

පොදු විකුලේඛ ලිපි අංක : 02 - 166/2015

මගේ අංකය HPS/OD/09/2015

කළමනාකරණ සංවර්ධන සැලසුම් අංශය
සෞඛ්‍ය පෝෂණ හා දේශීය වෛද්‍ය අමාත්‍යාංශය
"සුවසිරිපාය"

කොළඹ

2015/ 11 / 30

පළාත් / ප්‍රාදේශීය සෞඛ්‍ය සේවා අධ්‍යක්ෂවරුන්
අධ්‍යක්ෂ / ජාතික සෞඛ්‍ය විද්‍යා ආයතනය
ආයතන ප්‍රධානීන් - ප්‍රාථමික සෞඛ්‍ය සත්කාර ඒකක
සියලු පළාත් / දිස්ත්‍රික්ක මට්ටමේ ප්‍රජා වෛද්‍ය විශේෂඥවරුන්


යොමුව : ප්‍රාථමික සෞඛ්‍ය සත්කාර ප්‍රතිකාර ආයතන (ප්‍රාදේශීය රෝහල් සහ ප්‍රාථමික වෛද්‍ය සත්කාර ඒකක) අධීක්ෂණය

ශ්‍රී ලංකාවේ ප්‍රාථමික සෞඛ්‍ය සත්කාර ප්‍රතිකාර ආයතන A,B,C වර්ගයේ ප්‍රාදේශීය රෝහල් සහ ප්‍රාථමික වෛද්‍ය සත්කාර ඒකකවලින් සමන්විතවේ. ස්වල්ප ප්‍රමාණයක් හැර මෙම ආයතන සියල්ලක්ම ප්‍රාදේශීය සෞඛ්‍ය සේවා අධ්‍යක්ෂවරුන්ගේ අධීක්ෂණය යටතේ පවතී.

නව සෞඛ්‍ය අභියෝගයන් කෙරෙහි වර්ධනය වෙමින් පවතින ඉල්ලුමට ප්‍රතිචාර වශයෙන් කළමනාකරණ සහ රෝගී සත්කාර සේවාවන් වැඩිදියුණු කළ හැකි බව හඳුනා ගත ඇත. මෙම සංවර්ධන ක්‍රියාවලියේ කොටසක් ලෙස සෞඛ්‍ය පෝෂණ හා දේශීය වෛද්‍ය අමාත්‍යාංශය විසින් ප්‍රාථමික සෞඛ්‍ය සත්කාර ආයතන අධීක්ෂණය සඳහා අධීක්ෂණ ක්‍රමවේදයක් නිර්මාණය කර ඇති අතර එය කොටස් තුනකින් සමන්විත වේ.

- අ) සාමාන්‍ය සහ බාහිර රෝගී අංශය
- ආ) වාට්ටු අභ්‍යන්තර සේවා
- ඇ) උපකාරක සේවා

ප්‍රාදේශීය සෞඛ්‍ය සේවා අධ්‍යක්ෂ සහ ඔහුගේ/ඇයගේ දිස්ත්‍රික් මට්ටමේ නිලධාරීන් විසින් මසකට අවම වශයෙන් ආයතන දෙකක්වත් (ප්‍රාදේශීය රෝහල්/ ප්‍රාථමික වෛද්‍ය සත්කාර ඒකක) අධීක්ෂණය කළ යුතු බවට උපදෙස් ලබා දෙන අතර මේ සමඟ අමුණා ඇති අධීක්ෂණ ක්‍රමවේදය (Supervision tool) භාවිතයට ගත යුතුය. අධීක්ෂණ වාර්තාවේ පිටපත් නිසි ලෙස ගොනු කර කාර්යාලයේ පවත්වාගෙන යාමට ඔබට උපදෙස් ලබා දෙන අතර නිර්දේශ සහිත පෙර සිදුකරන ලද සියලු අධීක්ෂණ වාර්තා ඇතුළත් ගොනුවක් ආයතනික මට්ටමෙන් පවත්වාගෙන යා යුතුය. මෙම සේවාවන් වැඩිදියුණු කිරීම හා ලබා දී ඇති නිර්දේශ ක්‍රියාත්මක කිරීම සම්බන්ධයෙන් ද වගකීම් ඔබ සතුවේ.


වෛද්‍ය. පී.පී.මහීපාල
සෞඛ්‍ය සේවා අධ්‍යක්ෂ ජනරාල්

වෛද්‍ය පී. පී. මහීපාල
සෞඛ්‍ය සේවා අධ්‍යක්ෂ ජනරාල්
සෞඛ්‍ය, පෝෂණ හා දේශීය වෛද්‍ය අමාත්‍යාංශය
"සුවසිරිපාය"
385, පූජ්‍ය බද්දේගම විමලවංශ හිමි මාවත,
කොළඹ 10.

பொது சுற்றறிக்கை கடித இல :- 02 - 166 / 2015
எனது இல :- HPS/OD/09/2015

முகாமைத்துவ அபிவிருத்தி திட்டமிடல் பிரிவு,
சுகாதார பராமரிப்பு போசனை மற்றும் உள்நாட்டு வைத்தியத்துறை அமைச்சு,
"சுவசிரிபய"
கொழும்பு- 10
2015/10/30

மாகாண/பிராந்திய சுகாதார சேவைகள் பணிப்பாளர்கள்,
பணிப்பாளர் /NISH
நிறுவனத் தலைவர்கள் /PHC பிரிவுகள்
மாகாண/ மாவட்ட மட்ட CCPS

ஆரம்ப சுகாதார பராமரிப்பு நோய் குணப்படுத்தல் நிறுவனங்களில் மேற்பார்வை (பிரதேச வைத்தியசாலைகள் மற்றும் ஆரம்ப மருத்துவ பராமரிப்பு பிரிவுகள்)

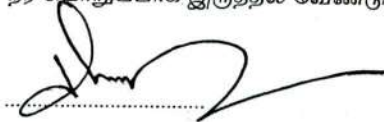
இலங்கை ஆரம்ப சுகாதார பராமரிப்பு நோய் குணப்படுத்தல் நிறுவனங்கள் A,B,C வகையிலான பிரதேச வைத்தியசாலைகள் மற்றும் ஆரம்ப மருத்துவ பராமரிப்பு நிறுவனங்கள் என்பவற்றை உள்ளடக்கியுள்ளன. இந்த அனைத்து நிறுவனங்களும் சில விதிவிலக்குகள் தவிர பிராந்திய சுகாதார சேவைகள் பணிப்பாளர்களின் மேற்பார்வையின் கீழ் உள்ளன.

முகாமைத்துவ மற்றும் நோயாளர் பராமரிப்பு சேவைகள் , வளர்ந்து வரும் புதிய சுகாதார சவால்களின் தேவைகளை ஈடு செய்யும் வகையில் மேம்படுத்தலாம் என குறிப்பிடப்பட்டுள்ளது. முன்னேற்ற செயற்பாட்டின் பகுதியாக சுகாதார பராமரிப்பு அமைச்சு ஆரம்ப சுகாதார பராமரிப்பு நிறுவனங்களை மேற்பார்வை செய்வதற்கு மேற்பார்வை சாதனம் ஒன்றை உருவாக்கியுள்ளது. மேற்பார்வை சாதனம் பின்வரும் மூன்று () பகுதிகளை உள்ளடக்கியுள்ளது.

- அ) பொது மற்றும் வெளி நோயாளர் பிரிவு
- ஆ) உள்ளக சேவைகள்
- இ) ஆதரவு சேவைகள்

மாதந்தோறும் ஆகக் குறைந்தது இரண்டு நிறுவனங்கள் (பிரதேச வைத்தியசாலைகள் / ஆரம்ப மருத்துவ பராமரிப்பு பிரிவுகள்) பிராந்திய சுகாதார சேவைகள் பணிப்பாளர்களினால் மற்றும் அவர் / அவருடைய மாவட்ட மட்ட அதிகாரிகளினால் மேற்பார்வை செய்வதற்கு அறிவுறுத்தப்பட்டுள்ளது. இங்கு இணைக்கப்பட்டுள்ள மேற்பார்வை சாதனம் பயன்படுத்தப்பட வேண்டும். மேலும் முறையாக பூர்த்தி செய்யப்பட்ட மேற்பார்வை செய்வதற்கும் அறிக்கைகளின் பிரதிகளை அலுவலகத்தில் பேணிப் பாதுகாக்குமாறு நீர் அறிவுறுத்தப்படுகின்றீர். தொடர்புடைய கோவை ஒன்று நிறுவன மட்டத்தில் பேணப்பட வேண்டும். அது பரிந்துரைகளுடன் உள்ளடக்கியிருக்கும்.

சேவைகள் மேம்படையச் செய்யவும், வழங்கப்படும் பரிந்துரைகள் நிறைவேற்றப்படுவதை தொடர்வதற்கும் நீர் பொறுப்பாக இருத்தல் வேண்டும்.



டாக்டர் பி.ஜி.மஹிபால
சுகாதார சேவைகள் பணிப்பாளர் நாயகம்

Dr. P. G. Mahipala
Director General of Health Services
Ministry of Health, Nutrition & Indigenous Medicine
"Suwasiripaya"
385, Ven. Baddegama Wimalawansa Thero Mv:
Colombo 10.

General Circular letter No. 02 - 166 / 2015

My No:HPS/OD/09/2015
Management Development Planning Unit
Ministry of Health Nutrition & Indigenous Medicine
"Suwasiripaya"
Colombo10.
30/10/2015

Provincial/ Regional Directors of Health Services
Director/ NIHS
Heads of Institutions- PHC units
All Provincial/ District level CCPs

Re: Supervision of Primary Health Care Curative Institutions (Divisional Hospitals and Primary Medical Care Units)

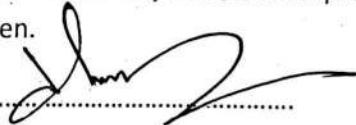
Primary Health Care curative institutions of Sri Lanka consist of type A, B, C Divisional Hospitals and Primary Medical Care Units. All of these institutions are under the supervision of Regional Directors of Health Services with few exceptions.

It has noted that management and patient care services can be improved in response to the growing demand of new health challenges. As part of the improvement process, Ministry of Healthcare has developed a supervision tool to supervise Primary Healthcare Institutions. This supervision tool consists of 3 parts.

- A) General and Outpatient Department
- B) In-ward Services
- C) Supportive services

It is advised to at least supervise two institutions (Divisional Hospitals / PMCU) per month by RDHS and his/her district level officials. The Supervision tool herewith annexed should be used. You are also advised to maintain copies of the Supervision report duly filed in office. A corresponding file should be maintained at institutional level which contains all previous supervision reports with recommendations.

You are also responsible to improve services and follow up the implementation of the recommendations given.



Dr. P.G. Mahipala

Director General of Health Services

Dr. P. G. Mahipala
Director General of Health Services
Ministry of Health, Nutrition & Indigenous Medicine
"Suwasiripaya"
385, Ven. Baddegama Wimalawansa Thero Maw
Colombo 10.

Part A - Checklist for supervision of primary level institutions- **General and Outpatient Department**

Name of institution

.....

Date :

Name/s of supervisors

.....

Time :

.....

Date of last supervision:

.....

.....

Status of the implementation of the previous recommendations should be recorded at the end of the document

	Item		Current status	Comments
1	General	Garden is free of litter	Yes/No	
		Absence of unwanted trees and branches	Yes/No	
		Garden is properly maintained and landscaped	Yes/No	
		Unpleasant odour is not produced from the hospital waste site or from other places	Yes/No	
		Drains are not leaking or overflowing	Yes/No	

		Stagnation of water is avoided in all drains	Yes/No		
		Absence of Stray dogs/cats/cattle in hospital premises	Yes/No		
2	Information to public / way finding / Communication	Hospital name board is displayed outside in all three languages	Yes/No		
		Site map on display at the entrance/ reception area in all three languages	Yes/No		
		Information desk with trained person is available all the time in functional hours	Yes/No		
		Availability of display boards in patient waiting areas to give important health information (clinic dates, work hours, doctor on call, health ministry notifications)	Yes/No		
		Direction boards displayed at every junction within the hospital premises	Yes/No		
		Availability of a functional telephone line	Yes/No		
		Parking areas for vehicles are specified and marked	Yes/ No		
3	Water supply and Electricity	Water is pipe borne	Yes/No		
		Water is drawn from a well	Yes/No		
		Storage facility/Well:			
		Storage tank available	Yes/No		
		Date of last chlorination	__/__/____		
		Whether sample has been tested for water quality	Yes/No		

		If yes, date of last testing	__/__/____		
		Are patients provided with clean drinking water	Yes/No		
		Are staff provided with clean drinking water	Yes/No		
		Absence of leaking taps in the premises	Yes/No		
		Generator available and in working order	Yes/No		
		Unnecessary lights and fans are switched off, which leads to wastage of electricity	Yes/No		
4	General OPD	A sufficient number of seating facilities (minimum of ¼ of the daily attendance) is available in the waiting area	Yes /No		
		Seating facilities are arranged in order	Yes /No		
		The layout of the waiting area is well organized	Yes /No		
		Waiting area is adequately ventilated	Yes /No		
		Availability of an appointment system for consultations	Yes/No		
		Dressing room			
		Hand washing sinks are available with clean towels and soaps	Yes/no		
		Surgical gloves are available, arranged according to their sizes	Yes/No		
		Sterilized instruments, packets and dressings are kept in a cupboard with a written indication of sterility	Yes/No		
		Procedures performed under aseptic conditions	Yes/No		

		Injection room		
		Hand washing sink is available with clean towels and soaps	Yes/no	
		Surgical gloves are available, arranged according to their sizes	Yes/No	
		Sterilized instruments, packets and dressings are kept in a cupboard with a written indication of sterility	Yes/No	
		Procedures performed under aseptic conditions	Yes/No	
		OPD toilets		
		Adequate number of toilets available (functional)	Yes/no	
		Toilets for differently-abled persons available	Yes/no	
		Separate toilets for males and females available	Yes/no	
		Unpleasant odour is not felt in toilets	Yes/No	
		Cleaning check list available and updated	Yes/No	
		Toilets are adequately ventilated	Yes/No	
		Water supply available	Yes/No	
5	Dental Unit	Availability of the functioning dental unit (Dental chair, Scaler, Light Curing Machine)	Yes/No	
		Unpleasant odour is not felt in dental unit	Yes/No	
		Cleaning check list available and updated	Yes/No	

		Adequate lighting and ventilation is available	Yes/No		
		Availability of running water	Yes/No		
		Average no of patients seen per day by each dental surgeon			
6	ETU	Availability of a functioning emergency treatment unit	Yes/No		
		Availability of a separate ETU register	Yes/No		
		Availability of essential equipment in accessible place			
		Nebulizer	Yes/No		
		Oxygen cylinders filled	Yes/No		
		Sucker machine	Yes/No		
		ET tubes and tracheostomy tubes	Yes/No		
		Glucometer with strips	Yes/No		
		ECG and defibrillator	Yes/No		
		Ambu bag with mask	Yes/No		
		Any equipment not in working order?	Yes/No	Mention which equipment-	
7.	ECG Room	Availability	Yes/No		
		Number of ECGs taken per day			
8.	Sputum collection centre	Availability	Yes/No		

9	Activities at HLC	Attendance M:F ratio for previous month			
		Number of afternoon lifestyle guidance sessions conducted at HLC in last month			
		Total no of attendees for the afternoon lifestyle guidance clinics during last month			
10	Human Resources	Duty rosters are displayed in the office	Yes/No		
		% Attendance on the day of supervision out of number in position.			
		Doctors			
		Nurses			
		Midwives			
		MLT			
		Pharmacist			
		Minor other staff			
		Punctuality: Percentage of staff signing after the red line			
		Any priority vacancies?			
11	Personal Health Records	Maintenance of register for issuing PHR	Yes/No		
		Date of last issue of PHR according to the register	__/__/____		
12	Ambulance	Availability	Yes/No		
		If yes, is it in working order	Yes/No		

		Allocated place for planning	Yes/No	
13	Hospital Development Committee	Availability of a hospital development committee	Yes/No	
		Date of last meeting of hospital development committee		
		Availability of meeting minutes	Yes/No	
14	Logbook	Availability of visitors book	Yes/No	
15	Donation Register	Availability of a donation register	Yes/No	
16	Suggestion box	Availability of a suggestions box	Yes/No	
		Percentage of suggestions acted upon accordingly for the last month	
17	Availability if administrative committees	Drug review Committee	Yes/No	
		Number of Meetings for last quarter	
		Availability of Meeting minutes	Yes/ No	
		Hospital Management Committees	Yes/ No	

Responsiveness of services						
Exit interviews (all 5 questions) from 5 random patients who visit the OPD						
		OPD patient 1	OPD patient 2	OPD patient 3	OPD patient 4	OPD patient 5
1	Waiting time in the OPD					
2	Did you get an opportunity to ask questions from the doctor/nurse					

	about your disease condition, treatment and care?					
3	Did the doctor/nurse explain regarding the disease condition and treatment?					
4	Are you satisfied with the cleanliness of the OPD?					
5	Do you feel that your privacy was respected during physical examinations and treatment?					

Have the recommendations from the previous supervision been implemented?

.....

.....

.....

Recommendations and comments from the supervision

.....

.....

.....

.....

.....

.....

.....

Signature of supervisor/s:.....

.....

.....

Part B- Checklist for supervision of primary level institutions- **Inward Services**

Name of institution : Date

Name/s of supervisors: Time

..... Date of last supervision:

Status of the implementation of the previous recommendations should be recorded at the end of the document

	Item		Current status	Comments
1	Labour Room* if available	Sterile areas are available for instruments, linen and shoes etc...	Yes/no	
		Sterilization chart is available with designated person	Yes/ No	
		A proper waste segregation mechanism based on the color coding is available	Yes/No	
		Availability of emergency trolley for the labour room	Yes/No	
		Date of the last delivery		
		Proper mechanism adopted for disposal of sharps	Yes/No	
2	Wards* if relevant	Cleaning check list available	Yes/No	
		An updated summary of statistics displayed in the wards	Yes/ No	

	An emergency trolley is available with essential supplies, equipment, solutions and drugs	Yes/ No	
	A separate examination area available for admitting patients	Yes/ No	
	Relevant registers maintained and updated (ward admission book, discharge register, midnight report book, notifiable disease register, staff roster by category, drugs book)	Yes/ No	
Ward toilets			
	Unpleasant odour is not felt in toilets	Yes/No	
	Cleaning check list available and updated	Yes/No	
	Adequately ventilated	Yes/No	
Randomly select 2 BHTs and check for			
	Date and time written at every entry to BHT	Yes/No	
	Entries are clearly written	Yes/No	
	Drug charts and fluid balance charts are up to date	Yes/No	
	Randomly select 2 patients who are discharged and identify whether discharge plan has been discussed with them?	Yes/No	

Have the recommendations from the previous supervision been implemented?

.....
.....

Other comments/recommendations (current supervision)

.....
.....
.....
.....

Signature of supervisor/s:.....

Part C -Checklist for supervision of primary level institutions- Supportive Services

Name of institution:

Date:.....

Name/s of supervisors:

Time:.....

.....

Date of last supervision:

Status of the implementation of the previous recommendations should be recorded at the end of the document

	Item		Current status	Comments
1	Dispensary	Drugs are labeled and arranged in "first expiry first out system"	Yes/no	
		Drug availability register is made available to OPD/ clinic doctors and updated weekly	Yes/no	
		Availability of a proper drug dispensing mechanism (use of envelopes to dispense drugs)	Yes/no	
		Drugs are dispensed with written instructions including dosage, frequency and duration	Yes/No	
		Availability of all 16 essential drugs on the day	Yes/No	

2	Drug Stores	List of essential drugs with a buffer stock level (minimum 2 month)available	Yes/No	
		Drugs are labelled and arranged in a sorted and organized manner	Yes/No	
		Drug inventories (surgical and general) are available and updated	Yes/No	
		Information on daily stock items is available to OPD/clinic doctors	Yes/No	
		Information is updated on surplus items	Yes/No	
		'First in - first out system' is maintained for storing drugs	Yes/No	
2	Health education	Medical officer or trained nurse is available for health education	Yes/No	
		An advance program for health education activities is available and updated	Yes/No	
		Health education materials are displayed at appropriate locations	Yes/No	
		Health education materials are displayed in a language understood by clients	Yes/No	
3	Waste management	Sharp bins are placed in the required places	Yes/No	
		Waste bins are labeled and colour coded for segregation of waste	Yes/No	
		Appropriate waste disposal methods are followed	Yes/No	
4	Infection control	Medical officer or trained nurse available for infection control activities	Yes/No	

		Hand washing facilities are available for healthcare workers	Yes/No	
		Institutional infectious disease register is maintained	Yes/No	
5	Laboratory * if available	Average number of investigations done per day per MLT (over the past month)		
		Average number of blood smears examined for MP during last month (if applicable) only		
6	Kitchen	Cleaning check list available and used in the kitchen	Yes/No	
		No visible dirt in the kitchen	Yes/No	
		Water, soap and other basic requirements are freely available	Yes/No	
		All kitchen staff wear caps and aprons	Yes/No	

Have the recommendations from the previous supervision been implemented?

.....

.....

.....

.....

Recommendations and comments from the supervision

.....
.....
.....
.....

Signature of supervisor/s;.....