

Minimum Service Standards (MSS) for



(न्यूनतम सेवा मापदण्ड)

Implementation Framework of MSS



A Readiness and Service Availability Tool to Improve Quality of Ayurveda Health Centers- District Level



Government of Nepal
Ministry of Health and Population
Department of Ayurveda and Alternative Medicine
Teku, Kathmandu

Minimum Service Standards (MSS) for District Ayurveda Health Centre



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Remarks

It is my immense pleasure to introduce "Minimum Service Standards for Ayurveda Health Center - District Level" which was approved by Government of Nepal on/.../..... to all the Ayurveda Health center District Level. This is a landmark document to ensure the provision of quality Ayurveda Services to all Nepali citizens. This document incorporates all the existing standards, protocols, guidelines and tools to ensure that minimum quality of services is met ensuring technical, managerial and support services for Ayurveda Health Center - District Level. We have been guided by the public health act and regulations as key document for developing the standards and introduced the need of inpatient service in the existing Ayurveda Health Centers which will be remarkable to provide ayurveda services to the community.

I request all the Ayurveda Health Center management committees, and in-charges and staffs of Ayurveda Health Center - District Level to act according to the standards and contribute to the implementation of National health policy through provision of quality Ayurveda services.

Finally, I would like to thank everyone involved in the development and finalization of the standards and duly praise their contribution.

Dr. Vasudev Upadhyay

Director General, DoAA



Government of Nepal
Ministry of Health and Population
Department of Ayurveda and Alternative Medicine
Teku, Kathmandu

Ref. :

Date :

Remarks

I am glad to present this milestone document "Minimum Service Standards for Ayurveda Health Center - District Level " to all the Ayurveda Health Center District Level in Nepal. This document incorporates the spirit of Nepal's National Health Policy and strategies and draw-in from available national standards, protocols and guidelines to ensure the provision of quality Ayurveda services to all Nepali citizens.

I urge all the Ayurveda Health Center - District Level management committees, and in-charges and staffs of the Health Centers District Level to adhere to the standards and contribute to the implementation of National health policy through provision of quality Ayurveda services.

I also thank and congratulate everyone involved in the development of this standard.

Dr. Puneshwar Keshari

Section Chief,

Herbs, Drugs Management and Alternative Medicine Section.

DoAA

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Ayurveda Health Center: District Level

Identification Sheet

Name of the Health Facility, Address	
Assessment Date	
Assessed By	1.
	2.
	3.
Score of Section I: Governance and Management	
Score of Section II: Clinical Service Management	
Score of Section III: Support Service Management	
Overall MSS Score	
MSS Score Color Category	

Background

Introduction:

The constitution of Nepal has provisioned health as a fundamental right for all its citizens. The Public Health Service Act 2075 outlines basic health services to all for free. The mandate of providing the basic health care services primarily lies with the local government while Ministry of Health and Population is responsible in developing tools, standards and guidelines to ensure provision of quality basic health care services.

In the health systems of Nepal, at present Ayurveda Health Center at district level are- the District Ayurveda Health Center and Anchal Ayurveda Aushadhalaya. These health facilities are the first referral contact points for Ayurveda health service delivery. There was felt need of development of the minimum service standards(MSS) for all level of the Ayurveda Health Facilities.

The MSS for Ayurveda Health Center- District Level is the readiness tool that sets in minimum set of standards to be fulfilled by the district level Ayurveda health facilities to be able to provide the services that they claims to provide. Ayurveda Health Center- District Level can thrive to provide more than what has been enlisted in the MSS but it is crucial that they have first fulfilled the MSS requirements. The MSS is complementary to the existing quality improvement tools in the sense that it will ensure inputs in place before checking on the processes and outputs. It does not detail out how the services are to be provided which is basically the scope of Standard Treatment Protocols.

During the development of the MSS for Ayurveda Health Center- District Level, the framework was prepared with three basic components- governance and management, clinical service management and support service management. The development of MSS for Ayurveda Health Center- District Level is based the guidance of the Department of Ayurveda and Alternative Medicines. The following key documents were referred for the development of MSS:

• National Health Policy 2076 • National Ayurveda Health Policy, 2052
• Public Health Service Act, 2075 • Basic Health Service Package, 2075
• Governance (Management and Operation) Act, 2064
• Financial Procedure Regulation, 2064 • Nepal Health Service Regulation, 2055 • Civil Service Regulation, 2050 • Nepal Health Sector strategy 2015 -2020. Ministry of Health and Population, GoN. • Quality Improvement Tool for Health Facility, 2074 • Implementation Guideline for Social Audit in Health Sector, 2070 Revised 2073 • National Ayurveda Essential medicines • Infrastructure and Standards Guideline for Quality Drug Manufacturing in Ayurveda Facilities, 2062 • Quality herbs storage guideline, 2076 (गुणस्तरीय जडबुटी भण्डारण दिर्दिशन, २०७६) • Minimum Service Standards (MSS) Checklist to Identify the Gaps in Quality Improvement of Health Post, Curative Service Division, MoHP, GoN, 2075 • Minimum Service Standards (MSS) Checklist to Identify the Gaps in Quality Improvement of Primary, Secondary and Tertiary Hospitals, Quality Standards and Regulation Division, MoHP, GoN, 2075 • Ayurveda Hospitals Operation Standards and Guideline, MoHP/GoN, 2061 • Treatment Protocol for Ayurveda Hospital Level Part –I, DoA/WHO, 2005 • Treatment Protocol for Zonal Ayurveda Aushadhalaya Level Part –I, DoA/WHO, 2005 • Treatment Protocol for Ayurveda Dispensaries Level Part –I, DoA/WHO, 2005 • <i>Nagarik Aarogya Karyakram Sanchalan Nirdeshika</i>, 2076 • <i>Panchakarma antragat purvakarma sewa pradan garne Ayurved chikitsak evam swasthekarmi haruko lagi tayar pariyeko talim tatha karyasanchalan margadarshan pustika</i>, 2075 • Guideline for Health Management Information System, Recording and Reporting, 2070 • Health care waste management guideline. Ministry of Health and Population. Government of Nepal

Scope of MSS for Ayurveda Health Center- District Level

The need of the standardization of the readiness of Ayurveda Health Center- District Level for service availability in the light of basic health care services steered MSS for Ayurveda Health Center- District Level with the major scope of assessment of the district level Ayurveda health facilities for the present status and gap analysis, development of action plans for improvement and evidence generation for result based investment. It will also be a monitoring tool for Ministry of Health and Population and Department of Ayurveda and Alternative Medicine for assessing status of Ayurveda Health Center- District Level.

Development process

The development of the minimum service standards for the Ayurveda Health Center- District Level was led by Department of Ayurveda and Alternative Medicine and followed a consultative process among divisions/centers and practitioners.



Figure 1: Process of development of the MSS

First of all, a desk review of all the national policies, strategies, standards, protocols and tools on Ayurveda services were reviewed. Then a template for MSS was developed and shared in first planning and consultative meeting with identified experts from DoAA. The feedback was then incorporated and the template was

filled with the information required for completion of tools. The first draft was then shared in the consultative workshop with experts from DoAA. After incorporating the feedback of experts in the workshop, a second draft was prepared. The second draft was presented in a second meeting with experts. The draft was approved for field testing with minor revisions. The revised second draft was used for field testing. For the field testing, Ayurveda Health Centers at district level were visited and the tools were filled by the in-charges of the Ayurveda Health Centers at district level after brief orientation regarding the tools. The appropriateness of technical components as well as feasibility of administration of the tools was assessed during the field testing. The feedbacks received from the in-charges were incorporated in the revised second draft and a final draft was prepared. In the final draft sharing meeting, the final draft, which included the feedback and comments from field testing was shared with the experts from DoAA. The final version of "MSS for Ayurveda Health Center - district level" was the product of the final draft sharing meeting. Another subsequent third meeting with identified experts from DoAA approved the completion of the document.

Organization of the standards

The overall service standards are categorized in three major sections: governance and management, clinical service management and support service management. There are a total 400 set of standards with total score of 443, out of which- 76 standards for measuring governance and management and score of 78 and this has weightage of 20%, 213 standards for measuring clinical service management and score of 244 and this has weightage of 60%, and 111 standards for measuring support service management and score of 121 and this has weightage of 20%. The sections and respective areas are enlisted below:

Section I: Governance and management

- 1.1 Governance
- 1.2 Organizational Management
- 1.3 Human Resource Management and Development
- 1.4 Financial Management
- 1.5 Ayurveda Records and Information Management
- 1.6 Quality Management

Section II: Clinical Service Management

- 2.1 General Outpatient services (OPD)
- 2.2 Lifestyle modification and counseling services
- 2.3 Abhyanga Service
- 2.4 Swedan Service
- 2.5 Bahya Vasti Service
- 2.6 Nasya Service
- 2.7 Shirodhara and other dhara karma Service
- 2.8 Yoga Service
- 2.9 Dispensing service
- 2.10 Laboratory service
- 2.11 Jestha Nagarik Swastha Prabardhan Service
- 2.12 Stanpayi Aamalai Dugdhavardhak Aushadhi Vitaran
- 2.13 Vidhyala Ayurved Tatha Yog Sikhsa Karyakram
- 2.14 Naagarik Aarogya Karyakram
- 2.15 Inpatient services

Section III: Support Services Management

- 3.1 Instrument Sterilization
- 3.2 Laundry and Housekeeping
- 3.3 Power System
- 3.4 Water Supply
- 3.5 Healthcare Waste Management
- 3.6 Safety and Security
- 3.7 Transportation and Communication
- 3.8 Logistics Store
- 3.9 Ayurveda Medicine Store
- 3.10 Aaushadhi Pakshala

How to use this Checklist?

The MSS for Ayurveda Health Center- District Level is primarily a self- assessment tool. Each standard has set of dimensions with one or more verification criteria which are assessed. The checklist enables Ayurveda health facilities of district level to measure the existing situation through scoring and helps to identify the gap areas to be addressed through the development of the actions plans. This is a cyclical process of assessment, action plan development and follow-up of improvement from baseline. The key steps are as follows:

Group discussion

- Conduct a group discussion in your Ayurveda Health Center- District Level to see if your facility really meets the given standards under each section.

Filling the checklist

- Read each section carefully and if your Ayurveda Health Center- District Level meets the given standards, please score from 0 to 3 in the column of the score based on the maximum score for that standard
- For areas where there is indication of checking annex, please calculate the percentage and follow the scoring chart for scoring from 0 to 3
- Please use individual copies for each area wherever applicable so that there is least biasness in the assessment
- Complete this process for all the standards

Scoring the checklist

- In each section, add the total score and convert it into percentage.
- Add the scores of each sub-sections and calculate the average of that section.

Validation of scoring

- External assessment from team designated with coordination of local, provincial and federal government and Department of Ayurveda and Alternative Medicines to validate the internal assessment of MSS and progress of the action plan in periodic basis.

Weightage of the sections and Overall MSS Score

After assessment of all the sections of the standards, for overall scoring, each section is then weighed. The section of the governance and management (Section I) is weighed in 20%, that of clinical service management (Section II) is weighed in 60% and that of support service management (Section III) is weighed in 20%. For example:

If Section I has the overall score of 80%, Section II has 60% and Section III has 80%; the overall score of the Ayurveda Health Center- District Level for MSS assessment is calculated as:

Overall MSS Score = $(0.2 \times \text{Section I} + 0.6 \times \text{Section II} + 0.2 \times \text{Section III})\%$

Overall MSS Score = $(0.2 \times 80\% + 0.6 \times 60\% + 0.2 \times 80\%)$

Overall MSS Score = 68%

Overall MSS Score and Color Coding

Being based on the overall MSS score (%) obtained, the color coding of the health facilities will be done as follows:

MSS overall score (%)	Color Code	
Less than 50	White	
50-70	Yellow	
70-85	Blue	
85-100	Green	

In the above example the overall MSS score is 68%, thus Ayurveda Health Center- District Level will be categorized in yellow color zone. It will be provided with the yellow flag as its color code for MSS score.

Tool for Minimum Service Standards for Ayurveda Health Center- District Level

Section I Governance and Management

Summary Sheet for Number of Standards and Scores of Section I

Area	Total Number of Standards	Total Score	Total Obtained Score (Percentage)
Governance	29	29	
Organizational Management	15	15	
Human Resource Management and Development	10	12	
Financial Management	8	8	
Ayurveda Records and Information Management	7	7	
Quality Management	7	7	
Total	76	78	

Area	Code	Verification		
Governance	1.1			
Components		Standards	Obtained Score	Maximum Score
1.1.1 Management committee	1.1.1	Health facility management committee is formed based on the guidelines provided by Ministry of Health and Population (MoHP)/ Provincial Government/ Local Government		1
1.1.2 Capacity building of management committee	1.1.2	All management committee members have received an orientation on Health facility management committee terms of reference and functions		1

1.1.3 Availability of Ayurveda Health Center- District Level In-charge	1.1.3	In-charge position is fulfilled as per organograms		1
1.1.4 Functional Management Committee	1.1.4.1	Health facility management committee meetings called upon by member secretary / facility In-charge and headed by chairperson conducted as per guideline (at least once quarterly) and as per need		1
	1.1.4.2	Health facility management committee meetings have covered at least following agenda (See minutes of last meetings):		
1.1.4.2.1 Ayurveda Health Center- District Level services availability				1
	1.1.4.2.2	Ayurveda Health Center- District Level services utilization and targets' e.g. service utilization by disadvantaged and marginalized groups, referrals		1
	1.1.4.2.3	Internal resource mobilization of Ayurveda Health Center- District Level		1
	1.1.4.2.4	Patient rights issues e.g. patient facilities, analysis of complaints received, patient security		1
	1.1.4.2.5	Management issues- Human resource issues, security issues		1
	1.1.4.2.6	Infrastructure/ Equipment issues		1
	1.1.4.2.7	Coordination issues with local governance- rural municipality/ municipality, referral Ayurveda facilities, referral hospitals, provincial government, federal government, DoAA, MoHP		1
	1.1.4.2.8	Review of decisions and recommendations of staff meeting and quality related meetings discussions		1
1.1.5 Annual plan	1.1.5	Annual plan is approved by health facility management committee before the commencement of the new fiscal year		1

1.1.6 Accountability	1.1.6.1	Updated citizens charter is displayed		1
	1.1.6.2	Notices of public concern are displayed publicly		1
	1.1.6.3	Complaint boxes are kept in a visible place and complains are regularly addressed		1
	1.1.6.4	Updated social map with catchment area and disadvantaged and marginalized population is available and displayed		1
	1.1.6.5	List of the Ayurveda Dispensary and Nagarik Aarogya Kendra within the catchment area is available and displayed		1
	1.1.6.6	List of free Ayurvedic drugs publicly displayed with availability status		1
	1.1.6.7	Number of patients who received <i>purvapancha karma</i> displayed on notice board and updated quarterly		1
	1.1.6.8	Number of mothers who received <i>Satawari</i> displayed on notice board and updated quarterly		1
	1.1.6.9	List of schools provided with Ayurveda school health and yoga program with number of participants is displayed on notice board and updated quarterly		1
	1.1.6.10	List of corporate/offices provided with yoga services with number of participants is displayed on notice board and updated quarterly		1
	1.1.6.11	Age-wise list of the geriatric population provided with <i>Jestha Nagarikka lagi Swasthya Prabardhan Karyakram</i> is displayed on notice board and updated quarterly		1

1.1.7 Conduct social audit	1.1.7	Social audit is conducted for last fiscal year		1
1.1.8 Infrastructure of Ayurveda Health Center- District Level	1.1.8.1	Health facility has ownership of the land as per the guideline		1
	1.1.8.2	Health facility has its own building, constructed based on guideline		1
	1.1.8.3	Staff quarters are adequate and available		1
1.1.9 Community support to Ayurveda Health Center- District Level	1.1.9	There are need based staffs contracted in support of the local government resources in the Ayurveda Health Center- District Level		1
		Total Obtained Score		29
Standard 1.1				
Percentage = (Total Obtained Score / 29)x 100				

Area	Code	Verification		
Organizational Management	1.2			
Components		Standards	Obtained Score	Maximum Score
1.2.1 Organizational structure	1.2.1	Updated organizational chart (organogram) with Health facility management committee members, Ayurveda Health Center-District Level staffs is displayed		1
1.2.2 Work division and delegation of authorities	1.2.2	Written delegation of authorities is maintained		1

1.2.3 Visible information for navigation	1.2.3.1	A navigation map (showing direction of different services available) of the Ayurveda Health Center-District Level is placed in visible area		1
	1.2.3.2	Name and number of the rooms written visibly as per services provided by the Ayurveda Health Center-District Level	-	1
1.2.4 Queue maintenance	1.2.4.1	Ayurveda Health Center-District Level provides services on first come first serve basis with prioritization of emergency, elderly, persons with disability, and pregnancy		1
	1.2.4.2	Ayurveda Health Center-District Level provides token/queue number to patients for crowd management		1
1.2.5 Attendance	1.2.5	All staffs of Ayurveda Health Center- District Level maintain their attendance daily through e-attendance		1
1.2.6 Dress code for all staffs	1.2.6.1	All Ayurveda Health Center- District Level staffs have uniform / apron which is worn on duty		1
	1.2.6.2	All Ayurveda Health Center-District Level staffs carry personal ID cards when on duty		1

1.2.7 Maintaining effective team work environment	1.2.7.1	Space is allocated for conducting regular staff meeting		1
	1.2.7.2	Staff meetings are conducted monthly		1
	1.2.7.3	Staff meetings cover the following agenda (see meeting minutes):		
	1.2.7.3.1	Capacity building of staffs		1
	1.2.7.3.2	Recording and reporting		1
	1.2.7.3.3	Health promotional activities in the catchment area like school Ayurveda education program, Ayurveda health camps, yoga services, geriatric services		1
1.2.8 Coordination with ambulance service for referral	1.2.8	Health facility management committee coordinates for ensuring ambulance services for referrals		1
		Total Obtained Score		15
Standard 1.2				
Percentage = (Total Obtained Score / 15)x 100				

Area	Code	Verification		
Human Resource Management and Development	1.3			
Components		Standards	Obtained Score	Maximum Score
1.3.1 Personnel administration policy	1.3.1	Personnel administration guideline for Ayurveda Health Center- District Level is available and practiced accordingly		1
1.3.2 Human resource records	1.3.2	Personal record file of all staffs including contract staffs are maintained and updated.		1

1.3.3 Staffing	1.3.3.1	Staffs available for service in Ayurveda Health Center-District Level as per services available in the health center (See Annex 1.3a Functional Organogram for Ayurveda Health Center at the end of this standard)		3
	1.3.3.2	<i>Maag Akriti form</i> correspondence to fulfill vacant positions to concerned authority as per guideline		1
	1.3.3.3	Replacement staff is available to fulfill the position of the staffs on long leave like study leave		1
1.3.4 Job description	1.3.4	All staffs are given a job description when they are recruited/ posted to Ayurveda Health Center- District Level (permanent and contract staff)		1
1.3.5 Review of performance	1.3.5	<i>Karya Sampadan Mulyankan</i> of all staffs is done as per guideline		1
1.3.6 Motivating staff	1.3.6.1	Record keeping of trained staffs and identified training need for the staffs of Ayurveda Health Center- District Level is done		1
	1.3.6.2	Monitoring and supervision of the Ayurveda dispensary and Nagarik Aarogya Kendra in catchment area is done by the staffs of the Ayurveda Health Center- District Level and onsite coaching is done on identified issues		1
1.3.7	1.3.7	Coordination with the public teaching institutions for the clinical practice of the Ayurveda education of different levels- vaidya, kabiraj, Ayurveda chikitsak		1
		Total Score		12
Standard 1.3 Percentage = Total Obtained Score / 12x 100				

Annex 1.3a Functional organogram of Ayurveda Health Center District Level

S.No.	Cadre of health care workers	Required Number	Obtained Score	Maximum Score
1.	<i>Ayurveda Superintendent</i>	1		1
2.	<i>Ayurveda Chikitsak</i>	2		1
3.	Nursing In-charge	1		1
4.	Staff nurse	1:6 general beds in each shift		1
5.	<i>Kabiraj/ Kabiraj Nirichhaka/ Barishtha Kabiraj Nirichhaka</i>	2		1
6.	<i>Vaidya/ Barishtha Vaidya/Vaidya Nirichhaka</i>	2*		1
7.	<i>Lekhapal/ Shaha-lekhal</i>	1		1
8.	Lab assistant/ technician	1		1
9.	<i>Aushadhi Kutuwa</i>	1		1
10.	<i>Abhyanga karta male</i>	1		1
11.	<i>Abhayanga karta female</i>	1		1
12.	<i>Karyalaya Sahayogi</i>	1		1
13.	Ward attendant	1 in each shift		1
14.	Cleaner/Sweeper	1 in each shift		1
Total Obtained Score				14
Total Percentage = Total Obtained Score/14 x100				

Each row gets a score of 1 in each row if it is available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-90	2
90-100	3
Score for Standard 1.3.3.1	

Area	Code	Verification		
Financial management	1.4			
Components		Standards	Obtained Score	Maximum Score
1.4.1 Formulation and approval annual work plan	1.4.1.1	An annual plan is developed incorporating revenue from government grants and program grants		1
	1.4.1.2	Annual plan also includes for mobilization of the resource support provided by other organizations and Ayurveda Health Center- District Level's internal income		1
1.4.2 Service fees	1.4.2.1	Basic health services (Ayurveda) are provided for free from Ayurveda Health Center- District Level		1
	1.4.2.2	For additional services other than basic health services, service fees are updated/fixed by health facility management committee every year		1
1.4.3 Bank Account	1.4.3	Bank account of health facility is operated by signatories as per government guideline		1
1.4.4 Responding financial irregularities	1.4.4.1	Financial irregularities are responded within 35 days to the concerned authority		1
	1.4.4.2	Clearance of financial irregularities is done as per national target		1
1.4.5 Inventory inspection	1.4.5	Inventory inspection is done once in a year and managed accordingly		1
		Total Score		8
Standard 1.4 Percentage = (Total Obtained Score / 8) x 100				

Area	Code	Verification		
<i>Ayurveda Records and Information Management</i>	1.5			
Components		Standards	Obtained Score	Maximum Score
1.5.1 Managing Ayurveda records	1.5.1.1	Users registration is done using the registers or computers		1
	1.5.1.2	Referral records are kept using the standard form (Ayurveda reporting system) and registers or computers		1
1.5.2 Evidence generation and utilization	1.5.2.1	Monthly reports (Ayurveda reporting system) are shared to the central database		1
	1.5.2.2	Services utilization statistics are analyzed at least every quarter and discussed within staffs (Check last quarter status)		1
	1.5.2.3	Key statistics of service utilization from Ayurveda Health Center- District Level is displayed publicly		1
1.5.3 Focal person for information management	1.5.3.1	An assigned staff performs Ayurveda record keeping and reporting and is verified by Ayurveda Health Center- District Level in-charge		1
	1.5.3.2	In-charge of Ayurveda Health Center- District Level communicates with patients/ users, their relatives, media and other stakeholders.		1
		Total Score		7
Standard 1.5				
Percentage = (Total Obtained Score / 7)x100				

Area	Code	Verification		
Quality Management	1.6			
Components		Standards	Obtained Score	Maximum Score
1.6.1 Health Facility Quality Improvement (QI) Committee	1.6.1.1	Health facility management committee functions as the QI Committee		1
	1.6.1.2	QI committee meetings are held at least once quarterly or as per need.		1
1.6.2 Address issues of social audit	1.6.2	The findings of social audit like client exit interview are shared in staff meeting		1
1.6.3 Assessing quality	1.6.3	Ayurveda Health Center- District Level is using MSS tool at least once quarterly		1
1.6.4 Planning to improving quality	1.6.4	Ayurveda Health Center- District Level has developed specific plans to improve quality based on the MSS assessment.		1
1.6.5 Implementing QI plan	1.6.5.1	Ayurveda Health Center- District Level has implemented the specific activities based on the MSS plan.		1
	1.6.5.2	Ayurveda Health Center- District Level has implemented specific activities based on gap analysis of MSS		1
		Total Obtained Score		7
Standard 1.6				
Percentage = (Total Obtained Score/7) x 100				

Section II: Clinical Service Management Standards

Summary Sheet of Standards and Scores of Section II

Area	Total Number of Standards	Total Score	Total Obtained Score (Percentage)
General Outpatient service (OPD)	25	33	
Lifestyle modification and counseling services	7	7	
Abhyanga Service	14	16	
Swedan Service	15	17	
Bahya Vasti Service	17	19	
Nasya Service	10	10	
Shirodhara and other dhara karma Service	13	15	
Yoga Service	7	9	
Dispensing service	13	15	
Laboratory service	22	28	
Jestha Nagarik Swastha Prabardhan Service	10	10	
Stanpayi Aamalai Dugdhavardhak Aushadhi Vitaran	11	11	
Vidhyala Ayurved Tatha Yog Sikhsa Karyakram	11	13	
Naagarik Aarogya Karyakram	10	10	
Inpatient service	28	32	
Total	213	245	

Area	Code			
General Outpatient service (OPD)	2.1	Verification		
Component		Standards	Obtained Score	Maximum Score
2.1.1 Time for patients	2.1.1.1	OPD is open from 10 am to 3 pm		1
	2.1.1.2	Emergency first aid is provided in the Ayurveda Health Center- District Level and referral is done to the nearest health facility		1

2.1.2 Adequate Staffing	2.1.2	Staffs are available for the OPD services		1
2.1.3 Maintaining patient privacy	2.1.3	Patient privacy maintained with separate rooms/area, curtains hung, maintaining queuing of patients		1
2.1.4 Physical facilities	2.1.4.1	Separate area with adequate space for one health worker and patients is dedicated for OPD services		1
	2.1.4.2	At least two rooms are allocated for OPD services		1
	2.1.4.3	Light and ventilation are adequately maintained		1
	2.1.4.4	Required furniture and supplies are available (See Annex 2.1a Furniture and Supplies for OPD Service)		3
2.1.5 Equipment, instrument and supplies	2.1.5	Equipment, instrument and supplies to carry out the OPD works are available and functioning (See Annex 2.1b Equipment, instrument and supplies for OPD Service)		3
2.1.6 Availability and use of the treatment protocol	2.1.6	Treatment protocol is available and used in the OPD		1
2.1.7 Duty rosters	2.1.7	Duty rosters of staffs are developed weekly and displayed in appropriate location		1
2.1.8 Common disease identification, treatment and referral	2.1.8.1	At least one of the staff is assigned and able (trained) to identify, treat the common diseases and refer when needed		1
	2.1.8.2	Minimum list of the common diseases that are identified, treated and referred as needed from the Ayurveda Health Center- District Level (See Annex 2.1c List of common diseases)		3
	2.1.8.3	Services like simple dressing, incision and drainage, clean wound suture are provided on outpatient basis and referred as required		1

2.1.9 Emergency conditions identification, stabilization and referral	2.1.9.1	All staffs are able to provide CPR (Cardio-Pulmonary Resuscitation)		1
	2.1.9.2	Minimum list of the common emergency situations identified, stabilized and referral as needed from Ayurveda Health Center- District Level (See Annex 2.1d Minimum List of the emergency conditions identified, stabilized and referred)		3
2.1.10 Facilities for patients	2.1.10.1	Availability of waiting/registration space with sitting arrangement is available for at least 5-10 persons		1
	2.1.10.2	Safe drinking water is available in the waiting area throughout the day.		1
	2.1.10.3	There are 3 toilets with hand washing facilities (1 for males and 1 for females separate, 1 universal toilet)		1
	2.1.10.4	Hand washing facilities are available for patients		1
2.1.11 Recording and reporting	2.1.11	OPD register available in OPD, diagnosis recorded in standard forms and formats (<i>as per Ayu Form Ka</i>)		1
2.1.12 Infection prevention	2.1.12.1	Masks and gloves are available and used		1
	2.1.12.2	At least three color coded waste bins- one each red, blue and green- as per HCWM guideline (MoHP) are available and used		1
	2.1.12.3	Hand washing facility with running water and soap or hand sanitizer is available for health workers		1
	2.1.12.4	Chlorine solution is prepared and utilized for decontamination		1
Standard 2.1		Total Obtained Score		33
		Total Percentage (Total Obtained Score/33 x100)		

Annex 2.1a Furniture and Supplies for OPD Service

SN	Name	Required Quantity	Score
	Working desk/Table	1	
	Chairs / Stools	3	
	Bench/Chairs in waiting area	At least for 10-15 people	
	Examination bed with mattress	1	
	Pillow	1	
	Footstep	1	
	Bed sheet	2	
	Macintosh	2	
	Screen	1	
	Cupboard	1	
Total score			
Percentage = Total score/ 10x 100			

Each row gets a score of 1 in each row if is available otherwise 0

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.1.4.4	

Annex 2.1b Equipment, instrument and supplies for OPD Service

SN	Name	Required Quantity	Score
Available for each practitioner			
	Stethoscope	1 set	
	Sphygmomanometer (Mercury free)	1 set	
	Digital thermometer (Mercury free)	1 piece	
	Pulse oximeter	1	
	Knee-jerk hammer	1	
	ENT set	1	
	Flashlight/ torch light	1	
	Stop watch/ Timer	1	
	Tuning fork	1	
	Proctoscope	As per need	
	Vaginal speculum	As per need	
	Hand sanitizer	1	
	Examination gloves	As per need	
	Sterile examination gloves	As per need	
	Examination lamp (1)	1	
	Disposable wooden tongue depressor	As per need	
	High efficiency masks	As per need	
	MUAC tape	1	
Available for each OPD rooms			
	Weighing scale –adult	1	
	Weighing scale –infant	1	
	Weighing scale –under-five (Salter or Secca scale)	1	
	Height/ length board	1	
	Snellen's chart	1	
	X-ray view box	1	
Total score			
Percentage = Total score/ 24 x 100			
Each row gets a score of 1 in each row if is available otherwise 0			
Scoring Chart			
	Total Percentage	Score	
	0-50	0	
	50-70	1	
	70-85	2	
	85-100	3	
	Score for Standard 2.1.5		

Annex 2.1c List of common diseases

S.No.	List of the common diseases (minimum) identified, treated / referred	Score	
1	Jwar (Fever)		
2.1	Swash (Asthm and COAD)		
2.2	Kas (Coughing disorder)		
3	Amlapitta (APD)		
4.1	Atisar (Diarrhoea)		
4.2	Grahani (IBS.IBD.Ulcerative colitis. Crohn's disease. Sprue)		
4.3	Pravahika (Dysnetry)		
5	Udarroga (Abdominal disorder)		
6.1	Prameha		
6.2	Madhumeha (Diabetes mellitus)		
7.1	Kosthashrita kamala (Non obstructive jaundice)		
7.2	Shakhashrita kama'a (Obstructive jaundice)		
8	Pandu (Anaemia)		
9	Hridaya roga (Cardiac disorder)		
10.1	Uchharaktachap (Hypertension)		
10.2	Nyunaraktachap (Hypotension)		
11	Shotha (Oedema)		
12	Krimi (Worm infestation)		
13.1	Ekkustha'Kitibha (Psoriasis)		
13.2	Pama		
13.3	Vyanga/Nyachha (Blemishes)		
14	Varna (Wound/ulcer)		
15	Abhighataj vikar (Traumatic disorder)		
16.1	Manyastambha (Torticollis)		
16.2	Avabahuka (Frozen shoulder)		
16.3	Vishwachi (Cervical spodylosis)		
16.4	Katishuia (Lumbago)		
16.5	Gridhasi (Sciatica)		
16.6	Sandhivata (Osteoarthritis)		
16.7	Angamarda (Bodyache)		

16.8	Pakshaghat (Paralysis)		
16.9	Kampavata (Parkinson's disease)		
16.1	Mamsagata vata (Muscular dystrophy)		
18	Vatrakta (Gout)		
19	Raktavikar (Blood disorder)		
20.1	Mutras mari (Renal calculi)		
20.2	Mutrakrichhra (Dysuria)		
20.3	Mutraghat (Retention/suppression of urine)		
21.1	Stanya vikar (Breast milk disorder)		
21.2	Garbhashayachhyuta (Uterine prolapse)		
22.1	Raktapradar (Menstrual problem)		
22.2	Swetapradar (Leucorrhoea)		
22.3	Kashtarrawa (Dysmenorrhoea)		
22.4	Ananava (Amenorrhoea)		
22.5	Yoniroga		
23.1	Arsha (Haemorrhoids)		
23.2	Bhagandar (Fistula in ano)		
23.3	Pilonidal sinus		
23.4	Perianal wai		
23.5	Parikartika (Fissure)		
24.1	Abhisyandi (Conjunctivitis)		
24.2	Adhiimantha (Glaucoma)		
24.3	Timira (Cataract)		
25.1	Kama roga (Disease related to ear)		
25.2	Nasa roga (Disease related to nose)		
25.3	Mukha roga (Oral disease)		
25.4	Danta roga (Dental disease)		
25.5	Kantha roga (Disease related to throat)		
26	Shiroroga (Disease related to head)		
27.1	Apasmar (Epilepsy)		
27.2	Unmad (Neurosis)		
27.3	Atatatwamsh (Psychosis)		
28	Bairoga (Paediatric disorder)		

29	Jarajanya vikar (Geriatric problem)		
30.1	Granthi/Arbuda roga (Tumor/cancer)		
30.2	Antashrabi granthi janya roga (Hormonal disorder)		
Total score			
Total Percentage= Total score/66 x 100			
Each row gets a score of 1 if all the required number is available otherwise 0.			

	Scoring chart	
	Total percentage	Score
	0-50	0
	50-70	1
	70-85	2
	85-100	3
	Score for Standard 2.1.8.2	

Annex 2.1d List of Common Emergency Conditions

S.No.	List of the common emergency conditions identified, stabilized and referred	Score
	Shock	
	Acute pain	
	Bleeding	
	Convulsion	
	Road traffic accident cases	
	Fracture, joint subluxation, dislocation	
	Uncomplicated first-degree burn	
	Foreign body (removal)	
	Epistaxis	
Total score		
Total Percentage= Total score/9 x 100		

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.1.9.2	

Area	Code	Verification		
Lifestyle modification and counseling services	2.2	Standards	Obtained Score	Maximum Score
Components				
2.2.1 Institutional Level Patient counseling	2.2.1.1	Counseling is provided to patients about the type of treatment being given and its consequences		1
	2.2.1.2	Appropriate IEC materials (posters, leaflets etc.) as an IEC corner available in the OPD waiting area.		1
	2.2.1.3	Patient is provided with the lifestyle management and counseling services		1
	2.2.1.4	Patient is taught to practice with general and specific yoga as per the requirement		1

2.2.2 Community level	2.2.2	Counseling is provided to community people on lifestyle management	1
2.2.3 Teaching learning material	2.2.3	Teaching learning material like-books, pamphlets, posters, leaflets on lifestyle modification available and used	1
2.2.4 Documentation	2.2.4	Proper records of all procedures are kept and reported.	1
Standard 2.2	Total Obtained Score		7
Total Percentage (Total Obtained Score/ 7 x100)			

Area	Code	Verification		
Abhyanga Service	2.3			
Components		Standards	Obtained Score	Maximum Score
2.3.1 Working space	2.3.1	An allocated space for <i>Abhyanga</i> service is available		1
2.3.2 Maintaining patient privacy	2.3.2	Patient privacy maintained with separate rooms/area, curtains hung, maintaining queuing of patients		1
2.3.3 Services available 2.3.4 Furniture & general supplies	2.3.3.1	<i>Ekanga abhyanga</i> service is available		1
	2.3.3.2	<i>Sarvanga abhyanga</i> service is available		1
	2.3.4.1	Adequate furniture and general supplies are available (See Annex 2.3a Furniture and General Supplies for <i>Abhyanga</i> Services)		3
	2.3.4.2	Adequate quantity of supplies required for <i>abhyang</i> available like medicated oil		1
2.3.5 Availability and use of Standard Treatment Protocol	2.2.5	Standard treatment protocol for <i>Abhyanga</i> services is available and used		1

2.3.6 Fire prevention and strategy	2.3.6.1	The heat source if kept at least 1 meter away from the patient		1
2.3.7 Infection prevention and waste disposal	2.3.6.2	The gas cylinder is connected through wall system, keeping it separate from the space allocated for <i>Abhyanga</i> service		1
	2.3.7.1	Mask, gloves, plastic apron, cap (head cover), boots and goggles are available and used whenever required.		1
	2.3.7.2	At least three color coded waste bins- one each red, blue and green- as per HCWM guideline (MoHP) are available and used		1
	2.3.7.3	Hand washing facility with running water and soap		1
	2.3.7.4	Chlorine solution is prepared and utilized for decontamination		1
2.3.8 Documentation	2.3.8	Proper records of all procedures are kept and reported.		1
Standard 2.3	Total Obtained Score			16
Total Percentage (Total Obtained Score/ 16 x100)				

Annex 2.3a Furniture and General Supplies for Abhyang Services

SN	General Items	Required No.	Score
	Abhyang Bed	1	
	Bed sheet	As per need	
	Mackintosh	As per need	
	Pillow with cover	As per need	
	Foot step	1	
	Oil container	1	
	Bowl for oil	As per need	
	Towel	As per need	
	Aprons and head caps	As per need	
	Masks and vizers	As per need	
	Gas stove set	1 set	
Total Score			
Total Percentage = Total Score/11X 100			

Each row gets a score of **1** if all the required number is available otherwise **0**.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.3.4.1	

Area	Code	Verification		
Swedan Service	2.4			
Components		Standards	Obtained Score	Maximum Score
2.4.1 Working space	2.4.1	An allocated space for <i>Swedan</i> service is available		1

2.4.2 Maintaining patient privacy	2.4.2.1	Patient privacy maintained with separate rooms/area, curtains hung, maintaining queuing of patients		1
	2.4.2.2	Separate space allocated for male and female patients		1
	2.4.3.1	<i>Ekanga Swedan</i> service is available		1
	2.4.3.2	<i>Sarvanga Swedan</i> service is available		1
	2.4.3.3	<i>different types of Pinda sweda</i> services are available		1
2.4.4 Furniture & general supplies	2.4.4.1	Adequate furniture and general supplies are available (See Annex 2.4a Furniture and General Supplies for <i>Swedan</i> Services)		3
	2.4.4.2	Different herbal preparations for <i>Swedan</i> services available as per requirement		1
2.4.5 Availability and use of Standards Treatment Protocol	2.4.5	Standard treatment protocol for <i>Swedan</i> services is available and used		1
2.4.6 Fire prevention and strategy	2.4.6	The gas cylinder is connected through wall system, keeping it separate from the space allocated for <i>Sweden</i> service		1
2.4.7 Infection prevention and waste disposal	2.4.7.1	Mask, gloves, plastic apron, boots and goggles are available and used whenever required		1
	2.4.7.2	At least three color coded waste bins- one each red, blue and green- as per HCWM guideline (MoHP) are available and used		1
	2.4.7.3	Hand washing facility with running water and soap		1
	2.4.7.4	Chlorine solution is prepared and utilized for decontamination		1
2.4.8 Documentation	2.4.8	Proper records of all procedures are kept and reported.		1
Standard 2.4	Total Obtained Score			17
Total Percentage (Total Obtained Score/ 17 x100)				

Annex 2.4a Furniture and General Supplies for Swedan Services

SN	General Items	Required No.	Score
	<i>Nadi swedan yantra</i>	1	
	<i>Swedan Droni</i>	1	
	<i>Sarvanga swedan yantra</i> sitting/ lying	1	
	General supplies for preparing potali	As per need	
	Towel	As per need	
	Aprons and head caps	As per need	
	Masks and vizers	As per need	
	Gas set	1 set	
Total Score			
Total Percentage = Total Score/6X 100			

Each row gets a score of **1** if all the required number is available otherwise **0**.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.4.4.1	

Area	Code	Verification		
<i>Bahya Vasti / Vasti Services</i>	2.5			
Components		Standards	Obtained Score	Maximum Score
2.5.1 Maintaining patient privacy	2.5.1	Patient privacy maintained with separate rooms/area, curtains hung, maintaining queuing of patients		1
2.5.2 Services available	2.5.2.1	<i>Kati Vasti</i> Service is available		1
	2.5.2.2	<i>Janu Vasti</i> service is available		1
	2.5.2.3	<i>Greeva Vasti</i> Service is available		1
	2.5.2.4	Anuwasan Vasti (matra Vasti) service is available		1
	2.5.2.5	Aasthapan Vasti service is available		1
	2.5.2.6	Yoni pichu service is available		1

2.5.3 Furniture and General supplies	2.5.3.1	Adequate furniture and general supplies are available (See Annex 2.5a Furniture and General Supplies for <i>Bahya Vasti</i> and <i>Abhayantar vasti</i> Services)		3
	2.5.3.2	Medicated oil available for <i>Bahya Vasti</i> and <i>Abhayantar vasti</i> Services)		1
2.5.4 Availability and use of Standards Treatment Protocol	2.5.4	Standard treatment protocol for <i>Bahya Vasti</i> and <i>Abhayantar vasti</i> Services is available and used		1
2.5.5 Fire prevention and strategy	2.5.5.1	The heat source if kept at least 1 meter away from the patient		1
	2.5.5.2	The gas cylinder is connected through wall system, keeping it separate from the space allocated for <i>Bahya Vasti</i> service		1
2.5.6 Infection prevention and waste disposal	2.5.6.1	Mask, gloves, plastic apron, boots and goggles are available and used whenever required.		1
	2.5.6.2	At least three color coded waste bins- one each red, blue and green- as per HCWM guideline (MoHP) are available and used		1
	2.5.6.3	Hand washing facility with running water and soap		1
	2.5.6.4	Chlorine solution is prepared and utilized for decontamination		1
2.5.7 Documentation	2.5.7	Proper records of all procedures are kept and reported.		1
Standard 2.5	Total Obtained Score			19
Total Percentage (Total Obtained Score/ 19 x100)				

Annex 2.5a Furniture and General Supplies for Furniture and General Supplies for *Bahya Vasti* Services

SN	General Items	Required No.	Score
	<i>Droni</i>	1	
	Pitho- Massko/ Mixed	As per need	
	Water	As per need	
	<i>Dekchi</i>	1	
	<i>Kachaura Small/Big</i>	1 each	
	<i>Chamcha</i>	1	
	Gauze piece/ sponge	As per need	
	Plane rubber catheters of different size	As per need	
	20 ml, 30ml, 50 ml disposable syringes	As per need	
	Enema pot with nosels	As per need	
	Enema pot stand	As per need	
	Towel	As per need	
Total Score			
Total Percentage = Total Score/ 12X 100			
Each row gets a score of 1 if all the required number is available otherwise 0 .			
	Scoring chart		
	Total percentage	Score	
	0-50	0	
	50-70	1	
	70-85	2	
	85-100	3	
	Score for Standard 2.5.3.1		

Area	Code	Verification		
Nasya Service	2.6			
Components		Standards	Obtained Score	Maximum Score
2.6.1 Maintaining patient privacy	2.6.1	Patient privacy maintained with separate rooms/area, curtains hung, maintaining queuing of patients		1

2.6.2 Services available	2.6.2	Nasya Service is available		1
2.6.3 General supplies	2.6.3.1	General supplies for Nasya service like dropper/Nasya utensil, towel available		1
	2.6.3.2	Medicated oil/ herbal extract/ powder available for Nasya Service		1
2.6.4 Availability and use of Standards Treatment Protocol	2.6.4	Standard treatment protocol for Nasya Service is available and used		1
2.6.5 Infection prevention and waste disposal	2.6.5.1	Mask, gloves, plastic apron, boots and goggles are available and used whenever required.		1
	2.6.5.2	At least three color coded waste bins- one each red, blue and green- as per HCWM guideline (MoHP) are available and used		1
	2.6.5.4	Hand washing facility with running water and soap		1
	2.6.5.5	Chlorine solution is prepared and utilized for decontamination		1
2.6.6 Documentation	2.6.6	Proper records of all procedures are kept and reported.		1
Standard 2.6	Total Obtained Score			10
Total Percentage (Total Obtained Score/ 10 x100)				

Area	Code			
Shirodhara and other dhara karma Service	2.7	Verification		
Components		Standards	Obtained Score	Maximum Score
2.7.1 Maintaining patient privacy	2.7.1	Patient privacy maintained with separate rooms/area, curtains hung, maintaining queuing of patients		1

2.7.2 Services available	2.7.2.1	Shirodhara service is available		1
	2.7.2.2	Ekanga dhara other than Shirodhara service is available		1
	2.7.2.3	Sarvanga dhara service is available		1
2.7.3 Furniture and General supplies	2.7.3.1	Adequate furniture and general supplies are available (See Annex 2.7a Furniture and General Supplies for Shirodhara Service)		3
	2.7.3.2	Medicated oil/dugdha available for Shirodhara Service		1
	2.7.3.3	Drainage of the used oil/dugdha is proper and secured		1
2.7.4 Availability and use of Standards Treatment Protocol	2.7.4	Standard treatment protocol for Shirodhara and other dhara services is available and used		1
2.7.5 Infection prevention and waste disposal	2.7.5.1	Mask, gloves, plastic apron, boots and goggles are available and used whenever required.		1
	2.7.5.2	At least three color coded waste bins- one each red, blue and green- as per HCWM guideline (MoHP) are available and used		1
	2.7.5.3	Hand washing facility with running water and soap		1
	2.7.5.4	Chlorine solution is prepared and utilized for decontamination		1
2.7.6 Documentation	2.7.6	Proper records of all procedures are kept and reported.		1
Standard 2.7	Total Obtained Score			15
Total Percentage (Total Obtained Score/ 17 x100)				

Annex 2.7a Furniture and General Supplies for *Shirodhara* Service

SN	General Items	Required No.	Score
	<i>Droni</i>	1	
	<i>Dhara Patra</i>	1	
	<i>Dhara Stand</i>	1	
	Stopper in <i>Patra</i> or Cotton Plug	As per need	
	<i>Dekchi</i>	1	
	<i>Kachaura</i>	1	
	Gauze piece/ sponge/ Cloth/ <i>Barti</i>	As per need	
	Pillow with resin cover	As per need	
	Towel	As per need	
	Drainage for medicated oil/dughda	As per need	
Total Score			
Total Percentage = Total Score/10 X 100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.7.3.1	

Area	Code	Verification		
<i>Yoga and meditation Service</i>	2.8			
Components		Standards	Obtained Score	Maximum Score
2.8.1 Working space	2.8.1	A separate space for Yoga and meditation service is available		1
2.8.2 General supplies	2.8.2	General supplies for Yoga and meditation are available (See Annex 2.8a General supplies for Yoga and meditation service)		3

2.8.3 Services available	2.8.3.1	General Yoga service is available		1
	2.8.3.2	Therapeutic yoga service is available		1
	2.8.3.3	Yoga and meditation days of national and international recognition celebrated with Yoga and meditation awareness program, therapeutic Yoga and meditation program or as per the guideline provided by MoHP/ DoAA/ Provincial Government/ Local Government		1
2.8.4 Availability and use of Standard protocol	2.8.4	Standard protocol for Ayurveda Health Centers for Yoga and meditation services is available and used		1
2.8.5 Documentation	2.8.5	Proper records of all procedures are kept and reported		1
Standard 2.8		Total Obtained Score		9
Total Percentage (Total Obtained Score/ 9x100)				

Annex 2.8a Furniture and General Supplies for Yoga Services

SN	General Items	Required No.	Score
	Mats	As per need	
	IEC materials for Yoga	As per need	
	Sound system	As per need	
Total Score			
Total Percentage = Total Score/ 3X 100			

Each row gets a score of **1** if all the required number is available otherwise **0**.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.8.2	

Area	Code	Verification		
Dispensing services	2.9			
Components		Standards	Obtained Score	Maximum Score
2.9.1 Dispensing service available	2.9.1	Ayurveda Health Center District Level has designated dispensary area		1
2.9.2 Dispensary service hours	2.9.2	Dispensary is open throughout the OPD hours		1
2.9.3 Furniture and supplies	2.9.3	Required furniture and supplies for dispensing services are available (See Annex 2.9a Furniture and Supplies for Dispensing Services)		3
2.9.4 Staffing	2.9.4	Trained health worker available for dispensing medicines		1

2.9.5 Essential free medicines available	2.9.5.1	The list of essential free medicines is displayed in a clearly visible place.		1
	2.9.5.2	All essential free Ayurveda medicines approved for Ayurveda Health Center District Level are available round the year and no stock out		1
2.9.6 Paying pharmacy service available	2.9.6.1	Health center has a separate space allocated for paying pharmacy service		1
	2.9.6.2	Price for medicines do not exceed 20% of the procurement price		1
2.9.7 Prescription and dispensing of medicines	2.9.7.1	Information regarding the medicines is provided to the patients during dispensing		1
	2.9.7.2	Each Ayurveda medicine is given with written instructions on how to take		1
	2.9.7.3	Clear labels for the Ayurveda medicine is used for prescription		1
2.9.8 First Expiry First Out (FEFO)	2.9.8	First Expiry First Out system is maintained using standard stock book/cards.		1
2.9.9 Dispensary Inventory	2.9.9	Every quarter, all medicines and supplies are counted, out- of-date discarded, and tallied with the Ayurveda Medicine Store of the health facility		1
Standard 2.9		Total Obtained Score		15
Total Percentage (Total Obtained Score/15) x100				

Annex 2.9a 2.9a Furniture and Supplies for Dispensing Services

SN	General Items	Required No.	Score
	Dispensing Table	As per required	
	Cupboard	As per need	
	Chair	As per need	
	Different sized plastic pouches with sealing system for dispensing vati	As per need	
	50 gm sized plastic can with covers for dispensing churna , bhasma etc(powder drugs), Malhar,	As per required	
	Digital balance or chemical balance	As per required	
	mortar and piston ceramic	As per required	
	mortar and piston stainless steel	As per required	
	different sized spoons	As per required	
	masks, vizer, gloves, head caps and apron	As per required	
Total Score			
Total Percentage = Total Score/ 10X 100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.9.3	

Area	Code	Verification		
Laboratory service	2.10			
Components		Standards	Obtained Score	Maximum Score
2.10.1 Time for patients	2.10.1	Laboratory is open from 10 am to 3 pm		1
	2.10.1.2	Basic investigations are available (See Annex 2.10a List of Investigations for Laboratory)		3

2.10.2 Staffing	2.10.2	At least one trained lab assistant/ technician is available for the laboratory services		1
2.10.3 Instruments and equipment	2.10.3.1	Instruments and equipment to carry out all parameters of tests are available and functioning (See Annex 2.10b Equipment and Instrument for Lab)		3
	2.10.3.2	Instrument are maintained and calibrated as per manufacturer instructions		1
2.10.4 Physical facilities	2.10.4.1	Separate space dedicated for the laboratory services		1
	2.10.4.2	Comfortable sitting arrangement for health worker and at least 2 patients		1
	2.10.4.3	Adequate light and ventilation is maintained		1
	2.10.4.4	Required furniture and supplies available (See Annex 2.10c Furniture and Supplies for Laboratory)		3
2.10.5 Duty rosters	2.10.5	Duty rosters of lab are developed regularly and available in appropriate location.		1
2.10.6 Recording and reporting	2.10.6.1	Sample is adequately recorded with requisition form with detail information of patients		1
	2.10.6.2	Standard reporting sheets are being used and all reports are recorded in a standard register		1
	2.10.6.3	Report have adequate information of patient and checked by designated person before release		1
2.10.7 Supplies storage and stock	2.10.7.1	At least three months buffer stock of laboratory supplies is available.		1
	2.10.7.2	Reagents are stored at appropriate temperature in store and lab		1

2.10.8 Infection prevention	2.10.8.1	Biohazard signs and symbols are used at appropriate places visibly		1
	2.10.8.2	All staffs know how to respond in case of spillage and other incidents		1
	2.10.8.3	Masks and gloves are available		1
	2.10.8.4	There are colored bins for waste segregation and disposal based on HCWM guideline (MoHP) and infectious waste is sterilized using autoclave before disposal		1
	2.10.8.5	Handwashing facility with running water and soap is available for practitioners		1
	2.10.8.6	Needle cutter is used		1
	2.10.8.7	Chlorine solution and bleach is prepared and utilized for decontamination		1
Standard 2.10		Total Score		28
		Total Percentage (Total Score/ 26x100)		

Annex 2.10a List of Investigations for Laboratory		
S.N	Test	Routine
Hematology		
	Hb	
	CBC	
	ESR	
	Blood grouping for non transfusion	
	Bleeding time	
	Clotting Time	
Chemistry and Endocrinology		
	Blood Sugar	
	Urea	
	Creatinine	
	Billirubin total	
	Billirubin direct	
	Serum Uric acid	
	Total Protein	
	Serum albumin	
Microbiology		
	Sputum AFB	
	Gram stain	
Serology		
	RPR	
	RA factor	
	CRP	
	rK39 (kit)	
	Montoux test	
	TPHA (rapid)	
	HbsAg (rapid)	
	HCV(rapid)	
	HIV(rapid)	
Miscellaneous		
	Urine routine and microscopy	

	Urine Pregnancy Test	
	Stool routine and microscopy	
	Stool for occult blood	
	Stool for reducing substance	
Total Score		
Total percentage=Total score/30 x 100%		

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.10.1.2	

Annex 2.10b Equipment and Instrument for Laboratory

S.N.	Name of Instruments	Required Quantity	Score
	Microscope	3	
	Clorimetry	1	
	Semi-automated hematology analyser	1	
	ELISA/CLIA/ECL	1 for ELISA/ 2 for others	
	Incubator	1	
	Biosafety cabinet (for microbiology)	1	
	Hot air Oven	1	
	Refrigerator	1-2	
	Centrifuge	1-2	
	Counting Chamber	1-2	
	DLC counter	1-2	
	Pipettes, Glassware/kits	As per need	
	Computer with printer	1	
	Disposable test tubes	As per need	
	Open tubes for sample- hematology, biochemistry	As per need	
	Autoclave for waste disposal (250 liter, pre-vacuum with horizontal outlet)	1	
Total Score			
Total percentage = Total Score/ 16 x 100			

Each row gets a score of 1 if all the required number is available otherwise 0.

Scoring chart		
Total percentage	Score	
0-50	0	
50-70	1	
70-85	2	
85-100	3	
Score for Standard 2.10.3.1		

Annex 2.10c Furniture and Supplies for Laboratory

S.No.	Furniture and supplies for laboratory	Required Number	Score
	Working table	At least 3	
	Bench	At least 1	
	Chairs	At least 2	
	Cupboard	At least 1	
	Refrigerator for laboratory	At least 1	
	Detergent	As per need	
	Hand sanitizer	As per need	
	Hand wash soap	As per need	
	Apron	At least 2	
	Towel	As per need	
	Stationary materials (pen, pencil, marker, A4 paper)	As per need	
	Patient register	At least 1	
	Referral form and Reporting forms according to tests	As per need	
Total Score Obtained			
Total percentage = Total Score Obtained/ 13 x 100			

Each row gets a score of **1** if all the required number is available otherwise **0**.

Scoring chart

Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score Standard 2.10.4.4	

Area	Code			
Jestha Nagarik Swastha Prabardhan Service	2.11	Verification		
Components		Standards	Obtained Score	Maximum Score
2.11.1 District Ayurveda Health Center conducts/ coordinates the <i>Jestha Nagarik Swastha Prabardhan Service</i>	2.11.1.1	All the staffs of the District Ayurveda Health Center/ Anchal Ayurveda Aushadhalaya are oriented about the <i>Jestha Nagarik Swastha Prabardhan Service</i>		1
	2.11.1.2	List of the <i>Jestha Nagarik</i> in the catchment area is available (see for last fiscal year)		1
	2.11.1.3	District Ayurveda Health Center/ Anchal Ayurveda Aushadhalaya coordinates to orient/ mobilize Ayurveda Dispensary for promoting <i>Jestha Nagarik Swastha Prabardhan Services</i>		1
2.11.2 Services available	2.11.2	The following services are provided as part of the <i>Jestha Nagarik Swastha Prabardhan services</i> (see the record/ report of last quarter)		
	2.11.2.1	<i>Jestha Nagarik</i> are provided with the Ayurveda and ayurvedic lifestyle counseling at institution, family and community level		1
	2.11.2.2	<i>Jestha Nagarik</i> are provided yoga sessions at institution, family and community level		1
	2.11.2.3	<i>Jestha Nagarik</i> is provided with required Ayurvedic therapeutic support identified during the program		
	2.11.2.3.1	Need based health promotive medicines are provided		1
	2.11.2.3.2	Need based <i>purvakarma</i> service is provided		1

2.11.3 General supplies available	2.11.3.1	General supplies for the program are available through coordination with the local/provincial level like mats and sound system for yoga, information education materials for awareness raising		1
2.11.4 Availability and use of Program Manual/Guideline	2.11.4	Program Manual/ Guideline for <i>Jestha Nagarik Swastha Prabardhan</i> Service is available and used		1
2.11.5 Documentation	2.11.5	Proper records of program are kept and reported		1
Standard 2.11		Total Obtained Score		10
Total Percentage (Total Obtained Score/ 10 x100)				

Area	Code			
<i>Stanpayi Aamalai Dugdhavardhak Aushadhi Vitaran Service</i>	2.12	Verification		
Components		Standards	Obtained Score	Maximum Score
2.12.1 District Ayurveda Health Center conducts/ coordinates the <i>Stanpayi Aamalai Dugdhavardhak Aushadhi Vitaran</i> Service	2.12.1.1	All the staffs of the District Ayurveda Health Center / Anchal Ayurveda Aushadhalaya are oriented about the <i>Stanpayi Aamalai Dugdhavardhak Aushadhi Vitaran</i> Service		1
	2.12.1.2	List of the expecting mothers and postnatal/ lactating mothers in the catchment area is available (see for last fiscal year)		1
	2.12.1.3	District Ayurveda Health Center / Anchal Ayurveda Aushadhalaya coordinates to orient/ mobilize social workers/activists for the program		1

2.12.2 Services available	2.12.2.1	Lactating mothers are provided with the <i>Dugdhavardhak Aushadhi</i> for six months after assessment of need		1
	2.12.2.2	Postnatal mothers are counseled on breastfeeding – practices, importance and nutrition		1
	2.12.2.3	Postnatal mothers are counseled on <i>prasuta yoga abhyas</i> – practices, importance and duration		1
	2.12.2.4	Every year during breastfeeding week awareness program on breastfeeding is conducted (see report/minute/gallery of last year)		1
2.12.3 General supplies available	2.12.3.1	<i>Dugdhavardhak Aushadhi</i> available round the year without stock out		1
	2.12.3.2	<i>Dugdhavardhak Aushadhi</i> and breastfeeding related information education and communication materials are available and used		1
2.12.4 Availability and use of Standard protocol	2.12.4	Standard protocol for District Ayurveda Health Center/ Anchal Ayurveda Aushadhalaya for <i>Stanpayi Aamalai Dugdhavardhak Aushadhi Vitaran</i> Service is available and used		1
2.12.5 Documentation	2.12.5	Proper records of services are kept and reported		1
Standard 2.12	Total Obtained Score			11
Total Percentage (Total Obtained Score/ 10 x100)				

Area	Code			
<i>Vidhyala Ayurveda Tatha Yoga Sikhsa Karyakram</i>	2.13	Verification		
Components		Standards	Obtained Score	Maximum Score
2.13.1 District Ayurveda Health Center conducts/ coordinates the <i>Vidhyala Ayurveda Tatha Yoga Siksha Karyakram</i>	2.13.1.1	All the staffs of the health facility are aware about the <i>Vidhyala Ayurveda Tatha Yoga Sikhsa Karyakram</i>		1
	2.13.1.2	All the technical staffs of health facility are oriented about the <i>Vidhyala Ayurveda Tatha Yoga Sikhsa Karyakram</i>		1
	2.13.1.2	List of the schools in the catchment area with number of the students eligible for the program is available		1
	2.13.1.3	List of the focal persons for the schools (health and physical education subject teacher and school health nurse) in the catchment area is available		1
	2.13.1.4	District Ayurveda Health Center/ Anchal Ayurveda Aushdhalaya conducts/ coordinates the program every year in its catchment area with coordination of local levels and Ayurveda Dispensary (see the meeting minute/report of last year)		1
2.13.2 Areas covered during program	2.13.2	The following areas are covered during <i>Vidhyala Ayurveda Tatha Yoga Sikhsa Karyakram</i> conducted/ facilitated by the District Ayurveda Health Center/ Anchal Ayurveda Aushadhalaya (see the report/minute of the last school program)		
	2.13.2.1	Healthy lifestyles		1
	2.13.2.2	Yoga and meditation		1
	2.13.2.3	Information on spices and herbs (<i>jadibuti</i>) of medicinal importance that are easily available in the kitchen / surrounding		1

2.13.3 General supplies for school program	2.13.3	General supplies for the school program are available through coordination with the school/ local/provincial level (See Annex 2.12a General Supplies for Yoga Services)		3
2.13.4 Availability and use of Program Manual/Guideline	2.13.4	Program Manual/Guideline for <i>Vidhyala Ayurveda Tatha Yoga Sikhsa Karyakram</i> is available and used		1
2.13.5 Documentation	2.13.5	Health facility coordinates with the focal person in each school for the records of the progress and facilitates in reporting to the local/provincial/federal levels, DoAA		1
Standard 2.13		Total Obtained Score		13
Total Percentage (Total Obtained Score/ 13 x100)				

Annex 2.13a General Supplies for Yoga Services

SN	General Items	Required No.	Score
	Teaching learning materials (pen, board, visuals)	As per school facilities	
	Mats for Yoga	As per need	
	IEC materials for <i>Vidhyala Ayurveda Tatha Yoga Sikhsa Program</i>	As per need	
	Sound system	As per need	
Total Score			
Total Percentage = Total Score/ 4X 100			

Each row gets a score of **1** if all the required number is available otherwise **0**.

Scoring chart	
Total percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.13.3	

Area	Code	Verification		
Naagarik Aarogya Karyakram	2.14			
Components		Standards	Obtained Score	Maximum Score
2.14.1 <i>Nagarik Aarogya</i> committee at local level	2.14.1.1	<i>In-charge of health facility at district level</i> is member secretary of the <i>Nagarik Aarogya committee</i> at district level		1
	2.14.1.2	Health facility at district level supports in plan development and implementation of the <i>Nagarik Aarogya karyakram</i> and coordinates with Ayurveda Dispensary		1
	2.14.1.3	Health facility at district level facilitates <i>Nagarik Aarogya Kendra</i> forward level orientation/refresher of program and coordinates with Ayurveda Dispensary		1
	2.14.1.4	Health facility at district level facilitates in resource mobilization for <i>Nagarik Aarogya Karyakram</i>		1

2.14.2 <i>Nagarik aarogya samuha</i>	2.14.2.1	Health facility at district level supports <i>Nagarik Aarogya Kendra and Ayurveda Aushadhalaya</i> in facilitating the formation of <i>Nagarik aarogya samuha</i> in its catchment area		1
	2.14.2.1	Health facility at district level has the list of the <i>Nagarik Aarogya samuha as per the Nagarik Aarogya Kendra and Ayurveda Aushadhalaya</i> in its catchment area		1
	2.14.2.3	Health facility at district level facilitates <i>nagarik aarogya samuha</i> mobilization		1
2.14.3 Facilitate in activities of <i>nagarik aarogya samuha</i>	2.14.3	Health facility at district level supports <i>Nagarik Aarogya Kendra and Ayurveda Aushadhalaya</i> to facilitate activities of <i>nagarik aarogya samuha</i> like awareness programs, local <i>jadibuti</i> protection, use and cultivation, group/community yoga, healthy life style assessment, community cleanliness programs based on the guideline		1
2.14.4 Availability and use of Program Manual/Guideline	2.14.4	Program Manual/Guideline of <i>Nagarik Aarogya Karyakram</i> is available and used		1
2.14.5 Documentation	2.14.5	Proper records of coordination and facilitation are kept and reported		1
Standard 2.14		Total Obtained Score		10
		Total Percentage (Total Obtained Score/ 10 x100)		

Area	Code	Verification		
Inpatient Service	2.15			
Components		Service Standards	Obtained Score	Maximum Score
2.15.1 Space, furniture and supplies for work	2.15.1.1	Separate space for nursing station is available in each ward		1
	2.15.1.2	Separate changing room available for male and female staffs		1
	2.15.1.3	Separate store room is available		1
	2.15.1.4	One general ward should not exceed 25 beds for general ward		1
	2.15.1.5	Adequate furniture and supplies for inpatient service available (See Annex 2.15a Furniture and supplies for inpatient wards At the end of this standard)		3
	2.15.1.6	Separate area dedicated for play room with play materials for different pediatric age groups		1
2.15.2 Nursing station	2.15.2	There is a set of at least one table and two chairs in the nursing station and shelves for storage of charts and inpatient forms and formats		1
2.15.3 Nursing staff for inpatient service	2.15.3	Adequate numbers of nursing staff are available in ward per shift (nurse patient ratio 1:6 in general ward)		1
2.15.4 Duty rosters	2.15.4	Duty roster of Ayurveda doctors, nurses, paramedics and support staffs kept visibly in nursing station		1
2.15.5 Communication	2.15.5	Telephone facility is available with list of important contact numbers and hospital codes visibly kept		1
2.15.6 Emergency management of inpatients	2.15.6.1	All staffs in wards are trained for BLS and oriented about emergency code 001 or blue code		1
	2.15.6.2.1	At least one emergency trolley with emergency medicine available in ward (See Annex 2.15b Emergency Trolley for Inpatient At the end of this standard)		3

2.15.7 Physical facilities for patient	2.15.7.1	Separate area designated for admission of male and female inpatients in wards		1
	2.15.7.2	There are adequate separate toilets for male and female patients in each ward (1 for 6 female bed and 1 for 8 male beds) and also adequate wash basins/sinks for the patients.		1
	2.15.7.3	Patient safety is taken care of in all inpatient wards including proper fixation of the furniture and equipment		1
	2.15.7.4	Separate waiting area for visitors.		1
	2.15.7.6	Safe drinking water is available 24 hours for inpatients		1
	2.15.7.7	Hours/ Time allocated for visitors to meet the inpatients and controlled traffic to prevent cross infection		1
2.15.8 Communication and counseling	2.15.8.1	Basic information regarding admitted patients is displayed in a separate board		1
	2.15.8.2	Separate space with privacy dedicated for regular counseling is done for patient and patient party on condition and disease of patient		1
2.15.9 IEC/BCC Materials	2.15.9	Appropriate IEC/BCC materials (posters, leaflets etc.) are available in the inpatient ward with focus on infection prevention		1
2.15.10 Recording and reporting	2.15.10	Admission and discharge registers are available and are being filled completely		1

2.15.11 Infection prevention	2.15.11.1	Personal Protective Equipment are available and used whenever required		1
	2.15.11.2	Each ward has hand sanitizer in visible place for health workers to use before and after touching patients		1
	2.15.11.3	There are well labelled color coded bins for waste segregation and disposal as per HCWM guideline of MoHP		1
	2.15.11.4	Handwashing facility with running water and liquid soap is available and being practiced		1
	2.15.11.5	Chlorine solution is available and utilized for decontamination		1
	2.15.11.6	Separate isolation room for any communicable disease patients		1
Standard 2.15		Total Score		32
		Total Percentage (Total Score/ 32 x100)		

See Annex 2.15a Furniture and Supplies for Inpatient Ward

SN	General Items	Required Number	Score
	Working table	1-2	
	Chairs	2	
	Cup board	2	
	Shelves	1	
	Bed side table	per bed-1	
	Stools (for visitor)	per bed 1	
	Patient Beds (Metal bed / adjustable head/mechanical ratchet, 3 X 6 ft.) with mattress pillows blankets and linens	As per sanctioned bed	
	IV stand	As per bed	
	Medicine trolley	1	
	Dressing trolley	1	
	Wall Clock	2	
	Oxygen Concentrator	1 per 5 bed	
	Suction machine (foot/electric)	1	
	Refrigerator	1	

	Laryngoscope with blade and batteries	1	
	ET tubes of different sizes	At least 2 each	
	Self-inflating bag air mask – adult, child, neonate size	1 set	
	BP set and stethoscope (Non-Mercury)	2 sets	
	Thermometer	3-5	
	Baby and adult weighing scale	1 each	
	Steel drum with sterile cotton	1	
	Steel drum with sterile gauze and pad	1	
	Scissors	2	
	Cheatle Forceps with Jar	2	
	Catheter set	2	
	Dressing set	At least 10	
	Mattress with bedcover, pillow with pillow cover, blanket with cover	1 set per bed	
	Torch with extra batteries and bulb	2-3	
	Inpatient register/entered per Ayurveda Health Management Information System	As per need (1)	
	Inventory Records	As per need (1)	
	Cardex files	As per bed	
	Waste bins color coded based on HCWM guideline MoHP	1 set per room	
	Chemical balance or digital balance for dispensing powder medicine	1 in nursing station	
Total Score			
Maximum Score			33
Total percentage= Total Score/Maximum Score x 100			
Scoring Chart			
Total Percentage		Score	
0-50		0	
50-70		1	
70-85		2	
85-100		3	
Score for Standard 2.15.1.5			

Annex 2.15b Emergency Trolley for Inpatient

SN	Name	Required No	Score
	Dextrose 25%/50% ampoule	2	
	IV Infusion set (Adult/Pediatric)	2	
	IV Canula (16, 18, 20, 22, 24, 26 Gz)	2 each	
	Disposable syringes 1 ml, 3 ml, 5 ml, 10 ml, 20 ml, 50 ml	5 each	
	Disposable Gloves (Size 6, 6.5, 7, 7.5)	3 each	
	Distilled Water	3	
	Free needles (18-24Gz)	As per need	
Total Score			
Maximum Score			7
Total Percentage = Total Score/7X100			

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-85	2
85-100	3
Score for Standard 2.15.6.1.2	

Section III : Support Services Management Standards

Summary Sheet of Standards and Scores of Section III

Area	Total Number of Standards	Total Score	Total Obtained Score (Percentage)
Instrument Sterilization	14	16	
Laundry and Housekeeping	25	29	
Power System	3	3	
Water Supply	4	4	
Healthcare Waste Management	12	12	
Safety and Security	14	16	
Transportation and Communication	5	5	
Logistics Store	5	5	
Ayurveda Medicine Store	21	23	
<i>Aaushadhi Pakshala</i>	8	8	
Total	111	121	

Area	Code	Verification		
<i>Instrument Sterilization</i>	3.1			
Components		Standards	Obtained Score	Maximum Score
3.1.1 Staffing	3.1.1	Assigned staffs oriented on instrument sterilization is assigned for the work		1
3.1.2 Equipment and supplies	3.1.2	Equipment and supplies for sterilization available and functional round the clock (See Annex 3.1a Equipment and Supplies for Instrument Processing and Sterilization at the end of this standard)		3
3.1.3 Preparing consumables	3.1.3	Wrapper, gauze, cotton balls, bandages are prepared.		1

3.1.4 Preparing for sterilization	3.1.4.1	All used instruments are cleaned using brush chemical/detergents in a separate room.		1
	3.1.4.2	All instruments and equipment are dried in a separate place		1
	3.1.4.3	All instruments are packed in double wrappers		1
3.1.5 Sterilization	3.1.5	All wrapped instruments are indicated with thermal indicator and steamed		1
3.1.6 Storage	3.1.6	All sterile packs with sticker of sterilization date are stored in cupboards		1
3.1.7 Inventory and log book	3.1.7.1	All instruments and wrappers are recorded and inventory maintained		1
	3.1.7.2	The log book of instrument processing and autoclave is maintained with clear information on type of the instrument, duration and date of sterilization		1
3.1.8 Infection prevention	3.1.8.1	Staffs use personal protective equipment at work		1
	3.1.8.2	There are well labeled colored bins for waste segregation and disposal based on HCWM guideline (MoHP)		1
	3.1.8.3	Hand washing facility with running water and soap is available and being practiced.		1
	3.1.8.4	Chlorine solution is prepared and utilized for decontamination		1
Standard 3.1		Total Obtained Score		16
		Percentage = Total Obtained Score / 16 x 100		

Annex 3.1a Equipment and Supplies for Instrument Sterilization

SN	Items	Required No.	Score
	Working Table	1	
	Basket for Transportation	2	
	Surgical Drums	2	
	Storage Shelves	1	
	Autoclave	1	
	Boiler or Momo pot	1	
	Gas stove set (including cylinder)	1 set	
	Double Wrappers	As per need	
	Timer	1	
	Cap, Mask, Gown, Apron, Indicator tape	As per need	
	Gloves	1 box	
	Cotton Rolls	As per need	
	Cotton Gauze	As per need	
	Scissors	2	
	Buckets	3	
	Scrub Brush	As per need	
Total Score			
Total Percentage = Total Score/16 X 100			
Each row gets a score of 1 if all the required number is available otherwise 0.			

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-90	2
90-100	3
Score for Standard 3.1.2	

Area	Code			
Laundry and Housekeeping	3.2	Verification		
Components		Standards	Obtained Score	Maximum Score
3.2.1 Space	3.2.1.1	Separate space designated for laundry		1
		Separate shelves allocated for clean linens	1	
3.2.1.2		Space for storage of the housekeeping basic supplies available	1	
3.2.1.3				
3.2.2 Staffing	3.2.2	Staff assigned for laundry/ housekeeping is trained in infection prevention		1
3.2.3 Equipment and Supplies	3.2.3.1	Adequate equipment and supplies are available for laundry (See Annex 3.2a Equipment and Supplies for Laundry)		3
3.2.3.2		Basic supplies are available (See Annex 3.2b Housekeeping Basic Supplies at the end of this standard)	3	
3.2.4 Segregation and decontamination of linens	3.2.4.1	Linens are segregated (soiled, unsoiled, colorful, white, blood stained) before wash		1
3.2.4.2		Separated linens are decontaminated before wash	1	
3.2.5 Cleaning, drying and storage of linens	3.2.5.1	All linens are washed, rinsed and dried appropriately		1
3.2.5.2		Space available for drying linens like blankets in direct sunlight.	1	
3.2.5.3		Linens are properly stored in allocated shelves	1	
3.2.6 Inventory	3.2.6	All linens are recorded and inventory maintained.		1

3.2.7 Cleanliness of facility	3.2.7.1	Health facility premises are visibly clean and dust free	1
		All toilets are clean with no offensive smell	1
	3.2.7.2	All toilets are cleaned at least three times a day	1
	3.2.7.3	All doors and windows of health facility are dust-free and cleaned once a day.	1
	3.2.7.4	All floors of the health facility are cleaned at least twice a day	1
	3.2.7.5	All walls of the health facility are clean and are tiled or painted with enamel up to 4 feet	1
3.2.8 Infection prevention	3.2.8.1	Staffs wear mask and gloves at work.	1
		There are well labeled colored bins for waste segregation and disposal based on HCWM guideline (MoHP)	1
	3.2.8.2	Handwashing facility with running water and soap is available and being practiced.	1
	3.2.8.3	Chlorine solution is prepared and utilized for decontamination	1
3.2.6 Green and open space	3.2.9.1	Open space available for herbarium for the Ayurveda Health Center- District Level	1
		Herbs from the herbarium are utilized for the local medicine production in the Ayurveda Health Center- District Level	1
	3.2.9.2	Herbarium of Ayurveda Health Center- District Level is routinely weeded and watered	1
Standard 3.2		Total Obtained Score	29
		Percentage = Total Obtained Score/ 29 x 100	

Annex 3.2a Equipment and Supplies for Laundry

SN	List of equipment and supplies	Required No.	Score
	Storage Shelves	1	
	Buckets/ Basins	3	
	Stirrer (wooden)	2	
	Boots	2 pairs	
	Cap, Mask, Gowns	As per need	
	Ropes (for drying)	As per need	
	Scrub Brush	As per need	
	House/ Utility Gloves	As per need	
	Washing Powder	As per need	
	Chlorine Liquid/ Powder	As per need	
Total Obtained Score			
Total Percentage = Total Obtained Score/10 X 100			
Each row gets a score of 1 if all the required number is available otherwise 0.			

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-90	2
90-100	3
Score for Standard 3.2.3.1	

Annex 3.2b Housekeeping Basic Supplies

SN	General Items	Required No.	Score
	Shelves	1	
	Log Book for Records	1	
	Sickle	As per need	
	Spade	As per need	
	Shovel	As per need	
	Ropes	As per need	
	Scrub Brush	As per need	
	Broom	As per need	
	Buckets	As per need	
	Jars	As per need	
	Sprinkle Pipe	As per need	
	Soaps	As per need	
	Washing Powder	As per need	
	Additional Bed Covers for Replacement	As per need	
	Additional Pillow	As per need	
	Pillow cover	As per need	
	Blankets	As per need	
	Personal Protective Items	As per need	
	Window screens (jaali)	In all windows	
	Mosquito nets	As per need	
	Flower Pots	As per need	
Total Score			
Total Percentage = Total Score/21 X 100			
Each row gets a score of 1 if all the required number is available otherwise 0.			

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-90	2
90-100	3
Score 3.2.3.2	

Area	Code			
Power System	3.3	Verification		
Components		Standards	Obtained Score	Maximum Score
3.3.3 Availability of power sources	3.3.1	Ayurveda Health Center- District Level has main-grid power supply with threephase line		1
	3.3.2	Ayurveda Health Center- District Level has alternate power (generator, or solar, or inverter) capable of running its equipment		1
	3.3.3	Proper inventory of fuel is maintained.		1
Standard 3.3		Total Obtained Score		3
		Percentage = Total Obtained Score / 3 x 100		

Area	Code			
Water Supply	3.4	Verification		
Component		Standards	Obtained Score	Maximum Score
3.4.1 Water supply	3.4.1	There is regular water supply system – boring or well or from drinking water supply dedicated for Ayurveda Health Center- District Level		1
3.4.2 Water Storage	3.4.2.1	Water storage tank is covered to prevent contamination and cleaned on a regular basis		1
	3.4.2.2	Water storage tank has the reserve capacity to supply water for two full days in case of interruptions in main water supply		1
3.4.3 Water quality	3.4.3	Water quality test is done every year and report is available as per Nepal Drinking Water Quality Standards, 2005		1
Standard 3.4		Total Obtained Score		4
		Percentage = Total Obtained Score / 4 x 100		

Area	Code	Verification		
Healthcare Waste Management	3.5			
Components		Standards	Obtained Score	Maximum Score
3.5.1 Staffing	3.5.1.1	Staff assigned for health care waste management from segregation to final disposal		1
	3.5.1.2	Whole site coaching/ orientation on health care waste management is done		1
3.5.2 Segregation of waste from source to final disposal	3.5.2	At least three different colored bins- red, blue and green are used for waste segregation		1
3.5.3 Personal protection	3.5.3	Staff use cap, mask, gloves, boot, and gown while collecting waste.		1
3.5.4 Public information	3.5.4	Information regarding proper use of waste bins is displayed publicly and basic information of HCWM is displayed in Ayurveda Health Center- District Level premises		1
3.5.5 Disposal and recycle/reuse of waste	3.5.5.1	Infectious waste is sterilized before disposal		1
	3.5.5.2	Collection of recyclable/reusable items such as plastic bottles, paper, decontaminated sharps is practiced		1
	3.5.5.3	Composting of bio-degradable waste is practiced		1
	3.5.5.4	Collection of non-risk waste and sterilized risk waste by the local municipality/ rural municipality		1
3.5.6 Medicinal waste management	3.5.6	Medicinal waste is disposed based on the guideline developed by DoAA		1
3.6.7 Liquid waste management	3.5.7.1	Liquid waste management is done		1
	3.5.7.2	Rainwater and surface run-off is safely disposed of and does not carry contamination from the health-care setting to the surrounding environment.		1
Standard 3.5		Total Obtained Score		12
		Percentage = Total Obtained Score / 12 x 100		

Area	Code	Verification		
Safety and Security	3.6			
Component		Standards	Obtained Score	Maximum Score
3.6.1 Coordination for security personnel	3.6.1	Ayurveda Health Center- District Level coordinates with nearest police personnel for security		1
3.6.2 Amenities	3.6.2	Basic amenities for safety and security are available (See Annex 3.6a Safety and Security Basic Amenities at the end of this standard)		3
3.6.3Ayurveda Health Center- District Level has disaster mitigation system	3.6.3.1	Ayurveda Health Center- District Level has fire extinguisher and sand bag in accessible area		1
	3.6.3.2	Ayurveda Health Center- District Level has prevented lightening by ensuring earthing system in electrification.		1
	3.6.3.3	Disaster preparedness orientation has been given to all staff at least every six months.		1
	3.6.3.4	Exit signs are displayed to escape during disaster		1
	3.6.3.5	An assembly zone has been specified for disaster		1
	3.6.3.6	Ayurveda Health Center- District Level is part of rapid response team		1
	3.6.3.7	Ayurveda medicine stock for post disaster response is available		1
3.6.4 Ayurveda Health Center- District Level has fire prevention strategies	3.6.4.1	Gas cylinder are kept securely in upright position in a flat/even area with ventilation		1
	3.6.4.2	Fire/heat source is kept at least 3 meters away from gas cylinder		1
	3.6.4.3	Fitting of the pipes and regulator are checked at regular interval		1
	3.6.4.4	Patient care is not provided in the area where the gas cylinder and fire/heat source are present		1
	3.6.4.5	Combustible materials are stored away from the heat source		1
Standard 3.6		Total Obtained Score		16
		Percentage = (Total Obtained Score /16) x 100		

Annex 3.6a Safety and Security Basic Amenities

SN	General Items	Required number	Score
1	Flash light	1	
2	Whistle	1	
3	List of Important Phone Numbers	1	
4	Sand box	1	
5	Fire extinguisher at least one	1	
Obtained Score			
Total Percentage = Total Score/5 X 100			

Each row gets a score of 1 if all the mentioned items are available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-90	2
90-100	3
Score for Standard 3.6.2	

Area	Code	Verification		
Transportation and Communication	3.7			
Components		Standards	Obtained Score	Maximum Score
3.7.1 Transportation	3.7.1.1	At least one stretcher to transfer the patient to and from the Ayurveda Health Center- District Level		1
	3.7.1.2	At least two wheel chairs for mobility within health facility premises is available		1

3.7.2 Communication	3.7.2.1	Ayurveda Health Center-District Level has functional telephone/ mobile		1
	3.7.2.3	A notice board is available and being utilized.		1
	3.7.2.4	List of important phone numbers including emergency contacts like ambulance, fire brigade, blood banks, administration, Ayurveda Health Center- District Level staffs, committee members, administration office, nearest referral health facilities		1
Standard 3.7		Total Obtained Score		5
		Percentage = Total Obtained Score / 5 x 100		

Area	Code	Verification		
Logistics Store	3.8			
Components		Standards	Obtained Score	Maximum Score
3.8 Space	3.8.1	Space allocated for store for logistics storage		1
3.8.2 Inventory and stock registers	3.8.2.1	Income and expenditure details of commodities recorded in stock book		1
	3.8.2.2	Ayurveda Health Center-District Level submits quarterly reports to Ayurveda reporting system utilizing either paper report or web-based system via local government		1
	3.8.2.3	Storage space is well ventilated		1
3.8.3 Auction of logistics	3.8.3	Auction of identified old logistics is done annually		1
Standard 3.8		Total Obtained Score		5
		Percentage = (Total Obtained Score / 5) x 100		

Area	Code	Verification		
Ayurveda Medicine Store	3.9			
Components		Standards	Obtained Score	Maximum Score
3.9.1 Space	3.9.1.1	Separate space allocated for store for Ayurveda medicine (so that there is easy access of health worker, packaging, labeling and easy storage)		1
	3.9.1.2	Store is of concrete building with even floor		1
	3.9.1.3	Separate space designated for weighing, sampling, packaging and storage of medicines		1
3.9.2 Designated staff	3.9.2.1	Staffs assigned for Ayurveda medicine store		1
	3.9.2.2	Only designated person can access the store		1
3.9.3 Availability of essential drugs	3.9.3	Availability of free essential drugs Ayurveda drugs in the store round the year		1
3.9.4 First Expiry First Out (FEFO)	3.9.4	FEFO system is maintained using standard stock book/cards.		1
3.9.5 Storage of drugs and supplies	3.9.5.1	Stores drugs and supplies in racks/ cupboard away from direct sunlight and moisture		1
	3.9.5.2	Storage space is well ventilated		1
	3.9.5.3	Separate storage based on types and subtypes including the state of the drugs- fresh, dried, extract		1
	3.9.5.4	Separate storage of venom and sub-venom		1
	3.9.5.5	High flammable materials like gum, resin, oil should be stored in air tight container		1
	3.9.5.6	Packaging materials stored separate and easily accessible		1

3.9.6 Availability of packing material	3.9.6	Packaging material available (See Annex 3.9a Basic Supplies Required for Store)		3
3.9.7 Housekeeping of store	3.9.7.1	There are no packages in direct contact with the floor surface in the store room		1
	3.9.7.2	The store room is dust-free and regularly cleaned		1
	3.9.7.3	Store room is free from rodents and arthropods		1
3.9.8 Inventory and stock registers	3.9.8.1	Income and expenditure details of drugs recorded in stock book		1
	3.9.8.2	Ayurveda Health Center- District Level submits quarterly reports to Ayurveda reporting system utilizing either paper report or web-based system via local government		1
3.9.9 Disposal of expired medicine	3.9.9	Disposal of expired medicine as per HCWM guideline (MoHP) practiced		1
3.9.10 Residue and heavy metal limits	3.9.10	Toxicological pesticides residues, heavy metals/micro biological limit followed as per WHO guideline		1
Standard 3.9		Total Obtained Score		23
		Percentage = (Total Obtained Score / 23) x 100		

Annex 3.9a Basic supplies required for store

SN	General Items	Required number	Score
1	Gunny bags / Woven Sacks	As per need	
2	High molecular weight high density polyethylene bags	As per need	
3	Woven sacks with low density liner	As per need	
4	High gauge polyethylene bags	As per need	
5	Corrugated box with propylene woven sacks	As per need	
6	High density polyethylene containers	As per need	
7	Steel racks	As per need	
Obtained Score			
Total Percentage = Total Score/7 X 100			

Each row gets a score of 1 if all the mentioned items are available otherwise 0.

Scoring Chart	
Total Percentage	Score
0-50	0
50-70	1
70-90	2
90-100	3
Score for Standard 3.10.6	

Area	Code	Verification		
<i>Aushadhi Nirmanshala / Pakshala</i>	3.10			
Components		Standards	Obtained Score	Maximum Score
3.10.1 Working space	3.10.1	Separate space allocated for <i>Aushadi pakshala</i>		1
3.10.2 Physical facilities	3.10.2.1	Visibly clean floors and space allocated for cooking and cleaning of utensils used		1
	3.10.2.2	Light and ventilation are adequately maintained.		1
	3.10.2.3	All walls of the are clean and are tiled or painted with enamel up to 4 feet		1

3.10.3 Uniform for pakshala	3.10.3	Separate uniform is used for pakshala staff- plastic apron/ scrub		1
3.10.4 Infection prevention and food hygiene	3.10.4.1	Separate area designated for washing dishes and visibly clean.		1
	3.10.4.2	There are colored bins for waste segregation and disposal based on HCWM guideline (MoHP)		1
	3.10.4.3	Handwashing facility with running water and soap is available		1
Standard 3.10		Total Obtained Score		8
		Percentage = Total Obtained Score / 8x 100		

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