

CHC Inspection Protocol-Things to Look for

Sr. No.	Issues	Comments
1.	General Observations	
1.	There should be adequate signage in the city on main roads to inform where about of the CHC	
2.	Adequate signage on the boundary wall of the CHC	
3.	Exit/entrance signage	
4.	Adequate lighting along the boundary wall and at entry and exit of the CHC	
5.	Specification of signage i.e. Background colour white. Colour of alphabet green paint	
6.	Luminescent paint for signage on the outer side and normal paint for signage inside the building	
7.	Green areas to have pakka motorable paver blocks	
8.	Outdoor benches - cemented or fixed stainless steel benches for patients' attendants in the open areas of the CHC	
9.	Public toilet facility (Shulabh Sahuchalaya) for general public	
10.	Safe drinking water facility at a prominent place near main entry of the CHC	
11.	Designated parking facility for (a) Ambulance (b) Staff (c) Public (Clear "no parking zone" outside emergency area to ensure smooth inflow of traffic for bringing and taking emergency cases)	
12.	One way entry and exit in the porch leading to emergency OPD.	
13.	Adequate No. of stretchers, wheelchairs and trolleys with signage	
14.	Adequate No. of security staff to manage the entrance of the CHC and parking facility and other vital areas (in all 3 shifts)	
15.	Helpers and attendant to provide wheelchairs and trolleys (May I Help You Staff.)	
16.	Adequate signage showing location of emergency services eg. Lab, ECG, Pharmacy, Registration, Injection Room, Minor OT etc	
17.	High mast electricity poles with 6 to 8 lights.	
18.	Signage shows way to OPD/Lab/X-ray/Indoor etc.	

19.	Intact boundary wall/landscaping of the open areas of the CHC.	
20.	Name plate and designation (outside rooms)	
21.	Employees wearing uniform or not	
22.	Employee wearing identity card or not	
23.	Doctors wearing coats & identity plates	
24.	Dustbins inside & outside the CHC	
25.	Enquiry Telephone No. BSNL/Others	
26.	Fire safety norms available or not	
27.	Double Line Electricity/Generator available or not	
28.	Computerised MLR report	
29.	Complaint box maintained or not	
2.	Emergency Areas	
1.	Reception	
2.	May I help You desk	
3.	Doctors duty room	
4.	Staff duty room	
5.	Emergency OPD	
6.	Triage room	
7.	ECG room	
8.	Pharmacy to dispense medicine	
9.	Resuscitation room	
10.	Emergency X-ray facility and ultrasound facility	
11.	Emergency ward.	
12.	Emergency crash-cart having all emergency medicines and consumables multi-parameter monitor defibrillator	
13.	Pipeline for supply of Oxygen, suction etc.	
14.	Minor OT for minor surgical dressing and procedures	
15.	Minor labour room for examination of Obstetrics and Gynaecology emergencies	
16.	Standard treatment guidelines (Standard guidelines issued by NRHM are available or not).	
17.	Standard guidelines issued by NRHM are being Implemented in emergency or Not	
18.	Surgeries being conducted in emergency except Caesarean Section (from 2P.M to 8 A.M)	
19.	Clean toilets and safe drinking water	
20.	Problems Faced by doctors and staff and	

	patients as reported by in-charge causality	
21.	Waiting area for patients' attendants i.e. chairs & benches for attendants	
22.	Public telephone facility i.e. telephone booth	
23.	Doctor's duty is displayed or not	
24.	Emergency call registers a) 2 nd on call register b) Rosters of specialists and emergency medical officers	
3.	Registration Area	
1.	Computerization or not	
2.	Adequate counters or not	
3.	Sufficient area for patient to make proper queue	
4.	Adequate No. of chairs/benches for children/senior citizen/handicapped	
5.	Separate counters for ladies/senior citizens/physically challenged and CHC staff	
4.	OPD	
1.	Signage showing way to OPD	
2.	Signage showing OPD departments	
3.	Signage showing waiting area	
4.	Waiting area with TV-displaying health messages	
5.	Waiting area with chairs & benches for patients	
6.	Token system in place or not	
7.	Display showing token No. of case being examined by the Doctor	
8.	Display of name of doctor in OPD	
9.	Signage showing way to Investigation Labs/X-ray/Emergency Areas	
10.	Timing & duty roster of the doctors	
11.	Safe drinking water	
12.	Fully functional washrooms	
5.	Operation Theatres	
1.	Signage	
2.	Display of the name of the patients undergoing surgery	
3.	Display of operation theatres list (Patients)	
4.	Waiting area with adequate sitting arrangements	
5.	Pre-operative area	

6.	Post operative area	
7.	Multi parameter monitors	
8.	Safe drinking water	
9.	Washrooms	
10.	No. of OT tables functional	
11.	No. of Anaesthetists available 24x7 or not	
6.	Wards	
1.	Safe drinking water	
2.	Clean toilets (fully functional)	
3.	Nursing station	
4.	Emergency drugs & resuscitation trolley	
5.	Fire safety norms	
6.	Isolation beds	
7.	Mattress, bed sheets, blankets, clothes for patients, beds	
8.	Biomedical waste disposal norms being followed or not	
9.	Dustbins inside & outside the CHC	
7.	Stores	
1.	Medicines (Tab., Injection, IV fluids)	
2.	Consumables for lab & radiology department	
3.	Linen	
4.	Proper storage or not	
8.	Sanitation	
1.	Inside wards & open areas	
2.	Outlook of building, whitewash, repair etc.	
3.	Dustbins inside & outside the CHC	
9.	Infrastructure	
1.	Air conditioning	
2.	Adequate No. of staff support	
3.	Biometric attendance	
4.	CCTV	
5.	Security staff	
6.	Adequate No. of safai karmacharis	
7.	Mali	
8.	Pruning of trees	
10.	Ambulance Services	
1.	Signage & parking area available or not	
2.	Record of services provided for patient care	

11.	Disaster Management Plan	
1.	Plan in place or not	
2.	Mock drill being conducted once every three months or not	
12.	Bio-Medical Waste Disposal	
1.	Colour coded disposal bins and bags available or not	
2.	Final disposal organized as per norms or not	
3.	Any incinerator or effluent treatment plant in place or not	
13.	Record Room	
1.	Records computerized or not	
2.	Weeding out of old records being done or not	
3.	Full time record keeper available or not	
14.	Daily Data Collection	
1.	Total OPD	
2.	Department wise	
3.	No. of deaths	
4.	No. of referrals	
5.	No. of surgeries performed	
15.	Outsourcing	
1.	Requirement prepared as per bench marks or not	
2.	Protocol for monitoring attendance	
3.	Salary & budget	
4.	No. of persons deployed in various categories & how is performance being monitored	
5.	Wearing uniforms & identity cards or not	
16.	Ramps and Toilets for physically challenged	
1.	In OPD	
2.	Indoor wards	
17.	Laboratory	
1.	Emergency 24X7 functional or not, –if functional, the range of investigations being conducted in emergency	
2.	List of routine investigations being done	
3.	Any up-gradation plans to add more investigations	
4.	Status of equipment a. Functional b. Non-functional	

	c. To be procured d. To be Condemned	
18.	Blood Storage Centre	
1.	Functional 24x7 or not	
2.	Record of availability of blood computerized or not	
3.	Components available or not	
4.	Complete blood bank or blood storage centre	
5.	Is blood being stored or not.	
19.	Radiology Department	
1.	X-Rays, Ultrasound, Dental X-Rays are done or Not	
2.	Portable X-Ray machine is available or Not	
3.	X-Rays, Ultrasound, Dental X-Rays are available for 24x7 or only in morning shift	
20.	Main Labour Room	
1.	No. of beds available	
2.	Adequate staff available or not	
3.	Clean fully functional washrooms inside or outside available or not	
4.	Ultrasound machines available or not	
5.	24x7 sitting duty doctor available or not	
6.	Public address system available or not	
7.	Proper waiting area for attendants of the patients outside labour room with chairs/benches available or not	
8.	Safe drinking water facilities inside and outside labour room available or not	
9.	Telephone facility available or not	
10.	Well-baby corner/NICU/PICU available or not	
11.	Sitting duty or on-call child specialist available or not	
12.	Emergency Lab Testing Facility available or not	
21.	Other points to be checked	
1.	CHC infection control committee in place or not	
2.	Sexual harassment committee in place or not	
22.	National Programmes	
1.	For all National Programmes one key indicator shall be checked to ensure that the National Program is being implemented properly.	

	<p>The key indicator shall be provided by the In-Charge of the Program at Headquarter. These key indicators are being attached as annexure to this proforma.</p> <p>The following programs have submitted their format on which the key indicators are to be filled. (1)TB (2)NCD (3)NPCB (4)NLEP (5) Mental Health (6) Harsamadhan (7) Silicosis Control Program.</p> <p>Infant Mortality Rate/Maternal Mortality Rate after Implementing NRHM Guidelines. All National Programmes are implemented or Not as per norms (Annexure Attached) Key indicator checking proforma for more programs shall be added in need based manner</p>	
	<p>PNDT This is being specially mentioned as it needs special attention</p>	
1.	Signage in place or not as per norms	
2.	F-form analysis being done or not	
3.	All deliveries being tracked to ensure that mothers with previous female child or delivering male or female child	
23.	Gaps and Constraints as reported by in charge regarding	
1.	Manpower	
2.	Machine & Equipments	
3.	Range of services	
4.	Infrastructure	
5.	Performance of the Doctors in <ol style="list-style-type: none"> a. National Programs b. Statutory duties like medico legal, VIP duties, mela duty etc. c. Speciality duties (If post graduate) 	
24.	Any other Comments	
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