

- Name and address of the private health institution \_\_\_\_\_  
\_\_\_\_\_
- Inspection team \_\_\_\_\_
- Dated \_\_\_\_\_

### Inspection Check List Section 1: Service Management

	Standard	Measurable Criteria	Measurement Scale	
			Tick the relevant remarks	Remarks
1.1 B	Registering with the Regulatory Authority	a. Applied for Registration b. Provisional registration c. Completely Registered. d. Non renewal of registration		
1.2 A	Client/Patient information is registered	a. Client/Patient registers	1. Registered available 2. Up to date 3. Complete 4. Accurate	
		b. Written information in the registers	1. Dates 2. Client/patient characteristics (name, sex, age and address) 3. Diagnosis 4. treatment (dosage, times/day, no of days) 5. Follow-up in line with operating procedures	
		c. Immunization card	1. Maintained 2. Used as a mechanism for the client/patient care;	

	Standard	Measurable Criteria	Measurement Scale	
			Tick the relevant remarks	Remarks
1.3 A	Notifiable diseases are reported promptly and appropriate action is taken to minimize the spread of the disease.	a. List of compulsory notifiable diseases is available.	1. Yes 2. No	
		b. Notifiable diseases are reported (i) within a specified time period, but no longer than 24 hours	1. Yes 2. No	
		(ii) Record is kept	1. Yes 2. No	
1.4 A	The equipment and utilities are functional, meet the defined needs of planned services, and are properly maintained and used.	a. Necessary equipments are available b. Maintained c. The facility has functioning electricity and natural gas. d. A stretcher/wheelchair(s) and at least one examination couch, i. are available ii. are clean with no visible dust, stains or blood, and iii. are covered with a	Yes/No  Yes/No Yes/No  Yes/No  Yes/No	

	Standard	Measurable Criteria	Measurement Scale	
			Tick the relevant remarks	Remarks
		clean, uniform Macintosh or a plastic sheet.	Yes/No	
		e. Each health worker providing curative services has the following functioning equipment:		
		i. Thermometer	Yes/No	
		ii. Stethoscope	Yes/No	
		iii. BP machine	Yes/No	
		iv. Screen for privacy	Yes/No	
		v. Gloves, masks, apron	Yes/No	
		vi. Torch.	Yes/No	
		f. The following additional functioning equipment is available in the facility and ready to use:	Yes/No	
		i. Baby weighing scale, fetoscope, neonatal weighing scale, speculum	Yes/No	
		ii. Refrigerator, stools, lantern or alternate lighting source such as solar lamps or torch, equipment for boiling/ sterilizer, timing device, stainless steel bowls, kidney bowls, dressing drum, gloves, masks, aprons	Yes/No	
		iii. Adult weighing scale, nebuliser, suction machine, oxygen	Yes/No	

	Standard	Measurable Criteria	Measurement Scale	
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		<p>cylinder, x-ray viewer, suture set, needle safety box, resuscitation kit</p> <p>iv. ORT corner [including the following ORT equipment: water jug: 2 cups and 2 spoons]</p> <p>v. ENT diagnostic set</p> <p>g. Additional equipment, based on the defined needs of the planned services, is available and functioning.</p>	<p>Yes/No</p> <p>Yes/No</p> <p>1. Yes 2. No</p>	
1.5 A	There is a reliable, clean and safe supply of water from a protected water source.	<p>a. Clean water is available within the facility</p> <p>b. Water purity is tested at least quarterly from the relevant approved testing laboratory.</p>	<p>Yes/No</p> <p>Yes/No</p>	
1.6 B	The waiting area is clean and protected.	<p>a. The Waiting area/ room is available</p> <p>b. The waiting/area protects clients/patients from the sun, rain and extremes of temperature.</p> <p>c. The waiting area has chairs or other seating arrangements.</p> <p>d. The floor is swept or mopped and the area is clean of debris/ trash.</p>	<p>Yes/No</p> <p>Yes/No</p> <p>Yes/No</p> <p>Yes/No</p>	

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		e. The walls and ceiling are intact with no broken masonry and are free from dirt and stains.	Yes/No	
1.7 A	The facility has clean latrines or toilets.	a. Latrines or toilets exist within the facility or facility compound. b. The client/patient latrine or toilet is not locked from the outside. c. The toilet is clean and well kept d. Soap and water are available at the washing point near the toilet(s)/ latrine(s).	Yes/No  Yes/No  Yes/No  Yes/No	
1.8 A	The premises of the health facility are clean and there is arrangement for disposal of medical waste.	a. The compound is clean b. Garbage Bin(s) availability. c. Medical waste is disposed of as per approved standards by the Government.	Yes/No  Yes/No  Yes/No	
1.10 A	Staff is available for service delivery.	a. A qualified healthcare provider is available whenever the facility is open.	Yes/No	
1.12 A	The health and safety of clients/patients, staff and visitors are protected.	a. The structure of building is safe. b. Chemicals, drugs and equipment are stored safely. c. Risks and hazards are	Yes/No  Yes/No	

	Standard	Measurable Criteria	Measurement Scale	
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		<p>identified and eliminated, isolated or minimized as appropriate.</p> <p>d. Incidents and accidents are reported and analyzed to identify causes and the analysis is used to improve systems and processes, e.g. needle stick injuries.</p> <p>e. Staff is provided with and use protective equipment, e.g. gloves, aprons, masks.</p> <p>f. Staff health is protected by the provision of immunization for infections such as Hepatitis A and B and influenza.</p>	<p>Yes/No</p> <p>Yes/No</p> <p>Yes/No</p> <p>Yes/No</p>	
1.13 B	Client/Patient feedback is collected and used to improve services.	<p>a. Clients/Patients have access to a culturally appropriate feedback mechanism, e.g. suggestion box, questionnaires, regular interviews with clients by an independent person.</p> <p>b. Data collected on client/patient satisfaction with services and treatment is analyzed and used to improve services.</p>	<p>Yes/No</p> <p>Yes/No</p>	

	Standard	Measurable Criteria	Measurement Scale	
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1.14 A	Clients/Patients have the right to complain about services and treatment and their complaints are investigated in a fair and timely manner.	Arrangements for Clients/Patients right to express their concerns or complaints either verbally or in writing, are available.	Yes/No	

## Section 2: Service Provision

	Standard	Measurable Criteria	Measurement Scale	
			Tick the relevant remarks	Remarks
2.2 A	A list of available services and applicable fees is posted where the clients/patients can see them.	<p>a. A poster in understandable format with listed services, opening times and emergency contacts during closing times is displayed in a prominent place where the clients/patients can see it.</p> <p>b. A list with all fees and possible exemptions is displayed in a prominent area where the clients/patients can see it.</p>	Yes/No  Yes/No	
2.3 B	Clients/Patients and their attendants are received in a friendly and respectful manner irrespective of their sex, age, race, religion or physical appearance	<p>a. The healthcare provider listens carefully to what the clients/patients say and does not jump to conclusions.</p> <p>b. The healthcare provider explains to the client/patient the diagnosis, care management, and follow-up.</p>	Yes/No  Yes/No	
2.4 A	Providers give priority to extremely sick clients/patients and those of extreme age (early newborns	<p>a. A system using the time of arrival recorded on the registration chit is used to prioritize clients/patients on a first-come first-served basis.</p> <p>b. The order prioritizes extremely sick</p>	Yes/No  Yes/No	

	Standard	Measurable Criteria	Measurement Scale	
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	and elderly).	clients/patients first, those of extreme ages (elderly and babies) second and then others.		
2.5 A	Providers use a defined process for referring emergency cases.	<ul style="list-style-type: none"> <li>a. Referral form is available</li> <li>b. The referral form provides sufficient information to allow continuity of care.</li> <li>c. A copy of the referral form is kept at the facility.</li> </ul>	Yes/No  Yes/No  Yes/No	
2.7 A	The privacy of patients/clients is ensured during consultation and examination.	<ul style="list-style-type: none"> <li>a. Consultations and examinations are held behind curtains/screens at all times.</li> <li>b. Healthcare providers ensure privacy at the time of consultation.</li> </ul>	Yes/No  Yes/No	
2.8 A	All clients/patients receive appropriate assessment, diagnosis, plan of care, treatment and care management, and follow-up	<ul style="list-style-type: none"> <li>a. The HRA approved standard prescription chit is available</li> <li>b. The prescription chit is completed promptly for all clients/patients.</li> <li>c. Basic assessment is undertaken and includes temperature, blood pressure, and symptom identification.</li> <li>d. A client/patient history is taken and documented.</li> <li>e. Treatment and care management is provided in accordance with the assessment, test results, diagnosis and care management guidelines.</li> <li>f. Results of previous care are used in follow-up visits.</li> </ul>	Yes/No  Yes/No  Yes/No  Yes/No  Yes/No	
2.12 B	Clients/Patients are given accurate information about	<ul style="list-style-type: none"> <li>a. The healthcare provider/dispenser instructs clients/patients about the medication, the amount of medication to</li> </ul>	Yes/No	



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	their medication regime to enable them to manage it.	<p>take, what time of the day it should be taken and for how long it should be taken.</p> <p>b. The healthcare provider/dispenser checks that the client/patient understands the instructions.</p>	Yes/No	
2.13 A	Staff follows correct aseptic techniques and wash their hands between clients/patients.	<p>a. Aseptic procedures SOPs and guidelines are defined.</p> <p>b. Health workers perform/observe the SOPs while wound dressing, suturing, catheterization, injections, intravenous infusion and dental extraction etc.</p> <p>c. Soap (where possible liquid soap) and water or antiseptic gel are available at the washing point(s) in or near the consulting/examination room(s) and a clean hand towel or alternate is available.</p> <p>d. Hand washing instructions are posted above the washing point(s).</p> <p>e. Healthcare providers wash their hands between clients/patients and between procedures.</p>	<p>Yes/No</p> <p>Yes/No</p> <p>Yes/No</p> <p>Yes/No</p> <p>Yes/No</p>	
2.15 A	Drugs and supplies	<p>a. There is a process for checking date of expiry.</p> <p>b. No expired drugs/Chemicals/reagents are in stock.</p>	<p>Yes/No</p> <p>Yes/No</p>	
2.16 A	The cold-chain for vaccines is maintained	<p>a. A Cold Chain for vaccine is available.</p> <p>b. A cold chain is properly maintained.</p>	<p>Yes/No</p> <p>Yes/No</p>	
2.17 A	Items for single use are not reused.	Disposal systems and processes for single-use items are available and used.	Yes/No	

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2.18 A	Sharps and needles are used and disposed of safely.	<ul style="list-style-type: none"> <li>a. Labelled needle safety boxes are available in the examination, injection and dressing rooms.</li> <li>b. Specialized containers are available for disposed off sharp objects and needle etc.</li> <li>c. Staffs safely dispose off sharp objects and needles in the containers provided.</li> </ul>	Yes/No	
			Yes/No	
			Yes/No	