



Humanitarian Development Nexus: Strengthening a Decentralized Health System for protracted displaced population (HealthPro) in al Fasher and Nyala – North and South Darfur States"-

T05-EUTF-HOA-SD-73-01

## ANNEX V – SCORE INDICATORS RATIONALE

INDICATORS	1	2	3	4	5
<b>1. SERVICE AVAILABILITY</b>	No daily service coverage	Morning hours service coverage	8 hours service coverage	8 hours service coverage. 24 hours on Call for emergencies	24 hours service
<b>2. HOUR STAFF COVERAGE</b>	25% of PHC services are available. No maternity, nutrition services	25% of PHC services available. Maternity and nutrition present	50% of PHC services available. No maternity, nutrition services	75% of PHC services available. Maternity, nutrition services present	100% PHC services available.
<b>3. COMMUNICATION</b>	No communication tools in the clinic	Private telephone staff	1 communication tool present clinic	2 communication tools present	3 communication tools present
<b>4. SOURCE OF WATER</b>	No regular supply. Quality 1 or 2	No regular supply. Quality > 2	Regular supply. Quality 1 or 2	Regular supply daily but not 24 hours. Quality 3 or 4	Regular supply 24 hours. Quality 4 or 5
<b>5. POWER SUPPLY</b>	No connection to the national electricity grid. 1 alternative source not functioning	No connection to the national electricity grid. 1 alternative source partially functioning	No connection to the national electricity grid. 1 alternative source functioning	Connection to the national electricity grid. 1 alternative source partially functioning	Connection to the national electricity grid. 1 alternative source functioning
<b>6. EXTERNAL SUPERVISION</b>	No supervision, no supervision plan	1 to 3 supervisions per year, no supervision plan	3 to 6 supervision per year. No supervision plan	4 to 6 supervisions per year. Supervision plan present	1 supervision per month according to the supervision plan
<b>7. STAFFING</b>	No Medical Doctor, no Medical Assistant, no Midwife. 25% of all other cadres present	No Medical Doctor, no Medical Assistant, no Midwife. 50% of all other cadres present	No Medical Doctor. 50% of all other cadres present	No Medical Doctor. 75% of all other cadres present	100% of all cadres present
<b>8. MANAGEMENT MEETINGS</b>	No meetings and no records	Occasional informal meetings and no records	Occasional formal meetings and no records	Regular monthly meetings and no records	Regular monthly meetings and accurate records
<b>9. QUALITY ASSURANCE</b>	No quality assurance strategy	No quality assurance strategy but informal concern	Quality assurance plan but no implementation	Quality assurance plan but no regular records	Quality assurance plan and regular records



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FUNDED BY EUROPEAN UNION



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		to quality			
<b>10. CLIENT OPINION AND FEEDBACK</b>	No client opinion detection strategy in place	Informal client opinion detection strategy in place. No actions taken	Formal client opinion detection strategy in place. No actions taken	Formal client opinion detection strategy in place. Random actions taken	Formal client opinion detection strategy in place. Actions taken and recorded
<b>11. REFERRALS</b>	No referral system / protocol in place	Informal referral system but no continuity of care procedures	Informal referral system. Continuity of care procedures presents	Formal referral system. Public transport. Continuity of care procedures presents	Self-reliant with transport. Formal referral system. Continuity of care procedures presents
<b>12. HMIS</b>	No system in place to regularly collect health services data. No responsible person. No reports	There is a system in place to regularly collect health services data. No responsible person. No reports	There is a system in place to regularly collect health services data. There is a responsible person. No reports	There is a system in place to regularly collect health services data. There is a responsible person. Reports are submitted but not regularly and accurately	There is a system in place to regularly collect health services data. There is a responsible person. Reports are submitted and are regular and accurate
<b>13. WASTE MANAGEMENT</b>	No protocols for waste management. Open unprotected disposal for all type of waste	No protocols for waste management. Open burning of all type of waste. No differentiation	No protocols for waste management. Differentiation of different type of waste but unprotected disposal	Protocols for waste management. Differentiation of different type of waste and protected disposal	Protocols for waste management. Differentiation of different type of waste and standard procedures for disposal (incinerators)
<b>14. LABORATORIES 50 Sub-indicators</b>	0% - 25% standards accomplished (key standards missing)	0% - 25% standards accomplished (key standards present)	26% - 50% standards accomplished	51% - 75% standards accomplished	76% - 100% standards accomplished
<b>15. PHARMACY 16 Sub-indicators</b>	0% - 25% standards accomplished (key standards missing)	0% - 25% standards accomplished (key standards present)	26% - 50% standards accomplished	51% - 75% standards accomplished	76% - 100% standards accomplished
<b>16. SHORT STAY 25 Sub-indicators</b>	0% - 25% standards accomplished (key standards missing)	0% - 25% standards accomplished (key standards present)	26% - 50% standards accomplished	51% - 75% standards accomplished	76% - 100% standards accomplished
<b>17. MINOR THEATRE</b>	0% - 25%	0% - 25%	26% - 50%	51% - 75%	76% - 100%

<b>19 Sub-indicators</b>	standards accomplished (key standards missing)	standards accomplished (key standards present)	standards accomplished	standards accomplished	standards accomplished
<b>18. LABOUR ROOM</b> <b>29 Sub-indicators</b>	0% - 25% standards accomplished (key standards missing)	0% - 25% standards accomplished (key standards present)	26% - 50% standards accomplished	51% - 75% standards accomplished	76% - 100% standards accomplished
<b>19. OUT PATIENT DEPARTMENT</b> <b>22 Sub-indicators</b>	0% - 25% standards accomplished (key standards missing)	0% - 25% standards accomplished (key standards present)	26% - 50% standards accomplished	51% - 75% standards accomplished	76% - 100% standards accomplished
<b>20. MCH SERVICES</b> <b>23 Sub-indicators</b>	0% - 25% standards accomplished (key standards missing)	0% - 25% standards accomplished (key standards present)	26% - 50% standards accomplished	51% - 75% standards accomplished	76% - 100% standards accomplished
<b>21. ACCESSIBILITY</b>	Very difficult to access the clinic. No facilitation strategies in place	Some obstacles to access the clinic. No facilitation strategies in place	Some obstacles to access the clinic. Some facilitation strategies in place.	Few obstacles to access the clinic. Some facilitation strategies in place	No obstacles to access the clinic
<b>22. DRUGS</b> <b>68 Sub-indicators (List of drugs)</b>	0% - 25% standards accomplished (key standards missing)	0% - 25% standards accomplished (key standards present)	26% - 50% standards accomplished	51% - 75% standards accomplished	76% - 100% standards accomplished
<b>23. STRUCTURAL</b>	Very poor (major or minor defect, critical, not functioning as agreed service level, very critical, risky to safety and health)	Poor (major or minor defect, critical, not functioning as agreed service level)	Fair (major defect, moderate condition, still can function with supervision)	Good (minor defect, good condition, performance as intended)	Very good (as new, no defect, performing as intended)
<b>24. ARCHITECTURE</b>	Very poor (major or minor defect, critical, not functioning as agreed service level, very	Poor (major or minor defect, critical, not functioning as agreed service level)	Fair (major defect, moderate condition, still can function with supervision)	Good (minor defect, good condition, performance as intended)	Very good (as new, no defect, performing as intended)



	critical, risky to safety and health)				
<b>25. LATRINES</b>	Very poor (major or minor defect, critical, not functioning as agreed service level, very critical, risky to safety and health)	Poor (major or minor defect, critical, not functioning as agreed service level)	Fair (major defect, moderate condition, still can function with supervision)	Good (minor defect, good condition, performance as intended)	Very good (as new, no defect, performing as intended)
<b>26. SECURITY (GATE AND FENCE)</b>	Very poor (major or minor defect, critical, not functioning as agreed service level, very critical, risky to safety and health)	Poor (major or minor defect, critical, not functioning as agreed service level)	Fair (major defect, moderate condition, still can function with supervision)	Good (minor defect, good condition, performance as intended)	Very good (as new, no defect, performing as intended)