

SEHAT CARD PLUS: DETAIL ASSESSMENT CRITERIA

Hospital Name	
Hospital Address(Gps coordinates)	
Name of Focal Person	
Designation	
Hospital ownership	
Year of establishment	
Official Phone number	
Official email	
HCC registration number	
FBR NTN/FTN	
<p>Date of Evaluation: _____</p> <p>Name of Evaluator 1: _____</p> <p>Name of Evaluator 2: _____</p> <p>Observer: _____</p>	
<div style="text-align: right; margin-right: 50px;"> <p>_____</p> <p>HOSPITAL FOCAL PERSON</p> <p><small>(Note: I am signing after agreed with whole assessment process & Evaluation)</small></p> </div>	

Evaluation outcome	Maximum achievable	Achieved	Percentage
1. Infrastructure			
1.1. Overall hospital building			
1.2. Water supply and Sewage			
1.3. Power supply, MIS and internet connectivity			
2. Core Clinical Services			
2.1. Maternity services			
2.2. Pediatrics/NICU			
2.3. Dialysis Unit			
2.4. A&E Services			
3. Clinical Support Services			
3.1 (a) General Male Ward			
3.2 (b) General Female Ward			
4. Operation Theatre (OT)			
4.1 (a) General Requirments			
4.1 (b) General OT			
4.1 (c) Gynea OT			
4.2. Intensive care			
4.3. Blood bank			
4.4. Pathology/ Lab services			
4.5. Radiology services			
4.6. Pharmacy services			
5. Processes			
5.1. Patients facilitation			
5.2. Infection control			
5.3. Claims/ bills processing			
5.4. HR management			
Grand Total			

1. Infrastructure			
1.1. Overall hospital building		TOTAL MARKS	Achieved Score
			0
Critical	Accessible through motorable road	Yes	No
Critical	The entrance is wheelchair/stretchers accessible	Yes	No
Critical	Ramp or Bed elevator available (In case of multi floors)	Yes	No
a) If bed elevator not operational, then pictorial evidence will be required. Also the documentation for elevator operator is required b) Note the power output of the generator	Functional & 24 hrs operational bed elevator having generator support available		
	Bed elevator operator available		
Critical (either bed elevator or ramp)	Ramp (if "Yes" may have following criteria)	Yes	No
	Ramp wide enough for Stretcher and wheel Chair		
	Ramp having hard surface/Non slippery		
	Handrail for gripping available		
	Accessibility through Public transport	Yes	No
	Within 500 meter		
	Within 500 to 700 meter		
	Not accessible		
	Purpose built-building for the hospital		
	Modified building for hospital (e.g commercial plaza etc)		
	Administration ownership (mark one option)		
	Company/Trust		
	Partnership		
	Sole proprietorship		
	Building Ownership (mark one option)		
	Owner		
	Rented		
Pictorial evidence	Sanitation Equipment available		
Corridor Space			
	less than 6ft		
	6ft to 7ft		
	8 ft & above		
	Floor Surfaces of the hospital are non Slippery & even		
Fire Safety System			
Functionality and Expiry must be checked	Functional Fire extinguishers (cylinders)	Yes	No
	Each floor/block/department		
	Each floor		
	Each department		
	Specific area (only at lobby)		

Heating & Cooling System (mark the available options)			
a) Centralized System must checked during visit & maintenance record should be required (inhouse & outsourced record)	<i>Centralized</i>		
	<i>Ductless system (e.g individual,split or window A/C in wards)</i>		
	<i>Funtional Fans/ Functional Air Coolers or Heaters in Cold areas</i>		
	Availability of Laundry system (documentation if outsourced)		
	Hospital Specific Beds	Yes	No
Mark if only general ward is available	General male/female ward	Yes	No
	<i>More than 30 beds</i>		
	<i>more than 20 beds</i>		
Minimum "15" beds for both Male & female ward are required	<i>15 beds</i>		
Mark if separate gynea ward is available	Gynea ward	Yes	No
	<i>More than 10 beds</i>		
	<i>more than 7 beds</i>		
	<i>5 beds</i>		
Mark if separate Peads ward is available	Peads Ward	Yes	No
	<i>More than 10 beds</i>		
	<i>more than 7 beds</i>		
	<i>5 beds</i>		
Mark if separate Medicine & Allied ward is available	Medicine & Allied Ward	Yes	No
	<i>More than 10 beds</i>		
	<i>more than 7 beds</i>		
	<i>5 beds</i>		
Mark if separate Nephrology ward is available	Nephrology Ward	Yes	No
	<i>More than 10 beds</i>		
	<i>more than 7 beds</i>		
	<i>5 beds</i>		
Mark if separate Surgery & Allied ward is available	Surgery & Allied Ward (Surgery, ENT, EYE Urology etc)	Yes	No
	<i>More than 10 beds</i>		
	<i>more than 7 beds</i>		
	<i>5 beds</i>		
Mark if separate Orthopaedics ward is available	Orthopeadics Ward	Yes	No
	<i>More than 10 beds</i>		
	<i>more than 7 beds</i>		
	<i>5 beds</i>		
Mark if separate Emergency ward is available	Emergency Ward	Yes	No
	<i>10 or more</i>		
	<i>5 to 10</i>		
	<i>2 to 5</i>		

1.2. Water supply and Sewage		TOTAL MARKS	Achieved Score	
			0	
	Critical	The hospital has a water supply from the public water supply channel/water pump for extracting the fresh/groundwater	Yes	No
marking either one or on each floor (check water filter and water coolers for drinking water)		Own water pump		
		Public Supply		
		Filters for cleaning drinking water present at each floor		
		Drinking water facility(without filters) on each floor		
		A water under ground storage tank in the facility is present		
		Running water is available at points of service, for hand hygiene/washing (wards, OT, and clinics)		
		Washrooms are available at OPD/General areas		
1.3. Power supply, MIS and Internet connectivity		TOTAL MARKS	Achieved Score	
			0	
	Critical	The hospital have electricity connection from the national grid	Yes	No
	Critical	Alternative electricity generator is present atleast 10 KVA	Yes/No	
* Do not assess if score is 0 for the critical area(s) The hospital information system software (HMIS) helps in controlling the data in most healthcare departments like Finance, Inpatient, Operation Theatre, Nursing, Radiology, Clinical, Laboratory, Outpatient, Materials, Pharmaceutical, and Pathology.		Solar system/UPS at least 3KVA to run OT,s		
		A landline phone connection is available		
		The hospital is equipped with high speed/broadband internet as per hospital requirement at least 15 to 20 mbps		
		Hospital Management Information Systems (HMIS)	Yes	No
		Centralized (primary key for indoor/outdoor patients)		
		Departmental wise (deleted if not full automatized)		
		ICD10 coding is used for diagnosis		
		CPT coding is used for treatment procedures		

2. Core Clinical Services

2.1. Maternity services		TOTAL MARKS	Achieved Score	
			0	
Critical	The OBS/GYNAE unit is headed by a consultant [FCPS, MCPS, DGO or equivalent]	Yes	No	
<p>Note:</p> <p>a) Don't assess if the answer in row 1 & 14 is "No"</p> <p>b) If hospital claims full time (5 to 6 days a week) consultant OPD practice, then physically assess the clinics, OPD & admission/Surgeries Record</p> <p>c) for more than one Consultant in the speciality minimum 2 days Opd practice is mandatory & documented</p>	Number of Consultants			
	2 or more			
	1			
	24/7 availability of female medical officer (Per ward)	Yes	No	
	a) 1 female medical officer			
	b) 2 female medical officers			
	c) 3 to 5 female medical officers			
	c) 6 or more female medical officers			
	24/7 availability of nurses/LHVs (Per Shift)	Yes	No	
	a) 1 Nurse/LHV			
	b) 2 to 5 nurses/LHV's			
	c) 5 & above nurses/LHV's			
	Critical	The facility has a functional & independent labour room (If yes then assess the following)	Yes	No
		Number of staff dedicated to labour room		
	2 to 4			
	5+			
	Standard delivery bed			
	Delivery forceps			
	D&C set			
	E&C set			
	Surgical set for episiotomy			
	Vacuum suction machine			
	Mcintosh sheet			
	Fetal cardiac monitor			
	An ultrasound machine is			
	fetal wieght machine			
	Fetoscope			

	<i>Instrument Sterilization</i>		
	<i>Attached washroom</i>		
	<i>Oxygen Supply</i>		
	<i>Spot light/lamp</i>		
	Labor room Privacy (mark if a separate gynae block is present)		
	Waste Disposal system in place (bucket for soiled pad and swabs)		
	Container for sharps disposal		
	Hand washing Area		
	Emergency Drug Tray	Yes	No
	<i>Inj oxytocin</i>		
	<i>Inj diazepam</i>		
	<i>Inj magnesium sulphate</i>		
	<i>Inj lignocaine hydrochloride</i>		
	<i>Tab Nefidipine</i>		
	Baby warmers		
	<i>2 or more</i>		
	At least 2 beds are available for Ante/post Natal care (Adjacent to labor room)		
	Post natal counselling facility for family planning available (Brochre/literature as evidence)		
	Post natal counselling facility for immunization available (immunization card as evidence)		
	Post natal counselling facility for Nutrition available (Brochre/litratute as evidence)		
	Funtional BP appratus		
	Thermometer		
	Suction machine		
	Disposable gloves		
	Disposable Syringes		

2.2. Pediatrics/NICU		TOTAL MARKS	Achieved Score
			0
			0
Critical	The pediatric unit is headed by a consultant paediatrician/Neonotologist [FCPS, MCPS or equivalent]	Yes	No
	Number of Consultants		
	2 or more		
	Suction Machine with tubings available		
<p>Note: a) Don't assess if the answer in row 1 & 14 is "No" b) If hospital claims full time (5 to 6 days a week) consultant OPD practice, then physically asses the clinics, OPD & admission/Surgeries Record c) for more than one Consultant in the speciality minimum 2 days Opd practice is mandatory & documented d) Asses the 24/7 availability of MO per ward & Nurse as per shift e) If a seperate ward is available than asses ward below</p>	24/7 medical officer available (Per Ward)	Yes	No
	a) 1 Medical officer		
	b) 2 Medical officers		
	c) 3 Medical officers		
	24/7 qualified nurses are available (Per Shift)	Yes	No
	a) 1 nurse		
	b) 2 nurses		
	c) 3 nurses		
	Pediatric beds/carts are available		
	Patient tagging/bed tagging available		
	Number of incubators	Yes	No
	5 or more		
	2 to 4		
	Phototherapy		
	5 or more		
	1 to 4		
	Baby Warmer	Yes	No
	5 or more		
	1 to 4		
	portable X-Ray available		
Neonatal Ventilator Support available			
Infusion pump available			

Intracranial pressure monitor		
NG/OG tube		
Pulse Oximeter		
Temperature probe		
Extracorporeal membrane oxygenator (ECMO) available		
Endotracheal tube available		
Urinary catheter available		
CPAP available		
Cardio respiratory monitor available		
Laryngoscope with all size blades available		
Cranial ultrasound available		
Bp monitor available		
Portable light available		
Ambu bag available		
Suction Machine with tubings available		
A room for breastfeeding is available		

Dialysis			
2.1 Dialysis Unit		TOTAL MARKS	ACHIEVED SCORE
			0
Critical	24/7 Medical officers available	Yes	No
	<i>1 Medical officers</i>		
	<i>2 Medical officers</i>		
	<i>3 Medical Officers</i>		
	24/7 nurses are available in the ward (per Shift)	Yes	No
	<i>1 nurse</i>		
	<i>2 nurses</i>		
	<i>3 nurses</i>		
Critical	The unit functions in at least 24/7 shifts with minimum 4 machines	Yes	No
Critical	Qualified Dialysis technicians are available 24/7 (per shift)	Yes	No
	<i>a) 1 Technician</i>		
	<i>b) 2 Technicians</i>		
	<i>c) 3 Technicians</i>		

Critical	Haemodialysis machines	Yes	No
	5 to 8		
	9 or more		
	Saperate Hep B/C positive machine available		
	Each dialysis machine has an adjacent cardiac monitor attached		
	The facility has comfortable dialysis chairs, kept in a hygienic condition		
	Dialysis through B-Bag(disposable)		
	Dialysis through Dialysis Soution		
(Preferably by qualified Nephrologist/Vascular Surgeon) "if Qualified nephrologist is not available mark "0"	Pharma Cath catheter		
	A.V fistula available		
	Double lumen catheters available		
	Screening shedule of new & old patients available (Document needed)		
	Machincal mantinance of dialysis machines are outsourced (Document needed)		
	Disinfection of dialysis machines policy in place(Documents needed)		
	A portable ultrasound machine is available at unit		
	A fully stocked crash cart is available	Yes	No
	- Stocked with emergency medicines		
	- Equipment for intubation		
	A functional cardiac defibrillator is available & plugged-in		
	Inj. Epogen (erythropoietin)		
	Inj Venofer		
	Inj. Heparin		
	Inj. Furosamide		
	X-ray machine for KUB is available		
	Urethrograms/ Retrograde Urethrograms (RUG) are performed at the facility		

2.4. A&E Services

A&E Services		TOTAL MARKS	SCORE
			0
Critical	24/7 Medical officer available per shift (Document needed)	Yes	No
	<i>a) 1 Medical officer</i>		
	<i>b) 2 Medical officers</i>		
	<i>c) 3 Medical Officers</i>		
Critical	A&E unit is present at the ground floor	Yes	No
	Emergency Management plan/sub plan in place (GCS score, document needed)		
	List of Emergency contacts info available		
	Anesthesia facility	Yes	No
	<i>MBBS with postgraduation</i>		
	<i>MBBS with Experience in anesthesia department</i>		
	<i>Qualified Anesthesia technician</i>		
	Oxygen Supply at all beds		
	<i>Central</i>		
	<i>Cylinder</i>		
	Emergency Couches available		
	Minimum Space between beds (if ward available)		
	5 ft or above		
	less than 5 ft		
	Crash Cart (asses following items)	Yes	No
	Equipments		
	Nubuliser machine available		
	Suction machine		
	Laryngoscope		
	Monitor		
	Suction catheters		
	Defibrillator		
	BP appratus		
	Stetoscope		
	Ambubag		
	Gloves		
	Airway (oral and nasal)		
	Endotracheal tubes		

	Oxygen masks		
	Nasal cannula (adult and pediatric)		
	Normal saline solution		
	Drip Set		
	Cannula (various sizes)		
	10ml normal saline flush syringes		
	Gauze		
	Alcohol preps		
	Dextrose 25% (pediatrics)		
	Dextrose 50% (adults)		
	Inj Epinephrine (Alpha- and beta-adrenergic agonists)		
	Tab Narcan (opioid Anti dote)		
	Tab Nitroglycerin(Sublingual or Spary)		
	Tab Aspirin		
	Inj Atropine Sulfate		
	Inj Amiodarone (Beta blocker)		
	inj Decadron (Steriod)		

	Inj Solu-Cortef (Seriod)		
	Inj lasix (Frusemide)(Diuretic)		
	Salbutamol (broncodilator)		
	ACS protocol & Drugs available(Document needed)		
	Minor emergency Operation theatre (within A&E) (asses if yes)	Yes	No
	Couch/OT table available		
	Intruments tray (for local anesthesia) available		
	Sutures		
	Spot light/lamp available		
	Emergency tray available		
	Bandages available		
	Waste bin available		
	Oxygen Supply available		

General Ward

3.1(a). General Male Ward		TOTAL MARKS	Achieved Score
			0
<p>a) General ward means combine wards of available module services (e.g Medicine, Surgical Gynea, Ortho, ENT & Eye etc)</p> <p>b) If the hospital is having the seperate wards for each speciality then skip the General wards Overview Section</p> <p>c) If facility have a central nursing counter serving both for Male & female ward than assess only General ward counter.</p> <p>d) If General male & female ward has Only One Nursing counter than asses & mark only one counter as general.</p> <p>e) If MO's & Nursing staff are Supervising both General Male & Female wards than mark the HR in either male or female ward module</p>	24/7 medical officer available in ward (per shift)	Yes	No
	a) 2 or More Medical officers		
	b) 4 or More Medical officers		
	c) 6 or More Medical Officers		
	24/7 nurses are available in ward (total per shift)	Yes	No
	a) 2 or More nurses		
	b) 4 or More nurses		
	c) 6 or More nurses		
	Hospital has got sperate wards for atleast 3 specialities (Medicine & Allied, Surgery & Allied, Gynaecology, etc)		
	Ward has a nursing counter (If yes asses below items)	Yes	No
Nursing counter available with bell			
Nursing counter available without bell			
Funtional BP appratus			
Thermometer			
Suction machine			
Disposible gloves			
Disposible Syringes			
All beds are wheeled/moveable			
All beds are height-adjustable			
Minimum Space between beds			
Less than 5 ft			
5 ft or above			
Funtional fans per 2 beds, if not centrally cooled/Heating system for cold areas			
Individual tagging at every bed			
At least 1 toilet per 5 patients in each ward			
The wards are well ventilated			
The wards are well illuminated			

General Ward			
3.1(b). General Female Ward		TOTAL MARKS	Achieved Score
			0
	24/7 medical officer available in ward (per shift)	Yes	No
	<i>a) 2 or More Medical officers</i>		
	<i>b) 4 or More Medical officers</i>		
	<i>c) 6 or More Medical Officers</i>		
	24/7 nurses are available in ward (total per shift)	Yes	No
	<i>a) 2 or More nurses</i>		
	<i>b) 4 or More nurses</i>		
	<i>c) 6 or More nurses</i>		
	Hospital has got sperate wards for atleast 3 specialities (Medicine & Allied, Surgery & Allied, Gynaecology, etc)		
	Ward has a nursing counter (If yes asses below items)	Yes	No
<i>Nursing counter available with bell</i>			
<i>Nursing counter available without bell</i>			
Functional BP appratus			
Thermometer			
Suction machine			
Disposible gloves			
Disposible Syringes			
Minimum Space between beds			
5 ft or above			
less than 5 ft			
<i>All beds are wheeled/moveable</i>			
<i>All beds are height-adjustable</i>			
Functional fans per 2 beds, if not centrally cooled/Heating system for cold areas			
Individual patient tagging at every bed			
At least 1 toilet per 5 patients in each ward			
The wards are well ventilated			
The wards are well illuminated			

4 Operation theatre (O.T)

4.1 (a) General Requirements		TOTAL MARKS	Achieved Score	
		26.25	0	
*Requirement should be assessed for overall OT's.	Qualified Anesthetist (MBBS with post graduation in anesthesia)	Yes	NO	
	Full time employed			
	On Call			
	Reception Area			
	Changing Room	Yes	No	
	General Changing room			
	Separate male & female Changing room			
	Retiring Room			
	Scrubbing Area			
	Recovery Room/Area			
	Sanitation Staff (Seperatly)			
	Sterilization system available & compliance being done	Yes	No	
	Electric Autoclave			
	Gas Autoclave			
	Boiling Autoclave			
	All surgeries performed are entered on a dedicated register/MIS (time of shifting from ward to OT)			
	OT protocols displayed available			
	Seperate Record for HIV cases available			
		Fumigation Machine available		
		Seperate resterilization passage		

4. Operation theatre (O.T)			
4.1 (b) General OT		TOTAL MARKS	Achieved Score
			0
Critical	Functional General O.T available	Yes	No
Critical	OT is properly sealed from external atmosphere	Yes	No
Critical	O.R equipped with anaesthetic machine	Yes	No
	Qualified Technician 1 per table available (in case multi tables OT)		
	The operating room (O.R) have a height-adjustable operating table (Per table)		
Supporting document will be needed	Fumigation		
	An overhead, cold and shadowless operating light in place installed		
	O.R equipped with AC/ heating systems		
Mark the option which is available	Oxygen/backup Gases supply		
	Central		
	Cylinder		
	O.R equipped with cardiopulmonary resuscitation equipment [crash cart]		
	Defibrillator		
Note: Asses General OT If the hospital is not having separate specialized OTs	Suction machine	Yes	No
	<i>Simple</i>		
	<i>high and low system inside</i>		
	Cardiac monitors		
	Endoscope		
	Diathermy		
	Laproscope		
	Baby Warmer (Gynea)		
	Hepa filters		
	Waste bin General		
	Red Blue and Yellow Bins		
	X-Ray viewer		

	arthroscope machine available (orthopaedic OT)		
	C-arm fluoroscopy machine available		
	Cast opener/ Cast saw are available		
	HCV/HBS/HIV Seperate OT available		
Availability must be at indoor pharmacy	<i>Drape set (if separate OT is not available)</i>		
Availability must be at indoor pharmacy	<i>HCV kit</i>		
	Hospital has got speciality wise separat Operation Theatres		

4. Operation theatre (O.T)			
4.1 (c) Gynea OT		TOTAL MARKS	Achieved Score
			0
Critical	The OB/GYN unit is heading by a consultant [FCPS, MCPS, DGO or equivalent]	Yes	No
Critical	O.R equipped with anaesthetic machine	Yes	No
	Qualified Technician 1 per table available		
	The operating room (O.R) have a height-adjustable operating table		
	Fumigation		
	An overhead, cold and shadowless operating light in place installed		
	O.R equipped with AC/ heating systems		
Mark the option which is available	Oxygen/backup Gases supply		
	Central		
	Cylinder		
	O.R equipped with cardiopulmonary resuscitation equipment (crash cart)		
	Defibrillator machine available		
	Suction machine		
	Cardiac monitors		
	Diathermy		
	Baby Warmer		
	Hepa filters		
	Waste bin		

4.2. Intensive care

4.2. Intensive care			
Intensive care Unit		TOTAL MARKS	Achieved Score
			0
Critical	Is there any I.C.U in the facility?	Yes	No
Document needed	ICU is headed by intensivist		
Document needed	ICU is headed by Anesthesia Specialist		
Instructions Does the facility have an I.C.U? If yes, mark the following. If no, skip this section Note: 24/7 availability to be observed through inspecting the duty rosters & Physical availability of Consultant, Medical Officers and Staff For medicines, gadgets and other supplies, availability means availability on spot-check, at the point of service, during the empanelment visit.	The I.C.U has a central monitoring/ nursing counter		
	At least one doctor is available 24/7, to attend the I.C.U patients, under the supervision of a consultant		
	At least two nurses are available 24/7, to attend the I.C.U patients		
	Beds are I.C.U specific (side rails & height adjustable)		
	Air conditioning/ heating systems in place		
	The ICU has got a well-maintained crash cart (asses below items)	Yes	No
	Alcohol swabs		
	Amiodarone		
	Atropine		
	Sodium bicarbonate		
Calcium chloride			
Sodium chloride			
Dextrose			
Dopamine			
Epinephrine			
Sterile water			
Lignocaine			
Vasopressin			
Solu-cortef			
Furosemide			
Tab dispirin			
Normal saline			
Nubuliser machine			
Catheters			
NG Tube			
Indotrachial tubes			
AmbuBag			
Equipments for Emergency tracheostomy			

Oxygen supply available at each bed	Yes	No
Centralized		
Cylinder		
Number of Beds		
10 or more		
5 to 10		
Less than 5		
ventilators per beds		
Per 5 beds		
Per 10 beds		
An ECG machine is available		
Pulse oximeters are available		
All beds equipped with cardiac monitors		
Arterial Blood Gas Machine available		
Portable X-Ray machine		
Infusion Pump		

4.3 Blood bank

Blood bank		TOTAL MARKS	Achieved Score
		0	0
<p>Instructions</p> <p>Blood bank services can be either in-house or contracted out. (in case of outsourcing MOU will be required further more the out-source facility should be assess as well)</p> <p>Mark the following, indicating Yes with "1" and No with "0".</p> <p>Note:</p> <p>24/7 availability to be observed through inspecting the duty rosters</p> <p>For medicines, gadgets and other supplies, availability means availability on spot-check, at the point of service, during the empanelment visit.</p> <p>if Blood bank is having no License by BTA, partially do assesment and guide the hospital to get lisensed from BTA</p>	Is a blood bank registered with BTA available within the facility? (Lisensed by BTA will not assessted)	Yes	No
	Registered (Assesment should be done)	Yes	No
	lisensed (don't asses)	Yes	No
	Are the blood bank BTA registration services sourced-out?	Yes	No
	The Blood bank is supervised by a qualified doctor [MBBS with post-graduation in pathology or haematology]		
	The blood bank is staffed by a qualified lab technologist 24/7	Yes	No
	1		
	2 or more		
	room with couch with functional scale machine is available for collecting blood		
	Cross Matching available (Critical)		
	Blood screening available (Critical)		
	Functional Blook-bank specific refrigerator is available (3°C to 6°C)		
	Plasma separator is available		
	Blood warmer is available		
	A microscope is available (critical)		
BP apparatus is available			
Computerised inventory of blood products is maintained			

4.4. Pathology/ Lab services

Pathology Lab		TOTAL SCORE	Achieved Score
			0
<p>Instructions</p> <p>Pathology services can be either in-house or contracted out.</p> <p>Mark the following, indicating Yes with "1" and No with "0".</p> <p>Note:</p> <p>24/7 availability to be observed through inspecting the duty rosters</p> <p>For medicines, gadgets and other supplies, availability means availability on spot-check, at the point of service, during the empanelment visit.</p>	A pathology lab is available in the facility	Yes	No
	Pathology services are being sourced-out	Yes	No
	The lab is operated under the supervision of a qualified pathologist		
	The lab is staffed by a qualified laboratory technologist 24/7	Yes	No
	1		
	2 or more		
	There are designated areas for storage of specimens, reagents and records		
	The expected report time for test results is specified		
	The lab has established reference ranges for each test		
	The lab has displayed price-list for all tests		
	ICT(mmunocromatographic technique) for HBS/HCV/HIV available		
	The lab is equipped with PCR machine		
	A lab safety policy is in place		
	Collected samples are labelled with patient identification with date & time		
	All investigations are recorded	Yes	No
	HMS		
	Proper Register		
a) Document needed for inhouse & MOU/Agreement for outsourced facility	Inhouse or Out Sourced qualified staff for maintenance of Lab Equipments available		
MICROBIOLOGY			
	Automatic centrifuges		
	Electric water bath		
	Colony Counters		
	Flourescent/UV viewing chambers		
	Autoclave Antibiotics		
	Anerobic chambers		
	Growth medium		
	Hot air owns		
	Incubators		
	Micrometers		
	Preservatives		
	Measuring glass wear		
	Lab refrigerators		
	Innoculation chambers		
	Innoculation lobes		

	HEMATOLOGY	Yes	No
	Coagulation analyser		
	DLC counter		
	Elisa plate reader		
	ESR stand		
	Fridge		
	Heamatology analyser		
	HB1AC analyser		
	Hot Plate stimer		
	Ammulyte 1000		
	Incubator		
	Microscope		
	Neubar chambers		
	Slectra junior water bath		
	BIOCHEMISTRY	Yes	No
	Advanced Haematology Analyser		
	Microlab 300		
	ELISA		
	HISTOPATHOLOGY		
	Microtome		
	Tissue processor		
	Microscope (Oil Omersion)		

4.5. Radiology services

Radiology Lab		TOTAL SCORE	Achieved Score
			0
Critical	The radiology service is licensed from the Pakistan Nuclear Regulatory Authority (Critical)	Yes	No
Note: a) Mark "0" if row "1" is No (in case of out source the contracted facility should also have licensed with PNRA) b) In case of out sourcing, the contracted facility should be nearby the hospital with 24/7 availability of services c) Outsourced facility should also be assess.	If the facility doesn't have its radiology services, contractual services are in place	Yes	No
	All radiological diagnostics reported by		
	1) In house Consultant (Qualified)		
	2) Online Reporting Consultant	Yes	No
	a) Digital X-ray(Critical)		
	b) Documentry Evidence (MOU/LOU/Agreement)		
	c) Evidence for Qualification of Radiologist		
a) Documents Need as evidence	Reporting time based on urgency of the situation are reported within one hour & routine within 24hrs available		
	A qualified radiographer administer the radiology services	Yes	No
	1		
	2 or more		
	Radiology safety policy in place	Yes	No
	lead line walls installed		
	Protective clothing is provided to staff		
	radiological equipment wear radiation monitoring devices available		
	Radiation warnings in local languages displayed, especially, for pregnant women		
	A female attendant accompanies female patients during radiological examination		
	The facility has an ultrasound machine		
	C.T scan		
	M.R.I		

4.6. Pharmacy services

Pharmacy services		TOTAL SCORE	Achieved Score
			0
Critical	An in-house 24/7 registered pharmacy is present	Yes	No
<p>Instructions ; Mark the following, indicating Yes with "1" and No with "0".</p> <p>Note: 24/7 availability to be observed through inspecting the duty rosters</p> <p>For medicines, gadgets and other supplies, availability means availability on spot-check, at the point of service, during the empanelment visit.</p>	Pharmacy services can be either in-house or contracted out.	Yes	No
	The pharmacy is headed by a qualified pharmacist (Name & pharmacy concil Registration No)		
	Qualified pharmacy technician present 24/7	Yes	No
	1		
	2		
	The pharmacy dispenses upon the signed prescription of a qualified doctor		
	Accesible through Central HMIS of hospital		
	The pharmacy equipped with a refrigerator for heat-sensitive medicines		
	Medicines are stored in labelled shelves		
	Lockable cupboards for controlled drugs		
	A computer-based inventory for stock-in and stock-out maintained		
	Life saving drugs were available on random check.		
	No expired medicines found on random check at the time of visit		

5. Processes

5.1. Patients facillitation		TOTAL SCORE	Achieved Score
			0
	Hospital reception/Information counter available at/close to the main entrance		
Critical	Funtional Wheel chairs & stretchers	Yes	No
	available at Emergency Entrance (Critical)		
	available inside Hospital(Critical)		
	Signopostage		
	Services wise at the entrance		
	Departments Signopostages		
	Signage allows safe passage through the hospital & exit from the hospital in case if emergency, disaster or fire are available		
Documents & Minutes of presvious meetings required	Patients grievances redressal committee		
	Grievances redressal focal person		
	Complaint Box		
	Separate Seatings arranged for male & Female patients and attendants in clinical/ waiting areas		
	All waiting areas are ventilated		
	Each patient entered on the HMIS, using the unique Number (i.e patient treatment recorded in database)		
	Patient admission forms is available		
	a) Form include patient history, diagnosis, Summary, & proper referral notes		
	Patient discharge forms/cards available		
	Birth certificate templates available		
	Death certificate templates available		
	Ambulance Access to Emergency department		
	Ambulance Services	Yes	No
	own/contracted out an ambulance Services (MOU must be provided)		
	The ambulance is equipped with Oxygen supply		
	The ambulance has a disembarkable strecher		
	Refferal System		
	The hospital has clear indications for referral to another facility		
	The hospital uses a standardised form for making referrals		
	The hospital keeps a register/record of all referrals it makes		
	The hospitals has a list of hospitals where it makes referrals		

5.2. Infection control		TOTAL SCORE	Achieved Score
			0
a) Documented evidence of Committee TOR's & Minutes of the Previous meetings should be collected	An infection prevention and control committee is notified (Documents should be provided meetings with minutes)		
	At source segregation of hospital waste		
	Sanitation committee available (Documented should be provided)		
	Protected Waste dumping area (Saficant)		
	A clear guide for waste segregation & Storage is visible posted available		
	Colour-coded waste bins available at each ward/clinical area		
	A functional incinerator is available	Yes	No
	<i>In-house</i>		
	<i>outsourced</i>		
	Note Documentary evidence must be collected		
Syringe cutters available in clinical areas			
Wastebaskets available for every bed			
infected patient beds tagging(HBS & HCV)			
5.3. Claims/ bills processing		TOTAL SCORE	Achieved Score
			0
	A designated bank account in the name of the facility exists		
	A valid NTN/FTN or tax exemption certificate is available		
	A designated Accountant available		
	Treatment documents like prescriptions,diagnostics records, treatment charts are maintained	Yes	No
	Electronic record (HMIS)		
	Manual record		
	Computers for e-claim are available		
	All payments to parmentent staff are documented	Yes	No
	<i>Through Bank</i>		
	<i>Cash</i>		

5.4. Human resource management		TOTAL SCORE	Achieved Score
			0
	The facility works under the supervision of a full-time administrator		
	Written job descriptions are available for all posts		
	Written Contracts for all employees are available		
	Organogram of staff available		
a) full time/part time minimum 2 days a week (clinic must in the hospital premises) b) if no specialist available mark "0"	Consultants		
	General Surgeon	Yes	No
	1		
	2 or More		
	Medical Specialist	Yes	No
	1		
	2 or More		
	Orthopaedic Surgeon	Yes	No
	1		
	2 or More		
	Ophthalmologist	Yes	No
	1		
	2 or More		
	Otorhinolaryngologist	Yes	No
	1		
	2 or More		
	Urologist	Yes	No
	1		
	2 or More		
	Neurologist	Yes	No
	1		
	2 or more		
	Neuro Surgeon	Yes	No
	1		
	2 or more		

	Nephrologist	Yes	No
	1		
	2 or more		
	Pulmonologist	Yes	No
	1		
	2 or more		
	Gastroentologist	Yes	No
	1		
	02 or more		
	STAFFING (Don't mark)		
	Administration	Yes	No
	Doctor		
	Master/Graduate in Administration		
	Under Graduate		
	Medical / Surgical Services	Yes	No
	TECHNICAL		
	OT Technician	Yes	No
	1		
	2 or more		
	Part time/Oncall		
	Anesthesia Technician per 2 OT tables	Yes	No
Employed (full time) (Critical)	1		
	2 or more		
	Part time/Oncall		
	Support Services	Yes	No
Employed (full time) (Critical)	Sanitation Staff	Yes	No
	1 per Department		
	1 per floor		
	2 per Department		
	2 per floor		

	IT & Records Staff	Yes	No
Employed (full time) (Critical)	1		
	2 or more		
	Helper/ward boy	Yes	No
Documents to be collected (relavent qualification)	1 per Department		
	2 per Department		
	1 per floor		
	2 per floor		
	ALLIED HEALTH	Yes	No
	Midwives	Yes	No
	1		
	2 or more		
	Receptionist	Yes	No
	1		
	2 or more		
	Physiotherapist	Yes	No
	Employed (full time)		
	Part time		
	Security staff	Yes	No
	2		
	more than 2		