

IDEAL CLINIC DEFINITIONS, COMPONENTS AND CHECKLISTS



April 2017



health

Department:
Health
REPUBLIC OF SOUTH AFRICA



health

Department:
Health
REPUBLIC OF SOUTH AFRICA

ACKNOWLEDGEMENTS

The national Department of Health would like to thank the following organisations for contributing to the Ideal Clinic realisation and maintenance process.



European Union



ABBREVIATIONS

ART:	Antiretroviral treatment
BANC:	Basic Antenatal Care
CCMDD:	Central Chronic Medicine Dispensing and Distribution
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, and 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:	Tuberculosis
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 infrastructure¹, 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 Laboratory 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 is 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

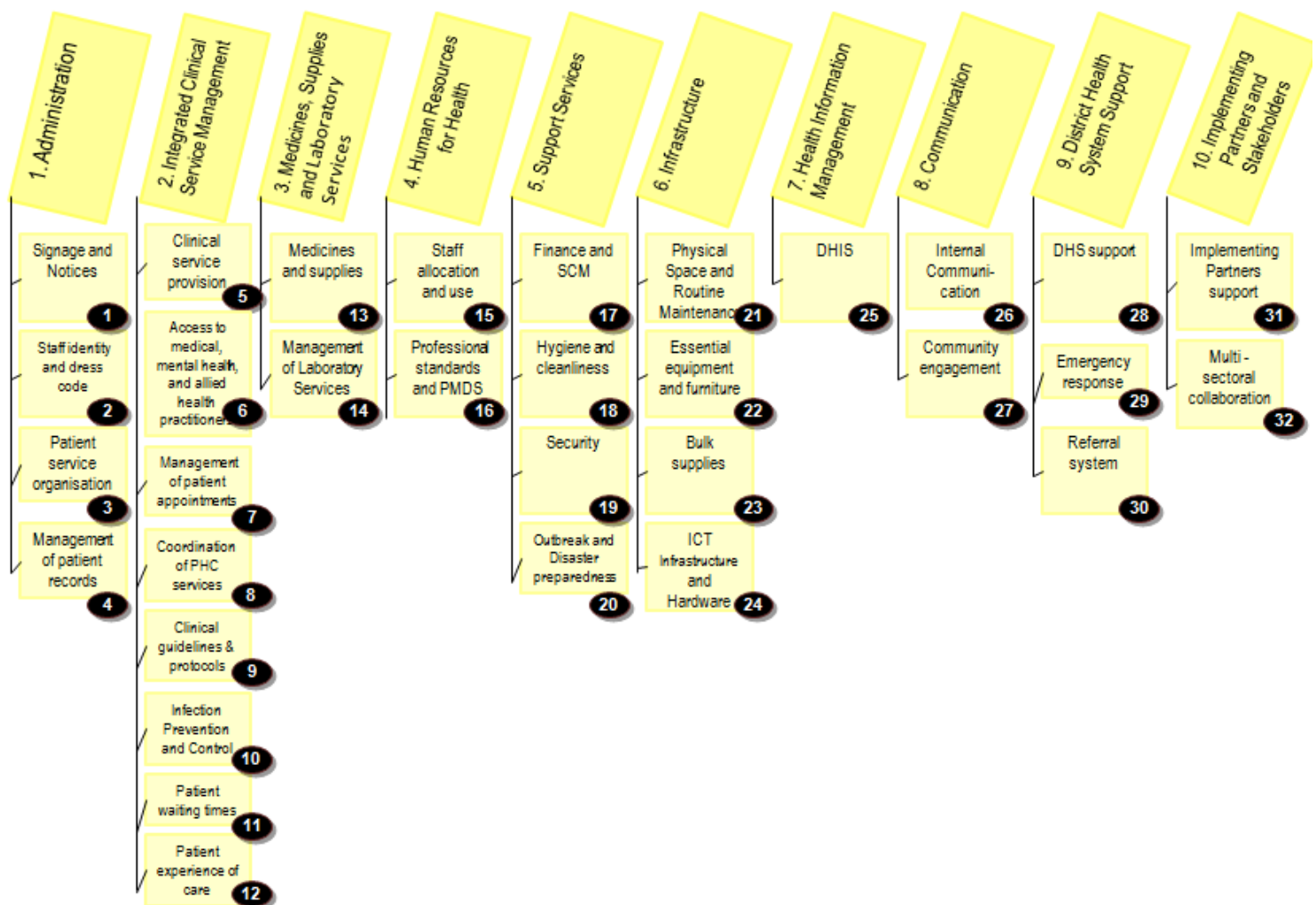
IDEAL CLINIC REALISATION AND MAINTENANCE

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:

10 Components and 32 Sub-Components






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 17

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 external signage in place	I	☺	P	Y	
		2	Facility information board reflecting the facility name, service hours, physical address, contact details for facility and emergency service and service package details is visibly displayed at the entrance of the premises	I	☺	D		
		3	Sign indicating NO WEAPONS, NO SMOKING, NO ANIMALS (except for service animals), NO LITTERING and NO HAWKERS, 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	Patients' Rights Charter is displayed in all waiting areas in at least two local languages	I	☺	HF		
		7	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						
		8	There is a prescribed dress code for all service providers	I	📖	P		
		9	All staff members comply with prescribed dress code	I	?☺	HF	Y	
		10	All staff members wear an identification tag	I	☺	HF	Y	
		3. Patient service organisation: Monitor the processes that enable responsive patients service						
11	Staff allocation is 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 managed appropriately							
	14	There is a single patient record 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 accessing, tracking, filing, archiving and disposal of patient records is available	I	📖	P			
	17	The guideline for accessing, tracking, 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		

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, examined and counselled in privacy	I	☹	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 67% or has increased by at least 5% from the previous year	E	📖	HF		
27	Ante-natal patient initiated on ART rate is at least 96% or has increased by at least 5% from the previous year	E	📖	HF		
28	Immunisation coverage under one year (annualised) is at least 87% or has increased by at least 5% from the previous year	E	📖	HF		
29	At least 35% of patients visiting the clinic are screened for mental disorders	E	📖	HF		
30	Quality Improvements plans are signed off by the facility manager and updated quarterly	I	📖	HF		
31	Six monthly district/sub-district clinical performance review report with action plan from clinical quality supervisors available	E	📖	D		

6. Access to medical, mental health, allied health practitioners, pharmacists and adolescent friendly services: Monitor patient and staff access to clinical expertise at PHC level

32	Patients have access to a medical practitioner	E	📖	HF		
33	Patients have access to oral health services	I	📖	D		
34	Patients have access to occupational therapy services	I	📖	D		
35	Patients have access to physiotherapy services	I	📖	D		
36	Patients have access to dietetic services	I	📖	D		
37	Patients have access to social work services	I	📖	D		
38	Patients have access to radiography services	I	📖	D		
39	Patients have access to ophthalmic service	I	📖	D		
40	Patients have access to mental health services	E	📖	D		
41	Patients have access to speech and hearing services	I	📖	D		
42	Staff dispensing medicine have access to the support of a pharmacist	I	📖	D		
43	Adolescent and youth friendly services are provided	I	📖	D	Y	

7. Management of patient appointments: Monitor whether an ICSM patient appointment system is adhered to

44	An ICSM compliant patient appointment system for patients with chronic health conditions and MCWH patient is in use	I	📖	HF		
45	The records of booked patients are pre retrieved not later than the day before the appointment	I	☹	HF		
46	Pre-dispensed medication for clinically stable chronic patients is prepared for collection not later than the day before collection date/or patients are enrolled on the CCMDD programme	E	? ☹	HF		

8. Coordination of PHC services: Monitor whether there is coordinated planning and execution between PHC facility, School Health Team, community-based and environmental health services

47	Facility does referrals to and receive referrals from school health services in its catchment area	I	📖	D		
48	The facility refers patients with chronic but stable health conditions to home- and community-based services for support	E	📖	HF		
49	Facility refers environmental health related risks to environmental health services	I	📖	D	Y	

DOMAIN 2: PATIENT SAFETY AND CLINICAL GOVERNANCE AND CLINICAL CARE

2. Integrated Clinical Services Management (ICSM)

9. 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

50	The ICSM compliant package of clinical guidelines is available in all consulting rooms	E		HF	Y	
51	National guidelines on priority health conditions are available in the facility	I		HF	Y	
52	80% of professional nurses have been fully trained on Adult Primary Care OR Practical Approach to Care Kit	E		D		
53	80% of professional nurses have been fully trained on Integrated Management of Childhood illness	E		D		
54	Resuscitation protocol is available	E		HF		
55	80% of professional nurses have been trained on Basic Life Support	E		D		
56	The National Guideline for Patient Safety Incident Reporting and Learning is available	E		NDoH		
57	The patient safety incident records show compliance to the National Guideline for Patient Safety Incident Reporting and Learning	E		HF	Y	
58	The National Clinical Audit guideline is available	E		NDoH		
59	Clinical audits are conducted quarterly on priority health conditions	E		HF		
60	Clinical audit meetings are conducted quarterly in line with the guidelines	E		HF		
61	National guidelines are followed for all notifiable medical conditions	I		HF		

10. Infection prevention and control: Monitor whether prescribed infection prevention and control policies and procedures are adhered to

62	The National Policy on Infection Prevention and Control is available	E		NDoH		
63	Facility has a designated staff member who is assigned the with the infection prevention and control role	E		HF		
64	Standard Operating Procedure on infection control standard precautions is available	I		HF		
65	All staff has received in-service training on infection control standard precautions that is in-line with the Standard Operating Procedure in the last two years.	E		HF	Y	
66	Poster on hand washing is displayed above the hand wash basin in every consulting room	I		HF		
67	Annual awareness day on hand hygiene is held	I		HF		
68	Poster on cough etiquette is displayed in every waiting area	I		HF		
69	Staff wear appropriate protective clothing	E		HF	Y	
70	The linen in use is clean	E		HF		
71	The linen is appropriately used for its intended purpose	E		HF		
72	Waste is properly segregated	E		HF		
73	Sharps are disposed of in impenetrable, tamperproof containers	V		HF		
74	Sharps containers are disposed of when they reach the limit mark	V		HF		
75	Sharps containers are placed on work surface or in wall mounted brackets	E		HF		
76	An annual risk assessment for infection prevention and control compliance is undertaken by the designated staff member assigned with the infection prevention and control role	I		HF		

DOMA IN 2: PATIENT SAFETY AND CLINICAL GOVERNANCE AND CLINICAL CARE	2. Integrated Clinical Services Management (ICSM)	11. Patient waiting time: Monitor whether the facility's prescribed waiting times are adhered to						
		77	The National Policy for The Management Of Waiting Times is available	I	📖	NDoH		
		78	The national target of not more the three hours for time spent in a facility is visibly posted	I	☹️📖	HF		
		79	Waiting time is monitored using the prescribed tool	E	📖	HF		
		80	The average time that a patient spends in the facility is no longer than 3 hours	E	📖	HF		
		81	Patients are intermittently informed of delays and reasons for delays in service provision	I	?	HF		
		12. 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						
		82	The National Patient Experience of Care Guideline is available	E	📖	NDoH		
		83	The results of the yearly Patient Experience of Care Survey are visibly displayed at reception	E	📖	HF		
		84	An average overall score of 70% is obtained in the Patient Experience Of Care Survey	E	📖	HF		
		85	The results obtained from the Patient Experience Of Care Survey are used to improve the quality of service provision	E	📖	HF		
		86	The National Guideline To Manage Complaints/Compliments/Suggestions is available	E	📖	NDoH		
87	The complaints/compliments/suggestions records show compliance to the National Guideline to Manage Complaints/Compliments/Suggestions	E	📖	HF	Y			
88	90% of complaints received are resolved	E	📖	HF				
89	90% of complaints received are resolved within 25 working days	E	📖	HF				
90	Complaints/compliments/suggestions boxes are visibly placed at main entrance/exit	E	☺️	HF				
91	Official complaint/compliment/suggestion forms and pen are available	E	☺️	HF				
92	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, in at least two local languages	E	☺️	HF				
DOMAIN 3: CLINICAL SUPPORT SERVICES	3. Pharmaceuticals and Laboratory Services	13. Medicines and supplies: Monitor consistent availability of required good quality medicines and supplies						
		93	SOP for the management and safe administration of medicines is available	I	📖	HF		
		94	Medicine room/dispensary is neat and medicines are stored to maintain quality	I	☹️	HF	Y	
		95	There is at least one functional wall mounted room thermometer in the medicine room/dispensary	V	☹️	HF		
		96	The temperature of the medicine room/dispensary is recorded daily	V	📖	HF		
		97	The temperature of the medicine room/dispensary is maintained within the safety range	V	📖	HF		
		98	Cold chain procedure for vaccines is maintained	V	📖	HF	Y	
		99	Medicine cupboard or trolley is neat and orderly	I	☺️	HF	Y	
		100	The register for schedule 5 and 6 medicine is completed correctly	E	📖	HF		
		101	Electronic networked system for monitoring the availability of medicines is used effectively	E	☹️📖	HF	Y	
		102	90% of the medicines on the tracer medicine list are available	V	☺️📖	HF	Y	

DOMAIN 3: CLINICAL SUPPORT SERVICES	3. Pharmaceuticals and Laboratory Services	103	Re-ordering stock levels (min/max) are determined for each item on the district/facility formulary	E	☹️📖	HF			
		104	Expired medicine is disposed of according to prescribed procedures	E	?	HF			
		105	Basic medical supplies (consumables) are available	E	📖	HF	Y		
		14. Management of laboratory services: Monitor consistent availability and use of laboratory services							
		106	The Primary Health Care Laboratory Handbook is available	E	📖	NDoH			
		107	Required functional diagnostic equipment and concurrent consumables for point of care testing are available	E	☹️	HF	Y		
		108	Required specimen collection materials and stationery are available	E	☺️	HF	Y		
		109	Specimens are collected, packaged, stored and prepared for transportation according to the Primary Health Care Laboratory Handbook	E	☹️	HF	Y		
		110	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	15. Staff allocation and use: Monitor whether the PHC facility has the required HRH capacity and whether staff is appropriately applied					
111	Staffing needs have been determined in line with WISN			I	?📖	D			
112	Staffing is in line with WISN			I	📖	D			
113	The facilities has a dedicated manager			E	📖	D			
114	Work allocation schedule is signed by all staff members			I	📖	HF			
115	Leave policy is available			I	📖	HF			
116	An annual leave schedule is available			I	📖	HF			
16. Professional standards and Performance Management Development System (PMDS): Monitor whether staff are managed according to Department of Public Service Administration (DPSA) and Department of labour prescripts									
117	Record of staff induction is available			I	📖	HF			
118	There is an individual Performance Management Agreement for each staff member			I	📖	HF			
118	Continued staff development needs are determined for the current financial year and submitted to the district manager			I	📖	HF			
120	Training records reflect planned training is conducted as per the district training programme			I	📖	HF			
121	The disciplinary procedure is available			I	📖	HF			
122	The grievance procedure is available			I	📖	HF			
123	Staff satisfaction survey is conducted annually			I	📖	D			
124	The results of the staff satisfaction survey is used to improve the work environment			I	📖	HF			
125	Occupational Health and Safety incidents are managed and recorded in a register	E	📖	HF					
DOMAIN 3: CLINICAL	5. Support	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							
		126	The facility has a dedicated budget	I	📖	D			
		127	The facility has a standard operating procedure for obtaining general supplies	E	📖	HF			

5. Support

18. Hygiene and cleanliness: Monitor whether the required systems and procedures are in place to ensure consistent cleanliness in and around a facility

128	All cleaners have been trained on cleaning	E		HF		
129	Cleaning schedules are available for all areas in the facility	I		HF		
130	All work completed is signed off by cleaners and verified by manager or delegated staff member	I		HF		
131	Disinfectant, cleaning materials and equipment are available	E		HF	Y	
132	All service areas are clean	E		HF	Y	
133	Clean running water, toilet paper, liquid hand wash soap and disposable hand paper towels are available	E		HF	Y	
134	Standard operating procedure for managing general and health care risk waste is available	I		HF		
135	Sanitary and health care waste are managed appropriately	E		HF	Y	
136	General waste is managed appropriately	E		HF	Y	
137	All toilets are clean, intact and functional	E		HF	Y	
138	The exterior of the facility is aesthetically pleasing and clean	E		HF	Y	
139	A signed waste removal service level agreement between the health department and the service provider is available	E		P		
140	Waste is removed in line with the contract	E		HF		
141	Records show that pest control is done according to schedule	I		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

142	Safety and security standard operating procedure is available	I		HF		
143	Perimeter fencing is intact	I		HF		
144	Parking for staff on the facility premises	I		HF		
145	There is a standard security guard room OR the facility has an alarm system linked to armed response	I		D	Y	
146	There is a security guard on duty OR the facility has an alarm system linked to armed response	I		D		
147	A signed copy of the service level agreement between the security company and the provincial department of health is available	I		D		
148	Security breaches are managed and recorded in a register	I		HF		

20. Outbreak and Disaster preparedness: Monitor whether firefighting equipment is available and whether staff know how to use it and whether disaster drills are conducted

149	Functional firefighting equipment is available	E		HF	Y	
150	Evacuation plan is displayed in the manager's office and the main entrance	I		HF		
151	Contact numbers of healthcare personnel required in emergencies are available in the management offices and reception	I		HF		
152	The emergency evacuation procedure is practiced annually	E		HF		
153	Deficiencies identified during the practice of the emergency evacuation drill are addressed	E		HF		
154	Standard Operating Procedure for outbreak notification and response is available	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, disabled persons and whether timely routine maintenance is undertaken						
		155	Clinic space accommodates all services and staff	E	☹️📖	HF	Y	
		156	There is access for people in wheelchairs	E	☹️	D	Y	
		157	The building(s) is maintained according to schedule	I	☹️📖	D	Y	
		158	Building is compliant with safety regulations	E	📖	D	Y	
		22. Essential equipment and furniture: Monitor whether essential equipment and required furniture are available						
		159	Furniture is available and intact in service areas	I	☹️	HF	Y	
		160	Essential equipment is available and functional in consulting areas	E	☹️	HF	Y	
		161	Staff are trained on the use of essential equipment	E	📖	HF		
		162	Standard Operating Procedure for decontamination of medical equipment is available	E	📖	HF		
		163	Standard Operating Procedure for reactive maintenance of medical equipment is available	I	📖	HF		
		164	Maintenance plan for essential equipment is adhered to	E	📖	HF		
		165	Resuscitation room is equipped with functional basic equipment for resuscitation	V	☹️📖	HF	Y	
		166	Restore the emergency trolley daily or after every time it was used	V	☹️📖	HF	Y	
		167	There is an emergency sterile obstetric delivery pack	E	☹️	HF	Y	
		168	There is a sterile pack for minor surgery	E	☹️	HF	Y	
		169	Oxygen cylinder with a pressure gauge is available in resuscitation/emergency room	V	☹️	HF		
		170	Up to date asset register available	I	☹️📖	HF	Y	
		171	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						
		172	There is a piped water supply to the facility	E	?👉	HF		
		173	The facility has access to emergency water supply when needed	E	👉☹️	HF		
		174	The facility has access to a functional back-up electrical supply when needed	E	?☹️	HF		
		175	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								
176	There is a functional telephone in the facility	E	?👉	HF				
177	There is functional computer	I	?👉	HF				
178	There is functional printer connected to the computer	I	?👉	HF				
179	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						
		180	Facility performance in response to burden of disease of the catchment population is displayed and is known to all clinical staff members	I	?☹️	HF		
		181	National District Health Information Management System policy available	I	📖	HF		
		182	Clinical personnel and data capturer trained on the facility level Standard Operating Guidelines for data management	I	📖	HF		
		183	Relevant DHIS registers are available and are kept up to date	I	?☹️	HF		

DOMAIN 4: PUBLIC HEALTH		184	Facility submitted all monthly data on time to the next level	I		HF			
		185	There is a functional computerised patient information system	I		D			
	8. Communication	26. Internal communication: Monitor whether the communications system required for improved quality for service delivery is in place							
			186	There are sub-district/district quarterly facility performance review meetings	I		D		
			187	There is at least a quarterly staff meeting held within the facility	I		HF		
			188	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							
			189	There is a functional clinic committee	I		P	Y	
			190	Contact details of clinic committee members are visibly displayed	I		HF		
		191	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							
			192	There is a health facility operational plan in line with district health plan	I		HF		
			193	The district PPTICRM visits all facilities at least once a year and those targeted to be Ideal in the specific year at least twice a year to ensure that weaknesses have been corrected and to record the Ideal Clinic Realisation status for the end of year report	E		D		
		29. Emergency response: Monitor the effectiveness of emergency responses							
			194	There is a pre-determined EMS response time to the facility	I		D		
			195	EMS respond according to the pre-determined response time	I		D		
			196	Emergency contact numbers (fire, police, ambulance) are displayed in areas where telephones are available	I		HF		
	30. Referral system: Monitor whether patients have access to appropriate levels of health care								
		197	The National Referral Policy is available	I		NDoH			
		198	The facility's Standard Operating Procedure for referrals is available and sets out clear referral pathways to required service providers	I		HF			
		199	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							
			200	There is an up to date list (<i>with contact details</i>) of all implementing health partners that support the facility	I		HF		
		201	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									
		202	There is an official memorandum of understanding between the PDOH and SAPS	I		P			
		203	There is an official memorandum of understanding between the PDOH and Department of Education	I		P			
		204	There is an official memorandum of understanding between the PDOH and the Department of Social Development	I		P			
	205	There is an official memorandum of understanding between the PDOH and Department of Public Works	I		P				
	206	There is an official memorandum of understanding between the district management and Cooperative Governance and Traditional Affairs (CoGTA)	I		P				
	207	There is an official memorandum of understanding between the PDOH and Department of Transport	I		P				

Summary of Ideal Clinic categories

Weights	Silver	Gold	Platinum
Vital (10 elements)	90%	100%	100%
Essential (87 elements)	70%	80%	90%
Important (110 elements)	68%	78%	89%
AVERAGE	70%-79%	80%-89%	90%-100%

CHECKLIST FOR ELEMENT 1: External signage in place

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. Within 1 km from clinic	
c. No obstructions to visibility	
Facility gate entrance signage	
a. Vehicles and persons will be searched	
b. Entry and parking are at own risk	
Specific external locations:	
a. Emergency Assembly point	
Waste storage:	
a. Healthcare Risk Waste(Healthcare Risk Waste/ Medical Waste)	
b. Healthcare General Waste	
At or near to main entrance of building:	
a. Ambulance parking sign OR 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 7: All service areas within the facility are clearly signposted

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 services rendered or 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)	
Chronic Medicine Collection (CCMDD)	
Emergency room	
Facility Manager – door identifier	
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 signage for each of the 3 streams of care service areas	
a. Acute/minor ailments (orange)	
b. Chronic Diseases (blue)	
c. MCWH (deep green)	
d. Health Support Services (Allied health services) (yellow)	
e. Medicine storage room/ dispensary/Pharmacy	
Functional room signage (each area/room should be labelled)	
Vital signs	
Counselling room/s	
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.

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 9: All staff members comply with prescribed dress code

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 healthcare professional 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
Nails short					
Jewellery minimal (plain wedding band, small ear rings, no necklaces)					
Dress/skirts OR pants (dress/skirt should not be shorter than knee length)					
No see through clothes					
Tailored clothes (not too tight nor too loose)					
Distinguishing devices worn					
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 10: All staff members wear an identification tags

Use the checklist below to check that the staff on duty wear official 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 score) 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

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 15: Patient records adheres 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 five records of patients that were seen in the past 3 months. Include records for the following conditions: one adult acute/minor ailment, one adult chronic, one adult maternal health, one sick child and one well baby record to cover records of patients consulted at all 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/measure does not apply to the particular type of record selected

Type of information/notes	Adult acute/ minor ailment	Adult chronic	Adult maternal health	Sick Child (IMCI)	Well baby
Administrative details (on cover of record)					
Name and surname					
Patient file number					
Facility name					
ID/Refugee/Passport number OR Date of birth					
Demographic details					
Residential address					
Personal contact details					
Name and Surname of parents or Guardian					
Contact details of parents or Guardian					
Next of kin contact details					
Employment contact details (if employed)					
Marital status					
Patient profile – first visit					
Type of employment					
Social (type of employment, living conditions, social assistance, cooking method)					
Social (school grade, social assistance, nutrition, where does child lives)					
Health Risk factors (alcohol, smoking, other substances, physical activity, healthy eating, sexual behaviour) (
Family history of chronic conditions					
Known Chronic conditions					
Surgical history					
Allergies					
Clinical management					
Length/Height of patient at the 1 st visit					
Weight at every visit					
Body mass index (BMI) calculated at the 1 st and 7 th visit					
Weight-for-height z score					
MUAC (every 3 months)					
Temperature					

Blood pressure at every visit					
Pulse rate at every visit					
Blood sugar as per guidelines					
Urine dipstick as per guidelines					
Basic screening where indicated (HIV, TB, STI, Diabetes)					
Current chronic condition					
Adherence to medication					
Side effects to medication					
Other hospital/doctor visits					
Presenting complaints					
Examination					
General (JACCOL)					
Chest					
Cardiovascular					
Abdomen					
Mental state					
Diagnosis					
Patient management					
Investigation/tests requested					
Date of investigation/test requested					
Results of investigations/test recorded					
Health education provided					
Treatment prescribed					
Rehabilitation (where applicable)					
Referral (where applicable)					
Date of next visit indicated (where applicable)					
Health Care Practitioner's name and surname					
Health Care Practitioner's signature					
Date signed by Health Care Practitioner					
SANC/HPCSA Number					
Child health records					
History of immunisations					
Deworming treatment					
Vit A supplementation					
Developmental screening (6, 14, 6, 9, 18 months and 3, 5-6 years)					
Growth charts completed					
Basic screening done according to Road to Health Charts					
Maternal health records					
BANC 1st visit					
Obstetric history					
Previous obstetric history and family					
Gestational age					
General examinations					
Abdomen – FHH examination					
Vaginal examination					
HIV status					
Pregnancy Risk screening					
Health Care Practitioner's name and surname					
Health Care Practitioner's signature					
Date signed by Health Care Practitioner					
BANC Follow-up visits					
General examination					
Abdomen examination					
Supplements					

Gestational Graph plotted per visit					
Health Care Practitioner's name and surname					
Health Care Practitioner's signature					
Date signed by Health Care Practitioner					
Delivery Summary					
Birth date					
Birth weight					
Apgar score					
Delivery mode					
Pregnancy outcome					
Health Care Practitioner's name and surname					
Health Care Practitioner's signature					
Date signed by Health Care Practitioner					
Postnatal Care Visits					
General examination (3-6 days post delivery)					
General examination (6 weeks post delivery)					
Health education					
Health Care Practitioner's name and surname					
Health Care Practitioner's signature					
Date signed by Health Care Practitioner					
Prescription					
Patient's name and surname					
ID number					
Age					
Allergies					
Name of medication					
Strength of medication					
Quantity					
Batch Number					
Prescriber's name and surname					
Prescriber's signature					
Date signed by Prescriber					
Dispenser's name and surname					
Dispenser's signature					
SANC/HPCSA Number					
Consent form (where applicable)					
Patient's full names and surname are written on the consent form					
The exact nature of the operation, procedure/treatment is written on the consent form					
The consent form is signed by the patient or parent/guardian					
The consent form is signed by the health care provider					
The consent form is dated					
The information is legible					
Total score (sum of scores for 5 records)					
Total maximum possible score (sum scores for 5 records minus the ones marked NA)					
Percentage (Total score ÷ Total max possible score) x 100					%

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 17: Guideline for accessing, tracking, filing, archiving and disposal of patient records is adhered to

Use the checklist below to determine whether the facility adheres to the SOP for accessing, tracking, 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
Patient record storage room – patient record storage room adhere to the following:	
Lockable with a security gate OR electronically controlled entrance (tag)	
Shelves OR Cabinets to store files	
Lowest shelf OR Cabinets start at least 100 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 or dedicated shelves to sort files	
Light is functional and allows for all areas of the room to be well lit	
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 tracking system in place to check that all patient records that were issued for the day are returned to the patient records storage room/registry at the end of the day	
Annual register available of records that were archived	
Annual register available of records that were disposed	
Access for patient to their records	
The SOP/guideline for filing, archiving and disposal of patient records describes the process to follow for patients to access their patient record	
Total score	
Percentage (Total Score ÷ 16) x 100	%

Score calculation:

Y = 1, N = 0

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

CHECKLIST FOR ELEMENT 21: Priority stationery is available at the facility in sufficient quantities

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 (Record must be available stipulating the facility's minimum quantities)	Score
Goods and supplies order forms/books		
Patient record for adults		
Patient record for children		
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		
Sick note		
Total Score		
Maximum possible score (sum of all scores minus the ones marked NA)		
Percentage (Total score ÷ maximum possible score) x 100		%

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 43: Adolescent and youth friendly services are available

Use the checklist below to check whether the facility renders services that are adolescent and youth friendly

Scoring - in column for score mark as follows:

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

Item	Score
The national policy for adolescent and youth friendly services (AYFS) is available	
There is a poster visibly posted in the reception area and consulting room where AYFS is provided that indicates that the facility allocates dedicated time to consult adolescents and youth after school hours	
The poster referred to above, displays the comprehensive integrated package of AYFS services provided at the facility	
The facility's staff development plan makes provision for all healthcare professional to be trained on AYFS	
The training register/record reflect that the healthcare professionals providing comprehensive integrated package of services to young people are trained on AYFS	
Clinic committee includes a representative of the adolescent and youth sector aged 16-24 years	
At least 10% of the sample of PEC survey include adolescent and youth aged 10 to 24 years	
There is a brief profile for adolescents and youth in the catchment area which includes their challenges	
Total score	
Percentage (Total score ÷ 8) x 100	%

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 49: Facility refers environmental health related risks to environmental health services

Use the checklist below to check whether the facility has access and refers environmental health risks to environmental health services

Scoring - in column for score mark as follows:

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

Item	Score
Contact details of the environmental health services is available at the facility	
No stagnant water outside the perimeters of the facility	
No overgrown vegetation outside the perimeters of the facility	
No litter outside the perimeters of the facility	
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 50: The ICSM compliant package of clinical guidelines is available in all consulting rooms

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		
Integrated Management of Childhood illness Chart Booklet - 2014		
Standard Treatment Guidelines and Essential Medicines List for Primary Health Care - 2014		
Standard Treatment Guidelines and Essential Medicines List for Hospital Level, Adults – 2015 (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 score) x 100		%

* Guidelines can also be available electronically or via APPs

Score calculation:

Y = 1, N = 0, NA

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

CHECKLIST FOR ELEMENT 51: National guidelines on priority health conditions are available in the facility

Use the checklist below to check the availability of national guidelines

Scoring - in column for score mark as follows:

Check whether a copy of the guidelines and policies are available in an office that is accessible to staff

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

Item	Score
HIV	
National Consolidated Guidelines for the Prevention of Mother-to-Child Transmission of HIV and the Management of HIV in Children, Adolescents and Adults 2015	
TB	
National Tuberculosis Management Guidelines 2014	
National Guidelines for the Management of Tuberculosis in Children 2013	
National Management of Drug-Resistant Tuberculosis. Policy Guidelines 2013	
Infection Prevention and Control Guidelines for TB, MDR-TB and XDR-TB	
Maternal and child health	
Guidelines for Maternity Care in South Africa 2015	
Sexually Transmitted Infections	
Sexually Transmitted Infections Management Guidelines 2015	
Diabetes	
National Management of Type 2 Diabetes at Primary Care Level 2014	
Hypertension	
National Clinical Guidelines for management of hypertension 1998	
Score	
Percentage (Total score ÷ 9) x 100	%

***Guidelines can also be available electronically or via APPs**

Score calculation:

Y = 1, N = 0, NA

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

CHECKLIST FOR ELEMENT 57: The Patient Safety Incident management records show compliance to the National Guideline for Patient Safety Incident Reporting and Learning

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
The facility's/district's Standard Operating Procedure for Patient Safety Incident Reporting and Learning is available	
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 ÷ 6) x 100	%

Score calculation:

Y = 1, N = 0

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

CHECKLIST FOR ELEMENT 65: All staff has received in-service training on infection control standard precautions that is in-line with the SOP in the last two years

Use the checklist below to check whether staff has received in-service training on infection prevention and control in the past 2 years

Scoring - in column for score mark as follows:

Randomly select two health care professional and two cleaners from the facility's staff establishment. If the facility has less than four staff members on their staff establishment, check all the staff

Y (Yes) = staff member was trained, N (No) = staff member was not trained, NA (Not applicable) = if there are less than 4 staff members

Topics included in training	Healthcare Professional 1	Healthcare Professional 2	Cleaner 1	Cleaner 2
Healthcare professionals received training on: <ul style="list-style-type: none"> • Hand washing and hand hygiene • Personal Protective Equipment • Prevention of respiratory infections • Safe injection practises • Sharps safety • Waste management and disposal • Environmental cleanliness • Patient Care equipment • Handling of linen • Wound care 				
Cleaners received training on: <ul style="list-style-type: none"> • Hand washing and hand hygiene • Personal Protective Equipment • Prevention of respiratory infections • Waste management and disposal • Environmental cleanliness • Handling of linen 				
Score				
Maximum possible score (sum of all scores minus the ones marked NA)				
Percentage (Total score ÷ 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 69: Staff wear appropriate 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		
Disposable gowns OR aprons		
Protective face shields OR goggles with surgical face masks		
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 score) x 100	%	

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 87: The complaints/compliments/ suggestions records show compliance to the National Guideline to Manage Complaints/Compliments/ suggestions

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
The facility's/district's Standard Operating Procedure to Manage Complaints/Compliments/Suggestions is available	
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 ÷ 8) x 100	%

Score calculation:

Y = 1, N = 0, NA = NA

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

Checklist for element 94: Medicine room/dispensary is neat and medicines are stored to maintain quality

Use the checklist below to check whether the facility stores medicine so that quality medicines are available

Scoring - in column for score mark as follows:

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

Item	Score
Access to the dispensary/medicine room is controlled at all times	
There are no cracks, holes or signs of water damage in the dispensary/medicine room	
There is sufficient space in the dispensary/medicine room to store medicines needed in the facility	
There are no medicines stored in direct contact with the floor	
The dispensary/medicine room is clean	
There is no evidence of pests in the dispensary/medicine room	
Medicines are stored neatly on shelves	
Medicines are stored according to a classification system	
Brazier bins (storage organisers) are neatly labelled	
Medicines are packed according to FEFO (First Expired, First Out) principles	
No expired medicines observed in the dispensary/medicine room.	
There is evidence that a stock-take was done in the last 12 months for medicines	
Access to the dispensary/medicine room is controlled at all times	
There are no cracks, holes or signs of water damage in the dispensary/medicine room	
Total score	
Percentage (Total score ÷ 14) x 100	%

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 98: Cold chain procedure for vaccines is maintained

Use the checklist below to check whether the cold chain for vaccines is maintained

Scoring - in column for score mark as follows:

Y (Yes) = comply, N (No) = do not comply

Item	Score
There is a Standard Operating Procedure for the maintenance of cold chain for vaccines	
There is a Vaccine or Medicine refrigerator with a thermometer	
The temperature of the refrigerator is recorded twice daily, 7 hours apart (check one month's record)	
The temperature of the refrigerator is maintained between 2-8 °C (check one month's record)	
There is a cooler box for storage of vaccines as needed	
Ice packs are available for use as needed	
Total Score for all	
Percentage (Total score ÷ 6) x 100	%

Score calculation:

Y = 1, N = 0

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

CHECKLIST FOR ELEMENT 99: Medicine cupboard or trolley is neat and orderly

Use the checklist below to check whether the medicine cupboard or trolley is neat and orderly

Scoring - in column for score mark as follows:

Y (Yes) = comply, N (No) = do not comply,

Randomly select two consultation rooms (if the facility has less, score only one) and check whether the medicine cupboard or trolley comply with the measures

Item	Score Consultation room 1	Score Consultation room 2
Surfaces inside the cupboard/trolley are clean		
Medicines are neatly grouped together according to a classification system e.g. by dosage form (tablets/capsules, liquids, ointments, drops etc.) in alphabetical order and by generic name		
Medicine packets/bottles are clean and dust free		
There are no loose tablets or vials are lying around		
There are no used unsheathed needles lying around or placed in open vials		
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 101: Electronic networked system for monitoring the availability of medicine is used effectively

Use the checklist below to check whether the electronic networked system for monitoring the availability of medicines is used appropriately

Scoring – in column for score mark as follows:

Y (Yes) = compliant, **N** (No) = non-compliant

Item	Score
Medicine storage room	
The facility has functional electronic networked system for monitoring the availability of medicines	
The approved list of medicines to be updated is visible in the medicine room.	
The facility updates the electronic networked system at least weekly	
The capturing device and its accessories are in good working order.	
The capturing device and its accessories are stored in a lockable unit.	
Access to the keys for the unit where the capturing device is kept is restricted.	
The facility has not been marked as non-reporting for two weeks (10 working days) or more (at the point of assessment).*	
Total Score for all	
Percentage (Total score ÷ 7) x 100	%

* Source for this information will be the website used to view captured medicine availability data and the Primary Health Care Facility Dashboard associated with it.

Score calculation: Y = 1, N = 0

Percentage obtained	Score
> 80 %	Green
50 – 79 %	Amber
< 50 %	Red

CHECKLIST FOR ELEMENT 102: 90% of the medicines on the tracer medicine list are available

The availability of the tracer medicines listed below should be measured on an electronic networked stock availability monitoring system

The availability of the tracer medicines listed below should be measured on an electronic networked stock availability monitoring system

Scoring – Where an electronic networked stock availability monitoring system is not available, use the scoring columns in the list below to score availability as follows:

Check available stock in the medicine room/dispensary

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

MEDICINE ROOM/DISPENSARY			
Oral formulations/inhalers			
	Score		Score
Abacavir 20mg/mL (240 ml) syrup		Lopinavir, Ritonavir 200/50mg tablets	
Abacavir 60mg tablets		Lopinavir, Ritonavir 80/20mg/mL (60 mL)	
Amlodipine 5mg tablets		Metformin 500mg OR 850mg tablets	
Amoxicillin 250mg OR 500mg capsules		Methyldopa 250 mg tablets	
Amoxicillin suspension 125mg/5mL OR 250mg/5mL		Metronidazole 200mg OR 400mg tablets	
Aspirin 300mg tablets		Nevirapine 200mg tablets	
Azithromycin 250mg OR 500mg tablets		Nevirapine 50mg/5mL suspension	
Beclomethasone 100mcg or 200 mcg inhaler		Oral rehydration solution	
Carbamazepine 200mg tablets OR lamotrigine 25mg tablets		Paracetamol 120mg/5mL syrup	
Co-trimoxazole 200/40mg per 5mL 50ml OR 100ml suspension		Paracetamol 500mg tablets	
Co-trimoxazole 400/80mg tablets		Prednisone 5mg tablets	
Efavirenz 200 mg capsules		Pyrazinamide 500mg tablets	
Efavirenz 50mg capsules		Pyridoxine 25mg tablets	
Enalapril 10mg tablets		Rifampicin + Isoniazid (RH) 300mg/150mg OR 150/75mg tablets	
Ferrous lactate/gluconate suspension		Rifampicin + Isoniazid (RH) 60/60 tablets	
Ferrous sulphate/fumarate tablets providing ± 65mg elemental iron		Rifampicin + Isoniazid + pyrazinamide + ethambutol (RHZE) (150/75/400/275) tablets	
Folic acid 5 mg tablets		Salbutamol inhaler	
Hydrochlorothiazide 12.5mg OR 25mg tablets		Simvastatin 10mg tablets	
Ibuprofen 200 mg OR 400mg tablets		Tenofovir, Emtricitabine 300/200 mg tablets	
Isoniazid 100mg OR 300mg tablets		Tenofovir/emtricitabine/efavirenz 300/200/600mg tablets	
Lamivudine 10mg/mL (240ml) syrup		Vitamin A 50 000U OR 100 000U OR 200 000U capsule	

Lamivudine 150mg tablets		Zidovudine 50mg/5mL, 200 mL suspension	
Injections			
	Score		Score
Benzathine benzylpenicillin 2.4MU vial		Medroxyprogesterone acetate 150mg/ml injection OR norethisterone 200mg/ml	
Ceftriaxone 500mg OR 1g ampoules			
Topicals			
	Score		Score
Chloramphenicol 1%, ophthalmic ointment			
Fridge			
	Score		Score
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			
	Score		Score
Adrenaline Injection 1mg/ml (Epinephrine)		Magnesium sulphate 50%, 2ml ampoule	
Amlodopine 10mg tablets		Midazolam (1mg/ml OR 5mg/ml) OR Diazepam 5mg/ml	
Dextrose 10% OR 50% intravenous solution		Nifedipine 10mg capsules	
Furosemide 20mg ampoule		Promethazine HCl 25mg ampoule	
Hydrocortisone sodium succinate 100mg/ml		Sodium chloride 0.9% 1L	
Isosorbide dinitrate, sublingual, 5 mg tablets			
Total score /35		Total score /32	
Percentage (Sum of 2 Total Scores ÷ 67) x 100			%

Score calculation:

Y = 1, N = 0

Percentage obtained	Score
> 90%	Green
80 - 89%	Amber
< 80%	Red

CHECKLIST FOR ELEMENT 105: Basic medical supplies (consumables) are available

Use the checklist below to check the availability of medical 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 paed 60 drops/ml 1.8m /pack		Gloves exam n/sterile medium /box	
Blade stitch cutter sterile/pack		Gloves exam n/sterile small /box	
Blood collecting vacutainer (holding barrel/bulldog)		Gloves surg sterile latex sz 6 OR 6.5 OR Small/box	
Blood lancets (haemolance)		Gloves surg sterile latex sz 7 OR 7.5 OR medium/box	
Urinary (Foley's) catheter silicone/latex 14f		Gloves surg sterile latex sz 8 OR large/box	
Urinary (Foley's) catheter silicone/latex 18f		Intravenous cannula (Jelco) 18g green/box	
Urine drainage bag		Intravenous cannula (Jelco) 20g pink/box	
Simple face mask OR reservoir mask OR nasal cannula (prongs) for oxygen, adults		Intravenous cannula (Jelco) 22g blue/box	
Simple face mask OR reservoir mask OR nasal cannula (prongs) for oxygen, paediatric		Intravenous cannula (Jelco) 24g yellow/box	
Face mask for nebuliser OR face mask with nebuliser chamber for adult		Needles: 18 (pink) OR 20 (yellow)/box	
Face mask for nebuliser OR face mask with nebuliser chamber for paediatric		Needles: 21 (green)/box	
Nasogastric feeding tube 600mm fg8		Needles: 23 (blue)/box OR 22 (black)/box	
Nasogastric feeding tube 1000mm fg10 OR 12		* Syringes 3-part 2ml/box	
Disposable aprons		* Syringes 3-part 5ml/box	
Eye patches (disposable)		* Syringes 3-part 10 or 20ml/box	
Disposable razors		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 g4/0 3/8 45cm	
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
Plaster roll	1		Sanitary towels maternity /pack
Bandage crepe	1		Stockinette 100mm OR150mm/roll
Gauze paraffin 100x100 /box	1		Adhesive micro-porous surgical tape 24/25mm or 48/50mm
Gauze swabs plain n/s 100x100x8ply/pack	100		70% Isopropyl Alcohol Prep Pads 24x30 1ply OR 2 ply /box
Basic disposable dressing pack (should contain as a minimum cotton wool balls, swabs, 2 forceps, disposable drape)	1		Gauze abs grade 1 burn /pack
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 107: 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 in the various areas where it is used

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	
Spare batteries for blood glucometer	
Glass slides for cervical smears	
Lancets	
Blood glucose strips	
Urine dipsticks	
Urine specimen jar OR flask	
Malaria rapid test (where applicable) in facilities in KZN, GP, MP and LP	
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 score) x 100	%

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 108: 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, NA (Not applicable) = as indicated

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 (Score NA if there is not a permanent doctor)	
Sterile Tubes (without additive) for MCS (Microscopy, culture and sensitivity) (Score NA if there is not a permanent doctor)	
Venipuncture needles (Green)	
Specimen Plastic Bags	
Pap smear collection materials	
Fixative	
Wooden spatula	
Slide holder OR brown envelope	
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 109: Specimens are collected, packed, stored and prepared for transportation according to the Primary Health Care 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 table 1. **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 labelled									
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°C, samples should be stored in the fridge (+- 5°C)									
Length of storage does not exceed 24 Hours, stored at Room temperature 20-25°C									

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°C, samples should be stored in the fridge (+- 5°C)									
Length of storage does not exceed 24 Hours, stored at Room temperature 20-25°C									
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 score) x 100									
	%								

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 110: The laboratory results are received from the laboratory within the specified turnaround times

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 score) x 100					%

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 131: Disinfectant, cleaning materials and equipment are available

Use the checklist below to check whether the disinfectant, cleaning materials and equipment are available

Scoring - in column for score mark as follows:

Y (Yes) = available, N (No) = not available; NA = Not applicable e.g

- Mop for exterior areas for facilities that do not have exterior areas to clean.
- Polish, stripper and floor polisher in facilities where the floor surface does not require polishing.

Disinfectant and cleaning Material	Score
High level disinfection for medical equipment (e.g Sodium Perborate Powder OR Phthalaldehyde)	
Chlorine compounds (e.g Biocide D or Clorox)	
Sanitary all- purpose cleaner	
Detergent-based solutions	
Wet polymer (floor polish)	
Protective polymer(strippers)	
All cleaning materials clearly labelled	
Materials Safety Data Sheets for all cleaning products	
Cleaning equipment	Score
Two way bucket system for mopping floors (bucket for clean water and bucket for dirty water) OR Janitor trolley	
Colour labeled mop – Green for consulting rooms	
Colour labeled mop – Red for toilet and bathrooms	
Colour labeled mop – Blue for consulting rooms	
Mop labeled for cleaning exterior areas	
Green bucket and cloths for bathroom and consulting room basins	
Red bucket and cloths for toilet	
White cloths for kitchen	
Blue bucket and cloths for clinical areas and non-clinical service areas	
Spray bottle for disinfectant solution	
Window cleaning squeegee	
Mop sweeper or soft-platform broom	
Floor polisher	
Total Score	
Total maximum possible score (sum of Total 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 132: All service areas are clean

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 overflowing		
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		%

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 133: Clean running water, toilet paper, liquid hand wash and disposable hand paper towels are available

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 score) x 100		%

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 135: Sanitary and health care waste are managed appropriately

Use the checklist below to check whether sanitary and health care waste is managed appropriately

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 OR health care risk waste box				
Sanitary disposal bins/boxes lined with appropriate colour plastic bags				
Sanitary disposal bins/boxes are not overflowing and clean				
Health care waste disposal bins with functional lids OR health care risk waste box				
Health care waste disposal bins/boxes lined with red colour plastic bags				
Health care waste disposal bins/boxes contain only health care waste				
Health care waste disposal bins/boxes are not overflowing				
Item	Health care waste storage area			
Health care waste is stored in an access controlled area				
Health care waste storage area is clean and free from rodents				
Total score				
Total maximum possible score (sum of all minus the ones marked NA)				
Percentage (Total score ÷ 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 136: General waste is managed appropriately

Use the checklist below to check whether general waste is managed appropriately

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			
Bins	Score	Score	Score
	Service area 1	Service area 2	Service area 3
Bins with functional lids			
Lined with appropriate coloured bags			
General storage area			
General waste is stored in a designated area			
General waste is stored in appropriate containers which are neatly packed or stacked			
Maximum possible score (sum of all scores minus the ones marked NA)			
Total score for bins and general			
Total maximum possible score (sum of bins and general 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 137: All toilets are clean, intact and functional

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 or has no urinals

Item	Score Toilet 1	Score Toilet 2	Score Toilet 3
Cleanliness of toilets			
Windows clean			
Window sills clean			
Floor is clean			
Basins clean			
Walls 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 score) x 100			

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 138: The exterior of the facility is aesthetically pleasing and clean

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 score) x 100	%

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 145: There is a standard security guard room OR the facility has an alarm system linked to armed response

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
Does the facility have an alarm system linked to armed response (if Yes, checklist for security guardroom and security equipment must not be assessed. If No, assess checklist for security guardroom and security equipment)	
Security guard room	
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 OR two way radio OR dedicated cell phone	
Total score	
Total maximum possible score (sum of all scores minus the NA)	
Percentage (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 149: Functional firefighting equipment is available

Use the checklist below to check whether firefighting equipment is available

Scoring - in column for score mark as follows:

Y (Yes) = available/intact, N (No) = not available/intact, NA (not applicable) = for fire hose if facility is less than 250 m² in floor area OR the facility has no water supply

Item	Score
Fire extinguishers	
Fire hoses and reels unless it is a single-storey building of less than 250 m ² in floor area OR the facility has no water supply	
Two 9 kg or equivalent fire extinguishers where the facility has no water supply	
Firefighting equipment is maintained according to schedule	
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 155: Clinic space accommodates all services and staff

Use the checklist below to check whether internal and external areas are sufficient

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	
Multipurpose meeting room	
Facility manager office	
Staff tea room with kitchenette	
Medicine store room /dispensary/Pharmacy	
• Shelves available	
Medicine collection kiosk (CCMDD)	
Surgical stores store-room	
Lockable Cleaning material store room OR cupboard	
Laundry	
Dirty utility room	
Linen room OR cupboard	
Exterior space	
Parking spaces	
a. staff	
b. Disabled	
c. Ambulance	
Waste storage room	
a. Domestic/general area	
b. Medical/bio-hazardous area	
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 156: There is access for people with 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/entrance to the facility has a flat surface to N (No) = if not present/not adhered to

Item	Score
Terrain must be compacted and smooth from gate to main entrance	
Ramp available at least one main entrance to allow access for persons in wheelchairs unless the entrance to the facility is a flat surface	
Ramp at one main entrance has handrails unless the entrance to the facility is a flat surface	
Elbow taps in toilet with access for persons in wheelchairs	
At least one toilet with access for persons in wheelchairs	
Door handles are at the height of a wheelchair in toilet with access for persons in wheelchairs	
Handrails installed in at least one toilet with access for persons in wheelchairs	
Total score	
Percentage (Total score ÷ 7) x 100	%

Score calculation:

Y = 1, N = 0,

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

CHECKLIST FOR ELEMENT 157: The building/s is maintained according to schedule

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		
Ventilation		
Adequate natural (windows) OR mechanical ventilation (ceiling fans/air conditioner)		
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		%
TOILETS	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) clean and intact (blinds)		
Doors		
a. Intact		
b. Handles working		
c. Can open and close		
Hand wash basins		
a. Intact		
b. Taps functional (with running water)		
Ventilation		
Adequate natural (windows) OR mechanical ventilation (ceiling fans OR air conditioners)		
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		
Ventilation		
Adequate natural (windows) OR mechanical ventilation (ceiling fans OR air conditioners)		
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		%

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 158: Building is compliant with safety regulations

Use the checklist below to check whether the building is compliant with safety regulations

Scoring - in column for score mark as follows:

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

Item	Score
Fire compliance certificates	
Electrical compliance certificates	
Certificate of occupation	
Total score	
Percentage (Total ÷ 3) x 100	%

Score calculation:

Y = 1, N = 0

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

CHECKLIST FOR ELEMENT 159: Furniture is available and intact 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		
At least 1x Chair (patient)		
a. Available		
b. Intact		
Tilting examination couch		
a. Available		
b. Intact		
Bedside footstool		
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)		
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 score) x 100		

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 160: Essential equipment is available and functional in consulting areas

Use the checklist below to check whether essential equipment is available and functional 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				
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)				
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 (note if facility is small and therefore do not have vital signs room, check for equipment in consultation rooms)				
Non-invasive electronic Baumanometer (wall mounted/ portable)				
Adult, paediatrics and large cuffs (3) for Baumanometer				
Blood glucometer				
Peak flow meter				
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 score) x 100				%
CHILD HEALTH ROOM				
Baby scale				
Bassinet				
Stethoscope				
Blood glucometer				
Non-invasive Baumanometer (wall mounted/ portable)				
Paediatrics cuff for Baumanometer				
Diagnostic sets -including ophthalmic pieces(wall mounted or portable)				
Patella hammer				
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 score) 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	%	

Score calculation:

Y = 1, N = 0, NA = NA

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

CHECKLIST FOR ELEMENT 165: Resuscitation room is equipped with functional basic equipment for resuscitation

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	
Wall or ceiling mounted angle poise examination lamp	
Nebuliser OR face mask with nebuliser chamber for adult and paediatric	
Functional electric powered OR manual suction devices and suction catheters	
Drip stand	
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 OR Goggles with face mask	
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 166 – Restore the emergency trolley daily and or after every time it was used

**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	
Adult curved blades for laryngoscope sizes 3	
Adult curved blades for laryngoscope sizes 4	
Paediatric straight blades for laryngoscope sizes 1	
Spare bulbs for Laryngoscope	
Spare batteries for Laryngoscopesizes	
Endotracheal tubes - uncuffed sizes 2mm OR 2.5mm	
Endotracheal tubes - uncuffed sizes 3mm OR 3.5mm	
Endotracheal tubes - uncuffed sizes 4.0mm OR 4.5mm	
Endotracheal tubes - cuffed sizes 5.0mm	
Endotracheal tubes - cuffed sizes 6.0mm	
Endotracheal tubes - cuffed sizes 7.0mm	
Endotracheal tubes - cuffed sizes 8.0mm	
Water-soluble lubricant / lubricating jelly	
Tape to hold tie endotracheal tube in place	
Patellar hammer	
Oropharyngeal airways (Guedel) size 0	
Oropharyngeal airways (Guedel) size 1	
Oropharyngeal airways (Guedel) size 2	
Oropharyngeal airways (Guedel) size 3	
Oropharyngeal airways (Guedel) size 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	
Intravenous cannula 18g green and appropriate strapping	
Intravenous cannula 20g pink and appropriate strapping	
Intravenous cannula 22g blue and appropriate strapping	
Intravenous cannula 24g yellow and appropriate strapping	
Syringes 3-part: 2ml	
Syringes 3-part: 5ml	
Syringes 3-part: 10ml OR 20ml	
Syringes: Insulin syringes	
Needles: 18 (pink) OR 20 (yellow)	
Needles: 21 (green)	
Needles: 23 (blue) OR 22 (black)	
Sharps container	
Admin set 20 drops/ml 1.8m /pack	
Admin set paed 60 drops/ml 1.8m /pack	
Stethoscope	
Haemoglobin meter	
Blood glucometer with testing strips and spare batteries	
Diagnostic Set and batteries including ophthalmic 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	
Urinary (Foley's) catheters: 18f	
Urinary bag specified in the surgical supply list	
Nasogastric tubes: 600mmfg8	
Nasogastric tubes: 1000mmfg10 or 12	
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, adult & large adult cuff sizes	
Clinical thermometer (in °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 injection 5mg/ml 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%	
Magnesium sulphate 50%, 1g/2ml ampoule (minimum of 14 ampoules required for one treatment)	
Nifedipine 10mg capsules	
Short acting sublingual nitrates e.g. glyceryl trinitrate SL OR isosorbide dinitrate	
Short acting β_2 agonist solution e.g. Salbutamol OR Fenoterol	
Thiamine 100mg injection	
Water for Injection	
IV Solutions	
Dextrose 10% OR 50%	
Paediatric solutions e.g. 1/2 strength Darrows solution AND neonatalyte solution	
Sodium Chloride 0.9%	
Total score	
Percentage (Total score \div 64) x 100	

Score calculation:

Y = 1, N = 0

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

CHECKLIST FOR ELEMENT 167: There is an emergency sterile obstetric 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

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

Item	Quantity	Total score
NON-NEGOTIABLE		
Stitch scissor	1	
Episiotomy scissor	1	
Cord scissor	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 (not part of sterilised pack)		
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		
Percentage (Total score ÷ 18) x 100		%

Score calculation:

Y = 1, N = 0, NA=NA

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

CHECKLIST FOR ELEMENT 168: There is a 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 to fit 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	
Total score		/12
Percentage (Total Score ÷ 13) x 100		%

Score calculation:

Y = 1, N = 0

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

CHECKLIST FOR ELEMENT 170: Up to date asset register available

Use the checklist below to check whether the asset register is up to date

Scoring - in column for score mark as follows:

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

Item	Item 1	Item 2	Item 3
Randomly select three items from the asset register and verify that it is present			
Randomly select three items from the facility and verify that it is present in the asset register			
Total score			
Percentage (Total Score ÷ 6) x 100	%		

Score calculation:

Y = 1, N = 0

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

CHECKLIST FOR ELEMENT 189: There is a functional clinic committee

Use the checklist below to check whether the documents are available

Scoring - in column for score mark as follows:

Y (Yes) = if present, N (No) = if not present

Item	Score
Nomination process	
Agenda	
Attendance register	
Clinic and Community Health Centre (CHC) Committee guidelines	
Copy of submission to the sub-district	
Formal Appointment	
Signed appointment letters from Office of the MEC or delegated person	
Adopted and signed Constitution as per provincial guidelines	
Code of conduct for Clinic/CHC Committee	
Training	
Attendance register for orientation and training conducted in the past 12 months	
Services Planning, Monitoring, Evaluation and meetings	
List of community needs as determined by the Clinic/CHC Committee in past 12 months	
Agendas indicating that community needs and progress against operation plan was discussed at least twice in the past 12 months	
Signed minutes indicating that the Clinic/CHC Committee was informed on the progress against the facility's operational plan at least twice in the past 12 months	
Current year plan indicating the scheduled meetings (at least two within the next 12 months)	
Attendance registers shows that meetings held formed a quorum	
Minutes of Clinic/CHC Committee meetings indicate that statistical data on population health indicators is discussed	
Minutes of Clinic/CHC Committee meetings indicate that the Human Resource situation of the clinic is discussed	
Minutes of Clinic/CHC Committee meetings indicate that situation relating to equipment and , supplies is discussed	
Complaints, Compliments and Suggestion Management (check record of the past 6 months)	
Proof that Clinic/CHC Committee took part in opening of complaints boxes according to stipulated schedule (Signed register)	
Minutes indicate that the management of complaints, compliments and suggestions are discussed at Clinic/CHC Committee meetings	
Accountability and Communication	
Contact details of Clinic/CHC Committee members visibly displayed in reception area	
Minutes of the Ward Committee meeting indicate that a member of the Clinic/CHC Committee gave feedback at the Ward Committee meeting on health related matters	
Total score	
Percentage (Total score ÷ 31) x 100	%

Score calculation:

Y = 1, N = 0,

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