

**I. MANAGERIAL AREAS****I-I. Facility Condition and Infrastructure**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
1	Are the rooms well organized and cleaned?	Obs. at room	Clean and tidy	Not satisfactory clean	Very messy, animal, insects		21
2	Is surrounding of the facility kept clean?	Obs. at surroundings	Clean	Not satisfactory clean	Wastes, Grass		22
3	Is water supply regular and secure? (Pipe borne, bore hole and well)	Interview	Water supply is regular and secure	Water supply is available but sometimes not available	Not available		22
4	Is electricity available?	Interview/ observation	Connected to national grid	Generator or solar available	Not available		22
5	Are lights functioning?	Obs. at room/ interview	Functioning	Not all rooms have lights or some bulbs are not functioning	No lights		22
6	Is mobile network available?	Interview	More than 2 lines	1 line	No network		

**I-II. Data Management**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
7	Is standard directory of filing updated?	Standard directory	Available and current	Available but not current	Not available		1

Please check the availability and completeness of the reports on the list below (If not available, tick on « Poor », if available but not completed, tick « Fair »)

No.	Reports/ Records	Good	Fair	Poor	Remarks	Code
8	Monthly Midwife Returns	Available and completed	Available but not completed.	Not available		2,53
9	Monthly Family Planning Returns	Available and completed	Available but not completed.	Not available		53
10	Monthly Child Health Returns	Available and completed	Available but not completed.	Not available		61
11	Monthly CBSVs (Community Based Surveillance Volunteer) reports	Available and completed	Available but not completed.	Not available		65
12	Monthly Revenue Returns	Available and completed	Available but not completed.	Not available		3
13	Monthly Drug returns	Available and completed	Available but not completed.	Not available		11
14	EPI Record	Available and completed	Available but not completed.	Not available		5

**I-III. Staff Management**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
15	Is organogram available and displayed?	Organogram	Available, current and displayed	Available displayed but not current	Not available		9
16	Is Daily Attendance register available and completed?	Daily Attendance Register	Available and completed	Available but not completed.	Not available		6
17	Is Weekly/Monthly duty roster for all staff available and current?	Duty roster	Available and current	Available but not current	Not available		7
18	Is Monthly work plan of HCs available and current?	Monthly work plan	Available and current	Available but not current	Not available		8

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
19	Are SDHT Meetings organized monthly and the minutes available and current?	SDHT Meeting minutes	Monthly organized with current minutes	Not monthly organized/ Not current minutes	No minutes/ Not organized		4
20	Are SDHMT Meetings organized quarterly and the minutes available and current?	Quarterly SDHMT Meeting Minutes	Quarterly organized with current minutes	Not quarterly organized/ Not current minutes	No minutes/ Not organized		5

**I-IV. Equipment & Assets Management**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
21	Is Assets register available with updated inventory?	Assets register/ Store ledger book	Available and updated.	Available but not updated	Not available		16,17
22	Are assets well-labelled?	Check labels	Most labelled	Less than half	Not at all		19
23	Are all equipment in use functional?	Assets register/ Store ledger book/ Observation	All equipment in use are functional.	Some equipment in use are not functional.	Most of equipment are not functional.		16,17
24	Are manuals and instructions filed or displayed in designated area?	Place of keeping user's manuals and instructions	Main manuals are filed or displayed.	Manuals are available but placed somewhere	No manual		24,26
25	Are non-functioning equipment separated for repair?	Obs. at store room, Unserviceable store ledger	Separated and already informed SDHT.	Separated but abandoned	Mixed in the consultation point		23
26	Is regular maintenance of equipment (Refrigerator, Solar) conducted?	Maintenance schedule, Interview with staff	Regularly maintained.	Rarely maintained	Not maintained at all		25
27	Are monthly motorbikes servicing conducted?	Interview, maintenance schedule and register	Monthly maintained.	Maintained but not monthly	Not maintained at all		15
28	Are regular vehicles servicing conducted?	Log book and maintenance sticker (attached to car after servicing)	Regularly maintained.	Rarely maintained	Never maintained	If there is no vehicle, [N/A]	15

**I-V. Financial Management**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
29	Is Internally Generated Fund recorded?	Revenue collection book, Revenue billed ledger, Daily summary cash book	Recorded correctly	Recorded incorrectly	No record book		3
30	Is cash revenue recorded?	Revenue collection book, Daily summary cash book	Recorded correctly	Recorded incorrectly	No record book		3
31	Is General Counterfoil Receipt Book available and used?	GCR/CAGD, approved receipt books	The receipt book is available and used.	The receipt book is available but not used.	Not available		3
32	Are claims of NHIS compiled daily?	Cash analysis book, Claim forms, National revenue ledger (NHIA), returns	Compiled daily	Compiled but not daily	No record book		3
33	Is cash banked-Gross deposit concept?	Bank cash/cheque, Pay in slip, Deposit Slip/ pass books, IGF-Service Cash book, Drug Cash book	Cash is banked regularly.	Cash is banked occasionally	Never banked		3

**I-VI. Supply Management**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
34	Are health commodities requested and issued by standard forms?	Requisition, Issue and Receipt Voucher (RIRV), Requisition form book	RIRV and the form available and completed	The forms are available but not completed.	Never used. Not available		12, 14
35	Does each drug have a bin card?	Bin cards	Bin cards with drugs and completed.	Bin cards are available but not completed	No bin card		12
36	Are all drugs and health commodities at SDHT level stocked above re-order level?	Bin cards, Drug returns	Above re-order level	Re-order level but up to one third	Stock-out occurred.		10
37	Are commodities kept in good condition (No sunlight, heat, moisture, dust, insect, animal)?	Storage condition at dispensary/ store	Good condition	Not satisfactory condition	Bad condition		12
38	Are commodities aligned on shelves by labels indicating where the drug belongs?	Cross-check between labels on the shelves and drugs	Aligned on the shelves with labels	Aligned but on no labels or different labels	No labels. Not aligned.		12
39	Are commodities organized according to FEFO (FIRST-TO-EXPIRE, FIRST-OUT)?	Check 2-3 drugs aligned	Organized FEFO	Not all	Not aligned		12
40	Are unusable drugs stored separately to be disposed or in process of return?	Check dispensary/ storeroom, Unserviceable store ledger	Stored separately	Stored separately but abandoned	Expired/Damaged stock are mixed.		13
41	Are office supplies (Stationery) set in order by category?	Obs. at storeroom	Set in order with labels	Placed untidy	No stock.		18
42	Are copies of Maternal Health Records Booklet stocked?	Stock of the booklet at store/service point	Sufficiently	Less than 5.	Stock-out		47
43	Are copies of Child Health Records Booklet (CWC Book) stocked?	Stock of the booklet at store/service point	Sufficiently	Less than 5	Stock-out		61
44	Are new registers/reports formats kept in the stores?	Storeroom/Store ledger	New registers/reports are stored.	New registers/reports are available but not at store	Stock-out		55

**II. QUALITY IMPROVEMENT ON WORK PLACE****II-I. Infection Prevention & Control**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
45	Is routine cleaning of the facility conducted?	Check schedule, Interview with staff	Regularly cleaned	Not regularly cleaned	No routine		32
46	Are clean bed linens available for use?	Check bed linens.	Available and clean	Available but not clean	No bed linens		31
47	Are soap, alcohol rub and water available for hand-washing at service points?	Obs. at service points	All available at service points	Hand washing can be done but not satisfactory	No hand-washing point		27

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
48	Are Personal Protective Equipment available with appropriate stock (Disposable glove, Mask, Cap)?	Obs. at OPD/ Maternity ward	Appropriate stock all items	Stock almost finished	Stock-out with any items		28
49	Are labeled waste containers for different type of waste available at service points?	Obs. waste containers (Label, Place), Safety box	Labelled containers as indicated.	Not labelled but separated by type of wastes.	Wastes are mixed.		36
50	Are disposal pits (General medical wastes) available?	Obs. disposal pit	Available and not full	Available but full	No pits		22
51	Is placenta disposal pit available and in use?	Obs. placenta pit	Available and in use	Not available but alternative pit is available.	Not at all		22
52	Are incinerators available and functioning?	Obs. at incinerators	Available and functioning	Available but not functioning	Not available.		22
53	Are no hazardous items (sharps, contaminated materials, flammables, harmful chemicals) exposed in the facility?	Obs. facility	Not seen.	Not satisfactory	Anywhere you can see.		38
54	Are medical wastes disposed appropriately (incinerator, waste disposal pit, or landfill)?	Interview with staff, obs. disposal site	Regularly disposed.	Occasionally disposed	Disposed surroundings		37

### III. SERVICE DELIVERY

#### III-I. Maternal / Neonatal & Child Health

##### A. Family Planning

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
55	Is Family Planning Guideline/ Protocol available?	FP Guidelines/ Protocol	Available		Not Available		41
56	Are family planning commodities (Condoms, Pills, Injection, Implant, IUD) available in stock?	Check all F/P commodities	All items are stocked sufficiently	Some items are out of stock or almost finished.	All stock-out		44
57	Is the documentation of FP services correctly completed on the register?	Family planning register	Available and completed correctly.	Available but not satisfactory completed.	Not available		45
58	Is the record of FP service completed correctly on the FP Client Card?	Check 1-2 FP Client Card	Available and completed correctly.	Available but not satisfactory completed.	Not available		45
59	Is family planning flipchart used for counselling?	Observation if clients are available. GHS FP flipcharts on the desk	Staff uses the flipchart for counselling (Obs.). Flipchart is placed on the desk.	Available but not used.	Not available		45

**B. Adolescent Health**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
60	Is adolescent health corner available?	Obs. the corner	Available and indicated	Available but not indicated	Not available		43
61	Is there an adolescent health profile for the sub district	Sub district Profile	Available		Not available		43
62	Is adolescent health service record updated?	Adolescent health service record	Available and updated	Available but not updated	Not available		43
63	Is there an adolescent health action plan for the sub district	Action plan	Available		Not available		43

**C. Antenatal Care + PMTCT**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
64	Are Guides for Maternal and Newborn Care Part 1 and Part 2 available?	Obs. ANC or delivery room	Both available at service point	One is available.	Not available.		41
65	Is National Safe Motherhood Service Protocol located at accessible point in/around delivery room?	Obs. ANC or delivery room	Available and placed at service point.	Available but not placed at service point	Not available		41,42
66	Is the record of ANC services correctly completed on the ANC register?	ANC register	Register is available and completed correctly.	Available but not satisfactory completed.	Not available		2,47
67	Is the record of ANC services correctly completed on the Maternal Health Record Booklet?	If pregnant women available, see the booklets	Completed correctly.	Not satisfactory completed.	No record at all on the booklet.	If no client, enter "N/A"	2,47
68	Is the birth preparedness plan completed on the Maternal Health Record Booklet?	If pregnant women available, see the booklets	Completed correctly.	Not satisfactory completed.	No record at all on the booklet.	If no client, enter "N/A"	2,47
69	Are commodities for focused antenatal care available?	Check (Iron/folate, Multivitamin, TT, SP).	All commodities are sufficient	Some items are almost finished.	Stock-out with any commodities.		46
70	Are PMTCT services provided in the facility?	Interview	Service provided	A part of service are provided	Not provided		48
71	Are commodities for PMTCT available (HIV test, Syphilis test)?	Check PMTCT commodities	All commodities are sufficient	Some items are almost finished.	Stock-out with any commodities.		48
72	Is the record of PMTCT services correctly completed on the register?	PMTCT register	Register is available and completed correctly.	Available but not satisfactory completed.	Not available		48
73	Is client's privacy ensured (Screen, Door closed, Partition) in the room?	Obs. at room	Ensured	Not ensured with some difficulties	CHO does not care.		21

**D. Postnatal Care**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
74	Are commodities for postnatal care available (Iron/folate tablets, vaccines, Vitamin A etc.)?	PNC commodities	All commodities are sufficient	Some items are almost finished.	Stock-out with any commodities.		51
75	Is the record of PNC services (1st and 2nd) correctly completed on the register?	PNC register	Register is available and completed correctly.	Available but not satisfactory completed.	Not available		2,52
76	Is the record of PNC services correctly completed on the Maternal Health Record Booklet?	If mothers available, see the booklet	Completed correctly.	Not satisfactory completed.	No record at all on the booklet.	If no client, enter "N/A"	2,52

**E. Delivery Service**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
77	Are minimum quantity of emergency drugs and supplies available in the delivery room?	Check Magnesium sulphate, Oxytocin, IV fluid (normal saline and ringers lactate) Antibiotics, condom temponade)	All items are available.	Some items are not available.	Not at all		49
78	Are Re-Usable Personal Protective Materials maintained, cleaned and stored properly?	Check utility gloves, plastic apron, gowns, wellington boots, caps, goggles	All checking items are available and clean	Available but not clean	Not available any checking items		29
79	Are relevant disinfectants (Chlorine/ Chlorhexidine solution) available and labelled?	Check expiry dates, strengths on the bottle.	Available sufficiently and labelled. Not expired.	Available but not labelled. Almost finished. Expired.	Stock-out		33
80	Are minimum set of equipment available and ready for use?	See condition of 2 sterilized delivery kits	Available, sterilized and wrapped.	Available but not ready	Not available		39
81	Are medical equipment processed and maintained for safe use (Soaking of equipment, Washing, Autoclave)?	Check and Interview of procedure of sterilization	Staff knows the process. Sterilizers are available.	Not satisfactory knowledge or equipment	Never done sterilization.		34
82	Are medical equipment stored to avoid contamination?	Obs. equipment storage	Wrapped with clean clothes in a cupboard.	Covered with clean clothes but exposed	Not covered		35
83	Is the protocol displayed on the wall for reference?	Obs. at delivery room	Protocol placed	Protocol is available but not on the wall	Not available		42
84	Is the record of intrapartum and newborn care correctly completed on the register?	Delivery register	Completed correctly	Not satisfactory recorded	No register No record		2,50
85	Is breast feeding initiated within 30 minutes after birth and recorded?	Delivery register	Recorded correctly	Not satisfactory recorded	No register No record		2,60
86	Is partograph used to monitor women in labour?	Used partographs	Partograph is used correctly	Partograph is used but not correctly	No partograph used		2,50
87	Is a Postnatal care stamp and stamp pad available?	PNC stamp and pad	Available at service points	Available but not at service points	Not available		77

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
88	Is RCH report data analyzed and used for decision making?	Check analyzed data, Graphs	Data analysed and charts displayed	Data analysed but charts not displayed	Data not analysed		54
89	Are maternal and neonatal deaths audited and reports submitted within one week?	Copies of maternal and neonatal death audit forms	Reports are submitted within one week	Reports are submitted later than one week	Reports are not submitted	If no death, enter "N/A"	62
90	Are MN Death Audit recommendations implemented within a quarter?	Audit recommendation report, audit action report	Implemented	Audit done no recommendation implemented	No audit conducted		63

**F. Child Health (Child Welfare Clinic, EPI)**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
91	Are the Child Welfare Clinic services correctly recorded on the Child Welfare Clinic Register?	Child Welfare Clinic Register (Check two different age group registers)	Recorded correctly on the register	Not satisfactory recorded on the register	No register		61
92	Are the Child Welfare Clinic services recorded on the Child Health Record Booklet?	If children available, see the booklet (CWC booklet)	Completed correctly.	Not satisfactory completed.	No record at all on the booklet.	If no client, enter "N/A"	2,61
93	Is refrigerator monitored and temperature recorded on the daily monitoring sheet?	Temperature monitoring sheet	Temperature is recorded every day.	Monitoring sheet is available not updated.	No monitoring sheet	If no fridge, enter "N/A"	20
94	Are there updated charts showing coverage of various antigens (BCG, OPV, Penta, PCV, Rota, MLS, YF, TD) displayed?	Displayed coverage charts	Charts of all antigens are displayed.	Charts of some antigens are displayed.	No chart at all.		56
95	Are dropout rates (OPV, Penta, PCV, Rota, MLS) calculated correctly and updated chart displayed?	Displayed dropout rate charts (normally same charts the above)	The chart is updated with correct calculation.	Not satisfactory. Incorrect calculation.	No chart at all.		57
96	Are No. of vaccinations and No. of opened vials reported monthly?	EPI returns	Reported correctly	Reported but not satisfactory	Not reported		58
97	Is there a chart showing wastage of various antigens?	Vaccine wastage chart	A chart is available and current	A chart is available but not current	No wastage chart		58
98	Are school health services conducted quarterly?	Child Health Return	Conducted quarterly	Conducted but not quarterly	Not conducted		59

**G. Nutrition**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
99	Are nutrition registers including CMAM and IYCF available and updated?	CMAM and IYCF registers	Available and updated	Available but not updated	Not updated		-
100	Do you conduct Support visits on nutrition activities including growth monitoring?	Monitoring reports; Monthly reports	Conducted regularly	Conducted but not regularly	Not conducted		-

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
101	Are there updated graphs showing CMAM discharge rates (cure, defaulter, died); pregnant/lactating mothers (chn 0-23mths) counselled; Action -oriented groups and IYCF support groups facilitated?	Graphs of listed indicators	Displayed updated graphs of all	Not satisfactory	Not displayed at all		-

**III-II. Disease Control/ Surveillance**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
102	Are there updated graphs showing cases/vital events and diseases under surveillance (YF, Measles, Meningitis, AFP, Rabies, GW, Anthrax, Cholera)?	Graph of surveillance	Graphs of all diseases mentioned are available and current.	Graphs of some diseases are available or not current	No graph		64
103	Is the number of CBSV supervised and reported.	Community Based Surveillance Report	Reports and No. of CBSV is known.	Not satisfactory	Nobody knows		65
104	Is evidence of defaulter tracing by sub-districts prepared.	Defaulter tracing record	The record is available and current.	The record is available but not current.	The record is not available.		DHMT 67
105	Are there case base forms or line list of patients of disease under surveillance?	Case base forms or line list of cases	Current line list and case base forms are available.	Available but not current	Not available		66
106	Are there spot maps showing areas in the sub-district where diseases occur?	Spot map	Current map is available	Available but not current	Not available		67

**III-III Health promotion**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
107	Is family planning health promotion carried out?	Health promotion activity report/minutes	Carried out regularly.	Carried out within a year	Never done		68
108	Is promotion of early ANC, skilled delivery and PNC carried out?	Health promotion activity report/minutes	Carried out regularly.	Carried out within a year	Never done		69
109	Is the number of population reached from health promotion recorded by sex?	Health promotion activity report	The report is available and recorded.	The report is available but not recorded.	No report		70
110	Is health promotion conducted during outreach services within the last 3 months?	EPI monthly report/ Health promotion activity report	Conducted within the last 3 months	Conducted in the past	Not conducted, No report		73
111	Are IEC Materials readily available for use (such as ANC, Skilled Delivery, PNC etc. flip charts)?	Check OPD/ ANC rooms or service delivery points	IEC materials are displayed and sufficiently stocked.	IEC materials are displayed but not sufficient stocked.	No IEC materials in the facility		71
112	Are functioning audio visual equipment available and ready to use?	Check the equipment	Available and ready for use.	Available	Not available		72



**IV. REFERRAL and FEEDBACK**

At OPD or Maternity ward

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
113	Are at least 10 sets of GHS referral and feedback forms available?	Referral and feedback booklets	More than 10 sets	Less than 10 sets	No form		74
114	Are entries in the referral register completed including feedback received?	Referral and feedback booklets	Available and completed correctly	Available but not completed correctly	Not available		2,75
115	No. of referral cases sent (Referred OUT) in last 3 months.	Referral register				Enter No.	83
116	No. of referral cases received (Referred IN) in last 3 months.	Referral register				Enter No.	84
117	No. of feedbacks RECEIVED in last 3 months.	Referral register				Enter No.	85
118	No. of feedbacks SENT OUT in last 3 months.	Referral register				Enter No.	86
119	Is current National Treatment Guideline available and accessible at the service points?	National treatment guideline	Available at service point	Available but not used.	Not available		76
120	Is the essential emergency protocol displayed for easy reference?	Essential emergency protocol	Protocol is displayed at service points	Protocol is available but not displayed	Not available		40
121	Do record of referral sent (pink form) remain in the GHS referral booklet?	Referral booklet	Remained	Some missing	No booklet		78
122	Are received feedback forms (blue form) kept in each patient folder or a feedback file?	Patient folders/ feedback file	In each patient folder or feedback file	Some forms are found at other place	Missing at all		79
123	Are retained forms (white form) kept in each patient folder?	Patient folders	In each patient folder or feedback file	Some forms are found at other place	Missing at all		80
124	Is transport available (National Ambulance, CETS or other mode)?	Interview	Available	Available but not always	Not available		81
125	Is telephone directory available, displayed and regularly updated?	Telephone directory	Displayed updated one.	Displayed but old one.	Not available		82

**V. MONITORING & SUPERVISION SYSTEM (FSV)**

No.	Check items	Means of verification	Good	Fair	Poor	Remarks	Code
126	Is quarterly CHPS supervision conducted?	CHPS Supervision sheets	Conducted with sheets	Not quarterly	Not conducted		87
127	Are copies of CHPS supervision sheets submitted to DHMT?	CHPS Supervision sheets					89,90
128	Is monthly work plan of CHPS monitored by SDHT?	CHPS Supervision sheets					CHPS 8
129	Are findings of supervision implemented by SDHT for CHPS?	Interview with staff, CHPS Supervision sheet	All actions were taken already.	Some actions were taken.	No actions taken		CHIPS -82, 91
130	Is information of CHPS zones on status of compound, the names of the CHO and technical staff updated and displayed?	Information of CHPS zone, CHPS database print out	Displayed updated one	Displayed but not updated.	Not displayed		88
131	Do supervisors for CHPS participate in the quarterly CHPS review meeting by DHMT?	Interview with staff/ Minutes of CHPS review meeting	Participated quarterly	Participated but not quarterly	Never participated		92
132	Are meeting or technical supports to CHO carried out (Monthly support visits to CHC/CHV, durbars, outreaches)?	Interview with staff/ Report of the technical visit	Carried out regularly	Carried out irregularly	Never carried out		93