records		
	Pedal bin				Adherence to waste management SOP							Colour coded bin liners		
Occupation health safety	OHS Guidelines/SOP					Provision for wheelchair					Adequate PPE			
	Signage in all rooms					Staff vaccination program					Premises safe for disabled			
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						
Food, Water and sanitation Inspections	Activity			Tag	Ach	Activity					Tag	Ach		
	Water sources inspected					Water samples collected								
	Food inspections done					Food samples collected								
	Salt samples for iodine					Sanitary facility inspect								
	Premises inspected					Nosocomial infection check								
Rodent & vector control	Structures splayed against mosquitos					ITNs distribution								
						Rodent control schedule								
Records of Enforcements	Statutory nuisance notices issued							Evidence of case prosecution						
	Records of food seizures							Records of destructions/disposal						
	Records of convicted cases							Records of fined cases						
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														

6. Standard 3: Outpatient Minimum Infrastructure Requirement

Assessment Area (Room)	Assessment Criteria (scoring criteria : Met =2, Partially Met = 1 and Not Met = 0)				Score 2/1/0	
	Specification	Y	N	Comment if No		
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 rooms						
Toiles						
Shower						
Pharmacy						
Observation Room						
Achieved Score / Total Applicable Score						16

7. Standard 4: Patient focus and Feedback

Assessment Area	Assessment Criteria (Scoring criteria : Score =2, Partially Score = 1 and Not Score = 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 in 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	

8. Standard 5: 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 back 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	

9. Standard 6: Outpatient Sanitary Facilities

Assessment 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

10. Standard 7: Outpatient 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														
	Adequacy		Physician			General Practitioner			Clinical Officer						
State of room	Walls		Fixtures		Windows		Doors		Floors		Roof				
Ventilation	Adequate natural ventilation						Adequate artificial ventilation								
Lighting	Adequate natural lighting						Adequate artificial lighting								
Protocols & SOPs	STG			BNF (Adult)			BNF (Children)			ZNF					
	IMCI			Malaria Protocol				STI -Syndromic Management							
Furniture	Table			Chair-doctor			2 Chairs-Clients			Coat hanger					
	Exam Couch			Foot step			Storage cabinet								
Equipment	Diagnostic set			Fetal Scope			Patella Hummer			BP - Adult					
	Exam light			Stethoscope			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 Practice	History taking			Examination			Investigations			Right route					
	Right Rx			Accurate Dx			Right duration			Right dose					
	Patients Reviewed appropriately						Readable clinician handwriting								
	Clearly written name						Signature of health care worker								
Achieved Score / Total Applicable Score														18	

11. Standard 8: Outpatient Treatment 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		Registered Dialysis Nurse					Registered Nurse oriented in dialysis							
State of room	Walls		Fixtures		Windows		Doors		Floors		Roof				
Ventilation	Adequate natural ventilation							Adequate artificial ventilation							
Lighting	Adequate natural lighting							Adequate artificial lighting							
Protocol	Nursing Procedure manual					Medicine dilution guide					ZNF		ART/HIV		
	BNF- Adult				BNF-Children					Standard Treatment Guideline					
Furniture	Table				Storage cabinet				Foot step				Coat hanger	Chair-doctor	
	Exam Couch				2 Chairs-Clients										
Protocol	Scale- Adult				Thermometer				Exam light				Height scale	Suturing set	
	Scale- Paeds				Running Water				BP –Adult				Fetal scope	Dressing set	
	Drip Stand				Measuring tape				BP-Paeds				Stethoscope	Pulse oximeter	
	2 Pedal bins				Dressing trolley				Screens				Tourniquet		
Resuscitation facilities	Cardiac monitoring device						Suction apparatus			functioning laryngoscope					
	with functional defibrillator						endotracheal tube			Oxygen unit					
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	
Emergency tray	Adrenaline				Atropine					Aminophylline				Ambu-bag	
	Adlalazine				Dextrose 50%					Promethazine				Inventory	
	Cannula				Giving set					Prasil				Fluids	
Controlled medicines	DDA Cupboard				Lockable					Keys restricted				Medicine	
	DDA Sign					Updated inventory					Reasonable quantities				
Nursing Care	Nursing care plan implemented								Evidence of documented IEC						
Managing surgical instrument	Decontamination corner						Bucket-Chlorine						Bucket- Soap		
	Decontamination SOP						Bucket- Plane water						Drums		
	Equipment sterilized						Chital forceps holder						Chital forceps		
Achieved Score / Total Applicable Score															24

12. Standard 9: Pharmacy

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0	
Staffing	Pharmacy Staff Licences available					Licences displayed conspicuously						
	Pharmacy Technologist available					Nurse trained in logistic management						
	Functional DTC Committee					DCT minutes available						
State of building	Building in good state of repair with the following well maintained?											
	Walls		Fixtures		Windows		Doors		Floors			Roof
Dispensary	Table/working surface				Pharmacists Chair				Patient chair			
	Adequate natural lighting				Adequate natural ventilation				Adequate shelves			
	Adequate artificial lighting				Air conditioner installed				Air con is functional			
	Essential medicine list				Medicine counter tray				Adequate pellets			
	Thermometer -Room Temp				Updated Room Temp Chart				Pedal bin			
	Thermometer -Fridge Temp				Updated Fridge Temp Chart							
Bulk store Optional	Adequate natural lighting				Adequate natural ventilation				Adequate shelves			
	Adequate artificial lighting				Air conditioner installed				Air con is functional			
	Separate section- Lab				Separate section-Radiation				Separate section-fluid			
	Separate section-flammable				Distilled water/ Distiller				Adequate pellets			
	Thermometer -Room Temp				Updated Room Temp Chart				Pedal bin			
	Thermometer -Fridge Temp				Updated Fridge Temp Chart							
Anti-infective	Amoxicillin-adult			TB drugs			Benzyl penicillin			1 st line Ante-Malarial		
	Amoxicillin-syrup			1 st line ARVs			Doxycycline			2 nd line Ante-Malarial		
	Erythromycin			NVP Syrup			Cloxiciline			Cotrimoxazole tabs		
	Acyclovir			Gentamycin			Ciprofloxaciline			Cotrimoxazole syrup		
Analgesics	Acetlycycline			Brufen			Panadol -adults			Panadol syrup		
Eye drops	Dexamethasone			TEO			Gentamycin			Atropine/Tropicamide		
Supplement	Ferrous sulphate			Folic Acid			Vitamin A			Multi-Vitamin		
	Vitamin B6			HEPS			Plump nuts					
Emergence & DDA	Adrenaline			Atropine			Aminophylline			Lignocaine		
	Metoclopramide			Adralazine			Promethazine			Diazepam		
Fluids	Normal saline			Dextrose 5%			Ringers lactate			Dextrose 50%		
MCH & Maternity	Progesterone pill			Fansidah			FP-Implants			Magnesium sulphate		
	FP-Oral combined			Oxytocine			FP-Injectable			Calcium gluconate		
Supplies	Cannulas			Cotton wool			Strapping			Syringes		
	Bandages			Gauze			Surgical gloves			Needles		
	Exam gloves			Code clump			Sterilization tape			Liquid soap		
	Suturing material			Bandages			Foleys catheter			Giving set-fluid		
	Methylated Spirit			Chlorine/Jik			Crape bandages			Giving set-blood		
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						
Pharmacovi gilance	Drug incidence book					Authorized prescribers list						
	Reports sent to next level					Clinical meetings on rational drug use						
Emergency Medicines	Emergency tray available					Emergency tray stocked appropriately						
	Inventory checked daily					Reasonable quantities stocked						
Controlled Medicines	DDA Cupboard available					Secure lockable with keys restricted						
	Inventory is up to date					Only limited/reasonable quantities kept						
Tracking Expiry	No expired medicine on shelve					Clearly marked expiry medicine section						
	Inventory organized to ensure FIFO					Expired drugs disposed appropriately						
Pharmacy practices	Dispensary room kept clean					Bulk store room kept clean						
	Adequate packs for repacking drugs					Prepacked medicine adequately labeled						
	Ordering books used appropriately					Goods receipt notes used appropriately						
Achieved Score / Total Applicable Score												36

13. Standard 10: Laboratory Services

a. Staffing

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Licences	Valid practicing license for medical Lab Personnel available and displayed						
Staff levels	Qualified appointed Lab Manager to manage the Lab						
	Adequate staff	Lab Scientist		Lab Tech		Lab Assistants	

b. Infrastructure

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Number of rooms	All rooms in the medical ward 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)			Phlebotomy		Office	
				Testing room 1		Store room	
				Testing room 2		Rest room	
				Testing room 3		Toilet	
State of building	The Lab is in good state of repair with the following well maintained?						
	Doors	Windows	Fixtures	Floors	Roof	Walls	
	No evidence of linkages in the Celine						
Layout	Size & layout organized with workstations positioned for optimal workflow.						
	Patient care and testing areas of the lab distinctly separate from one another.						
Ventilation	Adequate natural ventilation			Artificial ventilation (Aircon/fan)			
Lighting	Adequate artificial lighting			Artificial lighting			

c. Standard Operating Procedures

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Available SOPs	Quality Manual		Specimen collection		Specimen processing		
	Safe waste disposal		Results transmission		Inventory management		
	HIV Antibody Test		Fasting Blood Sugar		Grouping/cross match		
	Malaria RDT		Random Blood Sugar		Histopathology		
	Malaria microscopy		Clinical chemistry		PCR's		
	RPR (Syphilis testing)		Hematology		Pregnancy testing		
	TB Testing		CD4 Count		Urinalysis		
	Hepatitis B Testing		Sickling testing		Stool Analysis SOPs		
Ready	All Staff have ready		Some have ready		None has ready		
Up to date	All SOPs		Some SOPs		None		

d. Laboratory Equipment and supplies

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Equipment	Adequate Benches		Culture incubators		Centrifuge		
	Chemistry Analyzer		Counting chambers		CD4 Analyzer		
	Hematology analyzer		Bunsen/spirit burner		Adequate Fridges		
	Microscope		Mechanical balance		Fridge Thermometer		
	Microscope cabinet		Working refrigerator		Room Thermometer		
	Timer		Standard Pipette				
Protective equipment	Lab coats			Face mask/shield		Goggles	
	Exam gloves						
Equipment maintenance	Equipment register			Equipment service schedule			
	Competent equipment service personnel/Company			Equipment installed per operator's manuals & uniquely labeled			
	non-functioning equipment isolated			Lab equipment inventory up to date			
	Is equipment routinely serviced per schedule by qualified and competent			Manufacturer's operator manuals available to testing/servicing staff			
	Is there onsite validation of new equipment			Is equipment (pipettes, electronic balances, analyzers) calibrated			

e. Laboratory Supplies

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Test strips	Malaria RDT		Gravindex		HIV Screening		
	Syphilis (RPR)		Hepatitis B		HIV Confirmation		
Reagents	Hematology		Sickling test		Grouping/X-Match		
	Chemistry		CD4		PCR		
Specimen Containers	Universal bottle		Plain bottle		Heparin bottle		
	EDTA bottle		Blood culture		Microscope slides		
Other supplies	Syringes/Needle		Paper/hand towel		Disinfectants/JIK		
	Liquid Soap		Pipettes tips		Methylated spirit		

f. Laboratory Practices

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0			
Laboratory audit (Practices)	Evidence of adherence to SOPs for all tests													
	Evidence of running/documenting appropriate controls before running tests													
	All results are signed by qualified lab personnel						Counter verified by supervisor							
	Testing staff appropriately records all results in the register													
	Date tested			Time tested			Test Results			method			Signature	
	Lab personnel ensures			Readable handwriting				Name/Initials					Signature	
Storage practices of Lab reagents & supplies	Functional Air conditioner (stores)						Essential laboratory supplies list							
	Adequate shelves for reagents						Adequate pellets for reagents storage							
	Bin (stock control) cards available						All bin cards up to date							
	Inventory is organized on “FEFO-First Expired First Out’ or “FIFO-First In First Out”													
	Clearly marked section for expired laboratory reagents/supplies													
	Allied products (diagnostic reagents & flammable substance) stored properly/separate													
	No expired laboratory supplies/reagents found displayed on the fridge or shelf for use													
Receiving and ordering	Supplies traced to delivery notes						Supplies traced to supply vouchers							
	Supplies traced to GRNs						Appropriate ordering system used							

g. Quality Control

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)				Score 2/1/0
Quality Control & Assurance	Availability of QA/QC SOPs		Evidence of external QC		
	Evidence of internal QC		Calibration of lab machines up to date		
	No expired reagents/supplies used		Are test turnaround times established		
Testing Room Temperature	Room 1	Functional thermometer	Updated room temperature charts		
	Room 2	Functional thermometer	Updated room temperature charts		
	Room 3	Functional thermometer	Updated room temperature charts		
Fridge Temperature	Fridge 1	Functional thermometer	Updated fridge temperature charts		
	Fridge 2	Functional thermometer	Updated fridge temperature charts		
	Fridge 3	Functional thermometer	Updated fridge temperature charts		
Corrective Action	System for resolution of incidences		Procedure for resolution of complaints		
	Collective Action forms available		Are complaint record form available		
	Incidences are investigate/resolved		Complaints are investigate/resolved		

h. Other Laboratory Safety Measures

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Sanitation	Running water		Hand washing signage		Signage in all rooms		
Waste manaement	Lab testing area restricted		Bin liners - Red		Staff have access to PEP		
	Recommended Pedal bin		Bin liners - Black		Adherence to waste management SOP		
	Bins for waste segregation		Sharps box				
Fire Safety	Functional Fire extinguisher			Fire extinguisher servicing up to date			
Power supply	Electricity Available			Backup power supply			
Achieved Score / Total Applicable Score							52

14. Standard 11: Dental (Oral Health) Services

a. Staffing and infrastructure

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0
Licences	Valid practicing license for Dental Personnel available and displayed										
Staff levels	Adequate staff for the scope of service	Dental Surgeon			Dental therapist						
		Dental Assistant			Dental Technologist						
Infrastructure (rooms)	All dental department rooms meeting PHA Cap 295 (Floor area not less than 8.4 m2, Horizontal dimensions not less 2.1m, Height not less than 2.6m)				Reception				Toilets		
					Surgery rooms				Office		
					Store room						
State of building	Building in good state of repair with the following well maintained.										
	Walls		Fixtures		Doors		Floors		Roof		
Ventilation	Adequate natural ventilation				Adequate artificial ventilation						
Lighting	Adequate natural lighting				Adequate artificial lighting						

b. Protocols and SOPs for dental services

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0	
Protocols	Zambia National Formulary						British National Formulary - Adults					
	Standard Treatment Guidelines Zambia						British National Formulary - Paeds					
SOPs availability	Tooth extractions				Wiring & Splinting				I & D			
	Maxillofacial surgery				Dressing				Dental X-ray			
	Restorative dentistry- Composite					Restorative dentistry- Glass Lonomer						
	Endodontics- root opening					Restorative dentistry- Miracale Mix						
	Endodontics- root Dressing					Restorative dentistry- Prosthetics (Dentures)						
	Endodontics- root canal Filling					Restorative dentistry- Crown & Bridge works						
	Periodontics-scaling/polishing					Restorative dentistry- Orthodontics (Braces)						
	Periodontics-whitening/breaching					Restorative dentistry- other (Specify)						

c. Dental Surgery Services

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)								Score 2/1/0
Dental Supplies	Examination gloves		Surgical gloves		Lignocaine		Face mask		
	Disinfectants/Jik		Antibiotics		Dental needles		Paper towel		
	Methylated spirit		Distilled water		Pain Killers		Cotton wool		
Infection control	Pedal bins (2)		Yellow bin liner		Black bin liner		Autoclave		
	Running water		Water Distiller						
Essential dental Equipment	Modern Dental Unit		Ultrasound scaler*		High speed Hand piece				
	In built drilling unit		In built Lamp		Facial mirror				
	In built suction unit		Unit compressor		Fridge for medicine*				
Dental X-ray*	Dental X-ray unit		RPA Licence		Radiation Badges		Lead Aron		
	Adequate radiation shielding				Digital/analogy image processing facility				
Exam Set	Mirrors (min6)		Tweezers(min6)		Probes (min 6)				
scaling set	Scalers		Curettes						
Extraction forceps-upper	Anterior forceps		Left molar forceps		3d molar forceps				
	Premolar forceps		Right molar forceps		Root bayonet forceps				
Extraction forceps-Lower	Anterior forceps		Left molar forceps		3d molar forceps				
	Premolar forceps		Right molar forceps		Root bayonet forceps				
Elevators	Straight		Warwick James-left		Warwick James-right				
	Winter cross bar-left		Cryer-left		Apex double-angled-left				
	Winter cross bar-right		Cryer-right		Apex double-angled-right				
Maxillofacial surgical set	Bone File		Rongeur forceps		Soft tissue retractor		Bone curette		
	Artery forceps		Chisel & Mallet		Periosteal elevator		Scalp Handle		
	Enamel knife		Matrix holder		Surgical scissors		Needle holder		
Other essential instruments	Assorted burs		Dental syringe		Toothed tweezers		Kidney dish		
	Mouth prop		Mouth gauge		Filling instruments		Pair glasses		

NB: surgical instrument/sets including Forceps and elevators, minimum required number is 6. * is optional

d. Dental Laboratory Services

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Materials	Alginate impression material		Impression trays		Cold – mould seal		
	Cure Acrylic powder-cold		Plaster of Paris		Orthodontic wires		
	Cure Acrylic powder-hot		Rubber bowls		Posterior acrylic teeth		
	Cure Acrylic Monomer-cold		Modeling Wax		Anterior acrylic teeth		
	Cure Acrylic Monomer-hot						
Equipment	Micromotors		Paco Bath		Vibrator		
	Larthe Machine		Electric Kettle		Bunsine Burner		
	Model Trimmer		Autoclave				
Instruments	Wire Cutter		Wax Knives		Adams pliers		
	Round Nose Pliers		Lecron Carver		U-Loopformer pliers		
	Denture Flasks		Denture Clamps		Orthodontic pliers		
	Dental Model Surveyor		Articulators		Plaster spatula		
Lab Accessories	Pedal Bin		Bin Liner- Black		Cort Hunger		
	Running water		White cort				

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)								Score 2/1/0
Clinical audit (documenting of care)	History taking		Examination		Investigations		Accurate diagnosis		
	Correct treat		Right dose		Right route		Right duration		
	Clinicians' names printed on all notes				Clinicians sign off all nonets				
	Clinicians have readable handwriting				Patient adequately reviewed				
Storage practices	Functional air-condition			Room thermometer			Room Temperature chart		
	Functional fridge			Fridge thermometer			Fridge Temperature chart		
	Adequate shelves			Adequate pellets					
Inventory management	Purchase records available			No expiry supplies			Labeled expiry section		
	Bin cards for all supplies			Inventory up to date					
Emergency care	Access to emergency tray with adequate emergency medicine								
	Facility keeps a log of adverse events in the department								

e. Dental Practices

f. Dental Equipment maintenance

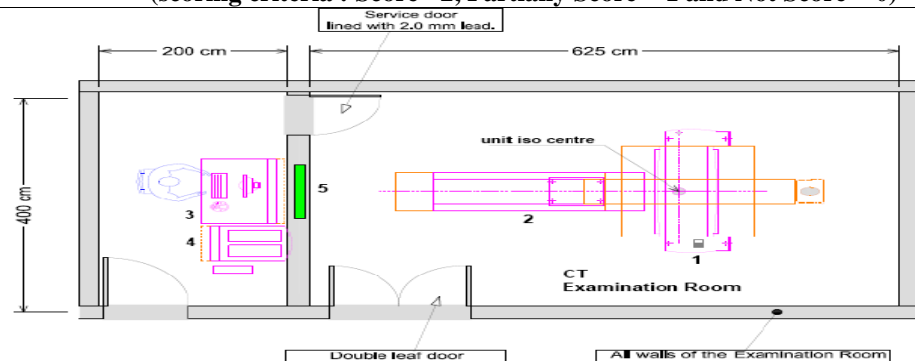
Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Instauration & inventory	Equipment register		Equipment inventory up to date				
	Equipment installed appropriately		Non-functioning equipment isolated				
Servicing	Equipment service schedule		Equipment manuals available to users				
	Competent equipment service personnel/Company		Equipment serviced by qualified & competent Personnel as per schedule				
Achieved Score / Total Applicable Score							38

15. Standard 12: Radiology/Scanning Services

a) Standard X-Ray Imaging

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0					
Facility/Legality	The imaging services should be certified by Radiation Protection Authority (RPA)															
Staff levels	Valid practicing license for radiology Personnel available and displayed															
	Adequate Staff		Radiographer			Radiotherapy Tech			DR assistant							
State of building	Building in good state of repair with the following well maintained?															
	Walls			Fixtures			Doors			Floors			Roof			
X-ray imaging	Walls 23cm (9”) thick					Walls made of bricks					Air conditioner					
	Functional X-ray machine					Foot step					Exam gloves					
Control room	Control unit						Viewing glass (5) equivalent to 2mm lead									
Barium studies	Medicine Fridge					Pedal bin				Sharp box				Contrast media		
	Fridge Thermometer					Cannula				Strapping				Needles/syringes		
Dark room (N/A for automated or digital system)	Developing machine						Fixer machine					X-ray film dryer				
	Baths for developing films						X-ray films					X-ray film hunger				
	Developing chemicals						Envelopes					Fixing chemicals				
	Film viewing boxes?						Exam gloves									
Automated processing	Automated developing, fixing and drying unit								X-ray films							
	Developing chemicals						Envelopes					Fixing chemicals				
	Film viewing boxes?						Exam gloves									
Digital printing	Adequate radiation printers							Radiation Imaging CDs								
Office	Office furniture							Lockable cabinet								
	Patients register							Coat hunger								
Radiation Safety	Radiation SOP/Manual							Lead painted inner wall								
	Adequate lead aprons							Radiation badges for each staff								
	Trefoil symbol (danger sign)							Radiation operation red light								

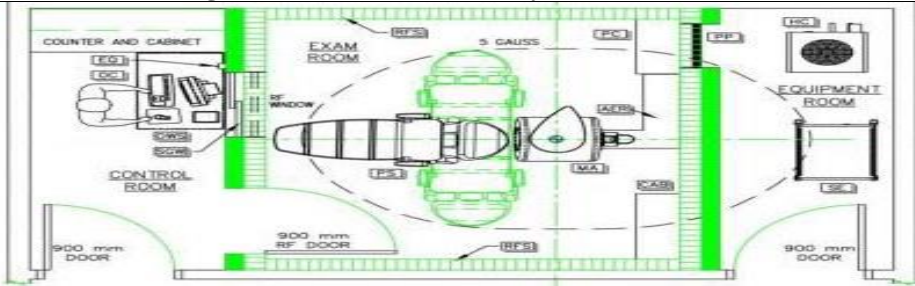
b) CT Scanning services

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0
Layout											
Control Room	Room at least 4 x 2m full thickness					Viewing glass (5) equivalent to 2mm lead					
	Walls 23cm (9") thick			Walls made of bricks			Pedal bin with liners				
	Working surface/Table			Communication devices			Chairs 2		Register		
	Operator console		Oxygen monitors		EKG monitor			Keyboard input			
CT Exam Room	Room at least 4 x 6m full thickness					Inner walls and doors lined with 2mm lead					
	Walls 23cm (9") thick			Walls made of bricks			Storage cabinets				
	Working surface/Table			Communication devices			X-ray film viewer-2				
	CT scan unit			CT infusion pump set			Bowl, lotion small 30				
	Sterilizing drum (L)			Sterilizing drum (S)							
	Chairs	Stool		Wedges		contrast media			Cardiac lead		
	Sharp box	Trays		Drip stand		Air conditioner			Kidney dish		
	Forceps	Linen		Kick bucket		Running water			Surg. gloves		
	Giving set	Sponges		Liquid soap		Room Thermometer			Exam glove		
	Pedal bin	Straps		Paper towel		Liners- color coded			Cannula		
	Straps	Cushions		Disinfectant		Handwashing sign			Strapping		
Safety	Operating warning (Red) light			Trefoil symbol (danger sign)			Lead aprons				

c) Ultrasound scanning services

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0
Infrastructure	Scanning room in good state of repair with the following well maintained?										
	Walls		Fixtures		Doors		Floors		Roof		
Functional Equipment	Ultrasound unit		Pedal bin (2)			Couch			Foot step		
	Running water		Handwashing sign			Air conditioner			Lighting		
Supplies	Exam gloves		Surgical gloves			Bin liners			Paper towel		
	Scanning gel		Bin liners-yellow			Bin liners-black					
Stationery/Sop	Scanning SOP		Register			Report forms					

d) MRI Scanning services

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0
Layout											
Control Room	Room at least 3.6 x 2.5 m surface area				Ceiling Height min 2.6 m after shielding						
	Communication devices		Chairs		Viewing glass (5) equivalent to 2mm lead						
	Operator console		Oxygen monitors		EKG monitor		Keyboard input				
MRI Exam Room	Room at least 3.5 x 3.5 m surface area				Ceiling Height min 2.6 m after shielding						
	acoustic shielding		Radiofrequency shielding				Walls contracted in layers				
	Magnetic shielding		Strong floor-hold heavy weight				Running water/Sink				
	Work surfaces		Storage cabinet		Instrument trolley		Oxygen supply				
	MRI infusion pump		MRI Stretcher		Sterilizing drum		Suction machine				
	Chairs		Stool		Wedges		contrast media		Cardiac leads		
	Sharp box		Trays		Drip stand		Air conditioner		Kidney dish		
	Forceps		Linen		Kick bucket		Running water		Surgical glove		
	Giving set		Sponges		Liquid soap		Room Thermometer		Exam gloves		
	Pedal bin		Straps		Paper towel		Liners- color coded		Cannula		
	Straps		Cushions		Disinfectant		Handwashing sign		Strapping		
	Equipment Room	Room at least 6.5 x 4 m area				Ceiling Height min 2.6 m after shielding					
		Radiofrequency unit		helium pump		Water pump					
Universal power unit		Gradient unit		Water chiller							
Safety	Operating warning (Red) light			Trefoil symbol (danger sign)			Lead aprons				

e) Equipment maintenance

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0	
Equipment Maintenance	Equipment register				Equipment service schedule							
	Competent service staff/Company				Equipment installed per operator’s							
	Non-function equipment Isolated				Equipment inventory up to date							
	Equipment serviced as scheduled by qualified &competent person				Equipment manuals available to users/servicing staff							
Infection control	Decontamination corner			Bucket-Chlorine				Bucket- Soap				
	Decontamination SOP			Bucket- Plane water				Drums				
	Equipment sterilized			Cleaning schedule				Chital forceps				
Achieved Score / Total Applicable Score												52

16. Standard 13: Rehabilitation & Physiotherapy services

a. Staffing levels

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Staffing	Valid practicing license for physiotherapy Personnel available and displayed						
	Adequate staff	Physiotherapists		Physiotherapy Technologist			
		Occupational therapist		Occupational Technologists			

b. Infrastructure

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0						
Infrastructure	All rooms meeting Public Health Act Cap 295 of the Laws of Zambia (Floor area not <8.4 m2, horizontal dimensions not <2.1m, Height not <2.6m)			Reception			Pediatric physio										
				Consultation room			Store room										
				Occupational room			Speech rehab										
				Occupational gym			Learning support										
				Active room- physio			Office										
				Passive room-physio			Toilets										
State of infrastructure	Building 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 natural lighting					Artificial lighting											

c. Passive Room (General Physiotherapy)

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Electro-therapy	Shortwave Diathermy units			Microwave Diathermy units			
	Infrared Diathermy units			Bench for equipment			
Standard Equipment	Therapist chair	Hydrocholetor	Table	Coutch			
	Patients chair	Access to stelerizer	Hot packs	Foot step			
Water & sanitation	Running water-hot	Pedal bin	Binlinner-black	Liquid Soap			
	Running water-cold	Big Towels	Dark curtains	Bedsheets			
	Assorted towels	Pillows	Handwash-sign	Pilow cover			

d. Active Room (General Physiotherapy)

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Standard Equipment	Hand exercise gadget	Quadriiceps bench	Parallel bars	Sand bag			
	Pulley-lower limbs	Suspension Frame	Treatment bed	Weights			
	Pulley-lower limbs	Walking frame	Wobble boards	Exercise table			
	Auxiliary Crutches	Elbow crutches	Exercise mats				
	Exercise- stationery bicycles			Exercise (Registered) springs			
Environment	Therapist chair	Patients chair	Table	Liquid Soap	Binlinner-black		
	Running water	Pedal bin		Paper towel	Handwash-sign		

e. Pediatric Physiotherapy Room (optional)

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Standard Equipment	Standing frame	Cerebral palsy chair	Kaye walker	Parallel bars			
	Walking frame	Plaster of Paris-POP	Theraband	Corner seats			
Environment	Therapist chair	Patients chair	Table	Foot step			
	Running water	Pedal bin	Binlinner-black	Liquid Soap			

f. Speech Therapy Room (optional)

Assessment Area	Assessment Criteria						Score
Standard Equipment	Tape recorders	Tempanometer	Audiometer	Pretend play materials			
	Picture Exchange Communication System (PECS)						
Environment	Therapist chair	Patients chair	Table	Foot step			
	Running water	Pedal bin	Binlinner-black	Liquid Soap			
	Handwash-sign	Paper towel					

g. Occupational Therapy Room (optional)

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0		
Standard tests	Berry Visual Motor Integration 6th Ed					Visual perception developmental 3 rd ed							
	Test of Visual perceptual Skills 3rd Ed					Test for Handwriting skills Revised Ed							
Standard Equipment	Sensory Box			Puzzles			Weighted vests			vibrating pens			
	Tables			Kinetic sand			weighted pencils			Audio Box			
Environment	Therapist chair			Patients chair			Table		towel	Foot step			
	Running water				Pedal bin			Binlinner-black			Liquid Soap		

h. Occupational Therapy gym (optional)

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Standard Equipment	Equipment		Snoozing box		Mirrors	Prone wedge	
	Exercise mats		Warble board		Vibrating massagers	Dumbbells	
	Weighted balls		Balance beam		Therapeutic swings	Gym balls	
Environment	Therapist chair		Patients chair		Table	Towel	
	Running water		Pedal bin		Binliner-black	Liquid Soap	

i. Outdoor Therapy service (optional)

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)				Score 2/1/0
Standard Equipment	Trampoline		Jungle gym & play house		
	Outdoor balance beam		Hydrotherapy pool		

j. Prosthetic and orthotics

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)												Score 2/1/0								
Exercise equipment	Air compressor unit, flexible connection, with blow gun						Suction machine														
	Wide belt surface sanding machine						Finishing and trimming machine														
	Electric zigzag sewing machine						Anvils				Foot measuring/casting device										
	High speed orthopedic press						Vice				Cervical traction component										
	Combined face / belt grinding						Oven				Electric hand drilling machine										
	Electric welding torch					Enveloping suction tube						Lathe machine									
	Column drilling machine					Shoe stretching apparatus						Electric blower									
	Shoe patching machine					Film demonstration screen						Screw press									
	Prosthetic fitting stand					Shoe stretching apparatus						Alignment jig									
	Bench drilling machine					Double grinding machine						Vacuum pump									
	Lead block				Bench grinder					Laminator				Band saw machine							
	Mirror welder				Riveting bar					Electric jig saw					Hand sealing iron						
	Mobile dust aspirator					Podoscope								Welding machine							
	Cutting device				Staple gun					Machine vice					Electric cast cutter						
Funiture	Table		Practitioner's Chairs					Patients Chair					Storage cabinet								
Sanitation	Running water					Bin linner				Pedal bin				Liquid Soap				Towel			

k. Rehabilitation & Physiotherapy Practices

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0			
Register/form	Standard Operating Procedures			Referral Form			Patient register			
Clinical audit (documenting of care)	Documented presenting complaints					Evaluate adequate patient history				
	Patient appropriately examined					Conduct appropriates tests				
	Correct diagnosis arrived at					Documented plan of care				
	Plan of care implemented					Patient adequately reviewed				
	Therapist name printed on all notes					Therapists signs off all nonets				
	Therapist has readable handwriting									
Equipment Maintenance	Equipment service schedule					Equipment installed appropriate				
	Damaged equipment labeled/isolated					Equipment inventory up to date				
	Equipment serviced according to schedule by qualified/competent					Equipment manuals available to users/servicing staff				
Emergency	Access to emergency tray					Log of adverse events				
Achieved Score / Total Applicable Score										58

17. Standard 14: Ophthalmic (Eye) Care Service

a. Staffing levels

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Staffing	Valid practicing license for eye clinic Personnel available and displayed						
	Adequate staff	Ophthalmologist		Ophthalmic Nurse		Optometrist	
		Cataract Surgeon		CO-Ophthalmology		Clinical Officer-Gen	
		Medical Officer		Theatre Nurse		Registered Nurse	

b. Infrastructure

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Infrastructure	All rooms meeting Public Health Act Cap 295 of the Laws of Zambia (Floor area not <8.4 m2, horizontal dimensions not <2.1m, Height not <2.6m)			Consultation room		Reception	
				Refraction Room		Treatment room	
				Optical workshop		Pharmacy/store	
				Spectacle dispensary		Office	
				Ophthalmic theatre		Toilets	
State of infrastructure	Building in good state of repair with the following well maintained?						
	Walls		Fixtures		Windows		
Ventilation	Adequate natural ventilation			Artificial ventilation (Aircon/fan)			
Lighting	Adequate natural lighting			Artificial lighting			

c. Reception/ Spectacle Dispensary Room

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Essential Equipment & supplies	Assorted frames		Frame holders		Pedal Bin		
	Assorted sun grasses		Big Mirrors		Bin Liners		
	Spectacle Case		Paper towel		Lens cleaner		
Reception	Attendant register		Assorted forms		Stepuler		
Environment	Patient's chair		Liquid Soap		Handwash-sign		
	Running water		Pedal bin (1)		Binlinner-black		
	Work table		Staff's chair				

d. Eye Doctor's Consulting Room

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Protocols	Eye care books		Refraction SOP		STG 2013		
Essential Equipment	6m snellens chart		Ophthalmoscope		Retinoscope		
	3m snellens chart		Projected Chart		Gonioscope		
	Ishihara's Chart		Near reading chart		Full Trial Set		
	Stethoscope		Thermometer		BP machine		
	Tonometer		Access to sterilizer		Visual field unit		
Optional	Lensometer		Keratometer		Auto refractometer		
Support	Patient's chair		Doctor's chair		Doctor's table		
Supplies	Exam gloves		Needle 21 G		Cotton swabs		
	Floreceine		Constrictors		Lignocaine		
Water & sanitation	Running water		Pedal bin (2)		Binlinner-black		
	Paper towel		Sharp box		Binliners-yellow		
Linnen	Dark curtains		Bedsheets		Pillows		

e. Refraction (Optometrists Room)

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)						Score 2/1/0
Essential Equipment	6m snellens chart		Ophthalmoscope		Retinoscope		
	3m snellens chart		Projected Chart		Jacksons cyliner		
	Ishihara's Chart		Near reading chart		Full Trial Set		
	Lensometer		refractometer		Screw drivers		
Optional	Slit lamp		Keratometer		Air conditioner		
Environment	Patient's chair		Doctor's chair		Lens cleaner		
	Exam gloves		Paper towel		Binlinner-black		
	Running water		Pedal bin (1)		Handwash-sign		

f. Treatment Room

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)							Score 2/1/0
Essential Equipment	Snellens chart		Ophthalmoscope		Retinoscope		Slit lamp	
	Drip stand		Projected Chart		Gonioscope		PD ruler	
	Ishihara's Chart		Near reading chart		Full Trial Set		Touch	
	Stethoscope		Thermometer		BP machine		Foot step	
	Dressing set		Minor surgery set		Suturing set		Recievers	
	Tonometer		Access to sterilizer		Galipots		Coutch	
Optional	Lensometer		Keratometer		Auto refractometer		Phoropter	
Support	Patient's chair		Nurse's chair		Nurse's table		Storage cabinet	
Suplies	Exam gloves		Needle 21 G		Normal saline		Surgical gloves	
	Floreline		Constrictors		Lignocaine		Sanitizer paper	
	Drum-cotton		Drum- Gauze		Giving set		Straping	
	Mydriatics		Bandage		Eye shield		Manital	
	Povidone		Cydex		Scorehytled spirit		Chlorine	
Water & sanitation	Running water		Pedal bin (2)		Binlinner-black		Liquid Soap	
	Bucket-cydex		Bucket-water		Bucket-chlorine		Bucket-soapy	
	Paper towel		Sharp box		Binlinners-yellow		Handwash-sign	
	Dark curtains		Bedsheets		Pillows		IP SOP	

g. Optical Workshop/ Laboratory

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)							Score 2/1/0
Environemnt & Furniture	Table		Chair- Technician		Working station		Storage cabinet	
	Soap		Coat hunger		Lenses storing racks		Running water	
	Pedal bin		Binlinner-black		Hand wash signage			
Essential Equipment	Lensometer		Dispensing protractor		Soldering gun		PD ruler	
	Axis aligner		Frame warmer/heater		Layout marker		Plyers	
	Lens former		Lens edger-automated		Lens edger-manual		Drill	
Suplies	Ink		Towel		Screws		Face mask	
							Soldering wire	
							Glue	

h. Ophthalmic theatre -specific standards (Refer to main theatre tool for general theatre standards)

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)							Score 2/1/0
Rooms	Operating room		Blocking room		Change room		Scrub area	
Essential Equipment	Operating microscope		ophthalmoscope		Cautery unit		Cataracts	
	Operating table		Work surhfases		Kick buckets		Suction unit	
Surgical set	Exenterating set		Enucleation set		Evisceration set		Cataract set	
	Squint correction set		Laser treatment		Glaucoma set		Excision set	
Anaethetics	Lignocaine-plane		Lignocaine-adrenaline		General Anesthesia			
Sutures	10/0 absorbable		9/0 absorbable		8/0 absorbable		Nylone2/0	
Suplies	Drum-cotton		Drum- Gauze		Giving set		Straping	
	Mydriatics		Bandage		Eye shield		Manital	
							Povidone	

i. Eye care Practices

Assessment Area	Assessment Criteria								Score		
Clinical audit (documentin g of care)	History taking		Examination		Investigations		Accurate diagnosis				
	Correct treat		Right dose		Right route		Right duration				
	Clinicians' names printed on all notes					Clinicians sign off all nonets					
	Clinicians have readable handwriting					Patient adequately reviewed					
Equipment Maintenance	Equipment register/Servicing schedule					Equipment installed appropriate					
	Damaged equipment labeled/isolated					Equipment inventory up to date					
	Equipment serviced according to schedule by qualified/competent					Equipment manuals available to users/servicing staff					
Emergency care	Access to emergency tray with adequate emergency medicine										
	Facility keeps a log of adverse events in the department										
Achieved Score / Total Applicable Score											

18. Standard 15: Theatre services

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)											Score 2/1/0						
Licence	Valid practicing license for Theatre Personnel available and displayed																	
Staff levels	Adequate qualified theatre personnel for the scope of service																	
	Surgeons			Anesthetists				Theatre nurses										
Training & CPD	All staff have received basic life support training																	
	OT Professional staff trained in advanced cardiac life support training																	
Infrastructure	Theatre rooms meeting PHA Cap 295 (Floor area not less than 8.4 m2, Horizontal dimensions not less than 2.1m, Height not less than 2.6m)																	
	Receiving Bay			Scrubbing bay			Recovery room			Sluice room								
	Changing room- M			Operating room 1			Anesthetic room			Sterilisation room								
	Changing room- F			Operating room 2			Preparation room			Store room								
State of building	Building in good state of repair with the following well maintained?																	
	Walls			Fixture			Floor			Roof			Window			Door		
Receiving Bay (Reception)	Staff chairs (6 seater)			Red line – Clear			Air condition			Resuscitation manual								
	Table/ work surface			Operating book			Surgical checklist			Adverse event book								
	Stapler			Perforator			Ruler			Phone								
	Pedal bin			Surgical manual			Booking register			Adequate lighting								
	BP Machine			Thermometer			Theatre scores			Domestic fridge								
Changing room	Lockable door			Lockable shelves			Cloth hangers			Pedal bin			Adequate lighting					
Scrubbing area	Scrubbing tap			Place kept clean			Work surface			Hand drier			Adequate lighting					
Sterilization	Autoclave			Place kept clean			Autoclave tape			Register			Adequate lighting					
Preparation rooms	Work surface			Caesarean sets			Minor sets			Trolley			Adequate lighting					
	Shelves			Laparotomy sets			General sets			Stool			Place kept clean					
Anesthetist room	Table			Suxamethonium			Lignocaine			Ketamine			Adequate lighting					
	Chairs (2)			Panculnnium			Adrenaline			Halothane			Air conditioner					
	Oxytocin			Hydrocortisone			Ringers Lactate			Atropine			Metoclopramide					
	Dextrose 5%			Thiopenteone			Normal saline			Diazepam			Promethazine					
	Neostigmine			Dextrose 50%			Place kept clean			Pedal bin								
Operating room	Air conditioner			Diagnostic set			EKG and/or ECG			Clinical Thermometer								
	Anaesthetic unit			Oxygen supply			Notice board			Medicine Fridge								
	Operating table			Suction machine			Stools (4)			Kick buckets								
	Operating lights			Pulse oximeter			Place kept clean			X-ray Viewing LCD								
	Cauterization unit			BP Machine			Work surfaces			Pedal bins			Sharp box					
Autoclaved drums	Gowns			Gauze swabs			Towel			Cotton swabs								
	Drapes			Abdominal swabs			Cheatle forceps			Cheatle foicep hlder								
Disinfectants& cleaning	Methylated Spirit			Savlon			Iodine			Cidex								
	Jick/Chlorine			Vim			Soap (Powder)			Liquid soap								
Assorted sutures	Vicryl –Round			Silk- Round			Nylon – Round			C/Catgut- Round								
	Vicryl- Cutting			Silk- Cutting			Nylon - Cutting			C/Catgut- Cutting								
Gloves	Surgical gloves – assorted size											Exam gloves – assorted size						
PPE	Aprons			Goggles			Masks			Scores			Boots			Head capes		
Other essential supplies	Strapping			Assorted needles			Cannula			Giving set-blood								
	Giving set-fluid			Assorted syringes			Foley's catheter			Bandages								
Store room (practices)	Bin card for all medicines/supplies						Bin cards up to date				FEFO practiced							
	Ordering/Purchase records up-to-date						Monthly physical count				Place kept clean							
	Clearly marked section for expired medicines/supplies						Expired medicines/supplies isolated											
Sluice Room	Bucket-Chlorine			Bucket-Water					Bucket- tubes			Running water						
	Bucket-Soap			Decontamination SOP					Place kept clean			Adequate lighting						
Equipment Maintenance	Equipment register/inventory						Equipment service schedule											
	Equipment manuals available						Equipment appropriately installed											
Infection Prevention measures	Compliance to sterilization/decontamination SOP						Bin lines-black				Access to PEP							
	Theatre nosocomial check (Lab culture swab)						Bin lines-yellow				Waste segregated							
	Written weekly activity schedule of the Theatre						Major cleaning day clearly scheduled											
Achieved Score / Total Applicable Score																		44

19. Standard 16: Medical ward services

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)													Score 2/1/0	
Licences	Valid practicing license for medical ward Personnel available and displayed														
Staff levels	Adequate personnel or the scope of service														
Infrastructure (Minimum No. of rooms)	All rooms in the medicine ward meeting Public Health Act Cap 295 (Floor area not less than 8.4 m2, Horizontal dimensions not less 2.1m and Height not less than 2.6m						Main ward			Side ward					
Treatment room								Toilets							
Sluice room								Store room							
Bathroom room								Duty room							
State of building	The ward in good state of repair with the following well maintained.														
	Walls		Fixtures		Windows		Floors		Roof		Doors				
Ventilation	Adequate natural ventilation							Artificial ventilation (Aircon/fan)							
Lighting	Adequate artificial lighting							Artificial lighting							
Equipment	Standard hospital bed			Suction unit			Height scale			Weighing scale					
	Water dispenser/bucket			Diagnostic set			Receivers			Bed pan/ urinals					
	Clinical Thermometer			Oxygen unit			Tourniquet			Pulse oximeter					
	Access to sterilizer			Cardiac table			BP Machine			Adjustable beds					
	Adequate furniture			Mackintosh			Notice board			Medicine Fridge					
	Bed locker/cabinet			Foot stool			Drip stand			Domestic Fridge					
	Examination light			Jar of Water			Gully pots			Medicine cupboard					
	Functional Phone			Trays/basins			Cups			Medicine trolley					
	Linen trolley														
Supplies	Essential medicine			Gauze swabs			Syringes			Fluid giving sets					
	Adequate needles			Cotton swabs			Strapping			Blood giving set					
	Examination gloves			Cannula			Paper towel			Dextrose 5/10%					
	Surgical gloves			ORS			Soap			Normal Saline					
	Methylated spirit			Chlorine/Jik			Liquid soap			Ringers Lactate					
Reference material	Zambia/British National formulary							Standard Treatment Guideline							
	Medicine dilution protocol				Medicine reference books					National protocols					
Emergency Tray	Metochropromide			Atropine			Aminophylline			Hydrocortisone					
	Phenorbabitone			Diazepam			50% Dextrose			Calcium carbonate					
	Sodium bicarbonate			Ambubag			Adrenaline			Inventory up to date					
Controlled Medicines	DDA cupboard available					DDA Signage				Lockable					
	Appropriate stocked					Keys restricted				Inventory updated					
Nursing Practice	Drug chart–all patient on drugs					Vital signs charts				Nursing care plan form					
	Medicine given as prescribed					Vital signs monitored				Nursing care implemented					
	Labs done as ordered by doctor					Lab reports filed on file					Documented IEC				
	Requested investigations done					Investigation report on file					Round book updated				
	Fluid balance chart –if on fluids					Fluid charts updated									
Clinical Practice	Patient history evaluated					Appropriate examinations					Accurate diagnosis				
	Appropriately investigation					Clinician name -all notes					Rx in line with STGs				
	Patients reviewed appropriately					Clinician signature-all notes					Readable handwriting				
Infection Prevention	Yellow bin Liners			Sharp box			Black bin liner			Pedal bins					
	Functional sinks in clinical rooms							Running water in all clinical rooms							
	Signage promoting hand washing							Segregation of waste adhered to							
	Bucket for chlorine					Bucket for plain water				Bucket for soap water					
	Compliance to the sterilization					Staff have access to PEP				Infection prevention SOP					
Achieved Score / Total Applicable Score														28	

20. Standard 17: Surgical ward services

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)											Score 2/1/0
Licences	Valid practicing license for Surgical ward Personnel available and displayed											
Staff levels	Adequate personnel or the scope of service											
Infrastructure (Minimum No. of rooms)	All rooms in the Surgical ward meeting Public Health Act Cap 295 (Floor area not less than 8.4 m2, Horizontal dimensions not less 2.1m and Height not less than 2.6m)					Main ward			Side ward			
						Treatment room			Toilets			
						Sluice room			Store room			
						Bathroom room			Duty room			
State of building	The ward in good state of repair with the following well maintained.											
	Walls		Fixtures		Windows		Floors		Roof		Doors	
Ventilation	Adequate natural ventilation						Artificial ventilation (Aircon/fan)					
Lighting	Adequate artificial lighting						Artificial lighting					
Equipment	Standard hospital bed			Suction unit			Height scale			Weighing scale		
	Water dispenser/bucket			Diagnostic set			Receivers			Bed pan/ urinals		
	Clinical Thermometer			Oxygen unit			Tourniquet			Pulse oximeter		
	Access to sterilizer			Cardiac table			BP Machine			Adjustable beds		
	Adequate furniture			Mackintosh			Notice board			Medicine Fridge		
	Bed locker/cabinet			Foot stool			Drip stand			Domestic Fridge		
	Examination light			Jar of Water			Gully pots			Medicine cupboard		
	Functional Phone			Trays/basins			Cups			Medicine trolley		
	Linen trolley			Bed cradle			Forceps			Dressing trolley		
Supplies	Essential medicine			Gauze swabs			Syringes			Fluid giving sets		
	Adequate needles			Cotton swabs			Strapping			Blood giving set		
	Examination gloves			Cannula			Paper towel			Dextrose 5/10%		
	Surgical gloves			Bandages			Soap			Normal Saline		
	Standard bandages			Crape bandage			Savlon			Ringers Lactate		
	Methylated spirit			Chlorine/Jik			Liquid soap					
Reference material	Zambia/British National formulary						Standard Treatment Guideline					
	Medicine dilution protocol				Surgical reference books				National protocols			
Emergency Tray	Metochropromide			Atropine			Aminophylline			Hydrocortisone		
	Phenorbabitone			Diazepam			50% Dextrose			Calcium carbonate		
	Sodium bicarbonate			Ambubag			Adrenaline			Inventory up to date		
Controlled Medicines	DDA cupboard available				DDA Signage				Lockable			
	Appropriate stocked				Keys restricted				Inventory updated			
Nursing Practice	Drug chart–all patient on drugs				Vital signs charts				Nursing care plan form			
	Medicine given as prescribed				Vital signs monitored				Nursing care implemented			
	Labs done as ordered by doctor				Lab reports filed on file					Documented IEC		
	Requested investigations done				Investigation report on file					Round book updated		
	Fluid balance chart –if on fluids				Fluid charts updated							
Clinical Practice	Patient history evaluated				Appropriate examinations				Accurate diagnosis			
	Appropriately investigation				Clinician name -all notes				Rx in line with STGs			
	Patients reviewed appropriately				Clinician signature-all notes				Readable handwriting			
Infection Prevention	Yellow bin Liners			Sharp box			Black bin liner			Pedal bins		
	Functional sinks in clinical rooms						Running water in all clinical rooms					
	Signage promoting hand washing						Segregation of waste adhered to					
	Bucket for chlorine				Bucket for plain water				Bucket for soap water			
	Compliance to the sterilization				Staff have access to PEP				Infection prevention SOP			
Achieved Score / Total Applicable Score												28

21. Standard 18: Pediatric (Children) Wards

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)										Score 2/1/0	
Licences	Valid practicing license for Paediatrics ward Personnel available and displayed											
Staff levels	Adequate personnel or the scope of service											
Infrastructure (Minimum No. of rooms)	All rooms in the Paediatrics ward meeting Public Health Act Cap 295 (Floor area not less than 8.4 m2, Horizontal dimensions not less 2.1m and Height not less than 2.6m				Main ward			Side ward				
					Treatment room			Toilets				
					Sluice room			Store room				
					Bathroom room			Duty room				
State of building	The ward in good state of repair with the following well maintained.											
	Walls		Fixtures		Windows		Floors		Roof		Doors	
Ventilation	Adequate natural ventilation						Artificial ventilation (Aircon/fan)					
Lighting	Adequate artificial lighting						Artificial lighting					
Equipment	Standard hospital bed			Suction unit			Height scale			Weighing scale		
	Water dispenser/bucket			Diagnostic set			Receivers			Bed pan/ urinals		
	Clinical Thermometer			Oxygen unit			Tourniquet			Pulse oximeter		
	Access to sterilizer			Cardiac table			BP Machine			Adjustable beds		
	Adequate furniture			Mackintosh			Notice board			Medicine Fridge		
	Bed locker/cabinet			Foot stool			Drip stand			Domestic Fridge		
	Examination light			Jar of Water			Gully pots			Medicine cupboard		
	Functional Phone			Trays/basins			Cups			Medicine trolley		
	Linen trolley			Bed cradle			Forceps			Dressing trolley		
	ORT Corner			Heater								
Supplies	Essential medicine			Gauze swabs			Syringes			Fluid giving sets		
	Adequate needles			Cotton swabs			Strapping			Blood giving set		
	Examination gloves			Cannula			Paper towel			Dextrose 5/10%		
	Surgical gloves			Bandages			Soap			Normal Saline		
	Standard bandages			Crape bandage			Savlon			Ringers Lactate		
	Methylated spirit			Chlorine/Jik			Liquid soap			ORS		
Reference material	Zambia/British National formulary						Standard Treatment Guideline					
	Medicine dilution protocol				Paediatrics reference books				National protocols			
Emergency Tray	Metochropromide			Atropine			Aminophylline			Hydrocortisone		
	Phenorbabitone			Diazepam			50% Dextrose			Calcium carbonate		
	Sodium bicarbonate			Ambubag			Adrenaline			Inventory up to date		
Controlled Medicines	DDA cupboard available				DDA Signage				Lockable			
	Appropriate stocked				Keys restricted				Inventory updated			
Nursing Practice	Drug chart–all patient on drugs				Vital signs charts				Nursing care plan form			
	Medicine given as prescribed				Vital signs monitored				Nursing care implemented			
	Labs done as ordered by doctor				Lab reports filed on file					Documented IEC		
	Requested investigations done				Investigation report on file					Round book updated		
	Fluid balance chart –if on fluids				Fluid charts updated							
Clinical Practice	Patient history evaluated				Appropriate examinations				Accurate diagnosis			
	Appropriately investigation				Clinician name -all notes				Rx in line with STGs			
	Patients reviewed appropriately				Clinician signature-all notes				Readable handwriting			
Infection Prevention	Yellow bin Liners			Sharp box			Black bin liner			Pedal bins		
	Functional sinks in clinical rooms						Running water in all clinical rooms					
	Signage promoting hand washing						Segregation of waste adhered to					
	Bucket for chlorine				Bucket for plain water				Bucket for soap water			
	Compliance to the sterilization				Staff have access to PEP				Infection prevention SOP			
Achieved Score / Total Applicable Score												28

22. Standard 19: Maternal Child Services (MCH) Services

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 MCH Personnel available and displayed												
	Adequate personnel or the scope of service												
Infrastructure	All rooms in the MCH 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				Waiting room			Palpation room					
					Counselling room			Weighing bay					
					PMTCT Room			Toilets					
					Store room			Office					
State of building	The department in good state of repair with the following well maintained?												
	Walls		Fixtures		Windows		Floors		Doors		Roof		
Ventilation	Adequate natural ventilation					Artificial ventilation (Aircon/fan)							
Lighting	Adequate artificial lighting					Artificial lighting							
Equipment	BP Machine (adult)			Examination couch				Adequate furniture					
	Fetal scope			Clinical Thermometer				Drip stand					
	Measuring tape			Weighing scale-with bag				Height scale					
	Examination light			Weighing scale-neonates				Tourniquet					
	Trays/revivers			Weighing scale-adults				Fridge for medicine					
	Access to sterilizer			Forceps/Implant set				Access to U/S Scan					
	Foot stool			Sterile delivery pack-1only									
	Doppler			Bucket for water/dispenser									
Supplies	Code clumps (1)			Cotton swabs/wool				Gauze swabs					
	Giving sets			Disinfectors (JIK)				Syringes-BCG					
	Cannula			ARVs (PMTCT Package)				Syringes- 1ml/2ml					
	IV fluids			Adequate vaccines				Syringes -5mls					
	Fansidah			Examination gloves				Adequate needles					
	Pain killer–Panadol			Septrine Prophylaxis				Surgical gloves					
	Ferrous Sulphate			Contraceptives-COC				Methylated spirit					
	Folic Acid			Contraceptives-Oral P-only				HIV test kits					
	Vitamin A capsules			Contraceptives-Injectable				HIV test kits buffer					
	Mebendazole			Contraceptives-Implants				RPR Reagents					
	Specimen bottles			IEC Materials				Urinalysis Multistix					
Code chain maintenance	Fridge thermometer available					Updated room temperature chart							
	Fridge maintenance log up to date					Ice packs available							
	Cooler boxes available												
Reference material	STG					PMTCT Protocols							
	ZNF/BNF					Focused antenatal care protocol							
	Counselling and Testing Guidelines					Family Planning Protocols							
	EPI Protocols/schedules					ART Protocols							
Compliance	Under-five register up to date					Postal Natal Register up to date							
	Family Planning registers up to date					Antenatal/PMTCT Register up to date							
Inventory	Inventory for vaccines					Inventory for Test Kits							
	Inventory of FP Products/methods					Inventory for ARVs							
Data	Monthly reports Up to date(HIA 2)					MCH Service flags displayed							
Emergency	Emergency tray available					Emergency tray inventory updated							
Infection Prevention	Yellow bin Liners		Sharp box				Black bin liner		Pedal bins				
	Functional sinks in clinical rooms					Running water in all clinical rooms							
	Signage promoting hand washing					Segregation of waste adhered to							
	Bucket for chlorine					Bucket for soap water							
	Bucket for plain water					Infection prevention SOP							
	Compliance to the sterilization					Staff have access to PEP							
Achieved Score / Total Applicable Score													28

23. Standard 20: Labour (Maternity) ward Services

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 Labour ward Personnel available and displayed															
	Adequate personnel or the scope of service															
Rooms	All rooms in the Maternity ward meeting PHA Cap 295 (Floor area not less than 8.4 m ² , Horizontal dimensions not less 2.1m and Height not less than 2.6m						Antenatal ward			Postnatal ward						
							Delivery room			Nursery						
							Sluice room			Toilets						
							Bathroom room			Office/Duty room						
		Is the maternity ward 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								
Admission Bay	Chairs		Work surfaces		thermometer		Birth record		Admission forms							
	Phone		Medicine fridge		Temp chart		thermometer		Patographs							
	Stapler		BP machine		Perforator		Register		Notice board							
	Access to ultrasound service					Scale-adult		Height scale		Domestic fridge						
Antenatal	Hospital bed			Pedal bins			Running water			Bed locker/cabinet						
Postnatal or Post OP room	Hospital bed			Pedal bins			Running water			Bed locker/cabinet						
	Tourniquet			Cardiac table			Water dispenser			Drip stand						
	Baby coats			Oxygen supply			Suction machine			Bathroom scale						
Nursery	Incubators			Chairs			Running water			Baby coats						
Delivery Room	Furniture	Delivery bed			Chair/Stool			Foot Step			Work surfaces					
	Equipment	Neonatal scale			Resustaire			Doppler			Thermometer					
		Pulse oximeter			Suction unit			Fetal Scope			Delivery sets					
		Measuring tape			Oxygen unit			Adult scale			Vacuum delivery					
		Running water			Exam light			BP Machine			Forceps delivery					
	Surgical Instrument	Surgical trays			Drums			Garry pots			Needle h/forceps					
		Assorted bowls			Trolleys			Receivers			Artery forceps					
	Waste mgt	Pedal bins (2)			Kick bucket			Sharp box			Black liner					
	Supplies	Foleys Catheter			Code clump			NVP syrup			Syringes					
		Surgical gloves			Giving sets			IV fluids			Needles					
		Exam gloves			Cannula			Oxytocin			Magnesium SO ₄					
		Methylated spirit			Strapping			Vitamin A			BCG/OPV					
		Suturing material			Cotton wool			Gauze								
	Posters & guidelines	Managing Eclampsia					Care of new borne			PMTC guidelines						
Guidelines for MgSO ₄					Managing PPH			BNF/ZNF								
Decontamination	Decontamination corner			Bucket-Soap			Bucket-Chlorine			Chital holder						
	Decontamination SOP			Jik/Chlorine			Bucket-Plain water			Chital forceps						
	Access to sterilizer			Drapes			Sterilization tapes									
Progress of Labor	Fetal H/Rate ½ hrly			Maternal pulse ½ hourly			Temperature 2hourly									
	Contractions ½ hrly			Cervical dilatation 4hrly			Urinalysis as she voids									
Postnatal care-mother	Oxytocine given after baby delivered					Placenta delivered completely										
	BP Checked			Temperature check			Weight checked									
	Tears sutured			Medication given												
Infant Care	Apgar score at 1min			Apgar score at 5 min			Apgar score at 10 min									
	Baby weighed			H/Circumference			Temp Checked									
	Colour checked			BCG/OPV O given			Medication given									
Emergency Tray equipment & supplies	Aminophylline			Hydrocortisone			Atropine									
	50% Dextrose			Metrochropromide			Diazepam									
	Adrenaline			Phenorbabitone			Ambubag									
	Calcium gluconate			Potassium chloride			Inventory up to date									
Controlled Medicines	DDA Signage			DDA cupboard available			Lockable									
	Keys restricted			Appropriate stocked			Inventory up to date									
Achieved Score / Total Applicable Score														40		

24. Standard 21: Hospital Kitchen

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)														Score 2/1/0
Staffing	No. of Food handlers				No. of with Food handlers certification										
Infrastructure	Meeting Public Health Act Cap 295 of the Laws of Zambia (Floor area ≥8.4 m², Horizontal dimensions ≥2.1m, Height ≥2.6m)						Cooking room				Changing room				
							Food stores				Bathing room				
							Cold room				Toilets				
State of infrastructure	Building in good state of repair with the following well maintained?														
	Walls		Fixtures		Windows		Floor		Floors		Roof				
	Terrazzo floor				Drainage around the cooking area (mounted pots)										
Lighting	Adequate natural ventilation						Artificial ventilation (Fume extractors)								
Ventilation	Adequate natural lighting						Artificial lighting								
Water supply	Running water				Kitchen signage				Handwashing sign						
Equipment	Industrial Stoves		Electrical pots		Big Braziers – as backup										
	4 plate stove		Micro- wave		Preparation area		Preparation sinks								
	Storage shelves		Kitchen scale				Standard Saving trolley								
	Deep Fridge		Freezer				Fridge Thermometers								
	Hand drier		Bins with cover				Long sleeved fire resistance glove								
Utensils	Adequate domestic pots				Adequate plates				Cooking sticks						
	Adequate serving dish				Adequate spoons/forks				Adequate cups						
Supplies	Salt	Kapenta	Onion	Cooking oil	Tomatoes										
	Beans	Cabbage	Sugar	Chicken/meat	Meal-meal										
PPE & hygiene	Owen gloves		Kitchen aprons		White uniform				Head caps						
	Dish Soap		Ajax		Liquid soap				Paper towel						
Fire safety	Fire Extinguishers available				Fire blankets				Bucket of Sand						
	Extinguisher service records				Fire exit mark		x	Equipment servicing plan							
Practices	Dietary plan-Special patients				Surfaces kept clean				Utensils kept clean						
	Compliance to uniform				Bin cards- up to date				Updated temp chart						
Achieved Scores/ Total Applicable Scores														24	

25. Standard 22: Hospital Main Stores/Procurement

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)												Score 2/1/0
Staffing	Procurement officer registered with Zambia Institute of Purchasing & Supply												
	Qualified stores officer with minimum of certificate in stores management												
Infrastructure	Walls		Fixtures		Windows		Doors		Floors		Roof		
Ventilation	Adequate natural ventilation						Artificial ventilation (Aircon/fan)						
Lighting	Adequate natural lighting						Artificial lighting						
Stores equipment	Storage Shelves			Storage cabinet			Measuring cylinder			Table			
	Salter Scale			Kitchen scale			Fridge Thermometer			Chair			
	Perforator			Pellets			Fire Extinguishers			Stapler			
Cleaning materials/ disinfectants	Washing soap			Spirit of Salt			Handwashing soap			Vin			
	Air freshener			Mr. Min			Dish washing soap			Ajax			
	Chlorine/Jik			Pedal bin			Other disinfectants			Spirit			
Adequate Dry food staffs	Salt		Kapenta		Onion		Cooking oil		Tomatoes				
	Beans		Cabbage		Sugar		Rodent traps						
Stationery	Pens		Staples		Ball stick		Bond paper		Markers				
	Tonner		Tonner		Folders		File fasteners		Board pin				
Cold storage	Fish		Chicken		Meat		Temp Chart						
Inventory	Bin Cards available-All supplies						Bin Cards up to date-All Supplies						
	Monthly physical count up to date						Supplies organized FEFO/FIFO						
Good Stores/ Procurement Practices	No expired supplies on shelfe						Clearly marked section for expiries						
	Records of disposed expiries						Rodent control schedule						
	Sores room kept clean						Cold room/Freezer kept clean						
	List of suppliers						Tender committee minutes/records						
	Proper records of orders						Proper records of supplies						
Achieved Scores / Total Applicable Scores													24

26. Standard 23: Hospital Laundry

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)													Score 2/1/0	
Staffing	No. of Laundry Staff					Orientation certification									
Infrastructure	Meeting Public Health Act Cap 295 of the Laws of Zambia (Floor area ≥8.4 m², Horizontal dimensions ≥2.1m, Height ≥2.6m)					Washing room				Stores					
						Linen receiving bay				Toilets					
						Clean Linen stores									
State of infrastructure	Building in good state of repair with the following well maintained?														
	Walls		Fixtures		Windows		Doors		Floors		Roof				
Lighting	Adequate natural ventilation					Artificial ventilation (Aircon/fan)									
Ventilation	Adequate natural lighting					Artificial lighting									
Water supply	Running water					Laundry signage					Handwashing sign				
Waste Mgt	Pedal bin			Bin liners				Linen bag				Linen trolley			
Equipment	Placing Iron- Industrial					Big buckets					Working surfaces				
	Placing Iron- domestic					Washing machine					Storage shelves				
PPE/Cleaning Materials	Jik/Chlorine			Liquid soap				Washing soap					Face mask		
	Boots			Washing soap				Clean uniform							
Laundry Practices	Section for dry dirty linen					Section for dry dirt					Clean surfaces				
	Washed lined segregated per wards							Linen properly labeled							
	Disinfection/Cleaning schedule							Infection Prevention SOPs							
Maintenance	Laundry service equipment schedule							Servicing records							
	Equipment manuals available to users							Equipment properly installed							
Achieved Scores / Total Applicable Scores															

27. Standard 24: Hospital Mortuary

Assessment Area	Assessment Criteria (scoring criteria : Score =2, Partially Score = 1 and Not Score = 0)											Score 2/1/0	
Staffing	No. of Mortuary Attendants						Orientation certification						
Infrastructure	Meeting Public Health Act Cap 295 of the Laws of Zambia (Floor area ≥8.4 m², Horizontal dimensions ≥2.1m, Height ≥2.6m)				Waiting area					Postmortem room			
					Office					Store room			
					Mortuary unit room					Mourner's shelter			
					Washing bay room					Toilets			
	Terrazzo floor- desirable					Drainage around the washing bay							
	Mortuary Perimeter fence					Mourners entry/exit gates							
	Internal gate- into the hospital					Roofed corridor connected to the wards							
State of infrastructure	Building in good state of repair with the following well maintained?												
	Walls		Fixtures		Windows		Doors		Floors		Roof		
Lighting	Adequate natural ventilation					Artificial ventilation (Aircon/fan)							
Ventilation	Adequate natural lighting					Artificial lighting							
Office	Table		Chairs		Mortuary register			Storage cabinet					
Surrounding	Clean surrounding				Outdoor bin			No liter			Proper drainage		
Mortuary unit room	Functional mortuary unit						Odorless				Updated Temp chart		
	Mortuary unit Thermometer						Clean surfaces				Bodies well labeled		
Body washing room	Body washing bay					Shelves				Liquid soap		Disinfectant	
	Working surfaces					Waste Bin				Running water		Exam gloves	
Postmortem room	Postmortem table					Work surfaces				Stools		Sharp box	
	Postmortem set					Surgical gloves				Sutures		Cotton wool	
	Handwashing sign					Exam gloves				Boots		Face mask	
	Disinfectants					Running water				Shelves		Liquid soap	
Mortuary Practices	Infection Prevention SOPs						Inventory records					Disinfection & Cleaning schedule	
	Mortuary unit service schedule						Servicing records						
Achieved Scores / Total Applicable Scores													24

28. Standard 25: ART Clinic

Domain		Domain Area 1 Score (0-5)	Domain Area 2 Score (0-5)	Domain Area 3 Score (0-5)	Total Score	Total Domain Score
1	HIV Care And Team Leadership	Supervision	Focal Point Person	N/A		
2	National Guidelines And QA	National, SOP & Guidelines	Quality Assurance	N/A		
3	Level of Health HealthCare and Clinical Services	Comprehensive Services	Physical Space	N/A		
4	Laboratory Capacity	Staffing Levels	Capacity to do Investigations	Quality Control		
5	HMIS & M&E	Staffing Levels	ART M&E	N/A		
6	Human Resource & CPD	Staffing Levels	Certified Staff	CPD		
7	Pharmaceutical & Logistics Management System	Staffing Levels	LMIS 5	N/A		
Overall Score/ Average Score						
Domain Stage (Overall Score/7)						

29. Standard 26: Voluntary Medical Male Circumcision Clinic

Domain		Domain Area 1 Score (0-5)	Domain Area 2 Score (0-5)	Domain Area 3 Score (0-5)	Total Score	Total Domain Score
1	Male Circumcision Team and Supervision and Administrative documents	Clinical Team and Supervision	focal point person	Administrative documents		
	National guidelines, Male Circumcision protocols and QA					
2	Level of healthcare and Male Circumcision	National guidelines and MC protocols 3	Quality assurance system 5	N/A		
	Data capturing, M&E and pharmaceutical logistics management information system					
3	Infection Prevention and health waste management	comprehensive services	Recommended equipment, medical and surgical supplies	Physical Space		
	Male Circumcision Team and Supervision and Administrative documents					
4	National guidelines, Male Circumcision protocols and QA	Data Capturing M& E	Pharmaceutical logistics management information system 5	N/A		
	Level of healthcare and Male Circumcision					
5	Data capturing, M&E and pharmaceutical logistics management information system	Infection Prevention	Health Care waste management 4	N/A		
Overall Score/ Average Score						
Domain Stage (Overall Score/5)						

30. 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			40
Standard 3	OPD Minimum Infrastructure requirements			16
Standard 4	Patient focus and Feedback			6
Standard 5	Generation, Storage and management of Records			12
Standard 6	Sanitary Facilities			12
Standard 7	OPD Consultation rooms			16
Standard 8	OPD Treatment Rooms			24
Standard 9	Medicine Management (Pharmacy Services)			40
Standard 10	Laboratory Services			56
Standard 11	Dental (Oral Health) services			58
Standard 12	Radiology services			52
Standard 13	Rehabilitation and physiotherapy services			58
Standard 14	Ophthalmic (eye care) services			68
Standard 15	Theatre services			44
Standard 16	Medical ward Services			28
Standard 17	Surgical ward Services			28
Standard 18	Paediatrics ward			28
Standard 19	Maternal Child Services (MCH) Services			28
Standard 20	Labour (Maternity) ward Services			40
Standard 21	Hospital Kitchen			24
Standard 22	Hospital Stores and procurement system			24
Standard 23	Hospital Laundry			22
Standard 24	Hospital Mortuary			24
Standard 25	ART Clinic			35
Standard 26	Male Circumcision			35
Total scores				838
		$Total\ Score = \frac{Total\ Achieved\ Scores}{Total\ applicable\ scores} \times 100 = \dots \times 100 = \%$		

31. 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		

32. Summary of Major Inspection Findings and Recommendations

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

33. Inspection Team

S/N	Name	Station	Signature
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1			
2			
3			

34. Signature of Facility Representative

S/N	Name	Positon	Signature
1			
2			

35. Official Stamp (were available)

