

General Management, Administration and Operations QA/QI Checklist

Name of Implementing Agency:

Facility Name:

Assessment team member:

Date:

Reminder: This checklist should be completed as part of a broader facility assessment. Please also utilize the 'General Infection Control' and the 'General STI and VCT Laboratory' checklist, and the clinical facility and service checklists, as appropriate. Please file this checklist with others completed during the facility assessment.

1. Training	Method	Score				Observations/rationale for score
1.1. Written procedures (SOPs)/guidelines exist for clinical facility administration, management and general operations staff.	MI/SI	NA	MS	-	2	
1.2. They are accessible to administration, management and general operations staff.	MI/SI	NA	MS	-	2	
1.3. The administration, management and general operations staff have been trained on these procedures.	MI/SI	NA	MS	-	2	

2. Administration - staff	Method	Score				Observations/rationale for score
2.1 Written job descriptions for each position are available. Staff members are aware of their roles and responsibilities.	R/O	NA	MS	-	2	
2.2 Staff members are recruited according to FHI/IA agreed recruitment practice and the manager is able to explain this practice.	R/MI	NA	MS	-	2	
2.3 The manager has been trained on FHI minimum standards and all staff members understand the FHI minimum standards.	MI/SI	NA	MS	-	2	
2.4 Written procedures (SOPs)/Site Operations Guidelines exist for all services. SOPs have been provided to all relevant staff.	MI/SI	NA	MS	-	2	
2.5 All necessary staff members are available at the facility during the advertised hours of operation.	R/SI	NA	MS	-	2	
2.6 An organogram with names of all staff members and clear lines of supervision is available.	R	NA	0	1	2	

Scoring Notes:

(NA) Score 0 on an item that is not applicable
 (MS) Failure to reach minimum standard
 (0) No (1) Yes, partially (2) Yes

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2. Administration - staff		Method	Score				Observations/rationale for score
2.7	Staff performance is appraised annually and documented on file.	R/MI	NA	MS	-	2	
2.8	Staff members receive ongoing mentoring, encouragement, supportive supervision and training to fulfill their responsibilities.	SI/MI	NA	0	-	2	
2.9	Clinical staff members participate in case reviews as part of clinical supervision and support.	MI/SI	NA	0	1	2	
2.10	All staff members signed the "Oath of Confidentiality" and the relevant code of ethics and these documents are available to the review team.	R/O	NA	MS	-	2	
2.11	All new staff members undergo a formal clinic orientation procedure.	R/O	NA	MS	-	2	
2.12	All health workers, IA staff, volunteers and cleaners had HBV serology checked and, if negative, were offered vaccination.	MI/SI	NA	0	-	2	

3. Reporting, monitoring and evaluation		Method	Score				Observations/rationale for score
3.1	Targets have been set for key performance indicators (e.g., number of people receiving services) in accordance with donor and program requirements.	MI/R	NA	MS	-	2	
3.2	Number of client visits and number of clients is stable or increasing.	MI/R	NA	0	1	2	
3.3	All data collected at each staff level is correct and complete. Data collection forms are available in project files.	O/R/SI/MI	NA	MS	-	2	
3.4	Performance against targets is reviewed with staff members.	R/MI	NA	MS	-	2	
3.5	Feedback is provided to beneficiaries and discussed in regular meetings within the service provider network.	CI/MI	NA	0	1	2	
3.6	Reports are completed and submitted to FHI as scheduled for the past three months. FHI Project monitor responds within 1 month.	R/MI	NA	0	1	2	
3.7	Clinic manager can explain how data is used for day-to-day activity planning, management and advocacy.	MI	NA	0	1	2	

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3. Reporting, monitoring and evaluation	Method	Score				Observations/rationale for score
3.8 Across the various services, in general the number of clients served during the last month met or exceeded targets.	R/MI	NA	0	1	2	
3.9 Reports including service coverage indicators are properly stored and readily available.	R/MI	NA	0	1	2	
3.10 There is an effective system in place to fulfill national reporting requirements (e.g., new HIV/STI diagnoses).	MI/O	NA	MS	-	2	
3.11 Serious adverse events are reported to FHI senior management (including major allergic reactions, suicides, threats to others, arrests of clients, professional misconduct, etc.).	R/MI/SI	NA	MS	-	2	
3.12 Data on clinical outcomes is routinely collected and used to monitor the quality of service delivery.	O/SI/MI	NA	MS	-	2	
3.13 There is evidence that clients actively utilize all the different service components provided by the project (e.g., STI, CT, TB services).	O/SI/MI	NA	MS	-	2	
3.14 Clinical records are maintained for the period required under national and local laws, and in accordance with FHI requirements.	R/MI	NA	MS	-	2	
3.15 Clinical records are disposed of in accordance with national and local laws, and in accordance with FHI requirements.	R/MI	NA	MS	-	2	

4. General clinic operations issue	Method	Score				Observations/rationale for score
4.1 The clinic is accessible (consider waiting time, opening hours, confidentiality, distance and travel time etc.).	O	NA	MS	-	2	
4.2 Services provided to clients are offered on 100% voluntary basis.	CI	NA	MS	-	2	
4.3 There is a logical organization and flow of clients.	O	NA	MS	-	2	
4.4 There is a client comment box located in the waiting area.	O	NA	O	1	2	
4.5 Clients are greeted within 15 minutes of arrival at the clinic.	O	NA	O	1	2	

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4. General clinic operations issue	Method	Score				Observations/rationale for score
4.6 Clinic staff members are aware of how to respond to various legal issues that may arise, including staff/client arrests on the premises, issuing of a subpoena and requests from legal authorities to review client clinical records. This information is contained in site operating procedure guidelines.	CI	NA	MS	-	2	

5. General commodity management	Method	Score				Observation/rationale for score
5.1 There is an effective commodity management system in place	O/MI/SI	NA	MS	-	2	
5.2 Commodities are stored securely, safely and in accordance with the manufacturer's requirements.	O/MI/SI	NA	MS	-	2	
5.3 Commodities are ordered sufficiently in advance to avoid stock-outs.	O/MI/SI	NA	MS	-	2	
5.4 The facility has sufficient supplies of condoms (a minimum of two months stock).	O	NA	MS	-	2	
5.5 Appropriate IEC materials are available in the waiting and counseling room (e.g., STI, HIV, IDU, VCT, prevention & referral services).	O	NA	MS	-	2	

6. Staff and client safety and security	Method	Score				Observations/rationale for score
6.1 Emergency procedure plans been developed and are available for bomb threats, fire, violence or death on premises.	R/O	NA	0	1	2	
6.2 Staff members have completed first aid training (e.g., C.P.R. updated US CDC 2006).	R/SI	NA	0	1	2	
6.3 There is an accident register and an FHI-approved written procedure for management of occupational accidents, which is available and visible by wall chart. This contains CURRENT contact phone numbers.	O	NA	MS	-	2	
6.4 There is a first aid box available to staff that includes simple supplies for eye washing, covering of cuts and lesions etc.	O	NA	MS	-	2	

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6. Staff and client safety and security	Method	Score				Observations/rationale for score
6.5 PEP is available. The facility manager, doctor and other supervisory staff members know what steps to follow. A nodal PEP officer is identified and trained.	O/MI	NA	MS	-	2	

7. General clinic facilities	Method	Score				Observations/rationale for score
7.1 The clinical/medical records are stored in a secure filing cabinet and only specifically designated clinical staff members have access to this.	R/O	NA	MS	-	2	
7.2 During hours of clinic operation, files are not left in areas where patients and non-authorized staff members can readily access these.	O/MI	NA	MS	-	2	
7.3 Clients have access to toilet facilities.	R/MI	NA	MS	-	2	
7.4 All staff and client toilet facilities are equipped with soap, water and hand towels.	MI/SI	NA	MS	-	2	
7.5 Clients have a designated and suitable waiting area.	MI/SI	NA	MS	-	2	
7.6 Client seating in waiting area is a sufficient distance away from the registration desk to allow reasonable privacy during client registration.	O	NA	O	1	2	
7.7 All clinic rooms, including the kitchen, are clean.	R/SI	NA	MS	-	2	
7.8 Clinical waste disposal facilities comply with national, local and FHI guidelines.	R	NA	0	1	2	
7.9 Clinical consultation rooms (counseling, medical and laboratory) offer visual and auditory privacy.	R/MI	NA	MS	-	2	

TOTAL SCORE:	/ 110	TOTAL MS MET:	/ 39	NUMBER NAs CIRCLED	/ 55
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