



IDEAL CLINIC DEFINITIONS, COMPONENTS AND CHECKLISTS

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health

Department:
Health
REPUBLIC OF SOUTH AFRICA

A long and healthy life for all South Africans



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European Union



USAID
FROM THE AMERICAN PEOPLE

ACRONYMS AND ABBREVIATIONS

APC:	Adult Primary Care
App:	application
AYFS:	Adolescent and Youth Friendly Services
ART:	antiretroviral treatment
BANC	basic antenatal care
BMI:	body mass index
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 System
DPSA:	Department of Public Service and Administration
EML:	Essential Medicines List
FHH:	familial hypocalciuric hypercalcaemia
HIV:	Human Immunodeficiency Virus
HPCSA:	Health Professions Council of South Africa
HRH:	Human Resources for Health
ICSM:	Integrated Clinical Services Management
IPC:	Infection Prevention and Control
JACCOL:	Medical examination to detect: jaundice, anaemia, clubbing, cyanosis, oedema and lymphadenopathy
MCWH:	maternal, child, and women's health
Min/max:	minimum/maximum
NCD:	non-communicable diseases
NGO:	non-governmental organisation
NHLS:	National Health Laboratory Services
PACK:	Practical Approach to Care Kit
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
SANC:	South African Nursing Council
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 uses 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 South Africa’s HIV programme to deliver integrated care to patients with chronic and/or acute diseases or requiring preventative services by taking a patient-centric view encompassing 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 requires a number of components to be in place and functioning well. These components include:

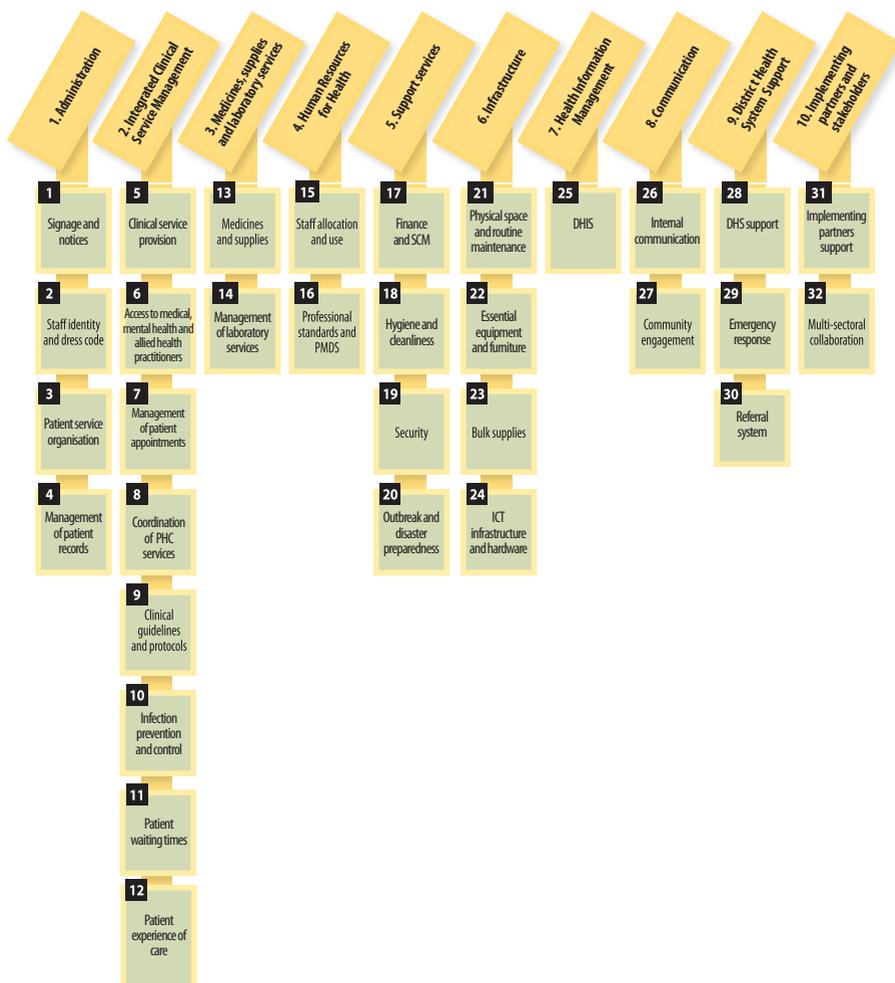
1. Administration
2. Integrated Clinical Services Management
3. Medicines, Supplies and Laboratory Services
4. Human Resources for Health
5. Support Services
6. Infrastructure
7. Health Information Management
8. Communication
9. District Health System Support
10. Implementing Partners and Stakeholders

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 these components is made up of sub-components which in turn consist of a number of elements, all of which 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 weighted according to three categories: 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 to and clinical care of patients and without which there may be 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 healthcare is given to patients.

IDEAL CLINIC REALISATION AND MAINTENANCE: COMPONENTS, SUB-COMPONENTS AND ELEMENTS (VERSION 17)

NATIONAL CORE STANDARDS	COMPONENT	SUB-COMPONENT	ELEMENTS				WEIGHT	METHOD OF MEASUREMENT	LEVEL OF RESPONSIBILITY	CHECKLIST	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 reflects 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	Vision, mission and values of the district are visibly displayed	I	☺	D					
		5	Facility organogram with contact details of the facility 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 in accordance with policy prescripts									
		8	There is a prescribed dress code for all service providers	I	📖	P					
		9	All healthcare professional 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 accordance with policy prescripts									
		11	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	1. Administration	4. Management of patient record: Monitor whether patient records content is organised according to Integrated Clinical Services Management (ICSM) prescripts, whether the prescribed stationery is used and whether patient records are managed appropriately									
		14	There is a single patient record irrespective of health conditions	I	☺📖	HF					

NATIONAL CORE STANDARDS	COMPONENT	SUB-COMPONENT	ELEMENTS	WEIGHT	METHOD OF MEASUREMENT	LEVEL OF RESPONSIBILITY	CHECK LIST	PERFORMANCE	
DOMAIN 6: OPERATIONAL MANAGEMENT	1. Administration	15	Patient record content adheres to ICSM prescripts	E		HF	Y		
		16	District/provincial standard operating procedure/guideline for accessing, tracking, filing, archiving and disposal of patient records is available	I		P			
		17	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 close to patient registration desk	I		HF			
		20	Retrieval of a patient's file takes less than 10 minutes	I		HF			
		21	Priority stationery (clinical and administrative) is available at the facility in sufficient quantities	I		HF	Y		
DOMAIN 2: PATIENT SAFETY AND CLINICAL GOVERNANCE AND CLINICAL CARE	2. Integrated Clinical Services Management (ICSM)	5. Clinical service provision: Monitor whether clinical integration of clinical care services allowing for three discrete streams (acute, chronic and MCWH) of service delivery is adhered to as per service package and whether this results in improvements in key population health and service indicators							
		22	Facility has been reorganised with designated consulting areas and staffing for acute, chronic health conditions and preventative health services.	E		HF			
		23	Patients 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	Antenatal visit rate before 20 weeks gestation is at least 67% or has increased by at least 5% from the previous year	E		HF			
		27	Antenatal 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			
		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 are 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 that require consultation with a medical practitioner have access to a medical practitioner at the facility at least once a week.	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					

NATIONAL CORE STANDARDS	COMPONENT	SUB-COMPONENT	ELEMENTS	WEIGHT	METHOD OF MEASUREMENT	LEVEL OF RESPONSIBILITY	CHECK LIST	PERFORMANCE		
DOMAIN 2: PATIENT SAFETY AND CLINICAL GOVERNANCE AND CLINICAL CARE	2. Integrated Clinical Services Management (ICSM)	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 Health Services are provided	I		D	Y			
		7. Management of patient appointments: Monitor whether an ICSM patient appointment system is adhered to								
		44	ICSM compliant patient appointment system for patients with chronic health conditions and MCWH patient is in use	I		HF				
		45	Records of booked patients are 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 receives referrals from school health services in its catchment area	I		D				
		48	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			
		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	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	National Guideline for Patient Safety Incident Reporting and Learning is available	E		NDoH				
		57	Patient safety incident records comply with the National Guideline for Patient Safety Incident Reporting and Learning	E		HF	Y			

NATIONAL CORE STANDARDS	COMPONENT	SUB-COMPONENT	ELEMENTS	WEIGHT	METHOD OF MEASUREMENT	LEVEL OF RESPONSIBILITY	CHECK LIST	PERFORMANCE		
DOMAIN 2: PATIENT SAFETY AND CLINICAL GOVERNANCE AND CLINICAL CARE	2. Integrated Clinical Services Management (ICSM)	58	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 adherence to prescribed infection prevention and control policies and procedures								
		62	National Policy on Infection Prevention and Control is available	E		NDoH				
		63	Facility has a designated staff member who is responsible for infection prevention and control	E		HF				
		64	Standard operating procedure on infection control is available	I		HF				
		65	All staff have received in-service training in the past two years on infection control standard precautions that is in line with the standard operating procedure	E		HF	Y			
		66	Poster on hand washing is displayed above the hand wash basin in every consulting room	I		HF				
		67	Awareness day on hand hygiene is held annually	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 staff member assigned to infection prevention and control	I		HF				
		11. Patient waiting time: Monitor adherence to the facility's prescribed waiting times								
		77	National Policy for the Management of Waiting Times is available	I		NDoH				
		78	National target of not more than three hours for time spent in a facility is visible displayed	I		HF				
		79	Waiting time is monitored using the prescribed tool	E		HF				
		80	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				

NATIONAL CORE STANDARDS	COMPONENT	SUB-COMPONENT	ELEMENTS	WEIGHT	METHOD OF MEASUREMENT	LEVEL OF RESPONSIBILITY	CHECK LIST	PERFORMANCE
DOMAIN 2: PATIENT SAFETY AND CLINICAL GOVERNANCE AND CLINICAL CARE	2. Integrated Clinical Services Management (ICSM)	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	National Patient Experience of Care Guideline is available	E		NDoH		
		83	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 complies with 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 visibly displayed 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	Standard operating procedure for 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 medicines 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	

NATIONAL CORE STANDARDS	COMPONENT	SUB-COMPONENT	ELEMENTS	WEIGHT	METHOD OF MEASUREMENT	LEVEL OF RESPONSIBILITY	CHECK LIST	PERFORMANCE		
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	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	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 are appropriately applied						
111	Staffing needs have been determined in line with WISN			I	?📖	D				
112	Staffing is in line with WISN			I	📖	D				
113	Facility 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				
119	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 are used to improve the work environment	I	📖	HF						
125	Occupational Health and Safety incidents are managed and recorded in a register	E	📖	HF						

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	Facility has a dedicated budget	I		D		
127	Facility has a standard operating procedure for obtaining general supplies	E		HF		

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

128	All cleaners have been trained on cleaning procedures	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 healthcare risk 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	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 is provided 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		

NATIONAL CORE STANDARDS	COMPONENT	SUB-COMPONENT	ELEMENTS	WEIGHT	METHOD OF MEASUREMENT	LEVEL OF RESPONSIBILITY	CHECK LIST	PERFORMANCE
DOMAIN 7: FACILITIES AND INFRASTRUCTURE	5. Support Services	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 at reception	I	📖	HF		
		152	Emergency evacuation procedure is practised 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 are available	E	📖?	HF		
	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	Building(s) is maintained according to schedule	I	😊📖	D	Y	
		158	Building(s) complies 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 resuscitation equipment	V	😊📖	HF	Y			
166	Emergency trolley is restored daily or after each use	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 pressure gauge is available in resuscitation/emergency room	V	😊	HF				
170	An up-to-date asset register is available	I	😊📖	HF	Y			
171	Redundant and non-functional equipment is removed from the facility	I	😊	HF				

NATIONAL CORE STANDARDS	COMPONENT	SUB-COMPONENT	ELEMENTS	WEIGHT	METHOD OF MEASUREMENT	LEVEL OF RESPONSIBILITY	CHECK LIST	PERFORMANCE	
DOMAIN 7: FACILITIES AND INFRASTRUCTURE	6. Infrastructure	23. Bulk supplies: Monitor whether the required electricity supply, water supply and sewerage services are constantly available							
		172	Facility has a functional piped water supply	E	?P	HF			
		173	Facility has access to emergency water supply when needed	E	P😊	HF			
		174	Facility has access to a functional back-up electrical supply when needed	E	?😊	HF			
		175	Sewerage system is functional	E	P😊	HF			
		24. ICT infrastructure and hardware: Monitor whether systems for internal and external electronic communication are available and functional							
		176	There is a functional telephone in the facility	E	?P	HF			
		177	There is a functional computer	I	?P	HF			
		178	There is functional printer connected to the computer	I	?P	HF			
		179	There is web access	I	?P	D			
DOMAIN 4: PUBLIC HEALTH	7. Health Information Management	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			
		184	Facility submits all monthly data on time to the next level	I	📖	HF			
		185	There is a functional computerised patient information system	I	?P	D			
DOMAIN 6: OPERATIONAL	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	A staff meeting is held at least quarterly 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			
DOMAIN 4: PUBLIC HEALTH	8. Communication	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	Facility has an annual open day	I	📖	HF			

NATIONAL CORE STANDARDS	COMPONENT	SUB-COMPONENT	ELEMENTS	WEIGHT	METHOD OF MEASUREMENT	LEVEL OF RESPONSIBILITY	CHECK LIST	PERFORMANCE
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	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 response complies with 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 healthcare						
		197	National Referral Policy is available	I		NDoH		
		198	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		An up to date list (with contact details) of all implementing health partners that support the facility is available	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 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 (86 elements)	70%	80%	90%
Important (110 elements)	68%	78%	89%
AVERAGE	70-79%	80-89%	90-100%

ELEMENT CHECKLISTS

CHECKLIST FOR ELEMENT 1: External signage in place

Use the checklist below to check the facility's external signage

Scoring – in column for score mark as follows:

Y (Yes) = present; **N** (No) = not present; **NA** (Not applicable) = for small facilities or where certain services are not rendered

External signage	Score
Geographical location signage from main roads	
a. Both directions on each main road	
b. Within 1 km of 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 (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 those 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 are 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	
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 those marked NA)	
Percentage (Total score ÷ Total maximum possible score) x 100	%

Note: Facilities with fewer than three consulting rooms are too small to be segregated into three streams and are not be expected to have dedicated consulting areas for acute, chronic health conditions and preventative health services with accompanying signage. However, healthcare offered at these facilities should still adhere to ICSM principles. This means that patients should be treated holistically and not 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 staff on duty are dressed according to prescribed dress code

Scoring – in column for score mark as follows:

Check – randomly select five healthcare professional staff members to review

Y (Yes) = present and adhered to; **N** (No) = not present or not adhered to; **NA** (Not applicable) = if there are not enough staff on duty/appointed to evaluate five staff members, check those on duty, marking the remaining columns NA

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/skirt 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 those marked NA)					
Total score (sum of scores for 5 staff members)					
Total maximum possible score (sum of maximum possible minus those 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:

Check – randomly select five staff members to review

Y (Yes) = present and adhered to; **N** (No) = not present or not adhered to; **NA** (Not applicable) = if there are not enough staff on duty/appointed to evaluate five staff members, check those on duty and mark remaining lines NA

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 those 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 adhere to ICSM prescripts

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

Scoring – in column for score mark as follows:

Check – randomly select five records of patients who were seen in the past three 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 (MCI)	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 1st visit					
Type of employment					
Social (type of employment, living conditions, social assistance, cooking method)					
Social (school grade, social assistance, nutrition, where child lives)					
Health risk factors (alcohol, smoking, other substances, physical activity, healthy eating, sexual behaviour)					

Type of information/notes	Adult acute/ minor ailment	Adult chronic	Adult maternal health	Sick child (IMCI)	Well baby
Family history of chronic conditions					
Known chronic conditions					
Surgical history					
Allergies					
Clinical management					
Length/Height of patient at 1 st visit					
Weight at every visit					
Body mass index (BMI) calculated at 1 st and 7 th visits					
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					
Reported side effects of medication					
Other hospital/doctor visits					
Presenting complaints					
Examination					
General (JACCOL)					
Chest					
Cardiovascular					
Abdomen					
Mental state					
Diagnosis					
Patient management					
Investigation/tests requested					

Type of information/notes	Adult acute/ minor ailment	Adult chronic	Adult maternal health	Sick child (IMCI)	Well baby
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 weeks and 6, 9, 18 months and 3, 5-6 years)					
Growth charts completed					
Basic screening completed 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					

Type of information/notes	Adult acute/ minor ailment	Adult chronic	Adult maternal health	Sick child (IMCI)	Well baby
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					

Type of information/notes	Adult acute/ minor ailment	Adult chronic	Adult maternal health	Sick child (IMCI)	Well baby
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 those 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 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) = compliant; **N** (No) = not compliant

Item	Score
Patient record storage room adheres 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 and the 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	
Room is clean and dust free	
Filing system for patient records adheres to the following:	
Facility retained patient records in use	
Standardised unique record registration number is assigned to files. One of the following methods is consistently used: patient's surname, identity document number or date of birth, or a set of facility-assigned and recorded numbers)	
Record registration number is clearly displayed on the cover of the patient record	
All patient records are filed as per SOP	
A tracking system is in place to check that all patient records issued for the day are returned to the patient records storage room/registry by the end of the day	
Annual register available of archived records	
Annual register available of disposed records	
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, NA = NA

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 stationery availability

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	Facility minimum required quantity (Record must be available stipulating the facility's minimum required 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 those 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 Health 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 and compliant; **N** (No) = if not present or not compliant

Item	Score
The National Adolescent and Youth Health Policy is available	
A poster indicating that the facility allocates dedicated time to consult adolescents and youth after school hours is visibly posted in the reception area and in consulting room(s) where AYFS are provided	
Facility's AYFS poster displays its comprehensive integrated package of AYFS services provided	
The facility's staff development plan makes provision for all healthcare professionals to be trained in AYFS	
The training register/record reflect that the healthcare professionals providing comprehensive integrated package of services to young people are trained on AYFS	
Facility's 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 10-24 years	
Facility has a brief profile of adolescents and youth in its catchment area, including 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 to and refers environmental health risks to environmental health services

Scoring – in column for score mark as follows:

Y (Yes) = if available and compliant; **N** (No) = if not available or not compliant

Item	Score
Contact details of the environmental health services are 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: 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:

Check – 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 (APC) – 2016/17 or Practical Approach to Care Kit (PACK), 2017		
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 those marked NA)		
Total score for all 2 consulting rooms		
Total maximum possible score (sum of all consulting rooms scores minus those 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 = 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 OR 2014	
National Management of Drug-Resistant Tuberculosis. Policy Guidelines, 2013	
Infection Prevention and Control Guidelines for TB, MDR-TB and XDR-TB, 2015	
Maternal and child health	
Guidelines for Maternity Care in South Africa, 2016	
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, 2006	
Score	
Percentage (Total score ÷ 9) x 100	%

*Guidelines can also be available electronically or via apps

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

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

CHECKLIST FOR ELEMENT 57: Patient Safety Incident management records comply with 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, records should still be completed indicating a '0' on statistical forms for the relevant 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/district 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 have received in-service training in the last two years on infection control standard precautions that is in line with the SOP

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:

Check – 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 fewer 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 practices • 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 those 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 and worn; **N** (No) = not available or 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 those 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 complies with 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 resolved complaints 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/district 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 how the facility stores medicine
to ensure that quality medicines are available

Scoring – in column for score mark as follows:

Y (Yes) = if present and compliant; **N** (No) = if not present or not compliant

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 medicines stock-take was carried out in the last 12 months	
Access to the dispensary/medicine room is controlled at all times	
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) = compliant; **N** (No) = not compliant

Item	Score
There is a standard operating procedure for the maintenance of cold chain for vaccines	
Facility has 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 if 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:

Check – randomly select two consultation rooms (if the facility has only one, score this) and check whether the medicine cupboard or trolley complies with measures

Y (Yes) = compliant; **N** (No) = not compliant

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 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) = not compliant

Item	Score
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

**Availability of 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) = available; **N** (No) = 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 \pm 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 mlsuspension	
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 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) = if the facility uses consumables for older HB models, AEDs and for the section named “Only applicable if the facility have a permanent doctor”

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-total 1 Maximum score (sum of all scores minus those NA)			Sub-total 2 Maximum score (sum of all scores minus those NA)		
DRESSINGS SUPPLIES					
Item	Pack size	Score	Item	Pack size	Score
Plaster roll	1		Sanitary towels maternity /pack	12	
Bandage crepe	1		Stockinette 100mm OR 150mm/roll	1	
Gauze paraffin 100x100 /box	1		Adhesive micro-porous surgical tape 24/25mm or 48/50mm	1	
Gauze swabs plain n/s 100x100x-8ply/pack	100		70% isopropyl alcohol prep pads 24x30 1ply OR 2 ply /box	200	
Basic disposable dressing pack (should contain a minimum of: 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 2 for dressing supplies		
Total score for surgical and dressing supplies					
Total maximum score for surgical supplies (sum of all scores minus those marked NA) and dressing supplies					
Percentage (Total scores ÷ Total maximum score) x 100					

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

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

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

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 they are 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 those 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

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 OR EDTA Microtainer tube	
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 listed in Table 1 in storage.

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 where lab specimens are stored for courier collection									
The temperature of the storage area for lab specimens is recorded daily									

Group A specimens										
Samples are kept away from direct sunlight										
Where the room temperature exceeds 25°C, samples are stored in the fridge (at +- 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 are 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 those marked NA)										
Total score for all samples										
Total maximum possible score (sum of all sample scores minus those 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: Laboratory results are received within specified turnaround times

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

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	24-48 hours			
3	Blood results: HIV PCR for infants, viral load	48-120 hours			
4	Pap smear	Variable depending on result (4-6 weeks)			
5	MCS (Microscopy, culture band sensitivity)	24-72 hours			
6	Sputum: TB	5 days-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 those marked NA)					
Total score for all 3 samples checked					
Total maximum possible score (sum of all samples checked minus those 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 labelled mop – Red for toilets and bathrooms	
Colour labelled mop – Blue for clinical areas and non-clinical service areas	
Mop labelled 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 those 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:

Check – randomly select two service areas as indicated in the column for the score

Y (Yes) = compliant; **N** (No) = not compliant; **NA** (not applicable) = if there are fewer areas in the clinic than listed

Area and measures	Score	Score
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 overflowing		
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 are 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

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:

Check – 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 fewer areas than listed 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 those 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 healthcare risk waste are managed appropriately

Use the checklist below to check whether sanitary and healthcare waste
are managed appropriately

Scoring – in column for score mark as follows:

Check – randomly select two toilets and two consulting rooms

Y (Yes) = available/with lid and appropriately lined; **N** (No) = not available or no lid or not appropriately lined; **NA** (not applicable) = if the facility has fewer than listed areas

SANITARY BINS

Item	Score Toilet 1	Score Toilet 2	Score Consulting rooms 1	Score Consulting rooms 2
Sanitary disposal bins with functional lids OR healthcare risk waste box				
Sanitary disposal bins/boxes lined with appropriate colour plastic bags				
Sanitary disposal bins/boxes are clean and not overflowing				
Healthcare risk waste disposal bins with functional lids OR healthcare risk waste box				
Healthcare risk waste disposal bins/boxes lined with red plastic bags				
Healthcare risk waste disposal bins/boxes contain only healthcare waste				
Healthcare risk waste disposal bins/boxes are not overflowing				
Item	Health care waste storage area			
Healthcare risk waste is stored in an controlled-access area				
Healthcare waste storage area is clean and free from rodents				
Total score				
Total maximum possible score (sum of all minus those 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:

Check – randomly select three consulting rooms to review

Y (Yes) = available and with lid and appropriately lined; **N** (No) = not available or no lid or not appropriately lined; **NA** (not applicable) = if the facility has fewer than the listed areas

Item			
Bins	Score Service area 1	Score Service area 2	Score 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 those marked NA)			
Total score for bins and general			
Total maximum possible score (sum of bins and general minus those 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:

Check – randomly select three toilets to review

Y (Yes) = intact; **N** (No) = not intact; **NA** (not applicable) = if the facility has fewer 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 are clean			
Walls are clean			
Toilets/urinals are clean			
Sanitary bins clean and not overflowing			
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 those marked NA)			
Total score for all 3 toilets			
Total maximum possible score (sum of all 3 toilets (minus those 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:

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:

Check – observe the general exterior environment of the facility

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

Scoring – in column for score mark as follows:

Y (Yes) = compliant; **N** (No) = not compliant; **NA** (not applicable) = if the facility's structural make-up does not allow for its own security guard room e.g. in a multi-storey building in a city or at 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 cellphone	
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 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 and intact; **N** (No) = not available and intact; **NA** (not applicable) = for fire hose if the facility has less than 250 m² 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 offer sufficient space for task performance

Scoring – in column for score mark as follows:

Check – whether the following areas are present and sufficient

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 waste area	
b. Medical/bio-hazardous waste 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	

Y (Yes) = available; **N** (No) = not available; **NA** (not applicable) = for small facilities that cannot accommodate all recommended areas

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 accessibility for users in wheelchairs

Scoring – in column for score mark as follows:

Y (Yes) = compliant; **N** (No) = not compliant

Item	Score
Terrain must be compacted and smooth from gate to main entrance	
At least one main entrance has a ramp to allow access for persons in wheelchairs unless the entrance to the facility has no incline	
Ramp at one main entrance has handrails unless the entrance to the facility has no incline	
Elbow taps in toilet with access for persons in wheelchairs	
At least one toilet has access for persons in wheelchairs	
In the toilet/s with access for persons in wheelchair, door handles are at the height of a wheelchair s	
In the toilet/s with access for persons in wheelchairs handrails are installed	
Total score	
Percentage (Total score ÷7) x 100	%

Score calculation: has no incline

Y = 1, N = 0

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

CHECKLIST FOR ELEMENT 157: 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:

Check – 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 fewer than the listed areas or measure is not applicable to the specific facility because of the structural make-up of the facility e.g. in a multi storey building in a city

Area and measures	Scores Building exteriors	
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. Open and close		
Lights		
a. Present		
b. Functional		
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. Functional		
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 abluion 1	Score abluion 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. Functional		
Windows		
a. Window panes intact (glass not broken)		
b. Handles working		
c. Windows open and close		
Doors		
a. Intact		
b. Handles working		
c. Open and close		
Hand wash basins		
a. Intact		
b. Taps functional (with running water)		
Floor intact		
Score for abluion facilities		
Maximum possible score for abluion facilities (sum of all scores minus (NA))		
Percentage for abluion 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. Functional		
Windows		
a. Window panes intact (glass not broken)		
b. Handles working		
c. Windows open and close		
d. Window covering (curtains/blinds) clean and intact (blinds)		
Doors		
a. Intact		
b. Handles working		
c. 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		
a. Paint in good condition (not peeling/faded)		
b. Intact (not broken)		
Lights		
a. Present		
b. Functional		

Windows		
a. Glass not broken		
b. Handles working		
c. Windows open and close		
Doors		
a. Intact		
b. Handles working		
c. Open and close		
Hand wash basins		
a. Intact		
b. 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 rooms		
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 complies 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 facility service areas
are equipped with sufficient functional furniture

Scoring – in column for score mark as follows:

Check – randomly select the areas to review as indicated in the column for scores

Y (Yes) = available and intact; **N** (No) = not available or not intact; **NA** (not applicable) = where the facility has fewer than the listed areas

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 1 chair (patient)		
a. Available		
b. Intact		
Tilting examination couch		
a. Available		
b. Intact		
Bedside footstool		
a. Available		
b. Intact		
Wall-mounted or portable anglepoise-style 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 those 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 signs and child health rooms

Scoring – in column for score mark as follows:

Check – randomly select the number of areas to review as indicated in the scoring columns

Y (Yes) = available and functional; **N** (No) = not available or not functional; **NA** (not applicable) = if the facility has fewer than the listed areas

Item	Score Consultation room 1	Score Consultation room 2	Score Vitals room	Score Child health rooms
CONSULTATION ROOMS				
Stethoscope				
Non-invasive Baumanometer (wall mounted/ portable)				
Adult, paediatric 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 those marked NA)				
Percentage (Score ÷ Maximum possible score) x 100				%
VITAL SIGNS ROOM (Note if facility is too small to have a vital signs room, check for equipment in consultation rooms)				
Non-invasive electronic Baumanometer (wall mounted/ portable)				
Adult, paediatric 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 rooms				
Maximum possible score (sum of all scores minus those marked NA)				
Percentage (Score ÷ Maximum possible score) x 100				%

CHILD HEALTH ROOM				
Baby scale				
Bassinet				
Stethoscope				
Blood glucometer				
Non-invasive Baumanometer (wall mounted/ portable)				
Paediatric 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 those marked NA)				
Percentage (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 resuscitation equipment

Use the checklist below to check whether the emergency/resuscitation room complies with measures for functional basic equipment

Scoring – in column for score mark as follows:

Check – room where resuscitation is performed

Y (Yes) = available and functional; **N** (No) = not available or not functional

Item	Score
Emergency trolley with lockable medicine drawer and accessories	
Examination couch/2-part obstetric delivery bed	
Wall or ceiling mounted anglepoise-style 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: Emergency trolley is restored daily or after each use

Use the checklist below to check whether the emergency trolley
is sufficiently stocked with unexpired medication

Scoring – in column for score mark as follows:

*Check – whether the equipment and medication are available on the emergency trolley (or on other surfaces in the resuscitation room); and also **check expiry date of medication. Mark expired medication as “N”***

Y (Yes) = available and functional or within expiry;; **N** (No) = not available or not functional or expired

Item	Score
Laryngoscope handle with functional batteries	
Adult curved blades for laryngoscope size 2	
Adult curved blades for laryngoscope size 3	
Adult curved blades for laryngoscope size 4	
Paediatric straight blades for laryngoscope size 1	
Spare bulbs for laryngoscope	
Spare batteries for laryngoscope sizes	
Endotracheal tubes – uncuffed size 2mm OR 2.5mm	
Endotracheal tubes – uncuffed size 3mm OR 3.5mm	
Endotracheal tubes – uncuffed size 4.0mm OR 4.5mm	
Endotracheal tubes – cuffed size 5.0mm	
Endotracheal tubes – cuffed size 6.0mm	
Endotracheal tubes – cuffed size 7.0mm	
Endotracheal tubes – cuffed size 8.0mm	
Water-soluble lubricant/lubricating jelly	
Tape to hold tie endotracheal tube in place	
Patella 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	
Paediatricsize 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%	
Pediatric solutions e.g. ½ strength Darrows solution AND neonatalyte solution	
Sodium Chloride 0.9%	
Total score	
Percentage (Total score ÷ 64) x 100	

Score calculation: Y = 1, N = 0

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

CHECKLIST FOR ELEMENT 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 forceps non-toothed (plain)	1	
Dissecting forceps 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 tampons	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 functional; **N** (No) = not available or not functional

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 forceps	1	
Non-toothed forceps	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: An up-to-date asset register is 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 each is present in the facility			
Randomly select three items from the facility and verify that each 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
as evidence that the clinic committee is functional**

Scoring – in column for score mark as follows:

Y (Yes) = present; **N** (No) = not present

Item	Score
Nomination process	
Agenda	
Attendancewister	
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 scheduled meetings (at least two within the next 12 months)	
Attendance registers show that meetings held formed a quorum	
Minutes of Clinic/CHC Committee meetings indicate that statistical data on population health indicators are discussed	
Minutes of Clinic/CHC Committee meetings indicate that the clinic's human resources situation 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 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 clearly 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 ÷ 20) x 100	%

Score calculation: Y = 1, N = 0

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

National Department of Health

Switchboard: 012 395 8000

Physical address: Civitas Building
Cnr Thabo Sehume and Struben Streets
Pretoria

Postal Address: Private Bag X828
Pretoria
0001
