BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR CLINICS

6.Primary Healthcare Services

Republic of Botswana

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

1.NAME OF HOSPITAL/CLINIC/FACILITY:_____

2. BASELINE/INTERNAL SURVEY INFORMATION:

Title and name of person who completed this document: _____

Post and position held: _____

Date of survey: _____

3. EXTERNAL SURVEY INFORMATION:

Name of external surveyor: _____

Date of external survey: _____

GUIDE TO COMPLETION OF FORM

N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for
 each criterion as follows:
1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the
 form for each criterion as follows:
1. mild
2. moderate
3. serious
4. very serious

Documents Checked
Surveyor: ....
Surveyor: ....

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6.1 Organisation and Coordination

6.1.1 Standard

The service is organised to provide a safe and effective service and is coordinated with other relevant services in the referral hospital and in the community.

	Criterion	Comments
		Recommendations
Criterion 6.1.1.1 Critical: .. Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	The lines of communication between the health facility, referral hospital and community services are clearly defined.	
Criterion 6.1.1.2 Critical: .. Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	Relations are established and contact is maintained with other relevant services and agencies, including both governmental and non-governmental agencies.	
Criterion 6.1.1.3 Critical: .. Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	An on-call roster is available for after hour, weekend and holidays' emergency coverage (e.g. for infectious diseases).	
Criterion 6.1.1.4 Critical: .. Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	There is an organised process for referring patients.	

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Criterion 6.1.1.5 Critical: .. Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	Radiology services are available for the level of care provided.	
Criterion 6.1.1.6 Critical: .. Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	Laboratory services are available for the level of care provided.	
Criterion 6.1.1.7 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	A register of specimens and results sent to an outside laboratory is available	
Criterion 6.1.1.8 Critical: .. Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	Ultrasound services are available for the level of care provided.	

6.2 Facilities and Equipment

6.2.1 Standard

The required furniture and equipment are available and functioning appropriately.

Standard Intent: In order to provide safe patient care, each unit requires adequate resources. The building is appropriate for a healthcare facility in terms of size and layout. There is a separate room for the handover between shifts, writing of reports and meetings.

An assessment is made as to whether the facility has the required furniture and equipment. Facilities will be required to complete an inventory of their furniture and equipment based on the standard lists and to report the percentage of total items they have in stock relative to the total recommended.

The physical facilities required include adequate office accommodation for the personnel.

Cleaning equipment is safely stored in a room or cupboard used exclusively for this purpose. Toilet facilities are adequate for the patients and the personnel.

Lighting and ventilation meet the needs.

	Criterion	Comments
		Recommendations
Criterion 6.2.1.1 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	Patient and staff accommodation in the outpatient service is adequate for the personnel to provide patient care.	
Criterion 6.2.1.2 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	The layout of the facility allows for effective flow of patient care.	
Criterion 6.2.1.3 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	The required furniture and equipment is available in accordance with established lists and is functioning properly.	

Criterion 6.2.1.4 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	Stretchers and wheelchairs are available and are functioning properly.
Criterion 6.2.1.5 Critical: ·· Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Oxygen supplies (oxygen cylinders or air enrichers) meet the patient needs.
Criterion 6.2.1.6 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Where there are no piped oxygen installations, there is a documented procedure for ensuring that cylinder pressures (i.e. contents) are constantly monitored while patients are receiving oxygen.
Criterion 6.2.1.7 Critical: ·· Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Oxygen cylinders are stored in accordance with local safety standards.
Criterion 6.2.1.8 Critical: ·· Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Suction supplies meet the patient care needs.

Criterion 6.2.1.9 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	There is a separate room for the personnel to hand over between shifts, write reports, hold meetings, etc.	
Criterion 6.2.1.10 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	Separate sanitary facilities are provided for the personnel.	
Criterion 6.2.1.11 Critical: ·· Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Hand washing facilities, including water, appropriate water taps, soap and towels are available.	
Criterion 6.2.1.12 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Out Patients Department (OPD) facilities and waiting rooms are clean, well ventilated, well maintained and ensure privacy.	
Criterion 6.2.1.13 Critical: ·· Catg: Basic Process + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	The consultation rooms are clean, well ventilated, well maintained and adequately equipped.	

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6.3 Assessment of Patients

6.3.1 Standard

The initial assessment of patients takes place at the point of first contact, to ensure that their needs are met.

Standard Intent: Matching patient needs to the healthcare facility's mission and resources depends on obtaining information on the patient's needs and condition through screening at the first point of contact.

The screening assessment leads to an understanding of the type of preventive, curative rehabilitative and palliative services needed by the patient. This information is used to determine the most appropriate setting(s) required to meet the patient's most urgent needs. Thus, admission to the health facility and/or referral to another setting may be required to meet the patient's needs.

The patient's needs may have been determined by a medical doctor or other healthcare professional before they entered the healthcare facility. If the patient's needs were not determined prior to entry, those needs are identified through a triage process, screening assessment or medical history and physical examination. Diagnostic testing may also be required to:

- determine the patient's needs
- determine whether the health facility has the appropriate resources to treat the patient, or
- establish whether the patient should be referred or transferred to another setting for care.

	Criterion	Comments
		Recommendations
Criterion 6.3.1.1 Critical: ¨ Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a system, which includes patient identification, for initiating screening at the point of first contact.	
Criterion 6.3.1.2 Critical: ¨ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The screening assessment leads to an understanding of the types of preventive, curative, rehabilitative and palliative services needed by the patient.	

Criterion 6.3.1.3	There is a system for ensuring that patients are seen within the shortest possible time.	
Critical: ··		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 2 Moderate		

Criterion 6.3.1.4	Patients who require early attention are identified (e.g. the very frail or ill, or women in an advanced stage of pregnancy).	
Critical: ··		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 6.3.1.5	There is a system for "fast tracking" patients requiring early attention.	
Critical: ··		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 6.3.1.6	Waiting times are monitored as part of the organisation's quality management and improvement programme and kept to the minimum.	
Critical: ··		
Catg: Evaluation + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

6.3.2 Standard

All patients cared for by the health facility have their healthcare needs identified through a comprehensive assessment process.

Standard Intent: When a patient enters a health facility, the specific information required and the procedures for obtaining and documenting it, depend on the patient's needs and on the setting in which care is being provided.

The health facility defines in writing the scope and content of assessments to be performed by each clinical discipline within its scope of practice and applicable laws and regulations.

The health facility determines the time frame for completing assessments. This may vary in the different settings within the health facility. When an assessment is partially or entirely completed outside the health facility, the findings are verified on admission to the health facility.

These findings are used throughout the care process to evaluate patient progress and understand the need for reassessment. It is essential that assessments are well documented and that they can be easily retrieved from the patient's record.

	Criterion	Comments
		Recommendations
Criterion 6.3.2.1 Critical: ˙˙ Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures for assessing patients on arrival and during ongoing care are implemented.	
Criterion 6.3.2.2 Critical: ˙˙ Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Written procedures ensure that assessments are performed within appropriate time frames.	
Criterion 6.3.2.3 Critical: ˙˙ Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Patient assessments are conducted by personnel who have been identified as competent to do so.	

Criterion 6.3.2.4	Policies and procedures guide the care of high-risk patients and the provision of high-risk services.	
Critical: ··		
Catg: Basic Management + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 6.3.2.5	Current clinical guidelines relevant to the organisation's patients and services are used to standardise care processes.	
Critical: ··		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

6.4 Emergency Care

6.4.1 Standard

The health facility provides emergency treatment and care.

	Criterion	Comments
		Recommendations
Criterion 6.4.1.1	Written guidelines for providing primary emergency services are available and are followed.	
Critical: ··		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 6.4.1.2	Guidelines for paediatric emergency triage, assessment and treatment (ETAT) are available and are followed.	
Critical: ··		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 6.4.1.3 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Information on cases and the outcome of emergency treatment are recorded in a register.	
Criterion 6.4.1.4 Critical: ·· Catg: Evaluation + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Case reviews are undertaken to assess the quality of treatment and care of patients requiring emergency care.	
Criterion 6.4.1.5 Critical: ·· Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The service is organised in terms of personnel, facilities, equipment and procedures, to evaluate, manage, stabilise and transfer patients with emergency conditions.	

6.4.2 Standard
The health facility provides resuscitation in accordance with organisational policy.

	Criterion	Comments
		Recommendations
Criterion 6.4.2.1 Critical: ·· Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The health facility has a policy on resuscitation which includes the level at which resuscitation is provided, by whom, and training and equipment requirements.	
Criterion 6.4.2.2 Critical: ○ Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The availability of resuscitation equipment and medicines with clear instructions is specified in the organisation's policy on resuscitation.	

Criterion 6.4.2.3 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The personnel are trained in resuscitation and records are kept of their participation in such training.
Criterion 6.4.2.4 Critical: .. Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Equipment for early cardiopulmonary resuscitation (CPR) is available within one minute in each area of the facility.
Criterion 6.4.2.5 Critical: .. Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Equipment for early cardiopulmonary resuscitation includes at least a CPR board, oral airways, an Ambu bag or equivalent, endotracheal tubes and laryngoscopes.
Criterion 6.4.2.6 Critical: .. Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Where early defibrillation is indicated, there is a defibrillator with an ECG component.
Criterion 6.4.2.7 Critical: .. Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The resuscitation equipment is available in adult and paediatric sizes.

Criterion 6.4.2.8	There is a drug tray or trolley with appropriate facilities for intravenous therapy, insertion of naso-gastric tubing and drug administration (including paediatric sizes).	
Critical: ..		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 6.4.2.9	The drugs available in accordance with a specified list include those for cardiac and respiratory arrest, coma, fits and states of shock (including paediatric doses), and plasma expanders.	
Critical: ..		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 6.4.2.10	A designated person checks and documents that resuscitation equipment and drugs are checked every day or immediately after use (whichever is the sooner) by those who have been given this responsibility.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 6.4.2.11	Records of these checks are kept, with reports on problems experienced, advice given, and any remedial action taken.	
Critical: þ		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

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6.4.3 Standard

The clinic/health centre provides ambulance/emergency medical services.

Standard Intent: A comprehensive response and deployment plan addresses the location of facilities and the distribution of vehicles, personnel and other resources. These should be deployed in a way that optimises their use and provides uniform care across the area served.

	Criterion	Comments
		Recommendations
Criterion 6.4.3.1 Critical: ¨¨ Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation has a written response and deployment plan including the identification of response areas and the availability of response units.	
Criterion 6.4.3.2 Critical: ¨¨ Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is an effective system for facilitating communication between the personnel of the healthcare facility, the ambulance service and the receiving organisations.	
Criterion 6.4.3.3 Critical: ¨¨ Catg: Evaluation + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Response time standards are monitored against national laws, regulations, policies or guidelines.	
Criterion 6.4.3.4 Critical: ¨¨ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The individuals who provide patient care in the ambulance services have the required training and experience.	

Criterion 6.4.3.5	Medical transport/ambulance vehicles are clean.	
Critical: `..`		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 6.4.3.6	The ambulances are fully equipped to deal with obstetric emergencies.	
Critical: `..`		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

6.5 Continuity of Care
6.5.1 Standard

There are mechanisms for holding patients for observation.

	Criterion	Comments
		Recommendations
Criterion 6.5.1.1	Policies and procedures for holding patients for observation are implemented.	
Critical: `..`		
Catg: Basic Management + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		
Criterion 6.5.1.2	Bedside facilities (bedside table/locker, chair/bench) are available.	
Critical: `..`		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 2 Moderate		

Criterion 6.5.1.3	Each patient has access to a nurse call system at all times.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 6.5.1.4	Each bed space is provided with adequate lighting.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 2 Moderate		

Criterion 6.5.1.5	Ward screens are available to ensure privacy.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 6.5.1.6	Patients have access to ablution facilities.	
Critical: ··		
Catg: Basic Management + Physical Struct		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 6.5.1.7	Processes are implemented to provide patients with access to food and water.	
Critical: ··		
Catg: Basic Management + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 6.5.1.8	Personnel are allocated to record regular observations of the patient's condition.	
Critical: ··		
Catg: Basic Process + Patient Care		
Compliance NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

6.5.2 Standard

The health facility designs and carries out processes for providing continuity of patient care services.

	Criterion	Comments
		Recommendations
Criterion 6.5.2.1 Critical: ·· Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Arrangements are in place to ensure that adequate referral services are available.	
Criterion 6.5.2.2 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	Referrals outside the facility are to specific individuals and/or agencies in the patient's home community wherever possible.	
Criterion 6.5.2.3 Critical: ·· Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There are written guidelines for referring emergency patients.	
Criterion 6.5.2.4 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Patients and, as appropriate, their families are given follow-up instructions which are provided in an understandable form and manner.	

Criterion 6.5.2.5 Critical: `..` Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	A copy of the referral letter is available in the patient's record.	

6.6 Sexual and Reproductive Health

6.6.1 Standard

A contraceptive service is provided to meet the needs of families in the community.

Standard Intent: Every patient is offered access to contraceptive services and education on reproductive health. All personnel are trained to recognise and meet the specific needs of adolescents and youth. All personnel in the health facility work collaboratively to provide education in a coordinated manner. Education is focused on the specific knowledge and skills the patient will need to make decisions on the use of contraceptive methods. Variables like educational literacy, beliefs and limitations are taken into account. Standardised materials and processes are used where possible. Data is collected (e.g. logbook), analysed and used to provide relevant information for improving the service, e.g. the number of contraceptives/condoms used per month.

	Criterion	Comments
		Recommendations
Criterion 6.6.1.1 Critical: `..` Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for providing contraceptive services are available and are followed.	
Criterion 6.6.1.2 Critical: `..` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The personnel show evidence of education for and competence in providing a contraceptive service.	

Criterion 6.6.1.3 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	A range of most frequently prescribed contraceptive methods is provided, including injectable hormonal contraceptives, oral hormonal contraceptives, barrier methods and emergency contraceptives.	
Criterion 6.6.1.4 Critical: `..` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The personnel who are authorised to insert intra-uterine contraceptive devices show evidence of current training and competence in the procedure.	
Criterion 6.6.1.5 Critical: `..` Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	A record of the chosen method for each patient is available.	
Criterion 6.6.1.6 Critical: `..` Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines regarding the advice to be given to patients on sterilisation are available and are followed.	
Criterion 6.6.1.7 Critical: `..` Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for administering post-coital contraceptives are available and are followed.	

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Criterion 6.6.1.8 Critical: ‥ Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Condoms are freely available from strategically placed condom dispensers.	
Criterion 6.6.1.9 Critical: ‥ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for post exposure prophylaxis (PEP) in the case of sexual violence are available and are followed.	

6.6.2 Standard

An effective antenatal service is provided.

Standard Intent: A plan for each patient is based on an assessment of needs. The organisation defines, in writing, the scope and content of assessments to be performed by each clinical discipline within its scope of practice and applicable laws and regulations.

These findings will include the diagnosis of pregnancy and the measurements during follow up, which may include weight, blood pressure, oedema, protein in urine, fever and activity of the foetus. It is essential that assessments are documented well and can be easily retrieved from the patient's record. The frequency of follow-up visits should be clearly indicated. National clinical guidelines and protocols are available to ensure up-to-date treatment of complications during pregnancies and side effects of treatment with regard to the foetus. National guidelines must be used, one if available.

	Criterion	Comments
		Recommendations
Criterion 6.6.2.1 Critical: ‥ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for routine tests, observations and examinations to be conducted on pregnant women are available and are followed.	

Criterion 6.6.2.2 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The personnel show evidence of education and competence in the provision of antenatal care.
Criterion 6.6.2.3 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies cover the screening for syphilis and treatment according to the result.
Criterion 6.6.2.4 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	All tests, observations and examinations are recorded.
Criterion 6.6.2.5 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for referring patients with complicated pregnancies to specialist services are available and are followed.
Criterion 6.6.2.6 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for educating pregnant women in preparation for breast feeding are available and are followed.

Criterion 6.6.2.7	Guidelines for caring for HIV-positive obstetric patients are available and are followed.	
Critical: `..`		
Catg: Basic Process + Patient Care		
Compliance NA NC PC C		
Default Severity for NC or PC = 3 Serious		

6.6.3 Standard

Where midwifery services are provided, there are adequate resources to ensure safe and effective care.

	Criterion	Comments
		Recommendations
Criterion 6.6.3.1 Critical: `..` Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for the provision of midwifery services are available and are followed.	
Criterion 6.6.3.2 Critical: `..` Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines (such as Emergency Obstetric Care) are used to reduce the number of maternal deaths in the labour ward.	
Criterion 6.6.3.3 Critical: `..` Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	A registered/professional nurse with midwifery training/experience is present at every birth.	
Criterion 6.6.3.4 Critical: `..` Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	At least one person who is competent in the management of maternal and neonatal emergencies is available for consultation at all times.	

Criterion 6.6.3.5	Guidelines for managing labour are available and are followed.	
Critical: ··		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 6.6.3.6	Observations during labour are recorded on a partograph.	
Critical: ··		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 6.6.3.7	Guidelines for the active management of the third stage of labour, including post-partum bleeding, are available and are followed.	
Critical: ··		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 6.6.3.8	There is a system for the safe disposal of placentas.	
Critical: ··		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 6.6.3.9	Information on cases and the outcome of deliveries are recorded in a register.	
Critical: ··		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 6.6.3.10 Critical: `..` Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is an established process for conducting vacuum extractions or for referring patients who need vacuum extractions.	
Criterion 6.6.3.11 Critical: `..` Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is an established process for conducting Caesarean sections or for referring patients who need Caesarean sections.	

6.6.4 Standard

Equipment for delivering babies is safe and adequate.

	Criterion	Comments
		Recommendations
Criterion 6.6.4.1 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is a delivery room with adequate lighting, including an anglepoise lamp, and ventilation.	
Criterion 6.6.4.2 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The delivery room is furnished with a suitably positioned delivery table which allows for use in the Trendelenburg or lithotomy positions.	
Criterion 6.6.4.3 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Standard surgical/obstetric equipment is supplied in accordance with an approved list.	

6.6.5 Standard

An effective post-delivery neonatal service is provided.

	Criterion	Comments
		Recommendations
Criterion 6.6.5.1 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for neonatal resuscitation are available and are followed.	
Criterion 6.6.5.2 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Resuscitation equipment is available, including suction apparatus and oxygen, paediatric manual ventilator (Ambu-bag) and masks for new-borns.	
Criterion 6.6.5.3 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Standard neonatal equipment is supplied in accordance with an approved list.	
Criterion 6.6.5.4 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	An Apgar rating is recorded for each newborn baby.	
Criterion 6.6.5.5 Critical: ·· Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures guide the identification of newborn babies.	

Criterion 6.6.5.6 Critical: o Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are established security systems for protecting newborn babies.	
Criterion 6.6.5.7 Critical: ¨ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is an established programme for vaccinating newborn babies following delivery and prior to discharge.	

6.6.6 Standard

An effective postnatal service is provided

Criterion		Comments
		Recommendations
Criterion 6.6.6.1 Critical: ¨ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for postnatal care are available and are followed.	
Criterion 6.6.6.2 Critical: ¨ Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The personnel show evidence of education for and competence in providing postnatal care.	
Criterion 6.6.6.3 Critical: ¨ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	All tests, observations and examinations are recorded.	

Criterion 6.6.6.4 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for referring patients with postnatal complications to specialist services are available and are followed.	
Criterion 6.6.6.5 Critical: ·· Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies address the issues of breastfeeding (transmission risk) and its alternatives and the provision of breast milk substitutes in accordance with guidelines.	
Criterion 6.6.6.6 Critical: ·· Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies address the follow-up testing of infants born to mothers with HIV infection in accordance with guidelines.	
Criterion 6.6.6.7 Critical: ·· Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for post-partum domiciliary care are available and are followed.	

6.7 Child Health

6.7.1 Standard

The health facility provides immunisation in accordance with National Guidelines.

	Criterion	Comments
		Recommendations
Criterion 6.7.1.1 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for providing an immunisation programme are available and are followed.	
Criterion 6.7.1.2 Critical: ·· Catg: Evaluation + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The facility manager reviews the coverage and practice of immunisation, the vaccine supply and maintenance of the cold chain.	
Criterion 6.7.1.3 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for immunising HIV-positive children are implemented.	

6.7.2 Standard

Services are provided to promote the health and growth of children.

	Criterion	Comments
		Recommendations
Criterion 6.7.2.1 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for measuring the growth and development of children and referring them appropriately where growth or developments are delayed are available and are followed.	

Criterion 6.7.2.2 Critical: ˙˙ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The child health chart is completed after each visit.	
Criterion 6.7.2.3 Critical: ˙˙ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for assessment of milestones for children are available and are followed.	
Criterion 6.7.2.4 Critical: ˙˙ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	A programme promoting breastfeeding is followed.	
Criterion 6.7.2.5 Critical: ˙˙ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Children with nutritional deficiency disorders are identified, managed or appropriately referred.	
Criterion 6.7.2.6 Critical: ˙˙ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is an oral rehydration service, which includes counselling.	

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Criterion 6.7.2.7	The health facility is adolescent- and youth-friendly and meets the specific healthcare needs of these groups in accordance with national guidelines.	
Critical: ··		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

6.8 Communicable Disease Management

6.8.1 Standard

There is a programme for preventing and treating diarrhoeal diseases.

	Criterion	Comments
		Recommendations
Criterion 6.8.1.1 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for preventing and treating diarrhoeal infections are available and are followed.	
Criterion 6.8.1.2 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There are protocols for stool collection, where appropriate.	
Criterion 6.8.1.3 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There are guidelines and resources for treating dehydration.	

6.8.2 Standard

There is a programme for preventing and treating sexually transmitted infections.

	Criterion	Comments
		Recommendations
Criterion 6.8.2.1 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for managing sexually transmitted infections are available and are followed.	
Criterion 6.8.2.2 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines relating to syphilis serology results are available and are followed.	
Criterion 6.8.2.3 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is a policy on the tracing of partners/contacts of patients with sexually transmitted infections (STIs).	
Criterion 6.8.2.4 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Routine HIV testing and counselling is performed according to set methodologies defined in prevailing guidelines.	

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6.8.3 Standard
There is a programme for preventing and treating tuberculosis.

	Criterion
	Comments
	Recommendations
Criterion 6.8.3.1 Critical: ˙˙ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is a system for sputum microscopy.
Criterion 6.8.3.2 Critical: ˙˙ Catg: Evaluation + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The outcomes of sputum testing are monitored.
Criterion 6.8.3.3 Critical: ˙˙ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Tuberculosis (TB) treatment accords with current guidelines.
Criterion 6.8.3.4 Critical: ˙˙ Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is an uninterrupted medicine supply for TB treatment.
Criterion 6.8.3.5 Critical: ˙˙ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The facility has a TB infection control management plan that is implemented.

Criterion 6.8.3.6 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	The principles of directly observed treatment are adhered to.	
Criterion 6.8.3.7 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	Policies and procedures relate to community support of the directly observed TB treatment and are implemented.	
Criterion 6.8.3.8 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	Supporters (community or family) of the directly observed TB treatment are provided with appropriate training.	
Criterion 6.8.3.9 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Patients with positive tuberculosis test results are counselled and provided with HIV testing.	
Criterion 6.8.3.10 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Routine HIV testing and counselling is carried out according to set methodologies defined in prevailing guidelines.	

6.8.4 Standard
There is a programme for preventing and treating malaria.

	Criterion	Comments
		Recommendations
Criterion 6.8.4.1 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Malaria prevention and treatment accords with current guidelines.	
Criterion 6.8.4.2 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is a system for testing for malaria.	
Criterion 6.8.4.3 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is an uninterrupted medicine supply for malaria management.	
Criterion 6.8.4.4 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Oral and intravenous medication for malaria treatment is available.	
Criterion 6.8.4.5 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is a mechanism for referring patients with complications of malaria.	

6.9 HIV Infection and AIDS Management

6.9.1 Standard

Management of HIV infection and AIDS accords with approved guidelines.

	Criterion	Comments
		Recommendations
Criterion 6.9.1.1 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for preventing, caring for, supporting and treating patients with HIV infection and AIDS are available and are followed.	
Criterion 6.9.1.2 Critical: ·· Catg: Evaluation + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a monitoring system that complies with national reporting requirements.	
Criterion 6.9.1.3 Critical: ·· Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Facility infrastructure and equipment for VCT implementation are present.	
Criterion 6.9.1.4 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Voluntary counselling and testing (VCT) is performed according to set methodologies defined in prevailing guidelines.	

Criterion 6.9.1.5 Critical: ˙˙ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Rapid HIV Testing (RHT) is carried out according to set methodologies defined in prevailing guidelines.	
Criterion 6.9.1.6 Critical: ˙˙ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	VCT and/or RHT results are available on the day of testing.	
Criterion 6.9.1.7 Critical: ˙˙ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is an established system for encouraging partner notification.	
Criterion 6.9.1.8 Critical: ˙˙ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Antiretroviral therapy (ART) is administered in accordance with prevailing guidelines.	

6.10 Cancer Screening

6.10.1 Standard

A cancer screening and prevention programme is available.

	Criterion	Comments
		Recommendations
Criterion 6.10.1.1 Critical: `` Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for providing breast and cervical cancer prevention programmes are available and are followed.	
Criterion 6.10.1.2 Critical: `` Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There are policies and procedures for the taking of Papanicolaou (Pap) smears, and dealing with the results.	

6.11 Care for non-communicable chronic diseases

6.11.1 Standard

The healthcare facility provides general primary care.

	Criterion	Comments
		Recommendations
Criterion 6.11.1.1 Critical: `` Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Guidelines for assessing and treating patients with chronic non-communicable diseases (e.g. hypertension, diabetes, cardio-vascular, etc) are available and are followed.	
Criterion 6.11.1.2 Critical: `` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Appropriate equipment is available for conducting the assessments.	

Criterion 6.11.1.3 Critical: ¨¨ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Patients are provided with the necessary aids, as appropriate to their needs.	
Criterion 6.11.1.4 Critical: ¨¨ Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Equipment and materials for the provision of wound care are provided.	
Criterion 6.11.1.5 Critical: ¨¨ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Wound care procedures/guidelines/standard operating procedures (SOP) are available and are followed.	

6.11.2 Standard

The healthcare facility provides care and treatment for mental disorders, within its capabilities.

	Criterion	Comments
		Recommendations
Criterion 6.11.2.1 Critical: ¨¨ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines, including mental health legislation, for assessing and treating patients attending the mental health service are available and are followed.	

Criterion 6.11.2.2	There is access to mental health expertise, when required (a psychiatrist or psychologist, as appropriate).	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance NA NC PC C		
Default Severity for NC or PC = 3 Serious		

6.11.3 Standard

The health facility provides preventive and promotive programmes for oral health, and curative dental services as appropriate to meet the needs of the community.

	Criterion	Comments
		Recommendations
Criterion 6.11.3.1 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines for oral health assessment, education and treatment are available and are followed.	
Criterion 6.11.3.2 Critical: .. Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Where there is an oral hygienist, he/she is competent to conduct oral examinations and to provide oral hygiene, in accordance with current documented guidelines.	
Criterion 6.11.3.3 Critical: .. Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	There is a dental roster to ensure that dental personnel are available at all times, either on call or on the premises.	

Criterion 6.11.3.4 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Dental practitioners have the necessary equipment to ensure that the procedures performed are undertaken safely and competently.	
Criterion 6.11.3.5 Critical: `..` Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Where radiographic equipment is used, this conforms to the Ionising Radiation regulations.	
Criterion 6.11.3.6 Critical: `..` Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Appropriate shielding and protective clothing is worn in the presence of biohazards or radiographic equipment which conforms to the Ionising Radiation regulations.	
Criterion 6.11.3.7 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Medicines are available for dental use.	
Criterion 6.11.3.8 Critical: `..` Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Materials are available for local anaesthesia.	

Criterion 6.11.3.9	The dental service works with the infection control personnel in the health facility to ensure that infection control policies and procedures are implemented.	
Critical: ˙˙		
Catg: Basic Process + Pat & Staff Safety		
Compliance NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

6.12 Community-Based Home Care

6.12.1 Standard

Caregivers identify the needs of patients for home care, according to the following criteria.

Standard Intent: The World Health Organisation (WHO) defines home care as "the provision of health services by formal and informal caregivers in the home in order to promote, restore and maintain a person's maximum level of comfort, function and health including care towards a dignified death. Home care services can be classified into preventive, promotive, therapeutic, rehabilitative, long-term maintenance and palliative care categories."

Generally, home care is provided by carers from the community, supervised by professional nurses from governmental organisations or NGOs.

	Criterion	Comments
		Recommendations
Criterion 6.12.1.1 Critical: ˙˙ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Each patient referred for home care has a full assessment to identify his/her needs for home care.	
Criterion 6.12.1.2 Critical: ˙˙ Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Personnel, transport and resources are available to provide the service.	

Criterion 6.12.1.3 Critical: ¨ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Guidelines are available for training, protection and support of caregivers.	
Criterion 6.12.1.4 Critical: ¨ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Home care records are kept for each patient and include the type of care, medication and services provided.	

6.13 School Health Service

6.13.1 Standard

A school health service is provided, according to the identified needs of the community.

	Criterion	Comments
		Recommendations
Criterion 6.13.1.1 Critical: ¨ Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Health promotion activities for children in schools are clearly defined.	
Criterion 6.13.1.2 Critical: ¨ Catg: Basic Management + Physical Struct **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Equipment for health education in schools is available.	

Criterion 6.13.1.3 Critical: ˙˙ Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The process of screening children to identify barriers to learning is clearly defined.	