

Section 3

Performance Evaluation of MOH Office Services

Tool has 3 basic sections;

Section A	:- General appearance and maintenance of the MOH office	- 50
Section B	:- MOH office performance	- 305
Section C	:- Observation of a polyclinic	- 145
Total		- 500

Section A - General Appearance and Maintenance of the MOH Office

Elements to be observed (Present situation)	Marks allocated	Marks obtained
Office identification board (All 3 languages)	Good – 3, Fair – 2, Poor – 1, Not available – 0/3
General appearance, cleanliness (including equipment) and cleaning practice schedule available	Good – 3, Fair – 2, Poor – 1/3
Walls and notice boards are free of obsolete notices & quality/creativity of notice boards	Good – 3, Fair – 2, Poor – 1 Not free of obsolete notices – 0/3
Directional boards and labeling / markings available / quality of them	Good – 3, Fair – 2, Poor – 1, Not available – 0/3
Premises free of unwanted items (Condemning items are tagged)	Good – 3, Poor – 1, Unwanted items are seen – 0/3
Standardized visuals/ safety and security measures in place (Electricity, fire....)	Good – 3, Fair – 2, Poor – 1, Not available – 0/3
Outside environment (Cleanliness, Orderliness)	Good – 3, Fair – 2, Poor – 1, Not available – 0/3

SUB TOTAL - /21

Elements to be observed (Present situation)	Marks allocated	Marks obtained
Vehicle and equipment maintenance (files/maintenance records/manuals)	Very good - 8, Good - 5, Fair - 3, Poor - 1, Not available - 0/8
Placing of files (folder systems, Place for everything) easy retrieval/ quality/creativity	Very good - 7, Good - 5, Fair - 3, Poor - 1, Not available - 0/7
Stores management (Register maintenance / visual aids for stock levels / first come, first out methods/ cleanliness)	Very good - 7, Good - 5, Fair - 3, Poor - 1, Not available - 0/7
Colour-coded waste management system in place (Separate bins, burning site, composting, recycling)	Very good - 7, Good - 5, Fair - 3, Poor - 1, Not available - 0/7

SUB TOTAL - /29

Total of Section A / 50

Section B - MOH Office Performance

Work area	Indicator	Elements to be observed	Marks obtained
Display of administrative details of the area (Present situation)	Maps	Area map Quality - (Good - 3, Fair - 2, Poor - 1, Not available - 0) (Updated - add 2 marks)	
		a) Institutions, Clinics, Offices of the staff and road network/5
		b) PHI areas/5
		c) PHM areas/5

Display of administrative details of the area (Present situation)	Statistics	Availability of at least a map/chart from following areas Quality - (Good – 3, Fair – 2, Poor – 1, Not available – 0) (Updated – add 2 marks)	
		a) Population and other vital statistics/5
		b) Clinic centres – Type – Population served/5
		c) Weighing centres – Population served/5
		d) Pregnancy care - Mothers registered / AN clinic attendance / Deliveries / PP home visits //5
		e) Child Nutrition (Infant / 1-2yrs / 2-5yrs)/5
		f) Immunization - coverage/5
		g) School Health – SMI coverage / Specific defects & defects corrected/5
		h) Well women clinic - % coverage of the 35y cohort/5
		i) Family planning – By methods / New acceptors / current users/5
		j) Spot map of the communicable diseases & dengue status/5
		k) Water source map/5

SUB TOTAL - /70

Planning	Annual Plans (.....)	Available – 3, Not available - 0/3
		Quality of the plan – [Situation analysis, Identification, Prioritization of the problems, Set Goals & Objectives, Activities] [Very good - 5, Good – 3, Fair – 2, Poor – 1, Not available – 0]/5
		Activity plan (Identification of the correct activities, responsible person, time frame, resources required, indicators to monitor) [Very good - 5, Good – 3, Fair – 2, Poor – 1, Not available – 0]/5
	Self initiated survey/s done - within	Report [available -2, pending – 1, Not done – 0]/2
		Utilized the finding (ask for an example) [Yes – 2, No – 0]/2
	Customer satisfaction surveys done (.....)	Done & report available -2, done report pending – 1, Not done – 0/2
		Utilized the finding (ask for an example) [Yes – 2, No – 0]/2
	Disaster management Plan (.....)	[Available – 2, Not available – 0]/2
		Staff oriented on the plan, [Yes – 2, No -2]/2

SUB TOTAL -

/25

	Annual Advance program for Health education (.....)	[Available - 3, Not available - 0]/3
	Annual Advance program for School health (20.....)	[Available - 3, Not available - 0]/3
	Clinic Schedule (.....)	[Available - 3, Not available - 0]/3
	Central Clinic (20.....)	[Available - 3, Not available - 0]/3
	Availability of the approved advance programs of the officers for the current month	Total number of approved advanced programs displayed X 100/5
		Total number of approved advanced programs should available [>95% - 5, 95% - 90% - 3, < 90% - 0]	
Vaccines (Records / Cold chain / Other arrangements) (Present situation)	Maintenance of clinic vaccine movements registers	[Available and updated - 3, Available but not updated - 1, Not available - 0]/3
	Maintenance of MOH vaccine movement register	[Very good - 3, Good - 2, Poor - 1, Not available - 0]/3
	VVM/Log tag / Freeze tag indicator (reading done daily)	[Very good - 3, Good - 2, Poor - 1, Not available - 0]/3
	Temp. monitoring chart maintenance	[Very good - 3, Good - 2, Poor - 1, Not available - 0]/3

SUB TOTAL - /29

	Arrangement of vaccines	(First come / first out, Appropriate compartment of the refrigerator) [Very good - 3, Good - 2, Poor - 1]/3
	Arrangements for power failures	[Power backup or a contingency plan available - 4, No - 0]/4
	Autoclaves,	[Sterilization chart available - 2, Not - 0]/2
Inventory management (Present situation)	All the items / equipment in the office are inventoried	[Updated - 3, Yes -2, No -0]/3
	All the items/ equipment are labeled	[Yes -4, No -0]/4
	Annual Stock verification done	Available with documented evidence [Yes -3, No -0]/3
Micronutrients and Printed formats (Present situation)		Annual estimations carried out for the year, Micronutrients [Documents available - 2, No - 0]/2
		Printed formats [Documents available - 2, No - 0]/2
		Kept on Racks/shelves [Yes - 2, No - 0]/2
		Name / labeling in a logical manner [Yes - 2, No - 0]/2
		Stock levels marked (Accuracy of stock levels) [Yes - 2, No - 0]/2
Staff appraisal system in place		Objective (based on indicators) methodology to identify staff performances [Available - 2, Not available -0]/2

SUB TOTAL -

/31

		Available quarterly – 6, Annual basis – 3, Not available – 0 (documented evidence in relevant year)/6
Monitoring of eRH MIS/ Surveillance (Year of evaluation – 20.....)		Maintain a timeliness record at the MOH office of all returns received from the PHM and PHI [Yes – 2, No - 0]/2
		% sending return on time (according to the above record) [$> 80\% - 4, 80 - 70\% - 3, <70\% - 0$]/4
		Timeliness of uploading returns for last year as indicated by the eRH MIS / eSurveillance / WIBIIS Monthly statements – all [Yes - 2 marks, No -0]/2
		H524 all [Yes - 2 marks, No -0]/2
		H527 all [Yes - 2 marks, No -0]/2
		H1247 - all [Yes - 2 marks, No -0]/2
		H1015A [Yes - 2 marks, No -0]/2
		EPI - all 4 [Yes - 2 marks, No -0]/2
		WRCD - randomly selected 10 [Yes - 2 marks, No -0]/2
		% of infant deaths investigated (Number investigated acc.to available reports)/ Σ deaths in last year) according to the H524 [$> 80\% - 9, 80 - 70\% - 6, <70\% - 0$]/9
	Availability of record room/space, organized by year and return type [Available – 2, No - 0]/2	
Supervision (Year of evaluation – 20.....)	Availability of common supervision rosters	[Yes -3, No - 0]/3

SUB TOTAL - /40

	Supervisions done by the supervising officers according to eRHMIS	Total number of supervisions done by available supervising officers (All MOHs / All PHNSs / All SPHMs) in last year X 100/8
		Total number of supervisions due by available supervising officers in last year (MOH – 6, PHNS – 6, SPHM – 10 per month) [>75% - 8, 75% - 60% - 5, 60% - 50% - 3, <50% - 0]	
	Availability of supervision reports	Total number of supervisions reports available (All supervising staff) in last year X 100/8
		Total number of supervisions according to to form C in last year [>75% - 8, 75% - 60% - 5, 60% - 50% - 3, <50% - 0]	
Human resource development (Year of evaluation – 20.....)		In-service training schedule /day [available -3, No – 0]/3
		Training needs identified according to an objective method [available -4, No – 0]/4
		Reports of the training [available -4, No – 0]/4
Performance review mechanism (based on the evidence e.g. minutes available) (Year of evaluation – 20.....)	% of Local conferences conducted (last year)	Done (only if the reports available) /expected* 100 [> 80% – 2, 80 – 70% - 1, <70% - 0]/2
	% of monthly conferences conducted (last year)	Done (only if the reports available)/expected* 100 [> 90% – 2, 90 – 80% - 1, <80% - 0]/2
Collective performances of MOH staff in different service areas (Year of evaluation – 20.....)	Antenatal	% early registration (<8 weeks) (No. of pregnant mothers registered before 8 weeks / Total pregnant mothers registered*100) [> 80% – 4, 80 – 70% - 3, <70% - 0]/4

SUB TOTAL -

/35

		Rubella coverage (No. of pregnant mothers registered protected with rubella / Total pregnant mothers registered*100) [> 95% - 4, 95% - 90% - 3, <90% - 0]/4
		Average no. of antenatal home visits Average of 4 H-509 (First visits + Subsequent visits / First visits) [>5 - 3, <5 - 0]/3
		VDRL coverage (No. mothers tested for VDRL reported at the time of delivery / Total No. of pregnant mothers delivered *100) (>75% - 3, <75% - 0)/3
	Intranatal	% Delivery reporting (No. of delivery reported/estimated births *100) [> 80% - 4, 80 - 70% - 3, <70% - 0]/4
	Postnatal	% of PP mothers having visited at least once during first 10 days (No. of 1st visits during 1st 10 days / Estimated births *100) [> 80% - 4, 80 - 70% - 3, <70% - 0]/4
		% visits around 42 days (No. of visits around 42 days / No. of deliveries reported * 100) [> 70% - 4, 70 - 60% - 2, <60% - 0]/4/4
	Infant and child	Infant registration by PHMMs (No. of infants registered/estimated births *100) [> 90% - 4, 90 - 80% - 3, <80% - 0]/4

SUB TOTAL -

/26

		% weighing coverage in infants (No. of infants weighed / Infants under care * 100) [> 90% - 4, 90 - 80% - 3, <80% - 0]/4
		% weighing coverage in 1-2ys (No. of 1-2ys weighed / 1-2ys under care * 100) [> 90% - 4, 90 - 80% - 3, <80% - 0]/4
		% weighing coverage in 2-5ys (No. of 2-5ys weighed / 2-5ys under care * 100) [> 90% - 4, 90 - 80% - 3, <80% - 0]/4
		% Pentavalent 3 coverage (No. of infants given DPT 3 / Infants under care * 100) [>95% - 3, 95% - 90% - 2, <90% - 0]/3
	School health	SMI coverage (No. of SMI completed schools / Total No. of School * 100) [> 90% - 6, 90 - 80% - 4, <80% - 0]/6
	Well women and women's health	Coverage of 35 year age cohort (No. of first visits of 35 yrs to WWC / % of the population * 100) [> 35% - 4, 35 - 30% - 3, <30% - 0] Coverage of 45 year age cohort (No. of first visits of 5 yrs to WWC / % of the population * 100) [> 35% - 4, 35 - 30% - 3, <30% - 0]/6
	Family Planning	CP prevalence (Eligible families using a contraceptive method (Modern + Traditional) / Eligible families under care * 100) [> 70% - 3, 70 - 65% - 2, <65% - 0]/3

SUB TOTAL -

/30

		Unmet need of family planning (Eligible families with unmet need of FP / Eligible families under care * 100) [<6% - 3, 6 - 8% - 2, >8% - 0]/3
Responsiveness (Present situation)	Clients	Information desk for outsiders [Available -3, Not available - 0]/3
		Display of service availability [Available -3, Not available - 0]/3
		Complain box [Available -3, Not available - 0]/3
		Compliant book maintenance [Available -3, Not available - 0]/3
Other activities done (Year of evaluation -)	GBV, Adolescent health, Life skills, NCD prevention, Counseling services	At least 1 activity per quarter [Please give a mark out of 4]/4

SUB TOTAL - /19

Total of Section B / 305

Section C - Observation of a Polyclinic

(Please visit a randomly selected polyclinic held at a place other than at the MOH office)

General	Availability of different time allocations for ANC/CWC/FP, [Yes - 2, No - 0]/2
	Client friendly Clinic arrangement, (Reception, seating facility, numbering systems, services are arranged in a sequential manner, minimal delays)[Yes - 4, No - 0]/4
	Duty roster :- [Available - 2, Not available - 0]/2
	Privacy:- [Well preserved - 2, Average - 1, Poor - 0]/2
	Referral hospital clinics:- [Displayed - 2, Not displayed - 0]/2
ANC	Equipment:- Weighing scales calibrated, timely - 2, Not - 0 (Availability of a chart)/2
	Working order height measuring equipment [Available - 2, Not available - 0]/2
	Working order BP apparatus [Available - 2, Not available - 0]/2
	Other (Beds, Pinnard..) [Available in working order - 2, Not available - 0]/2
	Testing :- Urine tests (Place, equipment & Test strips) [yes - 3, No - 0]/3

SUB TOTAL - /23

	- VDRL/HIV tests arranged from STD clinic or Government Hospital -3, No - 0]/3
	- Blood grouping test arranged from government Blood bank - 3, No - 0]/3
	- Haemoglobin testing (either blood drawing or other arrangement is in place - 3 No - 0]/3
	Clinic Attendance Register updated [Yes - 9, No - 0]/9
	Clinic summary updated [Yes - 9, No - 0]/9
CWC	Equipment in working order:- Weighing Scales in used in CWC, [Calibrated timely - 2, Not - 0]/2
	Height / Length measuring equipment [Available - 2, Not -0]/2
	ECCD equipment / Play corner:- [Available - 2, Not available - 0]/2
	Immunization Register updated [Yes - 9, No - 0]	/9
	AEFI Register updated [Yes - 10, No - 0]/10
	CHDR B portions available & updated [Yes - 10, No - 0]/10
FP	No. of methods (Condom, OCP, Depo, IUCD, Jadelle) available [At least 4 methods - 9 marks, 3 methods - 5 marks, < 3 methods - 3]/9

SUB TOTAL - /71

	H 1153 Clinic record [Available & updated- 8, Not available - 0]/8
Clinic care for Postnatal mothers	Available and Conducted at least for past 6 months [Yes - 10, No - 0] [Records available at clinic register]/10
BCC	IEC materials (Flash cards / posters) [Utilized - 3 / Available but not utilized - 1 / Not available - 0]	
	Breast feeding/3
	ECCD/3
	CF/3
	Growth monitoring/3
	FP/3
	Well Woman/3
	Functioning Resource centre (Corner) audio-visuals [Available - 5, No - 0]/5
Emergency care	Mobile emergency box Essential drugs within expiry days (Adrenalin) Equipment in working order (Ambu bag, syringes, needles) Dose of drugs displayed according to the age, Availability of a routine checking chart [Best - 10, Good - 6, Average -3, Not available - 0]/10

SUB TOTAL - /51

Total of Section C / 145

Total Marks

Sections	Marks
A / 50
B / 305
C / 145
Total / 500
 / 100