

SUPERVISION OF PRIMARY HEALTH CARE SERVICES AT THE DZONGKHAG LEVEL

Supervisory Checklist

1. Health facility	_____
2. Supervisor	_____
3. Date	_____

4. Health worker available during supervision: tick appropriate column				
S #	Name	Categories	Present	Absent
4.1		Health Assistant	<input type="checkbox"/>	<input type="checkbox"/>
4.2		Female Health A	<input type="checkbox"/>	<input type="checkbox"/>
4.3		Basic Health Worker	<input type="checkbox"/>	<input type="checkbox"/>
4.4		Malaria Technician	<input type="checkbox"/>	<input type="checkbox"/>
4.5.		Traditional Clinical Assist.	<input type="checkbox"/>	<input type="checkbox"/>
		Caretaker	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>

5. General information (*Instruction: collect the following information during the 1st visit and then annually*)

S #	Program/Component	Number	Percentage
5.1	Population male		
5.2	Population female		
5.2	Female Population 15-49 years		
5.4	Pregnant women		
5.5	Neonates		
5.6	Children under 1		
5.7	Children 1- 4 years		
5.7	Children 5-14 years		

6. General Health Information (*Instruction: collect the following information during every visit*)

S #	Program/Component	Number/ Target	% Coverage
6.1	Total pregnant women		
6.2	Number of pregnant women visited health center/ORC for minimum of 8 visits.		
6.3	Total pregnant woman received TT 2 nd dose plus		
6.4	Institutional delivery (Health Facility)		
6.5	Trained delivery at Home		
6.6	Total delivery (including untrained deliveries)		
6.7	Number of obstetric complications referred		
6.8	Number of postnatal mothers and neonates checked at CHU/BHU.		
6.8	Number of postnatal mothers and neonates checked at the ORC.		
6.9	Number of postnatal mothers and neonates visited health center/ORC for minimum of three visits.		
6.10	Number of postnatal mothers reported postpartum hemorrhage.		
6.11	Number of postnatal mothers reported with other PN related complications?		
6.12	BCG + OPV 0		
6.13	DTP –HepB-Hib+ Polio 3 rd dose		
6.14	Measles-Rubella (first dose)		
6.15	IEC sessions conducted during MCH clinics		
6.17	IEC sessions conducted during IPD in a month		
6.18	IEC sessions conducted in ORC		
6.19	IEC sessions conducted in the villages		
6.20	IEC sessions conducted in the towns		
6.21	Cleaning campaigns conducted in the towns		
	Cleaning campaigns conducted in the village		
6.22	No. of households with latrines in use		
6.23	No. of households with refuse disposal pits in use		
6.24	No. of schools visited		
6.25	Students given iron supplementation		
6.26	Students given vitamin A supplementation and de-worming		
6.27	Students referred for further investigation and treatment		
6.28	No. of times schools requested for first aid drug supply		
6.29	No. of health education sessions conducted in schools		
6.30	No. of VHWs supervised during the period		
6.31	No. of reports received from the VHWs for the period		

6.32	No. of VHWs visited health center.		
6.33	No. of patients referred by VHWs		
6.34	No. of fever cases referred by the VHWs		

Instruction: collect the following information annually

Progress report on 10th Five Year Plan		2009	2010	2011	2012	2013
6.35	Immunization coverage (Complete)					
6.36	Contraceptive prevalence rate					
6.37	Access to safe excreta disposal					
6.38.	Access to safe drinking water supply					
6.39	Maternal deaths					
6.40	Under five deaths					
6.41	Neonatal deaths					
6.42	Infant deaths					

7. Supervisory checklist for specific service components (Instructions: Tick “yes” if the service provider carries out these activities during observation)

Reproductive Health Program	Method	Yes	No	Remarks
Antenatal Care:				
Do they maintain privacy for checking mothers?	Interview			
Do they set clean and comfortable environment?	Observation			
Do they maintain equipments, lab-reagents, registers and files?	Interview			
Do they carry out clinic as per schedule?	Review			
Availability of MCH Handbook with mother	Observation			
Do they maintain register correctly and completely?	Review			
Do they fill-up MCH handbook correctly and completely?	Review			
Do they explain mothers about purpose of checking?	Observation			
Do they examine general cleanliness?	Observation			
Do they check haemoglobin for anemia?	Review			
Do they check edema?	Observation			
Do they check blood pressure?	Observation			
Do they check height and weight?	Observation			
Do they examine for syphilis test (RPR/VDRL/TPHA) and VCT? (if facility is available)	Review			
Do they examine urine for sugar and albumin?	Review			
Do they do blood grouping?	Review			
Do they perform proper abdominal examination?	Observation			
Do they have knowledge of referring high risk group?	Interview			
Do they provide treatment as per problems?	Review			
Do they give enough health education and counseling?	Observation & discussion			

Safe Delivery – availability of:				
Delivery bed, Oxygen cylinder, Suction machine	Physical check			
Vacuum extractor (H)	Physical check			
Neonatal resuscitation set	Physical check			
Availability of sheep skin	Physical check			
Delivery set.	Physical check			
IV fluids.	Physical check			
Heater/cooler.	Physical check			
Attached toilet.	Physical check			
Family Planning Services:				
Display of family planning services information.	Observation			
Do they have adequate contraceptives?	Review			
Do they have adequate supply of gloves?	Review			
Do they have adequate supply of syringes and needles?	Review			
Do they carry out lab investigation for all FP users? (H)	Review			
Do they require additional skills to carry out routine tests?	Interview			
Do they have all the standard family planning forms?	Observation			
Do they maintain a proper recording and reporting system?	Review			
Do they take BP/body weight of all the new/old FP users?	Review			
Do they follow standard sterilization technique?	Interview			
Do they have adequate fuel for sterilization?	Physical check			
Is the FP room facilitated adequately (light, water and privacy)?	Observation			
Have they maintained a proper waste disposal system?	Observation			
Have they collected all the necessary information to screen?	Review			
Have they recorded all the information correctly?	Review			
Do they perform proper general physical examination?	Observation			
Did client receive her/his choice of method?	Exit interview			
Do they explain adequately about the method provided?	Exit interview			
Does client know her next return date/month?	Exit interview			

Can she remember some of the side effects of method she uses?	Exit interview			
Do you take all different types of contraceptives to ORC?	Exit interview			
Is there skill development needs for IUD insertion?	Interview			
Disability Prevention and Rehabilitation Program				
Availability of CBR training manual?	Observation			
Availability of IEC materials on injury and disability prevention?	Observation			
Did physiotherapy technician visit the health center during the last one year?	Review			
Did they refer any disabled patient for further management and rehabilitation?	Interview			
Do they maintain any record of disabled people?	Review			
Did they facilitate admission of any disabled children in the schools?	Interview			
Do they have community support groups for CBR activities?	Interview			
IMNCI – ARI/CDD Program				
Are they using the IMNCI recording forms?	Observation			
Is IMNCI clinical chart displayed on the wall?	Observation			
Are they able to classify diseases for under five children correctly?	Review			
Can they identify four general danger signs?	Interview			
Are they able to manage child with pneumonia in BHU?	Interview			
Are there adequate drugs for IMNCI management?	Review			
Do they know skin pinch technique for diarrhea case?	Observation			
Do they demonstrate how to prepare ORS to the mothers with children with diarrhea?	Observation			
Do they classify dehydration correctly?	Interview & observation			
Do they know how use chart booklet?	Interview and observation			
Is there a functional ORT corner?	Observation			
Do they maintain register for ORT corner?	Observation			
Is IMNCI modules available?	Observation			
IMNCI IEC materials on display?	Observation			
Have you ever attended training on IMNCI?	Interview			
Did you conduct any ARI/CDD home based	Interview and			

management training for mothers?	review			
Is ARI timer available?	Observation			
Clarity & Completeness of record?	Observation			
Are the recording forms available? a) If no, how long the forms were out of stock?	Observation			
Are there any Under Five deaths from ARI for the last three months?	Interview			
Are there any Under Five deaths from diarrhea for the last three months?	Interview			
Are the HWs able to describe positioning and attachment while breastfeeding?	Interview and observation			
Life Style Related Diseases Program				
Do they have NCD/chronic disease register?	Observation			
Do they have NCD guideline?				
NCD IEC materials on display.	Observation			
NCD related activities implemented in the community.	Interview and review			
Tobacco and alcohol control initiatives implemented.	Interview and review			
Do they keep record for BMI & advice preventive activities?	Interview and observation			
Mental Health and Substance Abuse Program				
Availability of essential psychotropic drugs (HB)	Observation			
Are the health workers trained on mental health? (HB)	Interview			
Availability of Mental health training guideline (HB)	Observation			
Mental health IEC materials on display (HB)	Observation			
National STIs and HIV/AIDS Program				
Availability and implementation of MSTF work plan.	Review			
Availability of VCT and PMTCT guidelines.	Observation			
Availability of Pediatric HIV management guideline. (H)	Observation			
Availability of Adult HIV management guideline. (H)	Observation			
Availability of STI Syndromic management guideline.	Observation			
Availability of condoms in condom boxes?	Physical check			
Adequate stock of condoms available.	Review			
STI/HIV IEC materials on display.	Observation			
Are they trained on STI Syndromic management?	Interview			
Is any trained VCT focal persons?	Interview			
Do they conduct counseling for STI and to pregnant women?	Observation			

Nutrition Program				
Availability of MBI Kit	Observation			
Do they send monthly IDD reports to DHOs?	Interview and Observation			
Availability of Malnutrition Manual	Observation			
Availability of Lactation Manual	Observation			
Mothers referred with breast problems	Review			
Availability of Guidelines, Pamphlets and Resource Books on Iron supplementation	Observation			
Practice of kitchen gardening (B)	Observation			
Nutrition IEC materials on display	Observation			
Under 5 Growth Monitoring done properly	Review			
Severe malnutrition cases seen during the last 6 months	Review			
Tuberculosis (TB) Program				
Do they have revised TB manual (4 th edition)?	Observation			
Are the TB posters and IEC materials displayed?	Observation			
Do they have adequate supply of TB drugs (INH in BHU, Rifampicin, Ethanbutol, Pyrazinamide, Streptomycin and INH in hospitals)?	Review			
Do they have TB work plan and TB statistics displayed?	Observation			
Do they follow procedures as per SOP displayed? (H)	Observation			
Do they have record of 3 sputum samples collected and sent for cross checking?	Review			
Do they demonstrate patients how to bring up good sputum? (H)	Observation			
Do they maintain patient referral and acknowledgement system?	Review			
Do they have updated treatment card and TB register?	Observation			
Do they have a record of feedback for treatment outcome?	Review			
Do they maintain record of patient follow up?	Review			
Do they involve VHW/DOTS members in tracing TB patients?	Interview			
Do they have record of suspected cases referred from DOTS member?	Review			
Do they have a record of defaulter? (H)	Review			
Vaccine Preventable Diseases Program				
Planning and Management:	Method	Yes	No	Remarks

Does the hospital/BHU display annual EPI target population on the wall?	Observation			
Does the hospital/BHU have stratification plan for low vaccination coverage areas?	Interview			
Is there micro-plan for routine EPI in ORCs?	Review			
Are the vaccines indenting as per the target population?	Review			
Are all vaccines and diluents stored correctly as per EPI Guideline?	Observation			
Is there any expired vaccine inside the refrigerator?	Observation			
How often do you defrost your refrigerator?	Interview			
Are EPI manuals and surveillance guidelines available?	Observation			
Is AFP stool collection container available?	Observation			
Is there designated vaccine carrier for AFP stool transportation?	Observation			
<i>Recording, Reporting and Monitoring:</i>				
a) Was the temperature in the refrigerator recorded twice daily for the last three months?	Review			
b) Time of temperature recorded				
c) If yes, is the recorded temperature within the range of +2 to +8°C?	Review			
d) Have there been adequate vaccines in the stock for the last three months?	Review			
c.i) If no, which vaccines were out of stock and for how long?	Review			
Is monitoring chart used and up to date?	Review			
Have all scheduled immunization sessions been conducted regularly in the BHU/CHU and ORCs?	Review			
Is the drop out rate (DTP-HepB1 and DTP-HepB3) maintained less than 10%?	Review			
Have “Zero” Reporting of AFP, MNT and Measles/Rubella cases been submitted timely to the Dzongkhag?	Review			
Does the health worker follow 30 minutes observation following immunization?	Interview & Observation			
Is there emergency/AEFI kit available in the clinics?	Observation & interview			
Are the AEFI reporting forms available?	Observation			
Is there any AEFI case reported in the last 3 months? If reported, please discuss further.	Interview and review			
Stock register maintained for:	Observation			

a)	Vaccines?				
b)	Diluents?				
c)	AD Syringes?				
d)	5 ml and 2 ml syringes?				
e)	Polio dropper?				
f)	Safety boxes?				
Has the AFP surveillance carried out for the last three months? (Check the inpatient and outpatient register for surveillance officer's signature) (<i>Hospital only</i>).		Review			
Are there any other things stored in the refrigerator apart from vaccines, ARV, Oxytocin, Antivenom, blood grouping reagents? (Note: <i>right answer for this question is NO</i>)		Observation			
Is the conditioning of ice pack practiced/followed while loading vaccines for transport?		Interview & observation			
Are there sufficient frozen ice packs in the refrigerator?		Observation			
Is foam pad being used properly during immunization sessions?		Interview & observation			
Is there working thermometer in the refrigerator(s)?		Observation			
Is there any problem with maintenance of refrigerator? If yes, what was the problem?		Interview			
If refrigerator is run by electricity, is power supply constant?		Interview			
If refrigerator is run by kerosene, is the fuel sufficient?		Interview			
<i>Knowledge & Skills of Health Workers/ Service providers:</i>					
Does HW know how to interpret VVM?		Interview			
Does health worker know how to conduct Shake Test?		Interview & Observation			
Does the health worker check for the following during immunization sessions?		Interview & observation			
a.	VVM?				
b.	Expiry date?				
c.	Frozen vaccines?				
d.	FEFO (First Expiry First Out)				
Is the vaccine reconstituted correctly?		Observation			
Reconstituted vaccine used in how many hours?		Interview			

Is open vial policy followed as per standard recommendation?		Observation				
Observe HW carrying out the immunization activities and assess his/her skills. Does he/she practice correctly?		Site		Position		Technique
		Yes	No	Yes	No	Yes
a.	BCG					
b.	MR					
c.	DTP-HepB/DTP-HepB-Hib					
d.	TT					

Vector Borne Diseases Control Program						
Availability of recording and reporting forms.		Observation				
Availability of laboratory reagents and materials.		Observation				
Availability of anti-malarial drugs.		Review and Observation				
Availability of rapid test kits.		Observation				
Was insecticide residual spray carried out in the community last year?		Review				
Was LLINs adequately distributed to the community?		Review				
Any deaths reported related to malaria in the last six months?		Review				
VBDCP IEC materials on display.		Observation				
Vector surveillance.		Interview				
Water Supply and Sanitation						
Do they use RWSS MIS during Annual Household survey?		Review				
Are health workers trained on CDH?		Interview				
Monitoring of CDH follow up action plan?		Review				
Are you involved in CPMW?		Interview				
How frequently do you clean BHU water supply system?		Interview				
Are there trained water caretakers for each scheme in the area?		Interview				
Monitoring of school water supply system?		Review				
Is the school latrine safe and in use?		Interview & observation				
Is there any outbreak of water borne diseases reported in the last three months?		Interview				
Laboratory Services						
Is the Microscope functional?		Physical check				
Do they have adequate laboratory reagents?		Review				
Do they do routine laboratory tests?		Interview and review				
a)	Urine albumin and sugar					
b)	Blood HB, grouping, RH					

c)	Stool RE				
	Is the laboratory register maintained correctly?	Review			
	Are there blood bank facilities available and functional?	Review			
	Do they carry out blood HB and urine albumin and sugar test during ORCs?	Review			
Store Management					
	Is the store maintained orderly and securely?	Observation			
	Are the drugs stored under appropriate conditions? Away from light Cool dark conditions (below 25° C)	Observation			
	Are there any expired drugs in stock and stored separately?	Review			
	Are the expired drugs disposed off on a regular basis?	Review			
	Are there any unserviceable items in the store?	Observation and review			
	Are all the supplies stored in an alphabetical order?	Observation			
	Is First Expiry First Out (FEFO) followed?	Interview and observation			
	Is drug re-mobilization plan and mechanism being implemented?	Review			
	Are the controlled drugs (CD) stored under lock and key?	Observation			
	Are CD forms for individual drugs updated?	Review			
	Does the controlled drugs physical and ledger balance tally?	Review			
	Are separate ledgers maintained for drugs and non-drugs?	Interview			
	Are the following information maintained on the ledger:	Review			
a)	Name of the product (in generic):				
b)	Strength:				
c)	Dosage form:				
d)	Minimum re-order level:				
	Is the stock ledger for all drugs and non-drugs updated?	Review			
	Does the physical and ledger balance tally? (Check for at least 10 items. Mention in the remarks column how many of them tally)	Review			
	Are the store issue notes verified and sent	Review			

back to MSD within the given time frame?					
Do you report any missing or damaged supplies immediately to MSD and/or DHO?		Interview and review			
What information is written on the label of the dispensed medicine?		Observation			
a)	Name of drug:				
b)	Dose:				
c)	Strength:				
Do they counsel the patients on the use of medicines during dispensing?		Observation			
Are the following guidelines and manuals available:		Observation			
a)	Essential drugs List				
b)	Bhutan National Formulary				
c)	Antibiotic Guideline				
d)	Store Management Manual				
Are the following vital life saving drugs available in stock?		Physical verification			
a)	Adrenaline injection				
b)	Amoxicillin capsule				
c)	Ampicillin injection				
d)	Anti-snake venom				
e)	Anti-rabies vaccine				
f)	Atenolol tablet				
g)	Atropine sulphate injection				
h)	Charcoal activated				
i)	penicillin injection				
Infection Control and Health Care Waste Management					
Are there adequate quantity of soap, clean towel and running water in the work place?		Observation			
Are there color coding waste bins to segregate the wastes?		Observation			
Are needles/sharps disposed in puncture proof containers?		Observation			
Are the basic protective attires (gloves, masks, apron) available?		Review			
Are disinfectants adequately available?		Review			
Do they maintain hospital acquired infection record?		Interview			
Do they conduct infection control meetings monthly?		Interview			
Are contaminated linens disinfected properly before sending to the laundry?		Interview and observation			

Do they autoclave cheadle forceps every morning? (H)		Interview			
Do they change solution for cheadle forceps every 2 weeks? (B)		Interview			
Do they have sharp injury record for staff?		Review			
Do they have standard deep burial pit in the hospital/BHU?		Observation			
Do they practice proper hand washing technique?		Interview			
Are the sharps:		Interview and observation			
a)	Burnt				
b)	Buried				
c)	Open space throwing				
Do they have infection control guideline?		Observation			
Is the facility (inside and outside) clean and tidy?		Observation			
BHU Management and Administration					
Maintenance of the BHU building.		Observation			
Maintenance of staff quarter blocks.		Observation			
Maintenance of the patient kitchen.		Observation			
Maintenance of patient toilet.		Observation			
Maintenance of electrification of BHU.		Observation			
Maintenance of BHU water supply.		Observation and review			
Do they have annual work plan for all BHU activities?		Review			
Do they conduct monthly/quarterly staff meeting?		Review			
Do they conduct quarterly meeting with community?		Review			
Do they have information updated and displayed as per BHMIS format?		Observation			
Do they have standard health information and records maintained?		Review			
Do they have adequate required equipment/instruments?		Review			
Is there any equipments/instruments not used for the last six months?		Review and observation			
Basic communication equipments:		Interview			
a)	Telephone/VHF				
b)	Fax machine				
Are all the rooms clean and tidy?		Observation			
Are the BHU surroundings clean and tidy?		Observation			

Problems identified:

Critical incidences if any:

Actions taken:

Actions taken on previous supervisory comments:

Supervisor's comments:

Signature of the Supervisor

Signature of the Supervisee

Follow-up Checklist

1. Health facility _____
2. Reported by _____
3. To supervisor _____
4. Date _____
5. Reference to supervisory visit dated

8. Follow-up checklist (*Instruction: Mark “yes” for the actions taken by the supervisees following the supervisory visit(s)*)

	Description of follow-up actions	Yes	No
1			
2			
3			
4			
5			
6			
7			

Name of the in-charge: _____
Health Centre: _____
Name of the assessor: _____
Date: _____

Methodologies:

- **Direct observation**
- **Physical Verification**
- **Desk review**
- **Interviews**
- **Meeting and discussions**
- **Hands on training/information**

Feedback and Follow-up Mechanisms:

- **Supervisory feedback to BHU/Hospital/Dzongkhag/Ministry**
- **Follow-up action by Hospital/BHU/Program**
- **Discussion of supervisory report during District Health/MoH Meetings.**

Supervisors at the district level and frequency of Visits

Type of supervision	Supervisor	Level of Health Facility	Frequency
General supervision	DHO/ADHO	Hospitals/ BHUs/ORCs	Biannual
Clinical supervision	Medical Officer/ACO	BHUs/ORCs	Biannual
Technical supervision	PT/PhysioT/LabT/ DH/OphT/Drungtsho/ ENT	BHUs	Annual
Program supervision	Focal persons	Hospitals/ BHUs/ORCs	Annual