

## Hospital Inspection Protocol-Things to Look for

Sr. No.	Issues	Comments
1.	<b>General Observations</b>	
1.	There should be adequate signage in the city on main roads to inform whereabouts of the District Hospitals	
2.	Adequate signage on the boundary wall of the hospital	
3.	Exit/entrance signage	
4.	Adequate lighting along the boundary wall and entry and exit of the Hospital	
5.	Specification of signage i.e. Background colour white. Colour of lettering green paint	
6.	Luminescent paint for signage on the outside and normal paint for signage inside the building	
7.	Green areas to have parking motorable vehicles	
8.	Outdoor benches - cemented or fixed stainless steel benches for patients' attendants in the open areas of the hospital	
9.	Public toilet facility (Shulabh Sanchalaya) for general public	
10.	Safe drinking water facility at prominent place near main entry of the hospital	
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 hospital 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.	Red Cross Canteen/other Canteen.	
18.	High mast electricity poles with 6 to 8 lights.	

19.	Signage showing way to Mortuary/Post Mortem. Signage shows way to OPD/Lab/X-ray/Indoor etc.	
20.	Interconnectivity with/indicating of the open areas of the hospital.	
21.	Name plate and designation (outside rooms)	
22.	Employees wearing uniform or not	
23.	Employee wearing identity card or not	
24.	Doctors wearing coats & identity plates	
25.	Dustbins inside & outside the hospital	
26.	Hospital Help/jumping No. 102 available or not	
27.	Enquiry Telephone No. BSNL/Others	
28.	EPABX available or not	
29.	Fire safety norms available or not	
30.	Mortuary- AC refrigeration available or not	
31.	Double Line Electricity/Generator available or not	
32.	Computerised MLR/PM reports	
33.	Police Post available or not	
34.	Complaint box maintained or not	
<b>2.</b>	<b>Emergency Areas</b>	
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 consultancy	
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 <sup>nd</sup> on call register b) Rosters of specialists and emergency medical officers	
<b>3.</b>	<b>Registration Area</b>	
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 hospital staff	
<b>4.</b>	<b>OPD</b>	
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 cases 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 function I washrooms	
<b>5.</b>	<b>Operation Theatres</b>	
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 function I	
11.	No. of Anesthetists available 24x7 or not	
<b>6.</b>	<b>Wards</b>	
1.	Safe drinking water	
2.	Clean toilets (fully function I)	
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 hospital	
<b>7.</b>	<b>Kitchen Area</b>	
1.	Cleanliness	
2.	Light	
3.	Ventilation	
4.	Fire Safety	
5.	Refrigerator	
6.	Cooking Range	
7.	Gas cylinders & proper storage	
8.	Proper waste disposal	
9.	Dustbins inside & outside the hospital	
<b>8.</b>	<b>Canteen</b>	
1.	Cleanliness	
2.	Light	
3.	Ventilation	

4.	Fire Safety	
5.	Refrigerator	
6.	Cooking Range	
7.	Gas Cylinders & proper storage	
8.	Proper waste disposal	
9.	Dustbins inside & outside the hospital	
<b>9.</b>	<b>CSSD</b>	
1.	Fire safety	
2.	Shifts	
3.	Workload and man power	
4.	Safe electrical connections	
<b>10.</b>	<b>Stores</b>	
1.	Medicines (Tablets, Injection, IV fluids)	
2.	Consumables for Lab & radiology department	
3.	Linen	
4.	Proper storage or not	
<b>11.</b>	<b>Sanitation</b>	
1.	Inside wards & open areas	
2.	Outlook of building, whitewash, repair etc.	
3.	Dustbins inside & outside the hospital	
<b>12.</b>	<b>Infrastructure</b>	
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	
<b>13.</b>	<b>Ambulance Services</b>	
1.	Signage & parking are available or not	
2.	Record of services provided for patient care	
<b>14.</b>	<b>Disaster Management Plan</b>	
1.	Plan in place or not	
2.	Mock drill being conducted once every three months or not	
<b>15.</b>	<b>Bio-Medical Waste Disposal</b>	
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	
<b>16.</b>	<b>Record Room</b>	
1.	Records computerized or not	
2.	Weeding out of old records being done or not	
3.	Full time record keeper available or not	
<b>17.</b>	<b>Daily Data Collection</b>	
1.	Total OPD	
2.	Department wise	
3.	No. of deaths	
4.	No. of referrals	
5.	No. of surgeries performed	
<b>18.</b>	<b>Outsourcing</b>	
1.	Requirement prepared as per benchmarks 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	
<b>19.</b>	<b>Medical Certificates</b>	
1.	Dedicated staff	
2.	Daily/fixed daily medicals	
3.	Same day disposal or not	
4.	Waiting time for senior citizens and physically challenged	
<b>20.</b>	<b>Ramps and Toilets for physically challenged</b>	
1.	In OPD	
2.	Indoor wards	
<b>21.</b>	<b>Laboratory</b>	
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 <ul style="list-style-type: none"> <li>a. Functional</li> <li>b. Non-functional</li> <li>c. To be procured</li> </ul>	

	d. To be Condemned	
<b>22.</b>	<b>Blood Bank Services</b>	
1.	Function   24x7 or not	
2.	Record of vailability of blood computerized or not	
3.	Components av ilable or not	
4.	Complete blood b nk or blood stor ge centre	
<b>23.</b>	<b>Radiology Department</b>	
1.	X-Rays, Ultr sound, CT sc n, MRI Scan, Dental X-R ys re done or Not	
2.	Port ble X-Ray m chine is v ilable or Not	
3.	X-Rays, Ultr sound, CT sc n, MRI Scan, Dental X-R ys re avail ble for 24x7 or only in morning shift	
<b>24.</b>	<b>Main Labour Room</b>	
1.	No. of beds v ilable	
2.	Adequ te st ff av ilable or not	
3.	Clean fully functional washrooms inside or outside v ilable or not	
4.	Ultr sound machines vail ble or not	
5.	24x7 sitting duty doctor v il ble or not	
6.	Public ddress system v ilable or not	
7.	Proper waiting re for attendants of the patients outside l bour room with chairs/benches vail ble or not	
8.	S fe drinking water facilities inside nd outside labour room av il ble or not	
9.	Telephone facility v ilable or not	
10.	Well-baby corner/NICU/PICU vail ble or not	
11.	Sitting duty or on-c ll child specialist vail ble or not	
12.	Emergency L b Testing Facility v ilable or not	
<b>25.</b>	<b>Manifold Room</b>	
1.	Oxygen supply is adequ te or not	
2.	Whether oxygen supply is centralised or not	
3.	Fire s fety norms being followed or not	
<b>26.</b>	<b>Other points to be checked</b>	
1.	Hospital infection control committee in place or not	
2.	Sexu l harassment committee in pl ce or not	

3.	Death & Referral Review Committee	
<b>27.</b>	<b>National Programmes</b>	
1.	<p>For all National Programmes one key indicator shall be checked to ensure that the National Programme is being implemented properly.</p> <p>The key indicator shall be provided by the In-Charge of the Programme Headquarter.</p> <p>These key indicators are being attached as annexure to this proforma.</p> <p>The following programmes have submitted their form on which the key indicators are to be filled. (1)TB (2)NCD (3)NPCB (4)NLEP (5) Mental Health (6) Hereditary (7) Silicosis Control Programme.</p> <p>Infant Mortality Rate/Maternal Mortality Rate after Implementing NRHM Guidelines.</p> <p>All National Programmes are implemented or Not as per norms <b>(Annexure Attached)</b></p> <p>Key indicator checking proforma for more programmes shall be added in need based manner</p>	
	<b>PNDT</b> This is being specially mentioned as it needs special attention	
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	
4.	Sex-ratio determination; Village-wise & Block-wise	
5.	meaningful inspections of ultrasound centres being done or not or all inspections are uniformly okayed	
6.	Are the decoy patients being sent regularly in an exercise to weed-out centres not adhering to PNDT norms	
<b>28.</b>	<b>Birth &amp; Death Registration System</b>	
1.	Record of Birth & Death being sent on same day or not	
2.	Disposal of application for issue of Birth & Death Certificate being cleared within 7 days or not	
3.	Complaint Box visible or not	
4.	Weekly Inspection being done by CS or Branch In-charge or not	
<b>29.</b>	<b>Gaps and Constraints reported by in charge regarding</b>	



1.	Manpower	
2.	Machine & Equipments	
3.	Range of services	
4.	Infr structure	
5.	Performance of the Doctors in a. National Programs b. Statutory duties like post-mortem, medico legal, VIP duties, medical duty etc. c. Speciality duties (If post graduate)	
<b>30.</b>	<b>Any other Comments</b>	
1.		
2.		
3.		
4.		
5.		