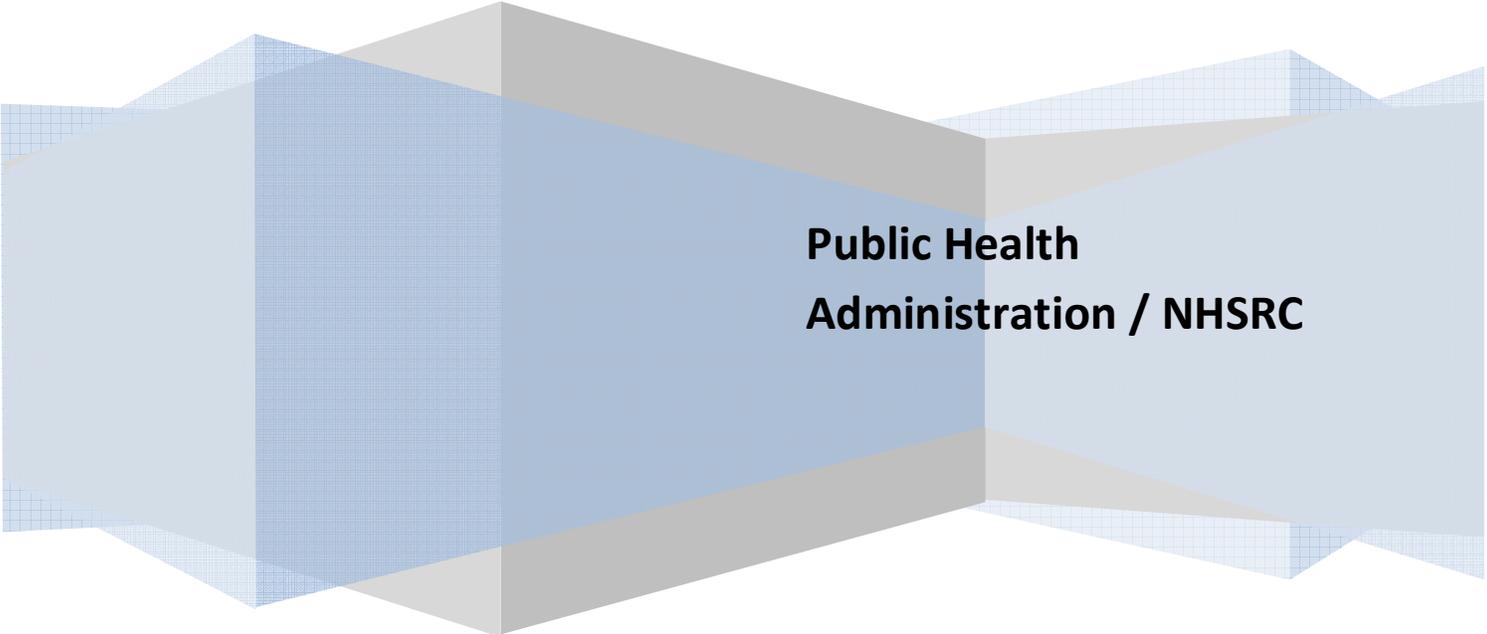


# Supportive Supervision



**Public Health  
Administration / NHSRC**

## **Inspection format for health facilities**

[Common format for Inspecting Officer and MOIC of the Inspected facility]

### ***Instructions for filling the form***

- *The format is in the form of statements. Kindly put tick mark or cross mark against the statements according to the assessment you have made about the facility*
- *No column should be left blank, non-scoring items should be marked '0'*
- *Scoring is done on a separate sheet, ( Appendix 1)*
- *For qualitative response a separate sheet may be attached. Merely putting a tick mark or cross mark would not do.*
- *After facility inspection and scoring of the format by both inspecting officer and MOIC, they sit together to arrive at a common scoring. The MOIC prepares a plan of action with timelines in a separate sheet of paper and the same is attached to the filled in format.*
- *For HR performance data, the figures of the previous month is to be taken*
- *'/' sign indicates that all conditions are to be present for scoring*
- *If services / equipments are not required as per IPH Standards, marks should be given by default*
- *Kindly take out the complaints from the grievances box placed in the facility and attach the same with the filled in proforma. Discuss and same with MOIC before reaching a consensus score. List the grievances in a separate sheet of paper. Identify specific measures to address the grievances. Also specify at which level the actions are to be implemented viz; facility, district or state.*
- *The format is expected to assist the supervisor in making an objective assessment. However, when a report of the visit is made, the assessor should take into consider the available HR, (more important that) the performance per personnel, and practice of protocols while making plan of action.*

## Inspection format for health facilities

[Common format for Inspecting Officer and MOIC of the Inspected facility]

Name of the inspecting officer:

Date & time : .....

District:

Total marks: 125

Name of Facility (APHC/BPHC /Referral/ SD/Sadar):

### I) Infrastructure

Item	MOV Criteria	Score
Building condition	a) Walls and floor and roof without crevices b) Electrical wires not exposed c) Electric switch boards not broken d) Electric bulbs in wards / pathways / toilets e) Whitewashed f) Signage boards present g) Rooms not dumped with condemned articles	7 points,  Each statement carries 2 marks  Total marks =14
Condition of wards	a) Window glasses not broken b) Door / Screens / Curtains / present for ensuring privacy of patient	(2 points × 4 marks = 8 marks)
Water supply	a) Running water available for 24 hours in Labour room / OT / Toilets b) Purified drinking water available for drinking for patients in OP / IP	(2 points × 5 marks = 10 marks)
Condition of toilets	a) Doors are not damaged b) Floors are clean c) Basins are not stained d) water taps not damaged e) pathway is not dirty	(5 points × 2 = 10 marks)
Patient amenities	a) Seating arrangements are present in the OPD area b) Stools or chairs for attendants in the wards present	(4 points × 1 =

	c) Inpatients are provided with blankets in winter d) Hand rails / rams for patients with disabilities	4marks)
Furniture	a) Cots are not rusted, not broken b) Mattress not worn out, cloth not torn, cotton/coir not coming out c) Labour board not rusted, not broken, not stained with blood	(3 points x 1 = 3 marks)

## II) Human Resource (Self improvement score)

Staff performance (monthly figure )	Baseline data (1 <sup>st</sup> survey)	Subsequent visit *
		% improvement
Number of deliveries conducted per SBA		
Number of OP cases per doctor		
Bed occupancy rate*		
Number of CS per Obstetrician		
Number of cataract operations per ophthalmologist		
Chest symptomatic sputum population examination rate		
Minor surgeries per doctor		
Antenatal care severely anaemic (under 7 gm%) managed rate		
IUD insertions per trained nurse		
MTP services per trained doctor		

- *Indicative column; subsequent visits (2<sup>nd</sup>, 3<sup>rd</sup> etc. Would be scored on improvement and in a fresh inspection form)*
- *Bed occupancy rate=(inpatient days of care/bed days available)×100*

III) **Services available (applicable for BPHCs and above)**

Sl.no	Service	Means of verification	Score
1.	24 hour doctor available	Duty roster, casualty register	Available services get 1 mark each, except point 9, which has 2 marks  If services are not required as per IPH Standards, marks should be given by default  Total marks: 16 marks
2.	24 hour nurse available	Duty roster, casualty register	
3.	24 hour delivery services available	Delivery register	
4.	24 hour newborn care services available	Delivery register, Paediatric ward register, Immunization register	
5.	24 hour caesarean services (if FRU)	Delivery register	
6.	Tubectomy services available	FP register	
7.	Safe abortion services available	MTP register	
8.	24 hour blood transfusion services	Blood transfusion register / Blood bank master register	
9.	Laboratory Services 1. Haemogram 2. Urine Examination 3. Sputum Examination	Equipments and reagents for conducting the tests are present, lab record shows tests are conducted Lab register	
10.	Availability of ECG Facility	ECG machine available & working	
11.	X Ray Facility available	X ray register – working status	
12.	Ultrasound services available	USG register – working status	
13.	Adolescent sexual and reproductive health services	OP register – number of adolescent beneficiaries	
14.	Functional telephone	Telephone number with dial tone	
15.	Whether fixed day antenatal clinics are conducted	ANC register	

**IV) Supportive Services**

Sl. no	Item	Means of verification	Score
1.	House keeping	a) Floor is cleaned with disinfectant on the day of visit b) Clean linen c) OT fumigated	Each statement carries 1 mark, total marks 8
2.	Generator	a) Generator in working condition with designated horse power b) Fuel for operation present	
3.	Food	a) Food served to inpatients b) Food chart for inpatients displayed	
4.	Ambulance	Records of operation [Number of ambulances, average (if more than one ambulance) number of breakdowns in the last one week, number of drivers available per shift] maintained	

**V) Equipments and supplies**

Item	MOV condition	Score
Trolley	a) In working condition b) Trolley without rust	1 Marks for each item, scored only if both conditions are satisfied - total 3 marks
Wheelchair	a) In working condition b) Wheelchair without rust	
Stretcher	a) Stretcher without rust b) not broken	
Sterilised gloves	Sterilised gloves available	1 mark if sterilised gloves are available

Average number of OP drugs available (monthly)	a) Drug stock register	% availability estimated, 100% availability gets 10 marks, 10% gets 1 mark
Availability of life saving drugs present	Availability of; a) Oxytocin / Misoprostol b) Magnesium Sulphate c) IV antibiotics	Total 3 marks, 1 marks each from a-c

#### VI) Equipments in Labour room

Equipment	MOV Score
Spot light in labour room	Instrument in working condition (demonstrates) 1 mark each Total marks 7
Vacuum extractor	
Resuscitation equipment for newborn – Bag and mask	
Resuscitation equipment for newborn – Laryngoscope and full set of endo-tracheal tubes	
Baby resuscitation table with infant warmer	
Mucous sucker	
Baby weighing machine	

#### VII) Equipment in OT

Equipments	MOV score
Ceiling OT light/ Floor OT light (shadowless)	1 mark each, if instrument is present and is working Total marks 6
Oxygen cylinder	
Boyles apparatus (only FRU)	
Suction apparatus	
Adequate quantity of linen	
Spinal anaesthesia set (FRU)	

**VIII) Bio-medical Waste Management**

<b>Item</b>	<b>MOV</b>	<b>Score</b>
Waste management	a) Colour coded buckets used b) Deep burial pit available where anatomical waste is disposed c) Needle cutter in working condition d) no mix of infectious or non-infectious waste done e) waste bins not overfilled f) needles and syringes mutilated and disinfected before putting in waste bin g) metal sharps disposed in puncture proof containers h) disposable gloves and masks not reused	8 points, 1 mark each for each statement  Total: 8 marks

**IX) Central sterilization unit**

	<b>MOV</b>	<b>Score</b>
Autoclave	a) Functioning autoclave b) Usage of signalac tape c) usage of biological indicator d) swab test of sterile packs	'a' carries 2 marks, b / c / d (either) carries 1 mark  Total 3 marks

**X) Records and reports**

Item	MOV score
Separate column (in delivery register) for recording major complications leading to maternal death	Each statement carries 2marks, total 6 marks
Delivery register mentions about the details of the baby and condition of the mother	
Referral slips are issued to patients	

**XI) Janani Suraksha Yojana**

Balance amount available	Number of mothers yet to receive the JSY money	Score
		5 marks if all backlog payments are cleared and current payments are up to date

**Qualitative response**

1. Assessment by the Inspecting officer
  - (a) Condition of drainage system
  - (b) General condition of toilets, whether separate toilet facilities are available for staff and OP/IP patients
  - (c) Whether RKS funds have been used effectively to make improvements in patients amenities
  - (d) Whether there is ante room for OT, whether door closes automatically, whether windows are kept open etc.
  - (e) Whether service guarantee and protocols are displayed properly at all places and whether services displayed are actually available
  - (f) Whether monthly meetings are conducted with ASHA
  - (g) Any issues related to Operationalisation (e.g. blood bank – license, equipments, technicians etc.)

2. Grievances / suggestions mentioned in the grievances box

Serial number	Grievance	Addressed at which level (Facility level / district level / state level)

3. Any suggestions / reflections that the MOIC/HM want to make

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For technical support kindly mail:

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## Appendix 1

### Inspection scoring sheet for health facilities

[Common format for Inspecting Officer and MOIC of the Inspected facility]

Name of the inspecting officer:

Date & time: .....

District:

Total marks: 125

Name of Facility (APHC/BPHC /Referral/ SD/Sadar):

Item	Maximum marks	Facility Score
I) Infrastructure	49	
II) Human Resource	<b>Self improvement score</b>	
III) Services available (applicable for BPHCs and above)	16	
IV) Supportive Services	8	
V) Equipments and supplies	17	
VI) Equipments in Labour room	7	
VII) Equipments in OT	6	
VIII) Bio-medical Waste Management	8	
IX) Central sterilization unit	3	
X) Records and reports	6	
XI) Janani Suraksha Yojana	5	
<b>Total Score</b>	125	