

HEALTH PROFESSIONS COUNCIL OF ZAMBIA

COMPLIANCE MONITORING ASSESSMENT TOOL FOR CLINICS

Facility Name_____ Catch pop_____

Physical Address_____ District_____

Postal Address_____ Phone No_____ Imprest_____

HPCZ No._____ Class_____ Date_____ Nationality: _____

Inspectors 1._____ 2._____ 3._____

1. Introduction

2. Objectives

3. Scope of service

Categories	Services							
Outpatient services	Consultations		Dispensary		Natural family planning		Pharmacy- Bulk Stores	
	Postnatal		Antenatal		Natural family-short term		Counselling & testing	
	Under-five clinic		PMTCT		Natural family-long term			
Supportive services	ART services		MC services		Maternity		Observation wards	
	Ambulances		Ultrasound		Breast Cancer screening		Cervix cancer screening	
Simple Lab Tests	RDT-Malaria		Urinalysis		Pregnancy		HIV antibody	
	RPR		Blood sugar		Heamoque		Hepatitis B Sag	
	Other serological tests (Specify).....							
Other Lab test	malaria microscopy		CD4 testing		Chemistry		Full Blood Count	Grouping
	TB- Microscopic		ESR		Sickling test		Microscopy Culture & sensitivity	

4. Human Resource

a) Staffing Level

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

b) Staffing Level

Profession	Full Time		Part Time		Profession	Full Time		Part Time	
	Need	Available	Need	Available		Need	Available	Need	Available
Medical Officers					CO- General				
Reg Midwives					Pharm Tech				
Registered Nurses					Receptionist/Cashier				
Enrolled Nurses					Psychosocial				
Enrolled Midwives					Data Clerks				
Cert Midwives					Cleaners – Indoor				
EHT					Cleaners – Outdoor				
Lab Technologist					Watchman				
Dental Therapist					Other....				

5. 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:				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 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

6. Standard 2: Minimum Infrastructure Requirement

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

7. Standard 3: Environment, Health & Safety

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 Personnel available and displayed																	
	Adequate staff		Environmental Technologist						Station Handymen									
	Infection Prevention Committee or Designated person overseeing IPC activities																	
Parking space	Adequate parking space		Ambulances						Clients/visitors				Designated staff					
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 (Air conditioner/fan)										
Lighting	Adequate natural lighting							Artificial lighting										
Work stations	Adequate furniture							Sorter Scale for weighing waste										
	Lockable Storage cabinet							Storage room with shelves										
Ventilation	Adequate natural ventilation							Artificial ventilation (Aircon/fan)										
Lighting	Adequate natural lighting							Artificial lighting										
Surrounding	Clean environment					Outdoor sanitary bin						No littering of rubbish						
	Ground maintenance					Drainage system												
Waste Disposal	Incinerator or waste					Rubbish pit						Rubbish pit Secured						
	Bins for segregation of					Placenta pit						Placenta pit secured						
	Incinerator or contract					Adequate pedal bins						Sharp boxes						
	Segregation of waste					Adequate bin liners						Waste storage section						
Occupation Health & Safety	OHS Guidelines/SOP					Wheelchairs available						Personal protective equip						
	Signage in all rooms					Provision for disabled's						Staff vaccination Program						
Venerable Population	Written policies					Reporting system						Register for cases						
	Linkage-Social welfare					Linkage- Referral Hosp						Linkage to Zambia Police						
Fire Safety	Fire extinguishers					Extinguisher servicing						Bucket of sand						
	Available fire exit marks					Evidence of fire drills						Fire assembly point						
Power supply	Electricity Available					Backup power supply												
Security	Perimeter Fence					Security Guards												
Food, Water and sanitation Inspections	Activity			Target	Done	Activity					Target		Done					
	Premises inspected					Sanitary facility inspected												
	Water sources inspected					Water samples collected												
	Food inspections done					Food samples collected												
	Salt samples for iodine																	
Rodent & vector control	Rodent control schedule						ITNs distribution											
	Indoor residual spray																	
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	Schedule of maintenance works						Records-maintenance works done											
	Records of reported plumbing work						Records of plumbing works done											
Achieved Score / Total Applicable Score														38				

8. Standard 4: 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	

9. 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												
	Adequacy	Clinical Officer		Nurses		Community Health Assistance							
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 Hammer		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						
Achieved Score / Total Applicable Score												16	

10. Standard 6: Treatment

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								
Protocols & SOPs	Nursing procedure manual						Infection control protocols								
	Malaria			Tuberculosis			Managing STI			ART/HIV					
Furniture	Table			Chair-doctor			2 Chairs-Clients			Coat hanger					
	Exam Couch			Foot step			Storage cabinet								
Equipment	Scale- Adult			Fetal scope			Measuring tape			Couch					
	Scale- Paeds			Oxygen unit			Dressing trolley			BP -Adult					
	Height scale			Suction unit			Pulse oximeter			BP-Paeds					
	Suturing set			Stethoscope			Thermometer			Drip Stand					
	Dressing set			Tourniquet			Running Water			Foot step					
	2 Pedal bins			Screens			Running water			Exam light					
Supplies	5% Dextrose			Ringers			Normal saline			Gauze					
	Cannulas			Giving set			Strapping			Syringes					
	Bandages			Cotton wool			Surgical gloves			Needles					
	Exam gloves			Paper towel			Sterilization tape			Liquid soap					
	Spirit			Bandages			Crape bandages			Jik					
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					
Anchieved Score / Total Applicable Score														24	

11. Standard 7: Medicine Management (Pharmacy Services)

Assessment Area	Assessment Criteria (scoring criteria : Met =2, Partially Met = 1 and Not Met = 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
Ventilation	Adequate natural ventilation					Adequate artificial ventilation								
Lighting	Adequate natural lighting					Adequate artificial lighting								
Dispensary	Adequate shelves					Pedal Bins								
	Room Temperature Thermometer					Updated Temperature Chart								
	Fridge Temperature Thermometer					Updated Fridge Temperature Chart								
	Air conditioner installed					Air conditioner Functional								
	Mandatory/essential list of drugs					Medicine counter tray								
Bulk store Optional	Adequate shelves					Adequate pellets								
	Separate section-Radiation material					Separate section-fluids								
	Separate section for Lab reagents					Separate section-flammable material								
	Air conditioner installed					Air conditioner Functional								
	Room Temperature Thermometer					Updated Temperature Chart								
	Fridge Temperature Thermometer					Updated Fridge Temperature 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												40		

12. Standard 8: Laboratory 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 Lab Personnel available and displayed														
	Adequate personnel or the scope of service														
Infrastructure	All Lab 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														
	Building in good state of repair with the following well maintained?														
	Walls		Fixtures		Windows		Doors		Floor		Roof				
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)										
Lighting	Adequate natural lighting				Artificial lighting										
Laboratory SOPs for all tests	HIV Antibody Test		CD4 Count		Hepatitis B Testing		Urinalysis								
	Random Blood Sugar		TB Testing		Malaria microscopy		RDT								
	Fasting Blood Sugar		Chemistry		Pregnancy testing		Sickling								
	RPR (Syphilis testing)		Hematology		Stool Analysis SOPs										
Laboratory audit (Practices)	All results are authenticated by qualified lab personnel's- (Name and signature)														
	Evidence of the supervisor counter verifying the results														
	Testing staff appropriately records all results in the register and signs for them														
	Date tested		Time tested		Test Results		Method		Signature						
	Lab personnel have a readable Handwritings														
Storage practices of Lab reagents & supplies	Adequate shelves for lab supplies				Adequate pellets for lab supplies storage										
	Functional Air conditioner (stores				Essential laboratory supplies list										
	Room Temperature Thermometer				Updated Temperature Monitoring Chart										
	Fridge Temperature Thermometer				Updated Temperature Monitoring Chart										
	Allied products (diagnostic reagents & flammable substance) are stored properly with specific area within store room designated for them.														
Inventory	Bin (stock control) cards available				All bin cards up to date										
	FEFO-First Expired First Out' practiced				Section for expired things clearly marked										
	No expired supplies/reagents in fridge				No expired supplies/reagents in fridge										
Essential laboratory equipment	Adequate Benches		Counting chambers		Centrifuge										
	Chemistry Analyzer		Bunsen/spirit burner		CD4 Analyzer										
	Hematology analyzer		Mechanical balance		Adequate Fridges										
	Microscope		Working refrigerator		Fridge thermometer										
	Timer		Standard Pipette		Room thermometer										
Essential laboratory supplies	Test Kits- HIV		Reagents-CD4		Disinfectants/JIK										
	Test Kits- Malaria		Test Kits RPR		Methylated spirit										
	Test kits-Pregnancy		Staining chemicals		Pipettes tips										
	Test Kits-Hepatitis		Paper/hand towel		Containers – EDTA										
	Reagents-Hematology		Syringes/Needles		Containers – Plain										
	Reagents-chemistry		Liquid Soap		Universal containers										
	Reagents –sickling test		Microscope slides												
PPE	Lab coats		Exam gloves		Face mask/shield		Goggles								
Equipment maintenance	Equipment register				Equipment service schedule										
	Competent service personnel/Company				Equipment installed appropriately										
	Non-functioning equipment isolated				Lab equipment inventory up to date										
	Manufacturer/operator manuals				Equipment routinely serviced										
Quality Control & Assurance	Availability of QA/QC SOPs				Evidence of external QC										
	Updated room thermometer charts				Evidence of internal QC										
	Updated fridge thermometer charts				Calibration of lab machines upto date										
Infection Prevention	IPC & biosafety SOPs		Running water		Schedule of nosocomial check										
	Color coded bin liners		Sharp boxes		Signage for hand washing										
	Adequate pedal bins		Staff have access to PEP												
Achieved Score / Total Applicable Score												30			

13. Standard 9: Dental services

a. Staffing and infrastructure

Assessment Area	Assessment Criteria										Score			
											2	1	0	
Human Resource	Valid practicing license for Dental Personnel available and displayed													
	Adequate staff for the scope of service	Dental Surgeon					Dental therapist							
		Dental Assistant					Dental Technologist							
Infrastructure	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							
	Building in good state of repair with the following well maintained?													
	Walls		Fixtures		Doors		Floors		Roof					Windows
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: Met =2, Partially Met = 1 and Not Met = 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 Ionomer								
	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										Met
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: Met =2, Partially Met = 1 and Not Met = 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						
Achieved Score / Total Applicable Score								8	

e. Dental Practices

Assessment Area	Assessment Criteria (scoring criteria: Met =2, Partially Met = 1 and Not Met = 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										

f. Dental Equipment maintenance

Assessment Area	Assessment Criteria (Scoring Criteria: Met =2, Partially Met = 1 and Not Met = 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								4	

14. Standard 10: 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	

15. Standard 11: 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		

16. Standard 12: Observation Rooms

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

17. Standard 13: 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											
Infrastructure	Scanning room in good state of repair with the following well maintained?																						
	Walls				Fixtures				Doors							Floors				windows			
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											

18. Standard 14: 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

19. Standard 15: Generation, Storage and management of Records

Assessment Area	Assessment Criteria (scoring criteria : Met =2, Partially Met = 1 and Not Met = 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

20. Summary of scores for all Standard

Standard No.	Standard Description	Achieved Score	Applicable standards Scores	Total available Scores
Standard 1	Legal Establishment, Leadership and Governance			20
Standard 2	Minimum Infrastructure requirements			16
Standard 3	Environment, Health & Safety			38
Standard 4	Sanitary Facilities			12
Standard 5	Consultation Rooms			316
Standard 6	Treatment Rooms			24
Standard 7	Medicine Management (Pharmacy Services)			40
Standard 8	Laboratory Services			30
Standard 9	Dental services			24
Standard 10	Maternal Child Services (MCH) Services			28
Standard 11	Labour (Maternity) ward Services			40
Standard 12	Observation Rooms			12
Standard 13	Ultrasound Scanning Services			12
Standard 14	Patient focus and Feedback			6
Standard 15	Generation, Storage and management of Records			12
Total scores				296
$Total\ Score = \frac{Total\ Score}{Expected\ Score} \times 100 = \text{---}\%$				

21. 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		

22. Summary of Major Inspection Findings and Recommendations

S/N	Major Findings	Recommendations
1		
2		
3		
4		
5		

23. Conclusion

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24. Inspection Team

S/N	Name	Station	Station	Signature
1				
2				
3				

25. Signature of Facility Representative

S/N	Name	Positon	Signature
1			
2			

26. Facility Official Stamp (where available)

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