IDEAL CLINIC DEFINITIONS, COMPONENTS AND CHECKLISTS

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European Union

ABBREVIATIONS

ART:	Antiretroviral treatment
CCMD:	Centralised Chronic Management of Drugs
CoGTA:	Cooperative Governance and Traditional Affairs
DCST:	District Clinical Specialist Team
DHIS:	District Health Information System
DHS:	District Health Support
DPSA:	Department of Public Service and Administration
EML:	Essential Medicines List
HIV:	Human Immunodeficiency Virus
HRH:	Human Resource for Health
ICSM:	Integrated Clinical Services Management
IPC:	Infection Prevention and Control
MCWH:	Maternal Child Women's Health
Min/max:	minimum/maximum
MRHS:	Male Reproductive Health Services
NCD:	Non-communicable diseases
NGO:	Non-Governmental Organisation
NHLS:	National Health Laboratory Services
PACK:	Practical Approach to Care Kit
PC101:	Primary Care 1010 Guidelines
PDoH:	provincial Department of Health
PEC:	Patient Experience of Care
PHC:	Primary Health Care
PMDS:	Performance Management and Development System
PPTICRM:	Perfect Permanent Team for Ideal Clinic Realisation and Maintenance
SOP:	Standard Operating Procedure/Protocol
WBPHCOT:	Ward Based Primary Health Care Outreach Team
TB:	Tuberculoses
WISN:	Workload Indicator Staffing Needs

DEFINITION OF IDEAL CLINIC

Getting our Primary Health Care facilities to function optimally, starting with clinics

The purpose of a health facility is to promote health and to prevent illness and further complications through early detection, treatment and appropriate referral. To achieve this, a clinic should function optimally thus requiring a combination of elements to be present in order to render it an “Ideal Clinic”.

An Ideal Clinic is a clinic with good infrastructure[1], adequate staff, adequate medicine and supplies, good administrative processes and sufficient bulk supplies that use applicable clinical policies, protocols, guidelines as well as partner and stakeholder support, to ensure the provision of quality health services to the community. An Ideal Clinic will cooperate with other government departments as well as with the private sector and non-governmental organisations to address the social determinants of health. Primary Health Care (PHC) facilities must be maintained to function optimally and remain in a condition that can be described as the “Ideal Clinic”.

Integrated clinical services management (ICSM) is a health system strengthening model that builds on the strengths of the HIV programme to deliver integrated care to patients with chronic and/or acute diseases or who came for preventative services by taking a patient-centric view that encompasses the full value chain of continuum of care and support. ICSM will be a key focus within an Ideal Clinic.

Developing and sustaining the ‘ideal’ PHC clinic involves that a number of components are in place and functions well. These components include:

1. Administration
2. Integrated Clinical Services Management
3. Medicines, Supplies and Services
4. Human Resources for Health
5. Support Services
6. Infrastructure
7. Health Information Management
8. Communication
9. District Health System Support
10. Implementing Partners and Stakeholders

Each of the above components are made up of different numbers of sub-components, each having a number of specific elements that need to be in place.

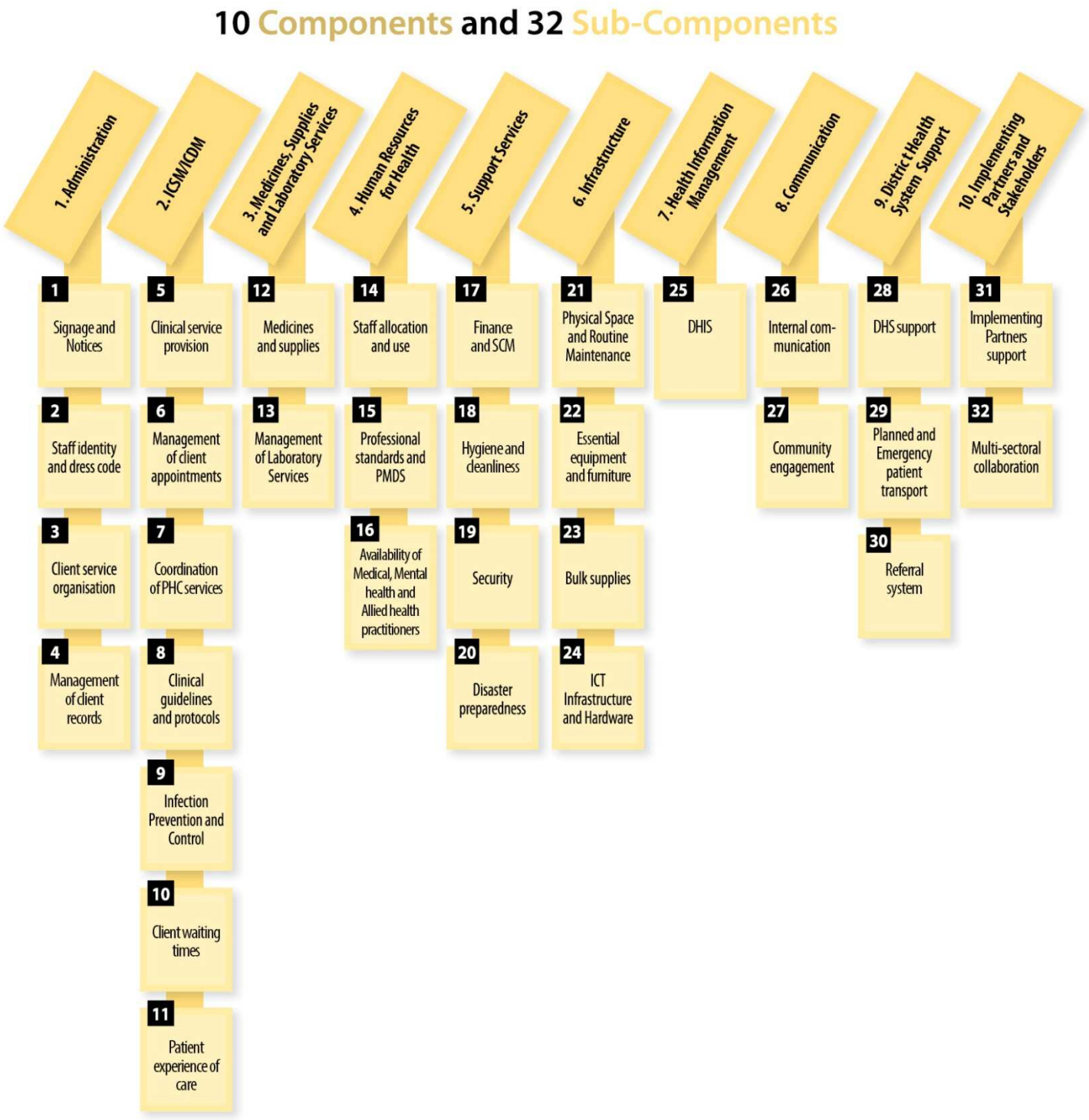
[1] Physical condition and spaces, essential equipment and information and communication tools

IDEAL CLINIC REALISATION AND MAINTENANCE

COMPONENTS AND SUB-COMPONENTS

Realising and maintaining the Ideal Clinic involves a number of components. Each of the components is made up of sub-components which consist of a number of elements that need to be in place.

These are:



IDEAL CLINIC REALISATION AND MAINTENANCE COMPONENTS, SUB-COMPONENTS AND ELEMENTS

This document/tool contains a carefully selected set of elements that speaks to quality and safety. The tool is to be used to determine the status of a health facility's performance against these elements.

Performance is scored in line with three colours as follows:

Green (G) = achieved

Amber (A) = partially achieved

Red (R) = not achieved

Key and description for method of measurement

Key	Method of measurement (MM)
🕮	a) Check applicable documents e.g. policies, guidelines, standard operating procedures, data, etc.
?	b) Ask staff members and/or clients for their views or level of understanding
😐	c) Objective observations and/or conclusion
🖓	d) Test the functionality of equipment/systems

Key and description for level of responsibility

Key	Description
NDoH	national Department of Health
P	Province
D	District
HF	Health facility

Key and description for weights

Key	Description
V	Vital
E	Essential
I	Important

WEIGHTING OF THE IDEAL CLINIC ELEMENTS

The Ideal Clinic elements are divided into three weight categories namely vital, essential and important.

Definition of weight categories

Vital

Extremely important (vital) elements that require immediate and full correction. These are elements that affect direct service delivery and clinical care to patients and they may have immediate and long-term adverse effects on the health of the population.

Essential

Very necessary (essential) elements that require resolution within a given time period. These are process and structural elements that indirectly affect the quality of clinical care given to patients.

Important

Significant (important) elements that require resolution within a given time period. These are process and structural elements that affect the quality of the environment in which health care is given to patients.

IDEAL CLINIC REALISATION AND MAINTENANCE
COMPONENTS, SUB-COMPONENTS AND ELEMENTS - VERSION 16

National Core Standards	Component	Sub Component		ELEMENTS	Weight	MM	Level of responsibility	Check list	Performance
DOMAIN 1: PATIENT RIGHTS	1. Administration	**1. Signage and notices:** Monitor whether there is communication about the facility and the services provided							
			1	All way-finding signage in place	I	😐	P	Y	
			2	Display board reflecting the facility name, service hours, physical address, contact details and service package details is visibly displayed at the entrance of the facility	I	😐	D		
			3	The NO WEAPONS, NO SMOKING, NO ANIMALS (except for service animals), NO LITTERING and NO HAWKERS sign is clearly sign posted at the entrance of the facility	I	😐	D		
			4	The vision, mission and values of the district must be visibly displayed	I	😐	D		
			5	The facility organogram with the contact details of the manager is displayed on a central notice board	I	😐	HF		
			6	All service areas within the facility are clearly signposted	I	😐	HF	Y	
		2. Staff identity and dress code: Monitor whether staff uniform, protective clothing and mode of staff identification are according to policy prescripts							
			7	There is a prescribed dress code for all service providers	I	🕮	P		
			8	All staff members comply with prescribed dress code	I	?😐	HF	Y	
			9	All staff members wear a identification tag	I	😐	HF	Y	
		3. Patient service organisation: Monitor the processes that enable responsive patients service							
			10	There is access for people in wheelchairs	E	😐	D	Y	
			11	Staff are scheduled such that helpdesk/reception services are available	I	😐🕮	HF		
			12	There is a process that prioritises the very sick, frail and elderly patients	I	😐	HF		
			13	A functional wheelchair is available	E	?😐	HF		
DOMAIN 6: OPERATIONAL MANAGEMENT		**4. Management of patient record:** Monitor whether patients' record content is organised according to Integrated Clinical Services Management (ICSM) prescripts, whether the prescribed stationary is used and whether the patient records are filed appropriately							
			14	There is a single patient record (except for active TB patients) irrespective of health conditions	I	😐🕮	HF		
			15	Patient record content adheres to ICSM prescripts	E	😐🕮	HF		Y
			16	The district/provincial Standard Operating Procedure/guideline for filing, archiving and disposal of patient records is available	I	🕮	P		
			17	The guideline for filing, archiving and disposal of patient records is adhered to	I	😐	HF		Y
			18	There is a single location for storage of all active patient records	I	😐	HF		
			19	Patient records are filed in close proximity to patient registration desk	I	?😐	HF		
			20	The retrieval of a patient's file takes less than ten minutes	I	?😐	HF		
			21	Priority stationery (clinical and administrative) is available at the facility in sufficient quantities	I	🕮	HF		Y

DOMAIN 2: PATIENT SAFETY AND CLINICAL GOVERNANCE AND CLINICAL CARE	2. Integrated Clinical Services Management (ICSM)	**5. Clinical service provision:** Monitor whether clinical integration of clinical care services allowing for three discrete streams (acute, chronic and MCWH) of service delivery is adhered to as per service package and whether this results in improvements in key population health and service indicators							
			22	The facility has been reorganised with designated consulting areas and staffing for acute, chronic health conditions and preventative health services.	E	😐	HF		
			23	Patient are consulted and examined in privacy	E	😐	HF		
			24	TB treatment success rate is at least 85% or has increased by at least 5% from the previous year	E	🕮	HF		
			25	TB (new pulmonary) defaulter rate < 5%	E	🕮	HF		
			26	Ante-natal visit rate before 20 weeks gestation is at least 62% or has increased by at least 5% from the previous year	E	🕮	HF		
			27	Ante-natal patient initiated on ART rate is at least 95% or has increased by at least 5% from the previous year	E	🕮	HF		
			28	Immunisation coverage under one year (annualised) is at least 92% or has increased by at least 5% from the previous year	E	🕮	HF		
			31	At least 35% of patients visiting the clinic are screened for mental disorders	E	🕮	HF		
		6. Management of patient appointments: Monitor whether an ICSM patient appointment system is adhered to							
			32	An ICSM compliant patient appointment system for patients with chronic health conditions and MCWH patient is in use	I	🕮	HF		
			33	The records of booked patients are pre retrieved at least 24 hours before the appointment	I	😐	HF		
			34	Pre-dispensed medication for clinically stable chronic patients is prepared for collection 24 hours prior to collection date/or patients are enrolled on the CCMDD programme	E	? 😐	HF		
		7. Coordination of PHC services: Monitor whether there is coordinated planning and execution between PHC facility, School Health Team and WBPHCOT							
			35	Facility renders school health services to schools in its catchment areas	I	🕮	D		
			36	The facility refers patients with chronic but stable health conditions to home- and community-care services (WBPHCOT) for support	E	🕮	HF		
	2. Integrated Clinical Services Management (ICSM)	**8. Clinical guidelines and protocols: Monitor whether clinical guidelines and protocols are available, whether staff have received training on their use and whether they are being appropriately applied**							
			37	The ICSM compliant package of clinical guidelines is available in all consulting rooms	E	🕮	D	**Y**	
			38	80% of professional nurses have been fully trained on ICSM compliant package of clinical guidelines	E	🕮	D		
			39	At least one of the doctors providing services to the clinic have been trained on ICSM compliant package of clinical guidelines	E	🕮	D		
			40	Resuscitation protocol is available	E	🕮	HF		
			41	80% of professional nurses have been trained on Basic Life Support	E	🕮	D		
			43	The National Policy for Patient Safety Incident Reporting and Learning is available	E	🕮	NDoH		
			44	The facility's/district's Standard Operating Procedure for Patient Safety Incident Reporting and Learning is available	E	🕮	HF		
			45	The patient safety incident records show compliance to the National Policy for Patient Safety Incident Reporting and Learning	E	🕮	HF	**Y**	
			46	The National Clinical Audit guideline is available	E	🕮	NDoH		
			47	Clinical audit meetings are conducted quarterly in line with the guidelines	E	🕮	HF		

		9. Infection prevention and control: Monitor whether prescribed infection prevention and control policies and procedures are adhered to						
		48	The National Policy on Infection Prevention and Control is available	E	🕮	NDoH		
		49	There is a staff member who is assigned the infection prevention and control role in a facility	E	🕮	HF		
		50	Staff wear appropriate protective clothing	E	?😐	HF	Y	
		51	The linen in use is clean	E	😐	HF		
		52	The linen is appropriately used for its intended purpose	E	😐?	HF		
		53	Waste is properly segregated	E	😐	HF		
		54	Sharps containers are disposed of when they reach the limit mark	V	😐	HF		
		55	Sharps are disposed of in impenetrable, tamperproof containers	V	😐	HF		
		56	Sharps containers are placed on work surface or in wall mounted brackets	E	😐	HF		
		10. Patient waiting time: Monitor whether the facility's prescribed waiting times are adhered to						
		57	The National Policy For The Management Of Waiting Times is available	I	😐	NDoH		
		58	The standard waiting time for every service area is visibly posted	I	😐	HF		
		59	Waiting time is monitored using the prescribed tool	E	🕮	HF		
		60	The average time that a patient spend in the facility is not longer than 3 hours	E	🕮	HF		
		61	Patients are intermittently informed of delays and reasons for delays in service provision	I	?	HF		
DOMAIN 2: PATIENT SAFETY AND CLINICAL GOVERNANCE AND CLINICAL CARE	2. Integrated Clinical Services Management (ICSM)	**11 Patient experience of care:** Monitor whether an annual patient experience of care survey is conducted and whether patients are provided with an opportunity to complain about or compliment the facility and whether complaints are managed within the prescribed time						
		62	The National Patient Experience of Care Guideline is available	E	🕮	NDoH		
		63	The results of the yearly Patient Experience of Care Survey are visibly displayed at reception	E	🕮	HF		
		64	An average overall score of 60% is obtained in the Patient Experience Of Care Survey	E	🕮	HF		
		65	The results obtained from the Patient Experience Of Care Survey are used to improve the quality of service provision	E	🕮	HF		
		66	The National Policy To Manage Complaints/Compliments/Suggestions is available	E	🕮	NDoH		
		67	The facility's/district's Standard Operating Procedure to Manage Complaints/Compliments/Suggestions is available	E	🕮	HF		
		68	The complaint/compliments/suggestions records show compliance to the National Policy To Manage Complaints/Compliments/Suggestions	E	🕮	HF	Y	
		69	90% of complaints received are resolved	E	🕮	HF		
		70	90% of complaints received are resolved within 25 working days	E	🕮	HF		
		71	Complaints/compliments/suggestions boxes are visibly placed at main entrance/exit	E	😐	HF		
		72	Official complaint/compliment/suggestion forms and pen are available	E	😐	HF		
		73	A standardised poster describing the process to follow to lodge a complaint, give a compliment or make a suggestion is clearly sign posted next to the complaints/compliments/suggestions box	E	😐	HF		
DOMAIN 3:	3.	**12 Medicines and supplies: Monitor consistent availability of required good quality medicines and supplies**						
		74	There is at least one functional wall mounted room thermometer in the medicine room/dispensary	V	😐	HF		

			75	The temperature of the medicine room/dispensary is recorded daily	V	🕮	HF		
			76	The temperature of the medicine room/dispensary is maintained within the safety range	V	🕮	HF		
			77	There is a thermometer in the medicine refrigerator	V	😐	HF		
			78	The temperature of the medicine refrigerator is recorded twice daily	V	🕮	HF		
			79	The temperature of the medicine refrigerator is maintained within the safety range	V	🕮	HF		
			80	90% of the tracer medicines are available	V	🕮	HF	Y	
			81	Re-ordering stock levels (min/max) is determined for each item on provincial/district formulary	E	😐🕮	HF		
			82	Expired medicine is disposed of according to prescribed procedures	E	?	HF		
			83	Basic surgical supplies (consumables) are available	E	🕮	HF	Y	
		13. Management of laboratory services: Monitor consistent availability and use of laboratory services							
			84	The Primary Health Care Laboratory Handbook is available	E	🕮	NDoH		
			85	Required functional diagnostic equipment and concurrent consumables for point of care testing are available	E	😐	HF	Y	
			86	Required specimen collection materials and stationery are available	E	😐	HF	Y	
			87	Specimens are collected, packaged, stored and prepared for transportation according to the Primary Health Care Laboratory Handbook	E	😐	HF	Y	
			88	The laboratory results are received from the laboratory within the specified turnaround times	E	🕮	HF	Y	
DOMAIN 6: OPERATIONAL MANAGEMENT	4. Human Resources for Health	**14. Staff allocation and use:** Monitor whether the PHC facility has the required HRH capacity and whether staff is appropriately applied							
			89	Staffing needs have been determined in line with WISN	I	?🕮	D		
			90	Staffing is in line with WISN	I	🕮	D		
			91	A facility with a workload of more than 150 patients per day has a dedicated facility manager whose work content consists of approximately 80% management and 20% clinical work	E	🕮	D		
			92	Work allocation schedule is signed by all staff members	I	🕮	HF		
			93	Leave policy is available	I	🕮	HF		
			94	An annual leave schedule is available	I	🕮	HF		
		15. Professional standards and Performance Management Development System (PMDS): Monitor whether staff are managed according to Department of Public Service Administration (DPSA) prescripts							
			95	There is an individual Performance Management Agreement for each staff member	I	🕮	HF		
			96	Continued staff development needs are determined for the current financial year and submitted to the district manager	I	🕮	HF		
			97	Training records reflect planned training is conducted as per the district training programme	I	🕮	HF		
			98	The disciplinary procedure is available	I	🕮	HF		
			99	The grievance procedure is available	I	🕮	HF		
			100	Staff satisfaction survey is conducted annually	I	🕮	D		
			101	The results of the staff satisfaction survey is used to improve the work environment	I	🕮	HF		
		16. Access to medical, mental health, and allied health practitioners: Monitor patient access to clinical expertise at PHC level							
			102	Patients have access to a medical practitioner	E	🕮	HF		

			103	Patients have access to oral health services	I	?🕮	D		
			104	Patients have access to occupational therapy services	I	?🕮	D		
			105	Patients have access to physiotherapy services	I	?🕮	D		
			106	Patients have access to dietetic services	I	?🕮	D		
			107	Patients have access to social work services	I	?🕮	D		
			108	Patients have access to radiography services	I	?🕮	D		
			109	Patients have access to ophthalmic service	I	?🕮	D		
			110	Patients have access to mental health services	E	?🕮	D		
			111	Patients have access to speech and hearing services	I	?🕮	D		
			112	Staff dispensing medicine have access to the support of a pharmacist	I	?🕮	D		
DOMAIN 3: CLINICAL SUPPORT SERVICES	5. Support Services	**17. Finance and supply chain management:** Monitor the consistent availability of a functional supply chain management system as well as the availability of funds required for optimal service provision							
			113	The facility has a supply chain system for general supplies	E	?🕮	HF		
			114	Facility manager uses the supply chain system to ensure adequate replenishment of supplies	E	?🕮	HF		
		18. Hygiene and cleanliness: Monitor whether the required systems and procedures are in place to ensure consistent cleanliness in and around a facility							
			115	Cleaners are appointed in line with WISN guidelines	E	🕮	HF		
			116	All cleaners have been trained on cleaning	E	🕮	HF		
			117	All work completed is signed off by cleaners	E	🕮	HF		
			118	Cleaning materials are available	E	?🕮	HF	Y	
			120	All service areas are clean	E	😐	HF	Y	
			121	Clean running water, toilet paper, liquid hand wash soap and disposable hand paper towels are available	E	😐	HF	Y	
			122	Sanitary and health care waste disposal bins are lined with red plastic bin liners and have functional lids	E	?😐	HF	Y	
			123	General disposal bins are lined with transparent or black plastic bin liners and have functional lids	E	😐	HF	Y	
			124	All toilets are clean, intact and functional	E	?😐	HF	Y	
			125	The exterior of the facility is aesthetically pleasing and clean	E	😐	HF	Y	
			126	Waste is stored in access-controlled rooms	E	😐	HF		
			127	A signed waste removal service level agreement between the health department and the service provider is available	E	🕮	P		
			128	Waste is removed in line with the contract	E	?🕮	HF		
		19. Security: Monitor whether systems processes, procedures are in place to protect the safety of assets, infrastructure, patients and staff of the PHC facility							
			129	Perimeter fencing is intact	I	😐	HF		
			131	Parking for staff on the facility premises	I	😐	HF		
			132	There is a standard security guard room	I	😐	D	Y	
			133	A signed copy of the service level agreement between the security company and the provincial department of health is available	I	?🕮	D		

		20. Disaster preparedness: Monitor whether firefighting equipment is available and whether staff know how to use it and whether disaster drills are conducted							
			134	Functional firefighting equipment is available	E	😐👎	HF	**Y**	
			135	The emergency evacuation procedure is practiced annually	E	🕮	HF		
			136	Deficiencies identified during the practice of the emergency evacuation drill are addressed	E	🕮	HF		
DOMAIN 7: FACILITIES AND INFRASTRUCTURE	**6. Infrastructure**	**21. Physical space and routine maintenance:** Monitor whether the physical space is adequate for the PHC facility workload and whether timely routine maintenance is undertaken							
			137	Clinic space accommodates all services and staff	E	😐🕮	HF	**Y**	
			138	The facility's infrastructure is maintained	I	😐🕮	D	**Y**	
		22. Essential equipment and furniture: Monitor whether essential equipment and required furniture are available							
			139	Furniture is available and intact in service areas	I	😐	HF	**Y**	
			140	Essential equipment is available and functional in every consulting room	E	😐	HF	**Y**	
			141	Resuscitation room is equipped with functional basic equipment for resuscitation	V	😐🕮	HF	**Y**	
			142	Restore the emergency trolley daily or after every time it was used	V	😐🕮	HF	**Y**	
			143	There is a sterile emergency delivery pack	E	😐	HF	**Y**	
			144	There is a sterile pack for minor surgery	E	😐	HF	**Y**	
			145	Oxygen cylinder with pressure gauges available in resuscitation/emergency room	V	😐	HF		
			146	Redundant and non-functional equipment is removed from the facility	I	😐	HF		
		23. Bulk supplies: Monitor whether the required electricity supply, water supply and sewerage services are constantly available							
			147	There is constant supply of clean, running water to the facility	E	?👎	HF		
			148	There is emergency water supply in the facility	E	👎😐	HF		
			149	There is functional back-up electrical supply	E	?😐	HF		
			150	The back-up electrical power supply is checked weekly to determine its functionality	E	🕮	HF		
			151	The sewerage system is functional	E	👎	HF		
		24. ICT infrastructure and hardware: Monitor whether systems for internal and external electronic communication are available and functioning							
			152	There is a functional telephone in the facility	E	?👎	HF		
			153	There is functional computer	I	?👎	HF		
			154	There is functional printer connected to the computer	I	?👎	HF		
			155	There is web access	I	?👎	D		
DOMAIN 4: PUBLIC HEALTH	**7. Health Information**	**25. District Health Information System (DHIS):** Monitor whether there is an appropriate information system that produces information for service planning and decision making							
			156	Facility performance in response to burden of disease of the catchment population is displayed and is known to all clinical staff members	I	?😐	HF		
			157	District Health Information Management System policy available	I	🕮	HF		
			158	Clinical personnel and data capturer trained on the facility level Standard Operating Guidelines for data management	I	🕮	HF		
			159	Relevant DHIS registers are available and are kept up to date	I	?😐	HF		

			160	Facility submitted all monthly data on time to the next level	I	🕮	HF		
			161	There is a functional computerised patient information system	I	?☞	D		
DOMAIN 4: PUBLIC HEALTH	8. Communication	**26. Internal communication:** Monitor whether the communications system required for improved quality for service delivery is in place							
			162	There are sub-district/district quarterly facility performance review meetings	I	🕮	D		
			163	There is at least a quarterly staff meeting held within the facility	I	🕮	HF		
			164	Staff members demonstrate that incoming policies and notices have been read and are understood by appending their signatures on such policies and notifications	I	🕮	HF		
		27. Community engagement: Monitor whether the community participates in PHC facility activities through representation in a functional clinic committee							
			165	There is a functional clinic committee	I	🕮	P		
			166	Contact details of clinic committee members are visibly displayed	I	😐	HF		
			167	The facility has an annual open day	I	🕮	HF		
DOMAIN 5: LEADERSHIP AND CORPORATE GOVERNANCE	9. District Health System Support	**28. District Health Support (DHS):** Monitor the support provided to the facility through guidance from district management, regular Ideal Clinic status measurement by the PPTICRM as well as through visits from the district support and health programme managers							
			168	There is a health facility operational plan in line with district health plan	I	🕮	HF		
			169	The district Permanent Perfect Team for Ideal Clinic Realisation and Maintenance visits the clinic at least twice a year to record the Ideal Clinic Realisation status and to correct weaknesses	E	?🕮	D		
		29. Emergency patient transport: Monitor the availability of planned and emergency transport for patients							
			170	There is a pre-determined EMS response time to the facility	I	?🕮	D		
			171	EMS respond according to the pre-determined response time	I	🕮	D		
		30. Referral system: Monitor whether patients have access to appropriate levels of health care							
			172	The National Referral Policy is available	I	🕮	NDoH		
			173	The facility's Standard Operating Procedure for referrals is available and sets out clear referral pathways	I	🕮	HF		
			174	There is a referral register that records referred patients	I	🕮	HF		
	10. Implementing Partners and Stakeholders	**31. Implementing partners support:** Monitor the support that is provided by implementing partners							
			175	There is an up to date list (*with contact details*) of all implementing health partners that support the facility	I	🕮	HF		
			176	The list of implementing health partners shows their areas of focus and business activities	I	?🕮	HF		
		32. Multi-sectoral collaboration: Monitor the systems in place to respond to the social determinants of health							
			177	There is an official memorandum of understanding between the PDOH and SAPS	I	🕮	P		
			178	There is an official memorandum of understanding between the PDOH Department of Education	I	🕮	P		
			179	There is an official memorandum of understanding between the PDOH and the Department of Social Development	I	🕮	P		
			180	There is an official memorandum of understanding between the NDOH and Department of Home Affairs	I	🕮	NDoH		
			181	There is an official memorandum of understanding between the PDOH and Department of Public Works	I	🕮	P		
			182	There is an official memorandum of understanding between the district management and Cooperative Governance and Traditional Affairs (CoGTA)	I	🕮	P		
			183	There is an official memorandum of understanding between the PDOH and Department of Transport	I	🕮	P		

Summary of Ideal Clinic categories

Weights	Bronze	Silver	Gold	Platinum
Vital (12 elements)	80%	100%	100%	100%
Essential (84 elements)	73%	70%	80%	91%
Important (82 elements)	65%	65%	76%	87%
AVERAGE	**70%-79%**	**70%-79%**	**80%-89%**	**90%-100%**

CHECKLIST FOR ELEMENT 1: Checklist for way-finding signage

Use the checklist below to check the external signage of the facility

Scoring - in column for score mark as follows:

Y (Yes) = if present, N (No) = if not present, NA (Not applicable) = signage is NA to the specific facility due to the size of the facility (small facilities) or type of services rendered.

External signage	**Score**
Geographical location signage from main roads	
a. Both directions on each main road	
b. At least 1 km from clinic	
c. No obstructions to visibility	
Vehicle entrance signage	
a. Right of admission, subject to search, disclaimer notices	
b. Prohibition symbols – weapons, smoking, animals, hawkers	
Specific external locations:	
a. Emergency Assembly point	
Waste storage:	
a. Hazardous	
b. Biological	
c. Household/Domestic	
At or near to main entrance of building:	
a. Ambulance parking sign	
b. Ambulance parking area marked on paving	
Total score	
Total maximum possible score (sum of all scores minus the ones marked NA)	
Percentage (Total score ÷ Total maximum possible score) x 100	**%**

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	**Score**
80%	**Green**
40-79%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 6: Checklist for facility's internal signage

Use the checklist below to check whether all service areas within the facility is clearly signposted

Scoring - in column for score mark as follows:

Y (Yes) = if present, N (No) = if not present, NA (Not applicable) = signage is NA to the specific facility due to the size of the facility (small facilities) or type of services rendered.

Internal Branding	**Score**
Help Desk/Reception	
Complaints/suggestions/compliments box	
Medicine storage room/ /dispensary/pharmacy (if applicable)	
Emergency room	
Facility Manager – door identifier and name plate	
Emergency exit(s)	
Exit(s)	
Stairs (if applicable)	
Patient Toilets	
a. Directional arrows to toilets	
b. Disabled toilet pictogram	
c. Female toilet pictogram	
d. Male toilet pictogram	
Directional signs for service areas - Colour-coded pathway guides (lines/arrows) for each service area	
Consultation rooms for 3 Streams of care or General consultation room (for small facilities): **a.** Acute/minor ailments (orange) **b.** Chronic Diseases (blue) **c.** MCWH (deep green)	
d. Health Support Services (Allied health services) (yellow)	
e. Chronic Medicine Collection (CCMDD)	
f. Medicine storage room/ dispensary/Pharmacy	
Waiting area(s)	
a. No smoking pictogram	
Fire-fighting signs :	
a. At each hose, fire hose pictogram	
b. At each extinguisher, fire extinguisher pictogram	

Support/admin areas (room name sign on each door)	
a. Storeroom(s)	
b. Sluice room	
c. Laundry	
d. Kitchen	
e. Patient records storage room	
f. Community Outreach Service	
g. Staff toilet(s)	
h. Staff room/boardroom	
Total score	
Maximum possible score (sum of all scores minus the ones marked NA)	
Percentage (Total score ÷ total maximum possible score) x 100	**%**

NB:

Facilities that are too small (less than three consulting rooms) to be segregated into three streams, will not be expected to have dedicated consulting areas for acute, chronic health conditions and preventative health services with accompanying signage but should still adhere to ICSM principles. This means that patients should be treated holistically and not be sent from one section to another because of co-morbidities. Signage for the three streams should therefore be marked as NA.

Directional signs for streams of services to be on walls or floors to facilitate patient movement.

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
80%	**Green**
40-79%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 8: Checklist for dress code of staff

Use the checklist below to check that the staffs on duty are dressed according to prescribed dress code

Scoring - in column for score mark as follows:

Randomly select five staff members to review.

Y (Yes) = if present/adhered to, N (No) = if not present/not adhered to, NA (Not applicable) = if there is not enough staff on duty/appointed to evaluate five staff members, check those on duty

Item	Staff member 1	Staff member 2	Staff member 3	Staff member 4	Staff member 5
Hair neatly tucked					
Nails short					
Jewellery minimal (plain wedding bend, small ear rings, no necklaces)					
Knee length dress/skirts					
No see through clothes					
Tailored clothes (not too tight nor too loose)					
Distinguishing devices					
Score					
Maximum possible score (sum of all scores minus the ones marked NA)					
Total score (sum of scores for 5 staff members)					
Total maximum possible score (sum of maximum possible minus the ones marked NA)					
Percentage (Total score ÷ total maximum possible score) x100					

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
90%	Green
40-89%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 9: Checklist for identification tags

Use the checklist below to check that the staff on duty wear identification tags

Scoring - in column for score mark as follows:

Randomly select five staff members to review.

Y (Yes) = if present/adhered to, N (No) = if not present/not adhered to, NA (Not applicable) = if there is not enough staff on duty/appointed to evaluate five staff members, check those on duty

Staff member	Score
Staff member 1	
Staff member 2	
Staff member 3	
Staff member 4	
Staff member 5	
Total score	
Total maximum possible score (sum of all scores minus the ones marked NA)	
Percentage (Total score ÷ total maximum possible sore) x 100	**%**

Note: Identification tag must include the emblem of the facility/district or provincial department of health, full names/initials and surname of the staff member, staff designation

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
90%	**Green**
40-89%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 10: Checklist for infrastructure accessibility for wheelchairs

Use the checklist below to check the accessibility for users in wheelchairs

Scoring - in column for score mark as follows:

Y (Yes) = if present/adhered to N (No) = if not present/not adhered to

Item	Score
Ramp available at all main entrances to allow access for persons in wheelchairs unless the entrance to the facility is a flat surface (in such cases score 'Yes')	
Ramps at all main entrances have handrails unless the entrance to the facility is a flat surface and therefore a ramp is not needed (in such cases score 'Yes')	
At least one toilet with access for persons in wheelchairs	
Handrails installed in at least one toilet	
Total score	
Percentage (Total score ÷ 4) x 100	**%**

Score calculation:

Y = 1, N = 0,

Percentage obtained	Score
100%	**Green**
40-99%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 15: Checklist for adherence of patient records to ICSM prescripts

Use the checklist below to check whether patient records comply with ICSM prescripts

Scoring - in column for score mark as follows:

Randomly select three active records, where possible retrieve a file fror each of the three streams of care (Chronic, MCWH and Acute)

Y (Yes) = recorded, N (No) = not recorded, NA (Not applicable) = if patient did not receive relevant treatment

Type of information/notes	Score record 1	Score record 2	Score record 3
Organisation of patient record – check whether the record is organised into the following sections			
Cover: Administrative detail			
Medical notes			
Laboratory test results			
National stationery (if applicable)			
a. ART (for HIV patient on treatment)			
b. TB (for TB patient on treatment)			
Administrative details (on cover of record)			
Name and surname			
Clinic file number			
Gender			
Contact details			
ID number, if available, or date of birth or passport number			
Patient history (in medical note section)			
Any history of symptoms experienced since last visit			
Patient experiences any symptoms at night that awakes them from their sleep.			
Patient visited the general practitioner or other health facilities during the period before the current visit			
Patient asked what and how often they take their medication			
Patient experienced any side–effects on prescribed medication			
Patient asked whether they use any additional medication besides the medication provided by clinic			

Diagnostic condition/s			
Allergies where applicable			
Effect of the condition on the patient's ability to conduct their normal daily living activities.			
An enquiry made regarding the following : a. whether the patient smokes cigarettes b. consumes alcohol c. uses snuff.			
Examination: Vitals (in medical note section)			
Height of patient at the 1st and 7th visit (if chronic patient)			
Weight at every visit			
Body mass index (BMI) calculated at the 1st and 7th visit (if chronic patient)			
Blood pressure at every visit			
Pulse rate at every visit			
Blood sugar as per guidelines			
Urine dipstick as per guidelines			
Examination: Other (in medical note section)			
Patient fully examined with a view to detecting worsening clinical condition(s)/complications			
a. General (JACCOL)			
b. Chest			
c. Cardiovascular			
d. Abdomen			
e. Mental state examination			
Additional investigation/s conducted as applicable			
a. Foot : at diagnosis and annually in diabetics			
b. Eye : annual ophthalmic examination for diabetics			
Laboratory tests (where applicable, in laboratory test result section)			
Urea and Electrolytes (U&E): annually for diabetes and hypertension			
HBA1C: annually for diabetic patients if stable and after 3 months if treatment is changed			
Cholesterol: at diagnosis			
Cervical smear: as per protocol or if high risk group			
CD4 /Viral load : as per clinical guideline			

Patient management (in medical note section)			
Health education provided			
Medication prescribed indicating the following:			
a. Name of medication			
b. Dosage			
c. Route			
d. Frequency			
Referral (where applicable)			
Date of next visit indicated			
Health Care Practitioner's signature			
Date signed by Health Care Practitioner			
Total score (sum of scores for 3 records)			
Total maximum possible score (sum scores for 3 records minus the ones marked NA)			
Percentage (Total score ÷ Total maximum possible sore) x 100			%

<u>Score calculation</u>:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
90%	**Green**
40-89%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 17: Checklist for filing, archiving and disposal of patient records

Use the checklist below to determine whether the facility adheres to the SOP for filing, archiving and disposal of patient records

Scoring - in column for score mark as follows:

Y (Yes) = adhered to prompt, N (No) = do not adhered to prompt

Item	Score
Facility/district/provincial SOP for filing, archiving and disposal of patient records are available	
Patient record storage room – patient record storage room adhere to the following:	
Lockable with a security gate	
Shelves OR cabinets to store files	
Lowest shelf start at least 150 mm off the floor, top of shelving is not less than 320 mm from the ceiling to allow airflow	
Aisle and shelves OR cabinets labelled correctly according to SOP	
Counter or sorting table to sort files	
Light is functional	
Is clean, free of dust	
Filing of patient records – the filing system adheres to the following:	
Facility retained patient records in use	
Standardised unique record registration number is assigned to files. Any of the following methods can be used : (surname of patient, Identity Document number or date of birth of patient or a set of numbers)	
Record registration number is clearly displayed on the cover of the patient record	
All patient records are filed as per SOP	
There is a system in place to check that all patient records that were issued for the day are returned at the end of the day	
Annual register available of records that were archived	
Annual register available of records that were disposed	
Total score	
Percentage (Total Score ÷ 15) x 100	**%**

Score calculation:

Y = 1, N = 0

Percentage obtained	Score
90%	**Green**
40-89%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 21: Checklist for priority stationery

Use the checklist below to check the availability of stationery

Scoring - in column for score mark as follows:

Y (Yes) = present, N (No) = not present, NA (not applicable) = if stationery is not applicable to the facility

Stationery type	Facilities' minimum quantity	Score
Goods and supplies order forms/books		
Patient record for adults		
Patient record for children		
Active TB patient record		
Road to Health Booklet for Boys		
Road to Health Booklet for Girls		
Appointment Cards - General		
Patient information registers/Tick sheet		
WBPHCOT referral forms		
General referral forms		
Total Score		
Maximum possible score (sum of all scores minus the ones marked NA)		
Percentage (Total score ÷ maximum possible sore) x 100		**%**

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
90%	Green
40-89%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 37: Check list for ICSM compliant package of clinical guidelines

Use the checklist below to check the availability of ICSM compliant package of clinical guidelines

Scoring - in column for score mark as follows:

Randomly select two consulting rooms

Y (Yes) = present, N (No) = not present, NA (not applicable) = at least one copy of EML for hospitals must be in doctor's room, therefore only one consulting room needs to have one, mark other consulting room as NA

Item	Score Consulting room 1	Score Consulting room 2
Adult Primary Care guide (Primary Care 101) – v2 2013/14 or Practical Approach to Care Kit (PACK) - 2015		
Standard Treatment Guidelines and Essential Medicines List for Primary Health Care - 2014		
Integrated Management of Childhood illness Chart Booklet - 2014		
Standard Treatment Guidelines and Essential Medicines List for Hospital Level, Adults – 2012 **(only in consulting room used by the doctor)**		
Standard Treatment Guidelines and Essential Medicines List for Hospital Level, Paediatrics – 2013 **(only in consulting room used by the doctor)**		
Newborn Care Charts Management of Sick and Small Newborns in Hospital SSN Version 1 - 2014 **(only in consulting room used by the doctor)**		
Score		
Maximum possible score (sum of all scores minus the ones marked NA)		
Total score for all 2 consulting rooms		
Total maximum possible score (sum of all consulting rooms scores minus the ones marked NA)		
Percentage (Total score ÷ Total maximum possible sore) x 100		**%**

Score calculation:

Y = 1, N = 0, NA

Percentage obtained	Score
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 45: Checklist for Patient Safety Incident management records

Use the checklist below to check the availability of records required for the effective management of /Patient Safety Incidents

Scoring - In column for score mark as follows:

Check patient safety records for the past three months. **Note:** in cases where no incidents occurred in the past three months the records should still be completed indicating a '0' on statistical forms for the particular months. Register must also be present indicating in first line of register 'No incidents reported'

Y (Yes) = available, N (No) = not available

Item	Score
Patient Safety Incident Register	
Statistical data on classifications of agents involved	
Statistical data on classifications of incident type	
Statistical data on classifications of incident outcome	
Indicators for patient safety incidents	
Total score	
Percentage (Total score ÷ 5) x 100	**%**

Score calculation:

Y = 1, N = 0

Percentage obtained	Score
100%	**Green**
40-99%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 50: Checklist for personal protective clothing

Use the checklist below to check whether protective clothing is available and worn

Scoring - in column for score mark as follows:

Y (Yes) = available/worn, N (No) = not available/not worn, NA (not applicable) = if staff is not in a situation where they need to wear protective clothing at the time of the audit

Item	Score -stock available	Score - worn by staff
Gloves – non sterile		
Gloves - sterile		
Long sleeve/disposable gowns		
Protective face shields		
Score		
Maximum possible score (sum of all scores minus the ones marked NA)		
Total score for all stock available and worn by staff		
Total maximum possible score (sum of stock available and clothing worn by staff minus the ones marked NA)		
Percentage (Total score ÷ maximum possible sore) x 100		**%**

<u>Score calculation</u>:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
100%	**Green**
40-99%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 68: Checklist for complaint/compliment/suggestion management records

Use the checklist below to check the availability of records required for effective Complaint/compliment/suggestion Management

Scoring - in column for score mark as follows:

Check complaints/compliments/suggestion records for the past three months for statistical data. For complaint letters and redress letter/minutes, check the last five complaints that were resolved for evidence

Note: in cases where no complaints, compliments and suggestions were recorded in the past three months the records should still be completed indicating a '0' on statistical forms for the particular months. Registers must also be present indicating in first line of register 'No complaints/compliments/suggestions reported'

Y (Yes) = available, N (No) = not available

Item	Score
Complaints letters (check the last 5 complaints resolved)	
Complaints redress letters/minutes (check the last 5 complaints resolved)	
Complaints register	
Compliments register	
Suggestion register	
Statistical data on classifications of complaints	
Statistical data on indicators for complaints, compliments and suggestions	
Total score	
Percentage (Score ÷ 7) x 100	**%**

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
100%	**Green**
40-99%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 80: Checklist for tracer medication

Use the checklist below to check the availability of tracer medication

Scoring - in column for score mark as follows:

Check available stock in medicine storage room/dispensary

Y (Yes) = available, N (No) = not available

Item	Score		Score
MEDICINE STORAGE ROOM			
Oral formulations/inhalers			
Abacavir syrup 20mg/ml		Methyldopa 250 mg tablets	
ACE-Inhibitors: e.g. Enalapril 10mg tablets		Metronidazole 200mg OR 400mg tablets	
Amlodipine 5mg tablets		Nevirapine 50mg/5mL suspension	
Amoxicillin 250mg OR 500mg capsules		Oral rehydration solution	
Amoxicillin suspension 125mg/5mL OR 250mg/5mL		Paracetamol 120mg/5mL syrup	
Aspirin tablets		Paracetamol 500mg tablets	
Azithromycin 250mg OR 500mg tablets		Carbamazepine tablets 200mg OR lamotrigine 25mg tablets	
Corticosteroid inhaler e.g. Beclomethasone inhaler 100mcg and 200 mcg		Prednisone 5mg tablets	
Co-trimoxazole 200/40mg per 5mL (100ml)		Pyrazinamide 500mg tablets	
Co-trimoxazole 400/80mg tablets		Pyridoxine 25mg tablets	
Ferrous lactate/gluconate suspension		RH (Rifampicin + Isoniazid) 300mg/150mg OR 150/75mg	
Ferrous sulphate/fumarate tablets		RH (Rifampicin + Isoniazid) 60/60 tablets	
Folic acid 5 mg tablets		RHZE (Rifampicin + Isoniazid + pyrazinamide + ethambutol)	
HMG CoA reductase inhibitors, e.g. Simvastatin 10 mg tablets		Short acting β_2 agonist inhaler e.g Salbutamol	
Hydrochlorothiazide 12.5mg OR 25mg tablets		Tenofovir/emtricitabine/efavirenz 300/200/600mg tablets	
Ibuprofen 200 mg OR 400mg tablets		Vitamin A 50 000U OR 100 000U OR 200 000U capsule	

Isoniazid 100mg OR 300mg tablets		Zidovudine 50mg/5mL suspension	
Metformin 500mg OR 850mg tablets			
Injections			
Benzathine benzylpenicillin 2.4MU vial		Medroxyprogesterone acetate 150mg/ml injection OR norethisterone 200mg/ml	
Ceftriaxone 500mg OR 1g ampoules			
Topicals			
Chloramphenicol 1%, ophthalmic ointment			
FRIDGE			
BCG vaccine		Pneumococcal Conjugated Vaccine (PCV)	
Insulin, short acting		Polio vaccine (oral)	
Measles vaccine		Rotavirus vaccine	
Hexavalent: DTaP-IPV-HB-Hib vaccine		Tetanus toxoid (TT) vaccine	
Oxytocin 5 OR 10 IU/ml OR oxytocin/ergometrine combination)			
EMERGENCY TROLLEY			
Adrenaline Injection 1mg/ml (Epinephrine)		Magnesium sulphate 50%, 2ml ampoule	
Dextrose 10% OR 50% intravenous solution		Nifedipine 5mg OR 10mg capsules	
Furosemide 20mg ampoule		Sodium chloride 0.9% 1L	
Isosorbide dinitrate, sublingual, 5 mg tablets		Midazolam (1mg/ml OR 5mg/ml) OR Diazepam 5mg/ml	
Total score /30		**Total score/26**	
Percentage (Sum of 2 Total Scores ÷ 56) x 100			**%**

<u>Score calculation</u>:

Y = 1, N = 0

Percentage obtained	Score
90%	**Green**
40-89%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 83: Checklist for basic surgical supplies (consumables)

Use the checklist below to check the availability of surgical and dressing supplies

Scoring - in column for score mark as follows:

Check available stock in storage room

Y (Yes) = available, N (No) = not available, NA (not applicable) = sections are marked as "only applicable if the facility..."

SURGICAL SUPPLIES			
Item	**Score**	**Item**	**Score**
Admin set 20 drops/ml 1.8m /pack		Gloves exam n/sterile large /box	
Admin set paeds 60 drops/ml 1.8m /pack		Gloves exam n/sterile medium /box	
Blade stitch cutter sterile short /pack		Gloves exam n/sterile small /box	
Blood collecting vacutainer (holding barrel/bulldog)		Gloves surg sterile latex sz 6 OR 6.5 /box	
Blood lancets (haemolance)		Gloves surg sterile latex sz 7 OR 7.5 /box	
Urinary (Foley's) catheter silicone/latex 14f		Gloves surg sterile latex sz 8 /box	
Urinary (Foley's) catheter silicone/latex 18f		Intravenous cannula (Jelco) *18g* green/box	
Urine drainage bag 750ml		Intravenous cannula (Jelco) *20g* pink/box	
Laryngeal masks (supraglottic airways): Adults any one of the sizes 3 to 5		Needles: 18 (pink) OR 20 (yellow)/box	
Simple face mask OR reservoir mask OR nasal cannula (prongs) for oxygen, adults		Needles: 21 (green)/box	
Simple face mask OR reservoir mask OR nasal cannula (prongs) for oxygen, paediatric		Needles: 23 (blue)/box OR 22 (black)/box	
Face mask for nebuliser OR face mask with nebuliser chamber for adult		* Syringes 3-part 2ml/box	
Face mask for nebuliser OR face mask with nebuliser chamber for paediatric		* Syringes 3-part 5ml/box	
		* Syringes 3-part 10 or 20ml/box	
		Insulin syringe with needle /box	
		Suture chromic g0/0 or g1/0 1/2 75cm	
		Suture nylon g2/0 OR g3/0 3/8 45cm	
		Suture nylon g3/0 3/8 45cm	
		Suture nylon g4/0 3/8 45cm	
		Tongue depressor wood	
		Disposable aprons	
		Eye patches (disposable)	
		Disposable razors	
		Nasogastric feeding tube 600mm fg8	
		Nasogastric feeding tube 1000mm fg10 OR 12	
Only applicable if the facility uses older HB model			
Haemolysis applicator sticks		HB Chamber glass-grooved	
HB meter clip		HB Cover glass-plain	

Only applicable if facility uses an Automatic External Defibrillator (AED)					
Replacement pads for AED - adult			Replacement pads for AED - paediatric		
Only applicable if facilities have a permanent doctor					
Disposable Amnihook			Dental syringe and needle for LA		
Ultrasound gel medium viscosity					
Sub Total 1 for surgical supplies			**Sub Total 2 for surgical supplies**		
Sub Maximum score 1 (sum of all scores minus the one NA)			**Sub Maximum score 1 (sum of all scores minus the one NA)**		
DRESSINGS SUPPLIES					
Item	**Pack size**	**Score**	**Item**	**Pack size**	**Score**
Elastoplast plaster roll	1		Sanitary towels maternity /pack	12	
Bandage crepe	1				
Gauze paraffin 100x100 /box	1		Stockinette 100mm OR150mm/roll	1	
Gauze swabs plain n/s 100x100x8ply/pack	100		Adhesive micro-porous surgical tape 24/25mm or 48/50mm	1	
Gauze abs grade 1 burn 225x225x16 /pack			Adhesive micro-porous surgical tape 12mm	1	
Basic disposable dressing pack	1		Webcol 24x30 1ply /box	200	
Cotton wool balls 1g 500`s	1				
Sub Total 1 for dressing supplies			**Sub Total 1 for dressing supplies**		
Total score for surgical and dressing supplies					
Total maximum score for surgical supplies (sum of all scores minus the ones marked NA) and dressing supplies					
Percentage (Total scores ÷ Total maximum score) x 100					

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
90%	**Green**
40-89%	**Amber**
<40%	**Red**

* Syringe three part consists of the barrel, the plunger and the rubber piston

CHECKLIST FOR ELEMENT 85: Required functional diagnostic equipment and concurrent consumables for point of care testing are available

Use the checklist below to check the availability of laboratory equipment and consumables

Scoring - in column for score mark as follows:

Y (Yes) = available, N (No) = not available, NA (not applicable) = only for Malaria rapid strips. In areas where Malaria is not prevalent, Malaria rapid strips to be marked NA

Item	Score
Laboratory equipment and consumables	
Hb meter	
Blood glucometer	
Glass slides	
Lancets	
Blood glucose strips	
Urine dipsticks	
Urine specimen flasks	
Spare batteries	
Malaria rapid test (where applicable)	
Rapid HIV test	
Rh 'D' (Rhesus factor) test	
Total Score for all (Total score laboratory equipment + consumables + stationery)	
Total Maximum possible score (sum of all scores minus the ones marked NA)	
Percentage (Total score ÷ Total maximum possible sore) x 100	**%**

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 86: REQUIRED SPECIMEN COLLECTION MATERIALS AND STATIONERY ARE AVAILABLE

Use the checklist below to check whether specimen collection materials and stationery are available

Scoring - in column for score mark as follows:

Y (Yes) = available, N (No) = not available

Item	Score
Vacutainer tube: Blue Top (Sodium Citrate)	
Vacutainer tube: Red OR Yellow Top (SST)	
Vacutainer tube: Yellow Top (SST-Paeds)	
Vacutainer tube: Grey Top (Sodium Fluoride)	
Vacutainer tube: White Top	
Vacutainer tube: Purple Top (EDTA)	
Vacutainer tube: Purple Top (EDTA Paeds)	
Sterile specimen jars	
Swabs with transport medium	
Sterile Tubes (without additive) for MCS (Microscopy, culture band sensitivity)	
Venipuncture needles (Green)	
Specimen Plastic Bags	
Pap smear collection materials	
Fixative	
Wooden spatula	
Slide holder	
Microscope Slides	
Early Infant diagnosis (EID) collection material	
DBS PCR Kit	
NHLS stationery	
Request forms	
PHC Request Form	
Cytology Request Form	
PHC Order Book Material for specimen collection	
PHC Facility Specimen Register	
Total Score	
Percentage (Score ÷ 21) x 100	

Score calculation:

Y = 1, N = 0

Percentage obtained	Score
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 87: Checklist for handling of specimens according to the PHC laboratory handbook

Use the checklist below to check whether specimens are handled according to the PHC Laboratory Handbook

Scoring - in column for score mark as follows:

Check three samples from each of the groups of specimens (A to C) as listed in table 1 and check whether they comply with the guidelines provided

Y (Yes) = handled correctly, N (No) = not handled correctly, NA (not applicable) = NA if the facility does not have the specific group of specimen in storage according to table1.**Table 1: Grouping of specimens**

Group A	Group B	Group C
Blood Pleural effusion Sputum Stool Urine	Pap smear	MCS (Microscopy, culture band sensitivity)

Item	Group A			Group B			Group C		
	Score sample 1	Score sample 2	Score sample 3	Score sample 1	Score sample 2	Score sample 3	Score sample 1	Score sample 2	Score sample 3
General									
Specimens are clearly labeled									
Each laboratory request form is correctly completed									
There is at least one functional wall mounted thermometer in area for lab specimens are stored for courier collection									
The temperature of the storage area for lab specimens is recorded daily									
Group A specimens									
Samples kept away from direct sunlight									
Where room temperature exceeds 25℃, samples should be stored in the fridge (+- 5℃)									
Length of storage does not exceed 24 Hours, stored at Room temperature 20-25℃									
Group B specimens									

Stored at room temperature									
Stored inside a slide carrier (envelope)									
Group C specimens									
Samples placed into the transport medium provided (where appropriate)									
Samples kept away from direct sunlight									
Where room temperature exceeds 25℃, samples should be stored in the fridge (+- 5℃)									
Length of storage does not exceed 24 Hours, stored at Room temperature 20-25℃									
Score									
Maximum possible score (sum of all scores minus the ones marked NA)									
Total score for all samples									
Total maximum possible score (sum of all samples scores minus the ones marked NA)									
Percentage (total score ÷ total maximum possible sore) x 100									**%**

<u>Score calculation</u>:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 88: Checklist for turnaround times of laboratory results

Use the checklist below to check whether the turnaround times for laboratory results are in line with the specified turnaround times

Scoring - in column for score mark as follows:

Check register for sending and receiving laboratory results, check three records.

Y (Yes) = results received within specified turnaround time, N (No) = results NOT received within specified turnaround time, NA (not applicable) = if the specific result (listed under point 1 to 9) is not in the record.

No	Item	Turnaround time	Score record 1	Score record 2	Score record 3
1	All Blood results except those listed in number 2 and 3	24 hours			
2	Blood results: Cholesterol, CRP (C-reactive protein), FT4 (Free Throxine 4), HbA1c (Glycated Haemoglobin), Phenytoin, lipase, PSA (Prostate specific hormone), Red Cell Folate, Triglycerides, TSH (Thyroidstimulating hormone), Vitamin B12, CD4 Count, RPR(Rapid Plasma Reagin test for syphilis), Hepatitis A, B or C	24 to 48 hours			
3	Blood results: HIV PCR for infants, Viral Load	48- 120 hours			
4	Pap smear	Variable depending on the result (4-6 weeks)			
5	MCS (Microscopy,culture band sensitivity)	24-72 hours			
6	Sputum: TB	Between 5 days and 6 weeks			
7	Sputum: Xpert MTB/RIF	24 hours			
8	Stool	24 hours			
9	Urine	24 hours			
	Score				
	Maximum possible score (sum of all scores minus the ones marked NA)				
	Total score for all 3 samples checked				
	Total maximum possible score (sum of all samples checked minus the ones marked NA)				
	Percentage (Total score ÷ total maximum possible sore) x 100				**%**

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 118: Checklist for cleaning material in stock

Use the checklist below to check whether the relevant cleaning materials are available

Scoring - in column for score mark as follows:

Y (Yes) = available, N (No) = not available;

Cleaning Material	Score
Chlorine compounds (bleach or Clorox)	
Glutaraldehydes or equivalent high level disinfection	
Sanitary all- purpose cleaner	
Janitor trolley	
Green or blue buckets for clean water for janitor trolley	
Red bucket for dirty water for janitor trolley	
Red cloths for toilet	
White cloths for kitchen	
Blue cloths for consulting rooms	
Spray bottle (containing dish washing detergent – disinfectant solution)	
Window cleaning squeegee	
Mop sweeper or soft-platform broom	
Water and detergent-based solutions	
Protective polymer(strippers)	
Total Score	
Percentage (Total score ÷ 14) x 100	**%**

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
100%	**Green**
40-99%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 120: Checklist for cleanliness of service areas

Use the checklist below to check whether the various service areas are clean

Scoring - in column for score mark as follows:

Randomly select two service areas as indicated in the column for the score

Y (Yes) = adhere to prompt, N (No) = does not adhere to prompt, NA (not applicable) = if there are fewer areas in the clinic than the scoring is indicated for.

Area and Prompts	**Scores**	**Scores**
CONSULTING ROOMS:	**Consulting room 1**	**Consulting room 2**
Windows clean		
Window sills clean		
Floor is clean		
Wall skirting are free of dust		
The countertops are clean		
The door handles are clean		
Mirrors are clean		
Walls are clean		
Bins are not over flowing		
Bins are clean		
The areas are odour-free		
All areas free of cobwebs		
Score for Consultation rooms		
Maximum possible score for Consultation rooms (sum of all scores minus (NA)		
Percentage for consulting rooms (Score ÷ Total maximum possible score) x100		%
VITAL SIGNS ROOMS:	**Vital signs room 1**	**Vital signs room 2**
Windows clean		
Window sills clean		
Floor is clean		
Wall skirting are free of dust		
The countertops are clean		
The door handles are clean		
Mirrors are clean		
Walls are clean		
Bins are not over flowing		

Bins are clean		
The areas are odour-free		
All areas free of cobwebs		
Score for vital signs rooms		
Maximum possible score for vital rooms (sum of all scores minus (NA		
Percentage for vital signs rooms (Score ÷ Total maximum possible score) x 100		%
WAITING AREAS:	**Waiting area 1**	**Waiting area 2**
Windows clean		
Window sills clean		
Floor is clean		
Wall skirting are free of dust		
The countertops are clean		
The door handles are clean		
Walls is clean		
Bins are not over flowing		
Bins are clean		
The areas are odour-free		
All areas free of cobwebs		
Score for waiting areas		
Maximum possible score for waiting areas (sum of all scores minus NA)		
Percentage for waiting rooms (Total score ÷ Total maximum possible score) x 100		%

Summary for cleanliness of service areas

AREA	**Score**	**Maximum possible score**
Consultation rooms		
Vital signs rooms		
Waiting areas		
Total Score ÷ Total maximum possible score		
PERCENTAGE (Total score ÷ total maximum possible score) x 100		**%**

<u>Score calculation</u>:

Y = 1, N = 0, NA = NA

Percentage obtained	**Score**
90%	Green
40-89%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 121: Checklist for running water and consumables

Use the checklist below to check whether there is running water, toilet paper, liquid hand wash soap and disposable hand paper towels

Scoring - in column for score mark as follows:

Randomly select two toilets, two consulting rooms and two vital signs room to review

Y (Yes) = available, N (No) = not available, NA (not applicable) if the facility has less than the number of areas indicated for review: score available areas

Item	Area 1	Area 2
Toilet	**Toilet 1**	**Toilet 2**
Running water		
Toilet paper		
Liquid hand wash soap		
Disposable hand paper towels		
Consultation room	**Consultation room 1**	**Consultation room 2**
Liquid hand wash soap		
Disposable hand paper towels		
Vital signs room	**Vital signs room 1**	**Vital signs room 2**
Liquid hand wash soap		
Disposable hand paper towels		
Score		
Maximum possible score (sum of all scores minus the ones marked NA)		
Total score for all areas		
Total maximum possible score (sum of all 3 areas minus the ones marked NA)		
Percentage (Total score ÷ Total maximum possible sore) x 100		**%**

<u>Score calculation</u>:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
100%	**Green**
40-99%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 122: Checklist for sanitary and health care waste disposal bins

Use the checklist below to check whether there is sanitary and health care waste disposal bins and whether they have lids and is in good condition and are appropriately lined

Scoring - in column for score mark as follows:

Randomly select two toilets and two consulting rooms

Y (Yes) = available/with lid/appropriately lined, N (No) = not available/no lid/not appropriately lined, NA (not applicable) = if the facility has less than the indicated areas

SANITARY BINS

Item	Score Toilet 1	Score Toilet 2	Score Consulting rooms 1	Score Consulting rooms2
Sanitary disposal bins with functional lids				
Sanitary disposal bins lined with red colour plastic bags				
Health care waste disposal bins with functional lids				
Health are waste disposal bins lined with red colour plastic bags				
Total score for all toilets and consulting rooms				
Total maximum possible score (sum of all toilets and consulting rooms minus the ones marked NA)				
Percentage (Total score ÷ maximum possible sore) x 100				**%**

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 123: Checklist for general disposal bins

Use the checklist below to check whether there are general disposal bins and whether they are appropriately lined with lids

Scoring - in column for score mark as follows:

Randomly select three consulting rooms to review

Y (Yes) = available/with lid/appropriately lined, N (No) = not available/no lid/not appropriately lined, NA (not applicable) = if the facility has less than the indicated areas

Item	Score Service area 1	Score Service area 2	Score Service area 3
General disposal bins with functional lids			
Lined with transparent or black plastic bags			
Score			
Maximum possible score (sum of all scores minus the ones marked NA)			
Total score for all 3 service areas			
Total maximum possible score (sum of all 3 areas minus the ones marked NA)			
Percentage (Total score ÷ Total maximum possible sore) x 100			

<u>Score calculation</u>:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 124: Checklist for clean, intact and functional toilets

Use the checklist below to check whether the toilets are functional

Scoring - in column for score mark as follows:

Randomly select three toilets to review

Y (Yes) = intact, N (No) = not intact, NA (not applicable) = if the facility has less than three toilets

Item	Score Toilet 1	Score Toilet 2	Score Toilet 3
Cleanliness of toilets			
Windows clean			
Window sills clean			
Floor is clean			
Basins clean			
Mirrors are clean			
Toilets/urinals clean			
Sanitary bins clean and not over flowing			
The areas are odour-free			
All areas free of cobwebs			
Intact and functional			
The toilet bowl seat and cover/squat pan is intact			
The toilet bowl is stain free			
The toilet flush/sensor flush is functional			
The toilet cistern cover is complete and in place			
The urinals are intact and functional			
The urinal/flush sensor is functional			
Score			
Maximum possible score (sum of all scores minus the ones marked NA)			
Total score for all 3 toilets			
Total maximum possible score (sum of all 3 toilets (minus the ones marked NA)			
Percentage (Total score ÷ Total maximum possible sore) x 100			

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 125: Checklist for exterior areas

Use the checklist below to check whether the exterior of the facility is aesthetically pleasing and clean

Scoring - in column for score mark as follows:

Observe the general exterior environment of the facility

Y (Yes) = adhere to prompt, N (No) = does not adhere to prompt, NA (not applicable) = if the facility's structural make-up does not allow for gardens e.g. in a multi-story building in a city, at least one prompt must be scored, e.g. "There is no dirt and litter around the facilities' premises"

Prompts	**Score**
The facility's premises are clean (e.g. free from dirt and litter)	
Exterior walls of the facility are clean	
Corridors are clean	
Grass is cut	
Paving is free of weeds	
Flower beds are well kept and free of weeds	
Total score	
Total maximum possible score (sum of all scores minus the NA)	
Percentage (Score ÷ Total maximum possible sore) x 100	**%**

<u>Score calculation</u>:

Y = 1, N = 0, NA = NA

Percentage obtained	**Score**
90%	Green
40-89%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 132: Checklist for standard security guard room

Use the checklist below to check whether the security guardroom adhere to standard guidelines

Scoring - in column for score mark as follows:

Y (Yes) = adhere to prompt; N (No) = do not adhere to prompt, NA (not applicable) = if the facility's structural make-up does not allow for a security guard room e.g. in a multi-story building in a city or very small facilities. Security services should however still be available, therefore measures listed under equipment and stationery must be scored.

Item	Score
Security guard room	
Gun safe	
Toilet with hand wash basin	
Kitchenette – sink with cupboard underneath	
Table	
Chair	
Functioning lights	
Security equipment for security officer(s) and accompanying stationery	
Baton	
Handcuffs OR Cable ties	
Incident book	
Metal detector	
Telephone / two way radio	
Total score	
Total maximum possible score (sum of all scores minus the NA)	
Percentage (Score ÷ Total maximum possible sore) x 100	**%**

<u>Score calculation</u>:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
100%	Green
41-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 134: Checklist for fire-fighting equipment

Use the checklist below to check whether fire-fighting equipment is available

Scoring - in column for score mark as follows:

Y (Yes) = available/intact, N (No) = not available/intact

Item	Score
Fire extinguishers	
Fire hoses	
Fire hose reels	
Record shows that equipment has been serviced within the last year	
Total score	
Percentage (Total ÷ 4) x 100	**%**

Score calculation:

Y = 1, N = 0

Percentage obtained	Score
100%	**Green**
41-99%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 137: Checklist for facility's space accommodates all services

Use the checklist below to check whether the various internal and external areas are adequate for the PHC facility workload

Scoring - in column for score mark as follows:

Check whether the following areas are present and sufficient

Y (Yes) = available, N (No) = not available, NA (not applicable) = for small facilities that cannot accommodate all the areas due to the size of the facility.

Item	Score
INTERIOR SPACE	
General	
Main waiting area	
Help desk/Reception/patient registration	
Toilets	
Clinical Service Areas	
Sub-waiting area	
Vitals area /room	
Consulting room	
Counselling room	
Emergency/resuscitation room	
Health Support services (Allied health)	
Treatment room	
Support /administration areas	
Boardroom /meeting room	
Facility manager office	
Kitchen	
Staff tea room	
Medicine store room /dispensary/Pharmacy	
• Shelves available	
Medicine collection kiosk (CCMDD)	
Surgical stores store-room	
Cleaning material store room	
Laundry	
Dirty utility room	
Linen room	
Exterior space	
Parking spaces	
a. staff	
b. Disabled	
c. Ambulance	
Waste storage room	
a. Domestic/general area	
b. Medical/bio-hazardous area	
c. Access controlled room (free from rodents, scavengers, rain, and no unauthorised people)	
Garden store room	
Drying area (for mops, etc.)	

Total Score	
Total maximum possible score (sum of all scores minus NA)	
Percentage (Total score ÷ total maximum possible score) x 100	

Score calculation:
Y = 1, N = 0, NA=NA

Percentage obtained	Score
100%	Green
41-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 138: Checklist for maintenance of facility's infrastructure

Use the checklist below to check whether the various internal and external areas are in good condition

Scoring - in column for score mark as follows:

Randomly select the number of areas to review as indicated in the column for scores

Y (Yes) = available, N (No) = not available, NA (not applicable) = if the facility has less than the indicated areas or prompt is not applicable to the specific facility because of the structural make-up of the facility e.g. in a multi story building in a city

Area and Prompts	**Scores Exterior buildings**	
EXTERIOR OF BUILDING(S)		
Walls - paint in good condition		
Roof intact		
Gutters		
a. Intact		
b. Paint in good condition		
Doors and gates		
a. Working condition		
b. Handles working		
c. Can open and close		
Lights		
a. Present		
b. Functioning		
Paving is intact		
Score for exterior of buildings		
Maximum possible score for exterior of building(s) (sum of all scores minus (NA))		
Percentage for exterior of building(s) (Score ÷ Maximum possible score) x 100	%	
INTERIOR OF BUILDING(S)		
WAITING AREAS	**Score Waiting area**	**Score Waiting area**
Walls - paint in good condition		
Ceiling		
a. paint in good condition		
b. intact		
Lights		

a. Present		
b. Functioning		
Windows		
a. Window panes intact (glass not broken)		
b. Handles working		
c. Windows can open and close		
Score for waiting areas		
Maximum possible score for waiting areas (sum of all scores minus (NA)		
Percentage for waiting areas(Score ÷ Maximum possible score) x 100		%
ABLUTION FACILITIES	**Score ablution 1**	**Score ablution 2**
Wall mounted paper towel dispenser(s)		
Wall mounted hand soap dispenser(s)		
Wall tiles in good condition		
Walls - paint in good condition		
Ceiling		
a. paint in good condition		
b. intact		
Lights		
a. Present		
b. Functioning		
Windows		
a. Window panes intact (glass not broken)		
b. Handles working		
c. Windows can open and close		
Doors		
a. Intact		
b. Handles working		
c. Can open and close		
Hand wash basins		
a. Intact		
b. Taps functional (with running water)		
Floor intact		
Score for ablution facilities		
Maximum possible score for w ablution facilities (sum of all scores minus (NA)		
Percentage for ablution facilities (Score ÷ Maximum possible score) x 100		%

CONSULTATION ROOMS	Score Consultation room 1	Score Consultation room 2
Wall mounted paper towel dispenser(s)		
Wall mounted hand soap dispenser(s)		
Walls - paint in good condition		
Floor in good condition		
Ceiling		
a. paint in good condition		
b. intact		
Lights		
a. Present		
b. Functioning		
Windows		
a. Window panes intact (glass not broken)		
b. Handles working		
c. Windows can open and close		
d. Window covering (curtains/blinds)		
Doors		
a. Intact		
b. Handles working		
c. Can open and close		
Hand wash basins		
a. Intact		
b. Taps functional (with running water)		
Score for consultation rooms		
Maximum possible score for consultation rooms (sum of all scores minus (NA)		
Percentage for consultation rooms (score ÷ maximum possible score) x 100		%
VITAL SIGNS ROOMS:	**Score Vital signs room 1**	**Score Vital signs room 2**
Wall mounted paper towel dispenser(s)		
Wall mounted hand soap dispenser(s)		
Walls - paint in good condition		
Floor intact		
Ceiling		
c. paint in good condition (not peeling/faded)		
d. intact (not broken)		
Lights		

e. Present		
f. Functioning		
Windows		
g. Glass not broken		
h. Handles working		
i. Windows can open and close		
Doors		
j. Intact		
k. Handles working		
l. Can open and close		
Hand wash basins		
m. Intact		
n. Taps functional		
Score for vital signs rooms		
Maximum possible score for vital signs rooms (sum of all scores minus NA)		
Percentage for vital signs rooms (Total score ÷ Maximum possible score) x 100		%

AREA	**Score**	**Maximum possible score**
Exterior of building(s)		
Interior of building(s)		
Waiting areas		
Ablution facilities		
Vital signs rooms		
Consultation room		
Total Score		
Total maximum possible score (sum of all scores minus NA)		
Percentage (Total score ÷ total maximum possible score) x 100		%

<u>Score calculation</u>:

Y = 1, N = 0, NA = NA

Percentage obtained	**Score**
80%	Green
40-79%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 139: Checklist for furniture in service areas

Use the checklist below to check whether consulting rooms have sufficient furniture

Scoring - in column for score mark as follows:

Randomly select the number of areas to review as indicated in the column for scores

Y (Yes) = available/intact, N (No) = not available/not intact, NA (not applicable) = if the facility has less than the indicated areas

Randomly select three consulting rooms to review. Scoring: In column for total score mark as follow: Yes (when facility adheres to prompt) = 1, No (when facility does not adhere to prompt) =0, NA (if there are fewer areas the facility) = NA

Item	Score	Score
Waiting areas	**Waiting area 1**	**Waiting area 2**
Seating		
a. Adequate seating for all patients		
b. Chairs / benches intact		
Notice boards available		
Consulting rooms	**Consultation room 1**	**Consultation room 2**
Desk		
a. Available		
b. Intact (including the drawers)		
Chair (clinician)		
a. Available		
b. Intact		
2x Chair (patient)		
a. Available		
b. Intact		
Examination couch /2 part obstetric tilting		
a. Available		
b. Intact		
Bedside footstool - 2 steps		
a. Available		
b. Intact		
Wall mounted or portable angle poise examination lamp		
a. Available		
b. Intact		
Lockable Medicine cupboards		
a. Available		

b. Intact		
Dressing trolley (at bedside for examination equipment)		
a. Available		
b. Intact (including the drawers)		
Wall mounted mirror above wash hand basin		
a. Available		
b. Intact		
Total score for waiting areas and consulting rooms		
Total maximum possible score (sum of all waiting areas and consulting rooms minus the ones marked NA)		
Percentage (total score ÷ total maximum possible sore) x 100		

Score calculation:

Y = 1, N = 0, NA = NA

Percentage obtained	Score
90%	**Green**
40-89%	**Amber**
<40%	**Red**

CHECKLIST FOR ELEMENT 140: Checklist for essential equipment in consulting areas

Use the checklist below to check whether essential equipment is available in consultation/vital and child health rooms

Scoring - in column for score mark as follows:

Randomly select the number of areas to review as indicated in the column for score

Y (Yes) = available, N (No) = not available, NA (not applicable) = if the facility has less than the indicated areas

Item	Consul-tation room 1	Consul-tation room 2	Vitals room	Child health rooms
CONSULTATION ROOMS				
Stethoscope				
Blood glucometer				
Non-invasive Baumanometer (wall mounted/ portable)				
Adult, paediatrics and large cuffs (3) for Baumanometer				
Diagnostic sets -including ophthalmic pieces(wall mounted or portable)				
Patella hammer				
Tuning fork (only required in one consultation room)				
Penlight torch with spare batteries				
Tape measure				
Clinical thermometers				
Score for consultation rooms				
Maximum possible score (sum of all scores minus the not applicable (NA)				
Percentage ((Score ÷ maximum possible sore) x 100				**%**
VITAL SIGNS ROOM				
Non-invasive electronic Baumanometer (wall mounted/ portable)				
Adult, paediatrics and large cuffs (3) for Baumanometer				
Blood glucometer				
Adult clinical scale up to 150 kg				
Stethoscope				
HB meter				
Clinical thermometer				
Height measure				
Tape measure				

Bin (general waste)				
Urine specimen jars				
Score for vital signs				
Maximum possible score (sum of all scores minus the not applicable (NA)				
Percentage ((Score ÷ maximum possible sore)x 100				**%**
CHILD HEALTH ROOM				
Baby scale				
Bassinet				
Stethoscope				
Blood glucometer				
Non-invasive Baumanometer (wall mounted/ portable)				
Adult, paediatrics and large cuffs (3) for Baumanometer				
Diagnostic sets -including ophthalmic pieces(wall mounted or portable)				
Patella hammer				
Penlight torch with spare batteries				
Tape measure				
Clinical thermometers				
Score for child health room				
Maximum possible score (sum of all scores minus the not applicable (NA)				
Percentage (total score ÷ maximum possible sore) x 100				**%**

AREA	**Score**	**Maximum possible score**
Consultation rooms		
Vital signs rooms		
Child Health rooms		
Total score/Total maximum possible score		
Percentage (Total score ÷ Total maximum possible score) x 100		**%**

<u>Score calculation</u>:

Y = 1, N = 0, NA = NA

Percentage obtained	**Score**
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 141: Checklist for resuscitation room

Use the checklist below to check whether the emergency/resuscitation room is equipped with functional basic equipment

Scoring - in column for score mark as follows:

Check the room where resuscitation is done

Y (Yes) = available, N (No) = not available

Item	Score
Emergency trolley with lockable medicine drawer and accessories	
Examination couch/2 part obstetric delivery bed	
Nebuliser OR face mask with nebuliser chamber for adult and paediatric	
Functional electric powered OR manual suction devices and suction catheters	
Drip stand	
Haemoglobin meter	
Dressing trolley	
Cardiac arrest board	
Bin (general waste)	
Suture material	
Thermal (space) blanket	
Gloves exam n/sterile Gloves: small, medium and large at least one pair of each size	
Gloves surgical sterile latex: 6 OR 6.5, 7 OR 7.5 and 8 at least one pair of each size	
Protective face shields	
Disposable plastic aprons	
Disposable non sterile face masks	
Resuscitation Algorithms	
Resuscitation documentation register	
Wall mounted liquid hand soap dispenser	
Wall mounted hand paper dispenser	
Total score	
Percentage (Total ÷ 22) x 100	**%**

Score calculation:

Y = 1, N = 0

Percentage obtained	Score
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 142 - Checklist for emergency trolley

Use the checklist below to check whether the emergency trolley is sufficiently stocked (some of the equipment may also be on other surfaces in the resuscitation room)

Scoring - in column for score mark as follows:Check if the equipment and medication is available on the emergency trolley. Also **check expiry date of medication. If medication are expired mark as 'N'**

Y (Yes) = available/functional, N (No) = not available/functional

Item	Score
Laryngoscope handle with functional batteries	
Adult curved blades for laryngoscope sizes 2 to 4	
Paediatric straight blades for laryngoscope sizes 1	
Spare bulbs for Laryngoscope	
Spare batteries for Laryngoscope	
Endotracheal tubes - uncuffed sizes 2 or 2.5, 3 or 3.5 and 4 or 4.5mm	
Endotracheal tubes - cuffed sizes 5.0, 6.0, 7.0, and 8.0mm	
Water-soluble lubricant / lubricating jelly	
Tape or equivalent to hold tie endotracheal tube in place	
Patellar hammer	
Oropharyngeal airways (Guedel) size 0, 1, 2 3 and 4	
Adult size Introducer, Intubating Stylet or bougie for endotracheal tubes	
Paediatric size Introducer, Intubating Stylet or bougie for endotracheal tubes	
Magill's forceps for adults	
Magill's forceps for paediatric	
Laryngeal masks (supraglottic airways): adult	
Manual bag valve mask/ manual resuscitator OR self inflating bag with compatible masks for adults	
Manual bag valve mask/ manual resuscitator OR self inflating bag with compatible masks for paediatric	
Simple face mask OR reservoir mask OR nasal cannula (prongs) for oxygen, adults	
Simple face mask OR reservoir mask OR nasal cannula (prongs) for oxygen, paediatric	
Face mask for nebuliser OR face mask with nebuliser chamber for adult	
Face mask for nebuliser OR face mask with nebuliser chamber for paediatric	
Automatic External Defibrillator (AED) OR ECG monitor and defibrillator	
I.V. cannulae: 18 and 20G and appropriate strapping	
Syringes:5ml; 10 or 20ml & Insulin syringes	
Needles 3 sizes: Size 18 (pink) OR 20 (yellow), 21 (green), 23 (Blue) OR 24 (Black)	
Sharps container	
Admin set 20 drops/ml 1.8m /pack	
Admin set paeds 60 drops/ml 1.8m /pack	
Stethoscope	
Blood glucose testing machine, strips and spare batteries	

Diagnostic Set and batteries including opthalmic pieces(wall mounted or portable)	
Rescue scissors (to cut clothing)	
Paediatric Broselow tape OR PAWPER TAPE	
Wound care (Gauze, bandages, cotton wools, plasters, alcohol swabs and antiseptic solutions)	
Urinary (Foley's) catheters: 14f and 18f at least one of each size and bags specified	
Nasogastric tubes: 600mmfg8 and 1000mmfg10 or 12 at least one of each size	
Medication/vaculitre stickers	
Present individually or in combined multifunctional diagnostic monitoring set	
Pulse oximeter with adult & paediatric probes	
Non invasive electronic blood pressure monitoring device including paediatric & large adult cuff sizes	
Clinical thermometer (in ^{0}C, non-mercury)	
Emergency medicines (also check expiry dates)	
Activated Charcoal	
Adrenaline Injection 1mg/ml (Epinephrine)	
Amlodipine 5mg OR 10mg tablets	
Antihistamine e.g. promethazine 25mg injection	
Aspirin tablets	
Atropine 0.5mg OR 1mg injection	
Benzodiazepine e.g. diazepam tablets OR injection	
Calcium gluconate 10% injection	
Furosemide 20mg ampoule	
Hydrocortisone 100mg injection	
Insulin, short acting (stored in the medicine fridge)	
Ipratropium 0.25mg/2ml OR 0.5mg/2ml Unit dose vial for nebulisation	
Lidocaine/Lignocaine IV 1% OR 2% ampoules	
Magnesium sulphate 50%, 2ml ampoule	
Nifedipine 5mg OR 10mg capsules	
Short acting sublingual nitrates e.g. glycerol trinitrate SL OR isosorbite dinitrate	
Short acting β_2 agonist solution e.g. Salbutamol	
Thiamine 100mg injection	
Water for Injection	
IV Solutions	
Dextrose 10% OR 50%	
Pediatric solutions e.g. ½ strength Darrows solution or neonatalyte solution	
Sodium Chloride 0.9%	
Total score	
Percentage (Total score ÷ 64) x 100	

Score calculation:

Y = 1, N = 0

Percentage obtained	Score
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 143: Checklist for sterile emergency delivery pack

Use the checklist below to check whether there is sterile emergency packs available.

Scoring - in column for score mark as follows:

Y (Yes) = available, N (No) = not available, NA = only for Extras (non-negotiable must be present)

Note: sterile packs must be labeled with the contents of the pack

Item	Quantity	Total score
NON-NEGOTIABLE		
Multipurpose scissors	1	
Dissecting Forcep non-toothed (plain)	1	
Dissecting Forcep toothed	1	
Artery forceps straight long	2	
Needle holder	1	
Small bowl	2	
Kidney dishes OR Receivers (Big)	2	
EXTRAS		
Basin	1	
Stainless steel round bowl large	1	
Green towels	4	
Disposable apron	2	
Gauzes	5	
Vaginal tampon	1	
Sanitary Towels	2	
Round cotton wool balls	1 pack	
Umbilical cord clamps	2	
Total score		
Total maximum possible score (sum of all scores minus the ones marked NA)		
Percentage (Total score ÷ Total maximum possible score) x 100		**%**

Score calculation:
Y = 1, N = 0, NA=NA

Percentage obtained	Score
100%	Green
40-99%	Amber
<40%	Red

CHECKLIST FOR ELEMENT 144: Checklist for sterile pack for minor surgery

Use the checklist below to check whether equipment for minor surgery is available

Scoring - in column for score mark as follows:

Y (Yes) = available and functioning, N (No) = not available/functioning

Note: sterile packs for minor surgery must be labelled indicating the contents of the pack

Item	Quantity	Score
MINOR STITCH / SUTURING TRAY		
Small stitch tray	1	
Stitch scissor	1	
Toothed Forcep	1	
Non – toothed Forcep	1	
Bard- Parker Surgical Blade Handle, size 4 or 5 with accompanying blades (blades do not form part of sterilised pack but must be available)	1	
Mosquito straight	2	
Mosquito curved	2	
Artery forceps straight	2	
Artery forceps curved	2	
Needle holder	1	
Swab holder	1	
Gillies Forcep	1	
Total score		**/13**
Percentage (Total Score ÷ 13) x 100		**%**

<u>Score calculation</u>:

Y = 1, N = 0

Percentage obtained	Score
100%	**Green**
40-99%	**Amber**
<40%	**Red**