



Ministry of Health and family Welfare
Government of India



A FIELD MONITORING REPORT OF THE KEY COMPONENTS
OF
NATIONAL HEALTH MISSION (NHM)
HAZARIBAGH DISTRICT, JHARKHAND

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HAZARIBAGH DISTRICT, JHARKHAND: INTRODUCTION

The Ministry of Health and Family Welfare (MoHFW), Government of India, has assigned the Population Research Centre (PRC) the responsibility of field monitoring of essential components of the National Health Mission (NHM) for the year 2024-25. This report from Population Research Centre, Institute of Economic Growth, Delhi, presents key findings from the field monitoring conducted in Hazaribagh district, Jharkhand.

This report is based on visits to various public healthcare facilities by the PRC Delhi team, comprising Ms. Bindiya Kumari and Ms. Purva Bhalla. The key findings are based on, meeting with Chief District Medical Officer (CDMO) and District programme Manager, discussion with facility staff- Medical Officers-in-Charge (MOICs), Medical Officers (MOs), Community Health Officers (CHOs), Auxiliary Nurse Midwives (ANMs), and other supporting staff etc. Information was collected from various public healthcare facilities in the district, including Sheikh Bhikhari Medical College & Hospital; CHC Bishnugarh and CHC Churchu; PHC Charhi, PHC Bandkharo, and PHC Tatijhari; Urban Primary Health Centre (UPHC), Kadma, Hazaribagh; AAM SHC Basadih, AAM Unchaghana, and AAM SHC Holang; and UAAM SHC, Kohinoor Gali. These interactions aimed to evaluate the strengths and weaknesses of the facilities in terms of service delivery. Community Interactions were also done to understand the service provision at grassroot level.

KEY OBSERVATION OF THE DISTRICT

HR & Infrastructure: Upgradation of District hospital into medical college has brought significant challenges in infrastructure, human resources, and operational efficiency as well. Chronic shortages of medical specialists are notably concerning across CHCs in the district. Further, shortage of paramedical staff was noted an issue at lower health tier. UAAM-SHCs, funded under the 15th Finance Commission, have well-maintained infrastructure.

AAM Services: Almost all Sub Centers and PHCs have been converted into Ayushman Arogya Mandirs. With regards to extended services, only basic services have been noted in most of SHCs/PHCs. However, some SHCs and PHCs have successfully extended services as the staff were properly trained in the same.

NCD Services: NCD screening is operational across all healthcare tiers, with dedicated clinics at upper health tier. At AAM-SHC level, screening for hypertension, diabetes, oral, and breast cancer is being actively conducted, with hypertension & diabetes being the most commonly detected condition.

Drugs & Diagnostics: The supply of medicines across upper health tier facilities in the district was reported to be generally satisfactory relative to demand. However, medicines SS at the PHC/ SC level was seen to be less than the demand, which needs to be addressed.

Delivery Care Services: Normal delivery services are well available across all health tier in the district. C-sections are performed at 2 CHCs, SDH Barka gaon and medical college & Hospital in District.

National Health Programmes: The implementation of NHM programs is robust, with nearly all NHM programs functional in the district. Under the 15th Finance Commission, the Municipal Corporation handles the construction of UAAMs, and HR recruitment, funds, while the Health Department is responsible only for the coordination.

Untied Fund: Delayed fund disbursement remains a major issue across all health tiers. Untied fund disbursement remains a challenge, especially in facilities where CHOs were previously unavailable. Jan Arogya Samitis have not been formed at lower health tiers where CHOs or MOs are not in place.

Quality Programs: The district has been markedly lacking in quality care program implemented at the upper health care tier due to infrastructure constraints. Further, sustaining quality standards remains a challenge at the lower health tier. Facilities like Charhi Mini PHC, which were previously Kayakalp certified, have been unable to maintain their certification over time.

HMIS Data reporting: After upgrading the District Hospital into Medical College, service delivery data continues to be updated on HMIS portal, however

infrastructure-related details are not being entered, leading to significant gaps in infrastructure data reporting for the DH. Further, IT equipment's, such as tablet were partially functional at SHCs level, affecting data reporting and data management.

Record Keeping & Data Accuracy: The lack of monthly data compilation at the district hospital has resulted in multiple discrepancies between HMIS data and physical records of DH. Record maintenance at primary healthcare tier were noted to be poor, which needs to be improved.

FACILITY WISE OBSERVATIONS: HAZARIBAGH DISTRICT

District Hospital: Upgradation of District hospital into medical college marks a significant step in strengthening tertiary care services in the district. However, this upgradation has brought significant challenges in infrastructure, human resources, and operational efficiency, NHM funding and HMIS reporting. HMIS reporting, especially on infrastructure data items is lacking in the district hospital, which needs to be monitored properly.

CHC Bishnugarh is a fully functional FRU with well-maintained infrastructure, operates a 30-bed facility with an average OPD load of 200 per day. Labour room of this facility was well maintained, and noted to be LAQSHYA Certified. It has major and minor OTs and 24x7 diagnostic support, but lacks USG, a Newborn Stabilization Unit, and a Blood Storage Unit. Medicine shortages persist at the facility. Online Supply chain management system for medication, DVDMS, is not implemented due to training gap. Strengthening the supply chain and training part is essential.

Bandkharo Mini-PHC has a significantly low ODK score and does not meet IPHS compliance. Despite training for expanded AAM services, implementation remains pending. The facility faces acute staff shortages, particularly nurses, and lacks essential medicines like antifungals and adult multivitamins.

CHC Churchu, well running in government setup premises, offering essential healthcare and emergency services. However, training gaps hinder the effective delivery of expanded services under

AAM. Proper Training of staff for expanded services should be provided for rendering the full package/ quality of care services under CPHC. A significant major gap was noted regarding the essential equipment's. Facility faces challenges such as inadequate infrastructure- separate toilets, limited accessibility for elderly and disabled patients.

PHC Tatijhari running in a government-owned building. Despite training for expanded services under AAM, implementation is pending. The facility faces staff shortages, especially nurses, and lacks essential medicines like antifungals and adult multivitamins. With regards to IT equipment, tab of ASHAs were partially functional, affecting data reporting and data management.

UPHC Kadma in Hazaribagh caters to a large population, providing OPD, IPD, maternal care, and communicable disease services. Upgraded to an AAM, it has trained staff for expanded services, but only ENT services are functional. Key challenges include the absence of a pharmacist and limited medicine supply, affecting service delivery.

Unchaghana AAM-SHC holds NQAS certification, ensuring adherence to high-quality standards in service provision. Environment and ambience of this facility is extremely good and proper branding were noted as per guidelines. However, it faces staff shortages, training gap in expanded service packages, and struggles with untied fund utilization. IT issues, non- functional tablet and medicine shortages were also reported. UVIN

Portal entry issue was reported in outreach area due to network issue.

Holang-AAM-SHC, has newly appointed CHO, after which NCD screening was initiated as it was previously unavailable. With regards to IPHS compliance assessment, ODK assessment has been conducted, though staff is unaware of the score. The facility had not received untied funds earlier due to the absence of a CHO. Tab partially functioning, which impacting data management part. The

facility is highly lacking in the quality care program implementation, which needs to be addressed.

Kohinoor UAAM-SHC operated in a government building under Urban Local Body, funding from 15th Finance Commission, infrastructure is generally well maintained; however, challenges include- medicine shortages, no JAS formation, inadequate number of ASHAs as per norms, and extremely poor record maintenance of service delivery indicators, which require urgent attention.

RECOMMENDATIONS

- ❖ **Ensuring Continuity of Care Through Strengthened HR at DH:** The upgradation of the district hospital into a medical college has led to significant challenges in infrastructure and manpower. Measures must be taken to resolve the manpower shortage and sustain smooth health care service delivery at the District Hospital.
- ❖ **Capacity building for CPHC Packages:** All Medical Officers at PHCs, along with ANMs and CHOs, should receive training for expanded services under AAM for comprehensive implementation.
- ❖ **Addressing Financial Bottlenecks in Fund Disbursement:** Timely release of the funds must be planned for the district. Untied funds disbursement remains a challenge, particularly where CHOs were previously unavailable. The absence of Jan Arogya Samitis (JAS) formation at certain facilities further hampers fund utilization, which needs to be addressed.
- ❖ **Strengthening Medication Availability:** Ensure medicine availability, particularly at primary healthcare facilities in district. Strengthening the supply chain through the proper implementation of the DVDMS system is crucial to prevent stockouts and ensure uninterrupted service delivery.
- ❖ **HMIS and Data Reporting:** Ensure complete and accurate HMIS reporting, especially for infrastructure-related data at the District Hospital.
- ❖ **IT Systems:** Issues related to IT infrastructure and data management are prevalent in the district, with partially functioning tablets and network challenges at AAM-HSC affecting real-time data entry. Addressing these gaps will enhance data accuracy and service delivery.

Field Visit Photographs



CONTENTS

HAZARIBAGH DISTRICT, JHARKHAND: INTRODUCTION.....	1
RECOMMENDATIONS	3
FIELD VISIT PHOTOGRAPHS	4
MONITORING CHECKLIST OF HEALTHCARE FACILITIES	6
SHEIKH BHIKHARI MEDICAL COLLEGE & HOSPITAL.....	6
COMMUNITY HEALTH CENTRE, BISHNUGARH.....	18
COMMUNITY HEALTH CENTRE (CHC), CHURCHU.....	30
AYUSHMAN AROGYA MANDIR- AAM -PHC, BANDKHARO	40
AYUSHMAN AROGYA MANDIR- AAM -PHC, CHARHI	51
AYUSHMAN AROGYA MANDIR- AAM -PHC, TATIJHARI	62
URBAN AYUSHMAN AROGYA MANDIR (UAAM-PHC), KADMA	73
AYUSHMAN AROGYA MANDIR- SUB HEALTH CENTRE, BASADIH.....	83
AYUSHMAN AROGYA MANDIR- SUB HEALTH CENTRE, UNCHAGHANA	92
AYUSHMAN AROGYA MANDIR- SUB HEALTH CENTRE, HOLANG.....	102
URBAN AYUSHMAN AROGYA MANDIR (UAAM-HWC), KOHINOOR GALI.....	112
FIELD MONITORING FORMAT - COMMUNITY LEVEL.....	122

Monitoring Checklist of Healthcare Facilities

SHEIKH BHIKHARI MEDICAL COLLEGE & HOSPITAL

GENERAL INFORMATION	
Name of facility visited	Sheikh Bhikhari Medical College & Hospital
Facility Type	MC
FRU	Yes
Accessible from nearest road head	Yes
Next Referral Point	Facility: RIMS Ranchi Distance: 110km

A. PHYSICAL INFRASTRUCTURE		
Indicator	Response	Means of verification
1. OPD Timing	9 am-12 am 3 pm- 6 pm	As reported/Hospital Citizen Charter Board
2. Condition of infrastructure/ building	Comments:	Observation
3. Please comment on the condition and tick the appropriate box	<input checked="" type="checkbox"/> 24*7 running water facility <input checked="" type="checkbox"/> Facility is elderly and differently abled friendly (ramps at entry, wheel chair etc.) <input checked="" type="checkbox"/> Clean functional toilets available (separate for Male and female) <input checked="" type="checkbox"/> Drinking water facility available <input checked="" type="checkbox"/> OPD waiting area has sufficient sitting arrangement <input checked="" type="checkbox"/> ASHA rest room is available <input checked="" type="checkbox"/> Drug storeroom with rack is available Power backup: <input checked="" type="checkbox"/> Complete Hospital/ <input type="checkbox"/> Part of the hospital Last major renovation done in (Year): 2023-24	Observation
4. Number of functional in-patient beds	430 No of ICU Beds available: 11	As reported/Hospital Citizen Charter Board

A. PHYSICAL INFRASTRUCTURE				
Indicator	Response			Means of verification
5. List of Services available	1. OPD 2. IPD 3. Pathological 4. Radiological 5. Dialysis 6. Auxiliary 7. Pharmacy 8. SNCU 9. PICU 10. Immunization			As reported/Hospital Citizen Charter Board
<ul style="list-style-type: none"> Specialized services available in addition to General OPD, ANC, Delivery, PNC, Immunization, FP, Laboratory services 	Sl.	Service	Y/N	
	1	Medicine	Yes	
	2	O&G	Yes	
	3	Pediatric	Yes	
	4	General Surgery	Yes	
	5	Anesthesiology	Yes	
	6	Ophthalmology	Yes	
	7	Dental	Yes	
	8	Imaging Services (X – ray)	Yes	
	9	Imaging Services (USG)	Yes	
	10	District Early Intervention Centre (DEIC)	No	
	11	Nutritional Rehabilitation Centre (NRC)	Yes	
	12	SNCU/ Mother and Newborn Care Unit	Yes	
	13	Comprehensive Lactation Management Centre (CLMC) / Lactation Management Unit (LMU)	No	
	14	Neonatal Intensive Care Unit (NICU)	Yes	
	15	Pediatric Intensive Care Unit (PICU)	Yes	
	16	Labour Room Complex	No	
	17	ICU	No	
	18	Dialysis Unit	Yes	
	19	Emergency Care	Yes	
	20	Burn Unit	No	
	21	Teaching block (medical, nursing, paramedical)	No	
	22	Skill Lab	No	In Medical College

A. PHYSICAL INFRASTRUCTURE		
Indicator	Response	Means of verification
6. Emergency	General emergency: Yes Facilities available for: 1. Triage: Yes 2. Resuscitation: Yes 3. Stabilization: Yes	As reported/Hospital Citizen Charter Board
7. Tele-medicine/Consultation services available	No If yes, average number of teleconsultations per day for the last month (Data source: Teleconsultation register/ e-Sanjeevani Portal) If the facility is also functioning as 'Hub' to any of the AAM (SHC/PHC/UPHC/UAAM): No	Tele-medicine records register/ e-sanjeevani portal
8. Operation Theatre available	Yes If yes, Tick the relevant <input checked="" type="checkbox"/> Single general OT <input checked="" type="checkbox"/> Elective OT-Major (General) <input checked="" type="checkbox"/> Elective OT-Major (Ortho) <input checked="" type="checkbox"/> Obstetrics & Gynecology OT <input checked="" type="checkbox"/> Ophthalmology/ENT OT <input checked="" type="checkbox"/> Emergency OT	Observation Ensure signage and protocol displays
9. Availability of functional Blood Bank	Yes <ul style="list-style-type: none"> If yes, number of units of blood currently available: <u>14</u> No. of blood transfusions done in last month: 883 	Blood Bank records Register
10. Whether blood is issued free, or user-fee is being charged	<input checked="" type="checkbox"/> Free for BPL <input checked="" type="checkbox"/> Free for elderly <input checked="" type="checkbox"/> Free for JSSK beneficiaries <input checked="" type="checkbox"/> Free for all	Blood Bank records Register
11. Biomedical waste management practices	<input checked="" type="checkbox"/> Sharp pit Deep Burial pit: <input type="checkbox"/> Incinerator: <input type="checkbox"/> Using Common Bio Medical Treatment plant: <input type="checkbox"/> <input checked="" type="checkbox"/> Managed through outsourced agency - CTF	

A. PHYSICAL INFRASTRUCTURE		
Indicator	Response	Means of verification
	Other System, if any: (Specify)	
12. IT Services	<input checked="" type="checkbox"/> Desktop/ Laptop available: Yes <input checked="" type="checkbox"/> Internet connectivity: Yes Quality/strength of internet connection: ___ Good ___	As reported

B. Human Resources		Means of verification- As reported				
13. Details of HR available in the facility (Sanctioned and In-place) Remarks *Sanctioned Post-The sanctioned posts were determined based on the status of a District Hospital. However, since the hospital has now been upgraded to a Medical College, the HR requirements should be aligned with those of a Medical College.	HR	Regular		Contractual		
		*Sanctioned	*Available	Sanctioned	Available	
	MO (MBBS)					
	Specialists	Medicine	3	9	0	1
		Ob-Gyn	4	11	0	1
		Pediatrician	4	8	0	0
		Anesthetist	3	6	0	0
		Surgeon	3	9	0	0
		Ophthalmologist	1	4	0	0
		Orthopedic	2	6	0	0
		Radiologist	1	0	0	0
		Pathologist	1	4	0	0
		Others	3	8	0	0
	Dentist	2	7	0	0	
	Staff Nurses/ GNMs	16	4	0	27	
LTs	2	2	0	8		
Pharmacist	2	2	0	1		
Dental Technician/ Hygienist	1	0	0	2		

	Hospital/ Facility Manager	0	0	0	1
	EmOC trained doctor	0	0	0	0
	LSAS trained doctor	0	0	0	0
	Others	0	0	0	0

C. Quality & Patient Safety Initiatives		Means of verification
14. Kayakalp	Initiated: Peer Assessment <ul style="list-style-type: none"> Facility score: NA Award received: NA 	Kayakalp Assessment report Verify certificate if awarded
15. NQAS	<ul style="list-style-type: none"> Assessment done: NA Internal/State: NA Facility score: NA Certification Status NA: 	NQAS assessment report Verify certificate
16. LaQshya	<ul style="list-style-type: none"> Labour Room: LaQshya Certified – Yes If No, Assessment Done - <input type="checkbox"/> Yes/ <input type="checkbox"/> No <ul style="list-style-type: none"> Operation Theatre: No LaQshya Certified - <input type="checkbox"/>Yes/ <input type="checkbox"/>No If No, Assessment Done - <input type="checkbox"/> Yes/ <input type="checkbox"/> No	LaQshya Assessment Report – check score Verify certificate if awarded
D. DRUGS & DIAGNOSTICS		
17. Availability of list of essential medicines (EML)/ drugs (EDL) https://nhm.gov.in/images/pdf/guidelines/iphs/iphs-revised-guidelines-2022/01-SDH_DH_IPHS_Guidelines-2022.pdf	Yes	
	<ul style="list-style-type: none"> If yes, total number of drugs in EDL _____ EDL displayed in OPD Area: Yes 	
18. Implementation of DVDMS or similar supply chain management system	Yes	Observation, Check software
19. Shortage of 5 priority drugs from EDL in last 30 days, if any	No Shortage	As reported, check DVDMS, E-aushadhi, etc.

20. Availability of Essential Consumables:	<input checked="" type="checkbox"/> Sufficient Supply <input type="checkbox"/> Minimal Shortage <input type="checkbox"/> Acute shortage In last 6 months how many times there was shortage: No	As reported Stock/Indent register
21. Availability of essential diagnostics	<input checked="" type="checkbox"/> In-house <input type="checkbox"/> Outsourced/ PPP <input type="checkbox"/> Both/ Mixed	As reported
<ul style="list-style-type: none"> In-house tests (In three shift) 	Timing: 8:00 am- 2:00pm, 2:00pm- 8:00pm 8:00pm- 8:00am Total number of tests available against Essential Diagnostic tests list for DH: 200 Approx. 50,000 approx/ monthly done	Obtain the complete list of diagnostic tests performed in-house
<ul style="list-style-type: none"> Outsourced/ PPP 	Not Applicable	
22. X-ray services is available	Yes If Yes, type & nos. of functional X-ray machine is available in the hospital: Is the X-ray machine AERB certified: Yes	Observation
23. CT scan services available	Yes If yes: PPP Mode Out of Pocket expenditures associated with CT Scan services (if any, approx. amount per scan): ...1035 for Brain.....5175 (Max.)	Observation Patient interviews
24. Whether diagnostic services (lab, X-ray, USG etc.) are free for all	<input checked="" type="checkbox"/> Free for BPL <input checked="" type="checkbox"/> Free for elderly <input checked="" type="checkbox"/> Free for JSSK beneficiaries <input checked="" type="checkbox"/> Free for all	As reported

25. Availability of Testing kits/ Rapid Diagnostic Kits	<input checked="" type="checkbox"/> Sufficient Supply <input type="checkbox"/> Minimal Shortage <input type="checkbox"/> Acute shortage	As reported
E. KEY NATIONAL HEALTH PROGRAMMES		
26. Implementation of PM-National Dialysis programme	Yes	Observation
	<input type="checkbox"/> In-house <input checked="" type="checkbox"/> Outsourced/ PPP Total no. of tests performed: 3204 (Apr- Dec, 2024)	Observation, Records
<ul style="list-style-type: none"> Whether the services are free for all 	<input checked="" type="checkbox"/> Free for BPL <input type="checkbox"/> Free for elderly <input checked="" type="checkbox"/> Free for JSSK beneficiaries <input type="checkbox"/> Free for all	Observation, Records
<ul style="list-style-type: none"> Number of patients provided dialysis service 	○ Previous year _____ 706 ○ Current FY _____ 508 <i>*Calculate the approximate no. of patients provided dialysis per day</i>	Records
27. If there is any shortage of major instruments/ equipment (Refer to Annexure 10 in the link for list of equipment- https://nhm.gov.in/images/pdf/guidelines/iphs/iphs-revised-guidlines-2022/01-SDH_DH_IPHS_Guidelines-2022.pdf)	No	As reported
28. Average downtime of equipment (days) Details of equipment are non-functional for more than 7 days	No	As reported
29. Availability of delivery services	Yes	As reported
<ul style="list-style-type: none"> If the facility is designated as FRU, whether C-sections are performed 	Yes Number of normal deliveries performed in last month: _____ 455 No. of C-sections performed in last month: _____ 347	Verify C-section records from Maternity OT registers
<ul style="list-style-type: none"> Comment on the condition of: 	Labour room: Good	Observation

	<p>OT: Good</p> <p>Functional New-born care corner (functional radiant warmer with neo-natal ambu bag): Yes</p>	
30. Status of JSY payments	<p>Payment is up to date: Yes</p> <p>Average delay in payment to beneficiaries: (Average for how many days/benefeciary) Payment done till: Current month <input type="checkbox"/> Last month <input type="checkbox"/> Last 3 Months <input type="checkbox"/> Last 6 Months <input type="checkbox"/> Reasons for delay:</p>	Verify from JSY status report
31. Availability of JSSK entitlements	<p>Yes</p> <p>If yes, whether all entitlements being provided</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Free delivery services (Normal delivery/C-sec.) <input checked="" type="checkbox"/> Free diet <input checked="" type="checkbox"/> Free drugs/ consumables <input checked="" type="checkbox"/> Free diagnostics <input checked="" type="checkbox"/> Free blood services <input checked="" type="checkbox"/> Free referral transport (home to facility) <input checked="" type="checkbox"/> Free referral transport (drop back from facility to home) <input checked="" type="checkbox"/> No user charges 	As reported/As Displayed in Maternity Ward
32. PMSMA services provided on 9 th of every month	<p>Yes</p> <p>If yes, how many high risks pregnancies are identified on 9th for previous month 6</p> <p>If No, reasons thereof:</p>	PMSMA Register/High Risk Pregnancy Register, Staff review
33. Line listing of high-risk pregnancies	Yes	Verify Register availability
34. Practice related to Respectful Maternity Care	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Privacy maintained during examination ensured <input checked="" type="checkbox"/> Birth attendant allowed in Labour room 	Observation, Patient review

	<input checked="" type="checkbox"/> Obtaining Informed consent of the mother/ custodian <input checked="" type="checkbox"/> Safe care environment maintained	
35. Whether facility have registers for entering births and deaths	Yes	Birth Register, Death Records
36. Number of Maternal Death reported in the facility	Previous year: 3 Current year: 1	Maternal Deaths Records/Review
37. Number of Child Death reported in the facility	Previous year: 10 Current year: 11	Maternal Deaths Records/Review
38. If Comprehensive Abortion Care (CAC) services available	Yes	CAC register
39. Availability of vaccines and hub cutter	Yes Nurses/ ANM aware about open vial policy: Yes	Observation Staff review
40. Number of newborns immunized with birth dose at the facility in last 3 months	2223	Immunisation Register
41. Number of Newborns breastfed within one hour of birth during last month.	802	Verify BF records
42. Status of functionality of DEIC	<input type="checkbox"/> Fully functional with all staff in place <input type="checkbox"/> Functional with few vacancies (approx. 20%-30%) <input type="checkbox"/> Functional with more than 50% vacancies <input checked="" type="checkbox"/> Not functional/ All posts vacant	Observation
43. Number of sterilizations performed in last one month	124	FP Sterilizations register
44. Availability of trained provider for IUCD/ PPIUCD	Yes	reported, Verify training receive
45. Who counsels on FP services?	<input checked="" type="checkbox"/> Counsellor <input checked="" type="checkbox"/> Staff Nurse Others (Specify)_____	As reported
46. Please comment on utilization of other FP services including FP- Condoms, OCPs, Antra etc.	PPIUCD, Condoms	FP registers
47. FPLMIS has been implemented	Yes	Check software

48. Availability of functional Adolescent Friendly Health Clinic	Yes If yes, who provides counselling to adolescents: __Counsellor, ANM Separate male and female counselors available: No			Observation, check AFHC register
49. Whether facility has functional NCD clinic	Yes			NCD register
50. Are service providers trained in cancer services?	Yes			As reported
51. Number of individuals screened for the following in last 6 months:		Screened	Confirmed	NCD Register
	a. Hypertension	6458	540	
	b. Diabetes	6458	498	
	c. Oral Cancer	-	-	
	d. Breast Cancer	0	0	
	e. Cervical Cancer	4235	42	
52. Whether reporting weekly data in P, S and L form under IDSP	Yes			Verify IDSP records
53. Status of TB elimination programme	Facility is designated as Designated Microscopy Centre: Yes			As reported, Observation
	If yes, percent of OPD whose samples were tested for TB (microscopy) in last 6 month (average) _____2.20%____			DBT/Nikshay Report
	<ul style="list-style-type: none"> • If anti-TB drugs available at the facility: Yes • If yes, are there any patients currently taking anti-TB drugs from the facility: Yes 			DBT/Nikshay Report
	<ul style="list-style-type: none"> • Availability of CBNAAT/TruNat: Yes • Percent of patients tested through CBNAAT/TruNat for Drug resistance in the last 6 months _____1.28%_____ 			DBT/Nikshay Report
	<ul style="list-style-type: none"> • Are all TB patients tested for HIV? Yes • Are all TB patients tested for Diabetes Mellitus: Yes 			DBT/Nikshay Report

	Percent of TB Patients for whom DBT installments have been initiated under Nikshay Poshan Yojana in the last 6 months: 62%	DBT/Nikshay Report									
F. RECORDS, FINANCE, OTHERS											
54. Maintenance of records on	<ul style="list-style-type: none"> • TB Treatment Card cases (both for drug sensitive and drug resistant cases): Yes • TB Notification Regist.: Yes • Malaria cases: Yes • Palliative cases: Yes • Cases related to Dengue and Chikungunya: Yes • Leprosy cases: Yes 	Respective records									
55. How much fund was received and utilized by the facility under NHM?	<p>Fund Received last year: NA</p> <p>Fund utilized last year: NA</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3">Fund in prev. FY</th> </tr> <tr> <th>Received</th> <th>Utilized</th> <th>% Utilization</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">-</td> </tr> </tbody> </table>	Fund in prev. FY			Received	Utilized	% Utilization	0	0	-	Facility FMR
Fund in prev. FY											
Received	Utilized	% Utilization									
0	0	-									
	List out Items/ Activities whose expenditure is met out of the RKS/ Untied Fund regularly:	RKS Register									
56. Status of data entry in (match with physical records)	<ul style="list-style-type: none"> • HMIS: Updated • MCTS: Updated • IHIP: Updated • HWC Portal: Updated • Nikshay Portal: Updated 	Check respective portals at the facility wrt last entries									
57. Frequency of RKS meeting (check and obtain minutes of last meeting held)		RKS Register									
58. Availability of ambulance services in the area	<input checked="" type="checkbox"/> Own ambulance available <input type="checkbox"/> DH/ SDH has contracted out ambulance services <input checked="" type="checkbox"/> Ambulances services with Centralized call center <input type="checkbox"/> Government ambulance services are not available	As reported									
<ul style="list-style-type: none"> • How many cases were referred here in the last month? 	<p>Number: 67</p> <p>Types of cases referred in:</p>	Referral-in register									
<ul style="list-style-type: none"> • How many cases were referred out last month? 	<p>Number: 27</p> <p>Types of cases referred out:</p>	Out-referral register									

KEY OBSERVATION WITH CHALLENGES:

The upgrading of District hospital into medical college marks a significant step in strengthening tertiary care services in the Hazaribagh district. However, this upgradation has brought significant challenges in infrastructure, human resources, and operational efficiency. Previously, as a district hospital, the facility came under the health department, with the civil surgeon overseeing operations and receiving NHM funding. However, after its upgradation into a medical college, it now falls under the education department, leading to a lack of coordination at the district level and gaps in service delivery as well as impacted Reporting. No NHM Funding at this facility after upgrading in MC. The absence of NHM funding has impacted. No NHM Manpower in MC. No Infra and no manpower as per MC. Thus, this facility lacks the necessary infrastructure and workforce required for medical college. MC was highly lacking in HMIS data reporting, particularly regarding infrastructure reporting. No reporting was observed on the same. To streamline this process, the MoHFW should issue directives to ensure compliance with HMIS reporting standard. Next referral point is RIMS Ranchi which is 110 m away from here.

COMMUNITY HEALTH CENTRE, BISHNUGARH

General Information	
Name of facility visited	Bishnugarh
Facility Type	<input checked="" type="checkbox"/> CHC <input type="checkbox"/> U-CHC
FRU	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Accessible from nearest road head	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Next Referral Point	Facility: DH Distance: 50KM

A. INFRASTRUCTURE			Means of Verification	
Indicator	INFRASTRUCTURE			
1. OPD Timing	9:00 am- 3:00 pm		Reported/ Citizen Charter Board	
2. Whether facility is functioning in PPP mode	No		Observation	
3. Condition of infrastructure/ building Please comment on the condition and tick the appropriate box	Comments: Good and well maintained		Observation	
	<input checked="" type="checkbox"/> 24*7 running water facility <input checked="" type="checkbox"/> Facility is geriatric and disability friendly (ramps etc.) <input checked="" type="checkbox"/> Clean functional toilets available (separate for Male and female) <input checked="" type="checkbox"/> Drinking water facility available <input checked="" type="checkbox"/> OPD waiting area has sufficient sitting arrangement <input checked="" type="checkbox"/> ASHA rest room is available <input checked="" type="checkbox"/> Drug storeroom with rack is available <input checked="" type="checkbox"/> Power backup: Complete Hospital		Observation	
4. Number of functional in-patient beds	30		As reported/Citizen Charter Board	
5. List of Services available	Yes		As reported/Citizen Charter Board	
<ul style="list-style-type: none"> Specialized services available in addition to General OPD, ANC, Delivery, PNC, Immunization, FP, Laboratory services 	Sl.	Service	Y/N	As reported/Hospital Citizen Charter Board
	1	Medicine	Yes	
	2	O&G	Yes	
	3	Pediatric	Yes	
	4	General Surgery	Yes	
	5	Anesthesiology	Yes	
	6	Ophthalmology	Yes	
	7	Dental	Yes	
	8	Imaging Services (X – ray)	Yes	
9	Imaging Services (USG)	No		

A. INFRASTRUCTURE				Means of Verification
Indicator	INFRASTRUCTURE			
	10	Newborn Stabilization Unit	No	
• If any of the specialists are available 24*7	<input checked="" type="checkbox"/> Yes available <input type="checkbox"/> Yes, available only on-call <input type="checkbox"/> Not available			As reported
• If Yes, Mention the specialists available 24*7	<input checked="" type="checkbox"/> Pediatrician <input checked="" type="checkbox"/> Ob-Gyn <input checked="" type="checkbox"/> Anesthetist			As reported
• Emergency	General emergency: Yes Facilities available for: 1. Triage: Yes 2. Resuscitation: Yes 3. Stabilization: <input type="checkbox"/> Yes/ <input type="checkbox"/> No			Observation: Verify if triage area is marked
6. Tele-medicine/Consultation services available	Yes If yes, average number of teleconsultations per day for the last month If the facility is also functioning as 'Hub' to any of the AAM (SHC/PHC/UPHC/UAAM) <input type="checkbox"/> Yes/ <input type="checkbox"/> No			Tele-medicine records register/ e-Sanjeevani Portal
7. Operation Theatre available	Yes If yes, <input checked="" type="checkbox"/> Major OT <input checked="" type="checkbox"/> Minor OT			Observation Ensure signage and protocol displays
8. Availability of functional Blood Storage Unit	No <ul style="list-style-type: none"> • If yes, number of units of blood currently available: _____ • No. of blood transfusions done in last month: _____ 			Blood Storage Unit records, Register
9. Whether blood is issued free, or user-fee is being charged	<input type="checkbox"/> Free for BPL <input type="checkbox"/> Free for elderly <input type="checkbox"/> Free for JSSK beneficiaries <input type="checkbox"/> Free for all			Blood Storage Unit records, Register
10. Biomedical waste management practices	<input checked="" type="checkbox"/> Sharp pit: <input checked="" type="checkbox"/> Deep Burial pit:			Observation

A. INFRASTRUCTURE		Means of Verification
Indicator	INFRASTRUCTURE	
	Incinerator: Using Common Bio Medical Treatment plant: <input type="checkbox"/> Managed through outsourced agency <input type="checkbox"/> Other System, if any: (Specify)	
11. IT Services infrastructure	<input checked="" type="checkbox"/> Desktop/ Laptop available <input checked="" type="checkbox"/> Internet connectivity Quality/strength of internet connection: _____ Good	As reported

B. Human Resources				As reported	
12. Details of HR available in the facility (Sanctioned and In-place)	HR	Regular		Contractual	
		Sanctioned	Available	Sanctioned	Available
	MO (MBBS)		3		
	Specialists				
	Medicine				
	Ob-Gyn	1	1		
	Pediatrician			1	1
	Anesthetist				
	Dentist	1	1	0	1
	SNs/ GNMs				
	LTs				3
	Pharmacist				1
	Dental Assistant/ Hygienist				1
	Hospital/ Facility Manager				
	EmOC trained doctor		1		
	LSAS trained doctor				
	Others				

C. QUALITY PROGRAMMES		Means of verification
13. Kayakalp	Initiated: Yes Facility score: Award received: Winner <input type="checkbox"/> <input checked="" type="checkbox"/> Commendation	Kayakalp Assessment report

		Verify certificate if awarded
14. NQAS	Assessment done: NA Internal/State Facility score: Certification Status:	NQAS assessment report Verify certificate if awarded
15. LaQshya	Labour Room: <input checked="" type="checkbox"/> LaQshya Certified If No, Assessment Done - <input type="checkbox"/> Yes/ <input type="checkbox"/> No Operation Theatre: <input checked="" type="checkbox"/> LaQshya Certified If No, Assessment Done - <input type="checkbox"/> Yes/ <input type="checkbox"/> No	LaQshya Assessment Report – check score Verify certificate if awarded

D. DRUGS AND DIAGNOSTICS

16. Availability of list of essential medicines (EML)/ drugs (EDL)	Yes	Verify EDL Displayed	
	If yes, total number of drugs in EDL____25____ EDL displayed in OPD Area: Yes No. of drugs available on the day of visit (out of the EDL) ____35____		
17. Implementation of DVDMS or similar supply chain management system (Training gap reported)	<input type="checkbox"/> Yes/ <input checked="" type="checkbox"/> No	Observation, Check software	
18. Shortage of 5 priority drugs from EDL in last 30 days, if any	1	Antibiotic	As
	2	Sugar Medicine	reported,
	3	tab levoflox 500	check
	4	tab levoflox 200	DVDMS
	5		, E-

		aushadhi , etc.
19. Availability of Essential Consumables:	<input type="checkbox"/> Sufficient Supply <input checked="" type="checkbox"/> Minimal Shortage <input type="checkbox"/> Acute shortage In last 6 months, how many times there was a shortage_____	As reported Stock/In dent register
20. Availability of essential diagnostics	<input checked="" type="checkbox"/> In-house <input type="checkbox"/> Outsourced/ PPP <input type="checkbox"/> Both/ Mixed	As reported;
<ul style="list-style-type: none"> In-house tests (24*7 emergency test available) 	Timing: 9:00 am- 3:00pm Total No. of tests available against Essential Diagnostic tests list for CHC _____29	Obtain the complete list of diagnostic tests performed in-house
<ul style="list-style-type: none"> Outsourced/ PPP 	NA	
21. X-ray services is available	<input checked="" type="checkbox"/> Yes If Yes, type & no. of functional X-ray machine is available in the hospital: Is the X-ray machine AERB certified: <input type="checkbox"/> Yes/ <input type="checkbox"/> No	Observation
22. Whether diagnostic services (lab, X-ray, USG etc.) are free for all	<input checked="" type="checkbox"/> Free for BPL <input checked="" type="checkbox"/> Free for elderly <input checked="" type="checkbox"/> Free for JSSK beneficiaries <input checked="" type="checkbox"/> Free for all	As reported
23. Availability of Testing kits/ Rapid Diagnostic Kits	<input checked="" type="checkbox"/> Sufficient Supply <input type="checkbox"/> Minimal Shortage <input type="checkbox"/> Acute shortage	As reported

24. If there is any shortage of major instruments/ equipment (Refer to Annexure 10 in the link for list of equipment – (https://nhsrcindia.org/sites/default/files/CHC%20IPHS%202022%20Guidelines%20pdf.pdf))	NA	As reported
25. Average downtime of equipment (days) Details of equipment are nonfunctional for more than 7 days	-	As reported
E. KEY NATIONAL HEALTH PROGRAMMES		
26. Availability of delivery services	<input checked="" type="checkbox"/> Yes	As reported
• If the facility is designated as FRU, whether C-sections are performed	<input checked="" type="checkbox"/> Yes Number of normal deliveries performed in last month: _____185____ No. of C-sections performed in last month: _____20	Verify C-section records from Maternity OT registers
• Comment on condition of:	Labour room: Good OT: Good Functional New-born care corner (functional radiant warmer with neo-natal ambu bag): Yes	Observation
27. Status of JSY payments	Payment is up to date: <input type="checkbox"/> Yes/ <input checked="" type="checkbox"/> No Average delay: (Average for how many days/patients)—2 months Payment done till: August Last 3 Months Reasons for delay: Documentation Gap	Verify from JSY status report
28. Availability of JSSK entitlements	<input checked="" type="checkbox"/> Yes/ <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, whether all entitlements being provided	As reported/ As Displaye

	<input checked="" type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input checked="" type="checkbox"/> Free diet <input checked="" type="checkbox"/> Free drugs and consumables <input checked="" type="checkbox"/> Free diagnostics <input checked="" type="checkbox"/> Free blood services <input checked="" type="checkbox"/> Free referral transport (home to facility) <input checked="" type="checkbox"/> Free referral transport (drop back from facility to home) <input checked="" type="checkbox"/> No user charges	d in Maternit y Ward
29. PMSMA services provided on 9 th of every month	Yes If yes, how many high risks pregnancies are identified on 9 th for previous month ...6 If No, reasons thereof:	PMSMA Register/ High Risk Pregnanc y Register, Staff review
30. Line listing of high-risk pregnancies	Yes	Verify Register availabili ty
31. Practice related to Respectful Maternity Care	<input checked="" type="checkbox"/> Privacy maintained during examination ensured <input checked="" type="checkbox"/> Birth attendant allowed in Labour room <input checked="" type="checkbox"/> Obtaining Informed consent of the mother/ custodian <input checked="" type="checkbox"/> Safe care environment maintained	Observat ion, Patient review
32. Whether facility have registers for entering births and deaths	Yes	Birth Register, Death Records
33. Number of Maternal Death reported in the facility	Previous year: Current year: 2	Maternal Deaths Records
34. Number of Child Death reported in the facility	Previous year: Current year: 9	Maternal Deaths Records

35. If Comprehensive Abortion Care (CAC) services available	Yes	CAC register
36. Availability of vaccines and hub cutter	Yes Nurses/ ANM aware about open vial policy: <input type="checkbox"/> Yes/ <input type="checkbox"/> No	Observation Staff review
37. Number of newborns immunized with birth dose at the facility in last 3 months	506	Immunisation Register
38. Newborns breastfed within one hour of birth during last month	506	Verify BF records
39. Number of sterilizations performed in last one month	52	FP Sterilizations register
40. Availability of trained provider for IUCD/ PPIUCD	Yes	As reported, Verify training received
41. Who counsels on FP services?	Counsellor <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Staff Nurse <input checked="" type="checkbox"/> Medical Officer Others (Specify)_____	As reported
42. Please comment on utilization of other FP services including Condoms, OCPs, Antra	Good acceptance	Observation/ FP records and registers
43. FPLMIS has been implemented	Yes	Check software
44. Availability of functional Adolescent Friendly Health Clinic	Yes If yes, who provides counselling to adolescents: ___ANM_____ Separate male and female counselors available: <input type="checkbox"/> Yes/ <input checked="" type="checkbox"/> No	Observation, check AFHC register

45. Whether facility has functional NCD clinic	<input checked="" type="checkbox"/> Yes/ <input type="checkbox"/> No If No, is there any fixed day or days in a week for NCD care at the facility? _____ days (Mention number of days)			Check NCD register
46. Are service providers trained in cancer services?	<input type="checkbox"/> Yes/ <input checked="" type="checkbox"/> No			
47. Number of individuals screened for the following in last 6 months:	NCD	Screened	Confirmed	NCD Register
	a. Hypertension	279	70	
	b. Diabetes	2157	113	
	c. Oral Cancer	-	-	
	d. Breast Cancer	-	-	
48. Whether reporting weekly data in P, S and L form under IDSP	Yes			Verify from IDSP reporting records
49. Status of TB elimination programme	Facility is designated as Designated Microscopy Centre (DMC): Yes			As reported, Observation
	If yes, percent of OPD whose samples were tested for TB (microscopy) in last 6 month (average) _____320 (In no.)			DBT/Ni kshay Report
	If anti-TB drugs available at the facility: Yes If yes, are there any patients currently taking anti-TB drugs from the facility: Yes			DBT/Ni kshay Report
	Percent of patients tested through CBNAAT/ TruNat for Drug resistance in the last 6 months _____183			DBT/Ni kshay Report

	<p>Is there a sample transport mechanism in place for:</p> <p>Investigations within public sector for TB testing? Yes</p> <p>Investigations within public sector for other tests? Yes</p> <p>Outsourced testing? <input type="checkbox"/>Yes/ <input checked="" type="checkbox"/>No</p>	As reported									
	<p>Are all TB patients tested for HIV? Yes</p> <p>Are all TB patients tested for Diabetes Mellitus: Yes</p>	DBT/Nikshay Report									
	<p>Percent of TB Patients for whom DBT installments have been initiated under Nikshay Poshan Yojana in the last 6 months:</p>	DBT/Nikshay Report									
50. Status on Leprosy eradication programme	<p>Nos. of new case detected by Field Worker in last 12 months: 27</p> <p>Out of those, how many are having Gr. II deformity: 0</p>	Facility Register/Record for leprosy									
F. RECORDS, FINANCE, OTHERS											
51. Maintenance of records on	<input checked="" type="checkbox"/> TB Treatment Card cases (both for drug sensitive and drug resistant cases) <input checked="" type="checkbox"/> TB Notification Registers <input checked="" type="checkbox"/> Malaria cases <input checked="" type="checkbox"/> Palliative cases <input checked="" type="checkbox"/> Cases related to Dengue and Chikungunya <input checked="" type="checkbox"/> Leprosy cases	Respective records									
52. How much fund was received and utilized by the facility under NHM?	<p>Fund Received last year:</p> <p>Fund utilized last year:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3">Fund in prev. FY</th> </tr> <tr> <th>Received</th> <th>Utilized</th> <th>% Utilization</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Fund in prev. FY			Received	Utilized	% Utilization				Facility FMR
Fund in prev. FY											
Received	Utilized	% Utilization									

	List out Items/ Activities whose expenditure is met out of the RKS/ Untied Fund regularly:	RKS Register
	Reasons for underutilization of fund (if any)	Staff review
53. Status of data entry in (match with physical records)	<input checked="" type="checkbox"/> HMIS: Updated <input checked="" type="checkbox"/> MCTS: instead of this using ANMOL Portal <input checked="" type="checkbox"/> IHIP: Updated <input checked="" type="checkbox"/> HWC Portal: Updated <input checked="" type="checkbox"/> Nikshay Portal: Updated	Check portals at facility wrt last entries
54. Frequency of RKS meeting (check and obtain minutes of last meeting held)	Monthly one	RKS Register
55. Availability of ambulance services in the area	<input checked="" type="checkbox"/> CHC own ambulance available <input type="checkbox"/> CHC has contracted out ambulance services <input checked="" type="checkbox"/> Ambulances services with Centralized call centre <input type="checkbox"/> Government ambulance services are not available	As reported
	Comment (if any):	
• How many cases from sub centre/ PHC were referred to this CHC last month?	Number: No proper record Types of cases referred in:	Referral-in register
• How many cases from the CHC were referred to the DH last month?	Number: No proper record Types of cases referred out:	Referral Out register

KEY OBSERVATION WITH CHALLENGES:

CHC Bishnugarh is a fully functional FRU with well-maintained infrastructure. Facility environment was patient friendly due to lots of greenery and planation. This facility is 30 bedded and on an average OPD load was reported 200 per day. The facility has operational both major and minor OTs, and 24x7 diagnostic support, including X-ray (AERB certification unclear). However, it lacks USG, a New-born Stabilization Unit, and a Blood Storage Unit. While essential drugs were mostly available, however shortages of medicine include-

antibiotics, sugar medicines, and Levofloxacin, highlighting the need to strengthen essential medicine SS system to enhance the community faith in public healthcare facility. Further, Minimal shortage of essential consumable supply were also observed. Owing to the training gap of DVDMS portal, facility was not using this portal for Supply chain management system for medication. Thus, DVDMS was not implemented at the facility, training part can be strengthening.

Labour room of this facility was well maintained, and noted to be LAQSHYA Certified. Maternal and child health services well efficiently rendered at this facility, with 185 normal deliveries and 20 C-sections conducted last month, but JSY payments observed delayed by two months due to documentation gaps. JSSK services were freely available, though free blood services were noted to be missing. With regards to manpower, Shortage of ANM was reported an issue. Additionally, public engagement poses a challenge as the facility serves a tribal belt with low literacy levels, affecting the MR campaigns and counselling services. Strengthening outreach efforts and addressing these gaps is essential for improving healthcare access in the region.

COMMUNITY HEALTH CENTRE (CHC), CHURCHU

General Information	
Name of facility visited	Churchu
Facility Type	<input checked="" type="checkbox"/> CHC <input type="checkbox"/> U-CHC
FRU	<input checked="" type="checkbox"/> No
Accessible from nearest road head	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Next Referral Point	Facility: SBMCH, Hazaribagh Distance: 25 KM

A. INFRASTRUCTURE		Means of Verification																														
Indicator	INFRASTRUCTURE																															
1. OPD Timing	9:00 am- 3:00 pm	Reported/ Citizen Charter Board																														
2. Whether facility is functioning in PPP mode	No	Observation																														
3. Condition of infrastructure/ building	Comments: Good and well maintained	Observation																														
Please comment on the condition and tick the appropriate box	<input checked="" type="checkbox"/> 24*7 running water facility <input checked="" type="checkbox"/> Facility is geriatric and disability friendly (ramps etc.) <input checked="" type="checkbox"/> Clean functional toilets available (separate for Male and female) <input checked="" type="checkbox"/> Drinking water facility available <input checked="" type="checkbox"/> OPD waiting area has sufficient sitting arrangement <input checked="" type="checkbox"/> ASHA rest room is available <input checked="" type="checkbox"/> Drug storeroom with rack is available <input checked="" type="checkbox"/> Power backup: Complete Hospital	Observation																														
4. Number of functional in-patient beds	15	As reported/Citizen Charter Board																														
5. List of Services available	Yes	As reported/Citizen Charter Board																														
<ul style="list-style-type: none"> Specialized services available in addition to General OPD, ANC, Delivery, PNC, Immunization, FP, Laboratory services 	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">Sl.</th> <th style="width: 70%;">Service</th> <th style="width: 25%;">Y/N</th> </tr> </thead> <tbody> <tr><td>1</td><td>Medicine</td><td>Yes</td></tr> <tr><td>2</td><td>O&G</td><td>No</td></tr> <tr><td>3</td><td>Pediatric</td><td>No</td></tr> <tr><td>4</td><td>General Surgery</td><td>No</td></tr> <tr><td>5</td><td>Anesthesiology</td><td>No</td></tr> <tr><td>6</td><td>Ophthalmology</td><td>No</td></tr> <tr><td>7</td><td>Dental</td><td>No</td></tr> <tr><td>8</td><td>Imaging Services (X – ray)</td><td>No</td></tr> <tr><td>9</td><td>Imaging Services (USG)</td><td>No</td></tr> </tbody> </table>	Sl.	Service	Y/N	1	Medicine	Yes	2	O&G	No	3	Pediatric	No	4	General Surgery	No	5	Anesthesiology	No	6	Ophthalmology	No	7	Dental	No	8	Imaging Services (X – ray)	No	9	Imaging Services (USG)	No	As reported/Hospital Citizen Charter Board
Sl.	Service	Y/N																														
1	Medicine	Yes																														
2	O&G	No																														
3	Pediatric	No																														
4	General Surgery	No																														
5	Anesthesiology	No																														
6	Ophthalmology	No																														
7	Dental	No																														
8	Imaging Services (X – ray)	No																														
9	Imaging Services (USG)	No																														

A. INFRASTRUCTURE				Means of Verification
Indicator	INFRASTRUCTURE			
	10	Newborn Stabilization Unit	No	
• If any of the specialists are available 24*7	<input type="checkbox"/> Yes, available only on-call <input type="checkbox"/> Not available			As reported
• If Yes, Mention the specialists available 24*7	NA			As reported
• Emergency	General emergency: Yes Facilities available for: 1. Triage: <input type="checkbox"/> Yes/ <input type="checkbox"/> No 2. Resuscitation: <input type="checkbox"/> Yes/ <input type="checkbox"/> No 3. Stabilization: <input type="checkbox"/> Yes/ <input type="checkbox"/> No			Observation: Verify if triage area is marked
6. Tele-medicine/Consultation services available	No If yes, average number of teleconsultations per day for the last month			Tele-medicine records register/ e-Sanjeevani Portal
7. Operation Theatre available	Yes If yes, <input checked="" type="checkbox"/> Major OT <input checked="" type="checkbox"/> Minor OT			Observation Ensure signage and protocol displays
8. Availability of functional Blood Storage Unit	No • If yes, number of units of blood currently available: _____ • No. of blood transfusions done in last month: _____			Blood Storage Unit records, Register
9. Whether blood is issued free, or user-fee is being charged	<input type="checkbox"/> Free for BPL <input type="checkbox"/> Free for elderly <input checked="" type="checkbox"/> Free for JSSK beneficiaries <input type="checkbox"/> Free for all			Blood Storage Unit records, Register
10. Biomedical waste management practices	<input checked="" type="checkbox"/> Sharp pit: <input checked="" type="checkbox"/> Deep Burial pit: Incinerator: <input checked="" type="checkbox"/> Using Common Bio Medical Treatment plant Managed through outsourced agency <input type="checkbox"/>			Observation
11. IT Services infrastructure	<input checked="" type="checkbox"/> Desktop/ Laptop available <input checked="" type="checkbox"/> Internet connectivity Quality/strength of internet connection: _____ Good			As reported

B. Human Resources				As reported	
12. Details of HR available in the facility (Sanctioned and In-place)	HR	Regular		Contractual	
		Sanctioned	Available	Sanctioned	Available
	MO (MBBS)	4	3	0	1
	Specialists				
	Medicine	1	0	0	0
	Ob-Gyn	1	0	0	0
	Pediatician	1	0	0	0
	Anesthetist	1	0	0	0
	Dentist	1	1	0	0
	SNs/ GNMs	4	0	0	0
	LTs	2	0	0	2
	Pharmacist	2	1	0	1
	Dental Assistant/ Hygienist	1	0	0	1
	Hospital/ Facility Manager	1	0	0	0
	EmOC trained doctor	1	1		
	LSAS trained doctor	1	1		
	Others				

C. QUALITY PROGRAMMES		Means of verification
13. Kayakalp	Initiated: Yes Facility score:85 Award received: Winner <input type="checkbox"/> <input checked="" type="checkbox"/> Commendation	Kayakalp Assessment report Verify certificate if awarded
14. NQAS	Assessment done: Yes, Internal Facility score: Certification Status:	NQAS assessment report Verify certificate if awarded
15. LaQshya	Labour Room: <input checked="" type="checkbox"/> LaQshya Certified If No, Assessment Done - <input type="checkbox"/> Yes/ <input checked="" type="checkbox"/> No Operation Theatre: <input checked="" type="checkbox"/> LaQshya Certified If No, Assessment Done - <input type="checkbox"/> Yes/ <input checked="" type="checkbox"/> No	LaQshya Assessment Report – check score Verify certificate if awarded

D. DRUGS AND DIAGNOSTICS			
Availability of list of essential medicines (EML)/ drugs (EDL) (EDL were Not updated)	Yes		Verify EDL Displayed
	If yes, total number of drugs in EDL ___154___ EDL displayed in OPD Area: Yes No. of drugs available on the day of visit (out of the EDL) ___76___		
Implementation of DVDMS or similar supply chain management system (Training gap reported)	<input checked="" type="checkbox"/> Yes/ <input type="checkbox"/> No		Observation, Check software
Shortage of 5 priority drugs from EDL in last 30 days, if any	1	Oint. Acyclovir	As reported, check DVDMS, E-aushadhi, etc.
	2	Tab- Clonazepam	
	3	Tab. Fluconazole	
	4	Tab. Levofloxacin	
	5	Tab. Mebendazole	
16. Availability of Essential Consumables:	<input checked="" type="checkbox"/> Sufficient Supply Minimal Shortage Acute shortage In last 6 months, how many times there was a shortage _____		As reported Stock/Indent register
17. Availability of essential diagnostics	<input checked="" type="checkbox"/> In-house <input type="checkbox"/> Outsourced/ PPP <input type="checkbox"/> Both/ Mixed		As reported;
• In-house tests	Timing: 9:00 am- 3:00pm Total No. of tests available against Essential Diagnostic tests list for CHC _____		Obtain the complete list of diagnostic tests performed in-house
• Outsourced/ PPP	NA		
18. X-ray services is available	<input checked="" type="checkbox"/> No If Yes, type & no. of functional X-ray machine is available in the hospital: Is the X-ray machine AERB certified: No		Observation

19. Whether diagnostic services (lab, X-ray, USG etc.) are free for all	<input checked="" type="checkbox"/> Free for BPL <input checked="" type="checkbox"/> Free for elderly <input checked="" type="checkbox"/> Free for JSSK beneficiaries <input checked="" type="checkbox"/> Free for all	As reported
20. Availability of Testing kits/ Rapid Diagnostic Kits	<input checked="" type="checkbox"/> Sufficient Supply <input type="checkbox"/> Minimal Shortage <input type="checkbox"/> Acute shortage	As reported
21. If there is any shortage of major instruments/ equipment (Refer to Annexure 10 in the link for list of equipment – (https://nhsrcindia.org/sites/default/files/CHC%20IPHS%202022%20Guidelines%20pdf.pdf))	Sterilization	As reported
22. Average downtime of equipment (days) Details of equipment are nonfunctional for more than 7 days	Sterilization Machine	As reported
E. KEY NATIONAL HEALTH PROGRAMMES		
23. Availability of delivery services	<input checked="" type="checkbox"/> Yes	As reported
• If the facility is designated as FRU, whether C-sections are performed	<input checked="" type="checkbox"/> No Number of normal deliveries performed in last month: _____NA No. of C-sections performed in last month: _____NA	Verify C-section records from Maternity OT registers
• Comment on condition of:	Labour room: Satisfactory OT: - Functional New-born care corner (functional radiant warmer with neo-natal ambu bag): Yes	Observation
24. Status of JSY payments	Payment is up to date: Yes	Verify from JSY status report

	<p>Average delay: (Average for how many days/patients)—3 months</p> <p>Payment done till</p> <p>Last 3 Months</p> <p>Reasons for delay:</p> <p>Account no. not available and Funding issue</p>	
25. Availability of JSSK entitlements	<p><input checked="" type="checkbox"/> Yes/ <input type="checkbox"/> No</p> <p><input checked="" type="checkbox"/> If yes, whether all entitlements being provided</p> <p><input checked="" type="checkbox"/> Free delivery services (Normal delivery/ C-section)</p> <p><input checked="" type="checkbox"/> Free diet</p> <p><input checked="" type="checkbox"/> Free drugs and consumables</p> <p><input checked="" type="checkbox"/> Free diagnostics</p> <p><input checked="" type="checkbox"/> Free blood services</p> <p><input checked="" type="checkbox"/> Free referral transport (home to facility)</p> <p><input checked="" type="checkbox"/> Free referral transport (drop back from facility to home)</p> <p><input checked="" type="checkbox"/> No user charges</p>	As reported/As Displayed in Maternity Ward
26. PMSMA services provided on 9 th of every month	<p>Yes</p> <p>If yes, how many high risks pregnancies are identified on 9th for previous month ...4</p> <p>If No, reasons thereof:</p>	PMSMA Register/High Risk Pregnancy Register, Staff review
27. Line listing of high-risk pregnancies	Yes	Verify Register availability
28. Practice related to Respectful Maternity Care	<p><input checked="" type="checkbox"/> Privacy maintained during examination ensured</p> <p><input checked="" type="checkbox"/> Birth attendant allowed in Labour room</p> <p><input checked="" type="checkbox"/> Obtaining Informed consent of the mother/ custodian</p> <p><input checked="" type="checkbox"/> Safe care environment maintained</p>	Observation, Patient review
29. Whether facility have registers for entering births and deaths	Yes	Birth Register, Death Records
30. Number of Maternal Death reported in the facility	<p>Previous year: 0</p> <p>Current year: 0</p>	Maternal Deaths Records

31. Number of Child Death reported in the facility	Previous year: 0 Current year: 0	Maternal Deaths Records
32. If Comprehensive Abortion Care (CAC) services available	No	CAC register
33. Availability of vaccines and hub cutter	Yes Nurses/ ANM aware about open vial policy: Yes	Observation Staff review
34. Number of newborns immunized with birth dose at the facility in last 3 months	62	Immunisation Register
35. Newborns breastfed within one hour of birth during last month	25	Verify BF records
36. Number of sterilizations performed in last one month	13	FP Sterilizations register
37. Availability of trained provider for IUCD/ PPIUCD	Yes	As reported, Verify training received
38. Who counsels on FP services?	<input checked="" type="checkbox"/> Counsellor <input checked="" type="checkbox"/> Staff Nurse <input checked="" type="checkbox"/> Medical Officer Others (Specify)_____	As reported
39. Please comment on utilization of other FP services including Condoms, OCPs, Antra	PPIUCD	Observation/ FP records and registers
40. FPLMIS has been implemented	Yes	Check software
41. Availability of functional Adolescent Friendly Health Clinic	Yes If yes, who provides counselling to adolescents: ___ANM_____ Separate male and female counselors available: Yes	Observation, check AFHC register
42. Whether facility has functional NCD clinic	<input checked="" type="checkbox"/> Yes/ <input type="checkbox"/> No If No, is there any fixed day or days in a week for NCD care at the facility? ___6___ days (Mention number of days)	Check NCD register

43. Are service providers trained in cancer services?	Yes			
44. Number of individuals screened for the following in last 6 months:	NCD	Screened	Confirmed	NCD Register
	f. Hypertension	892	149	892
	g. Diabetes	892	151	892
	h. Oral Cancer	0	0	0
	i. Breast Cancer	0	0	0
	j. Cervical Cancer	0	0	0
45. Whether reporting weekly data in P, S and L form under IDSP	Yes		Verify from IDSP reporting records	
46. Status of TB elimination programme	Facility is designated as Designated Microscopy Centre (DMC): Yes		As reported, Observation	
	If yes, percent of OPD whose samples were tested for TB (microscopy) in last 6 month (average) _____		DBT/Nikshay Report	
	If anti-TB drugs available at the facility: Yes If yes, are there any patients currently taking anti-TB drugs from the facility: Yes		DBT/Nikshay Report	
	Percent of patients tested through CBNAAT/TruNat for Drug resistance in the last 6 months _____		DBT/Nikshay Report	
	Is there a sample transport mechanism in place for: Investigations within public sector for TB testing? Yes Investigations within public sector for other tests? Yes Outsourced testing? <input type="checkbox"/> Yes/ <input checked="" type="checkbox"/> No		As reported	
	Are all TB patients tested for HIV? Yes Are all TB patients tested for Diabetes Mellitus: Yes		DBT/Nikshay Report	

	Percent of TB Patients for whom DBT installments have been initiated under Nikshay Poshan Yojana in the last 6 months:	DBT/Nikshay Report							
47. Status on Leprosy eradication programme	Nos. of new case detected by Field Worker in last 12 months: 25 Out of those, how many are having Gr. II deformity: Frequency of Community Surveillance:	Facility Register/Record for leprosy							
F. RECORDS, FINANCE, OTHERS									
48. Maintenance of records on	<input checked="" type="checkbox"/> TB Treatment Card cases (both for drug sensitive and drug resistant cases) <input checked="" type="checkbox"/> TB Notification Registers <input checked="" type="checkbox"/> Malaria cases <input checked="" type="checkbox"/> Palliative cases <input checked="" type="checkbox"/> Cases related to Dengue and Chikungunya <input checked="" type="checkbox"/> Leprosy cases	Respective records							
49. How much fund was received and utilized by the facility under NHM?	Fund Received last year:	Facility FMR							
	Fund utilized last year:								
	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3">Fund in prev. FY</th> </tr> <tr> <th>Received</th> <th>Utilized</th> <th>% Utilization</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">500000</td> <td style="text-align: center;">498034</td> <td style="text-align: center;">99.6%</td> </tr> </tbody> </table>		Fund in prev. FY			Received	Utilized	% Utilization	500000
Fund in prev. FY									
Received	Utilized	% Utilization							
500000	498034	99.6%							
	List out Items/ Activities whose expenditure is met out of the RKS/ Untied Fund regularly:	RKS Register							
	Reasons for underutilization of fund (if any)	Staff review							
50. Status of data entry in (match with physical records)	<input checked="" type="checkbox"/> HMIS: Updated <input checked="" type="checkbox"/> MCTS: instead of this using ANMOL Portal <input checked="" type="checkbox"/> IHIP: Updated <input checked="" type="checkbox"/> HWC Portal: Updated <input checked="" type="checkbox"/> Nikshay Portal: Updated	Check portals at facility wrt last entries							
51. Frequency of RKS meeting (check and obtain minutes of last meeting held)	2	RKS Register							

52. Availability of ambulance services in the area	<input type="checkbox"/> CHC has contracted out ambulance services <input type="checkbox"/> CHC own ambulance available <input checked="" type="checkbox"/> Ambulances services with Centralized call centre <input type="checkbox"/> Government ambulance services are not available	As reported
	Comment (if any):	
<ul style="list-style-type: none"> How many cases from sub centre/ PHC were referred to this CHC last month? 	Number: No proper record Types of cases referred in:	Referral-in register
<ul style="list-style-type: none"> How many cases from the CHC were referred to the DH last month? 	Number: 2 Types of cases referred out:	Referral Out register

KEY OBSERVATION WITH CHALLENGES:

Churchu CHC, located in a remote area with a scattered population, experiences a low OPD load of just 50-60 patients per day. Further, due to its proximity to the city, many residents prefer seeking care at the District Hospital/ MC in Hazaribagh, leading to a notably low OPD load. The CHC has 15 functional in-patient beds and provides general healthcare services, including OPD, ANC, normal delivery, immunization, family planning, dental, and emergency care. The CHC has a minor operation theatre but lacks a blood storage unit. In specialized services medicine and dental care services were rendered properly here. However, specialized services such as paediatrics, general surgery, and anaesthesiology were unavailable. The next referral point is SBMCH Hazaribagh, which is just 25 km away. Churchu CHC is a well-maintained facility with essential infrastructure, including a 24/7 water supply, functional toilets, an OPD waiting area, and power backup. This facility functions in an old-model building. Biomedical waste management follows standard protocols, and IT infrastructure, including desktops and internet connectivity, is in place. Under quality programs, the facility has received a commendation certificate under Kayakalp program with a score of 85 percent. Regarding manpower, the CHC has three MBBS doctors and one contractual medical officer. Specialized staff positions- gynaecologists, paediatricians, and anaesthetists were sanctioned, but all post were lying vacant. Shortage of Staff Nurses was reported an issue. Further, the facility were also facing issue of limited supply medicine as well.

Ayushman Arogya Mandir- AAM-PHC, Bandkharo

A. General Information	
1. State	Jharkhand
2. District Name	Hazaribagh
3. Block/Taluka Name	Bishnugarh
4. Name of Facility	Bandkharo
5. Type of Facility	<input checked="" type="checkbox"/> PHC-AAM <input type="checkbox"/> UPHC-AAM
6. NIN of the facility	5881843717
7. No. of days in a week facility is operational	7
8. OPD Timings	9:00 am to 3:00 pm
9. Month & Year of operationalization of AAM	August 2024
10. Details of co-location, if any (If any co-located SHC)	NA
11. Accessible from nearest road head (Yes/No)	Yes
12. Next Referral Facility Name	CHC Bishnugarh
13. Distance of next referral facility (in Km)	25km
14. If UPHC functions as a Polyclinic (Yes/No)	No
15. If Yes, please take note of available specialist services at the Polyclinic	-

A.1 Demographic Details	
1. Number of Villages/Wards	6
2. No. of Households	1976
3. Total catchment Population	9794
4. Population who are 30 years of age and above	3624

B. Physical Infrastructure				
Infrastructure Status and details		Availability		
1.	Availability of Govt owned Building	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
2.	If there is no government-owned Building, specify building type	S.no	Building	
		√ Mark		
		A	Other Govt.	
		B	Panchayat Bhawan	
		C	Urban Local Body	
	D	Rented etc		
3.	Is the facility functional 24 x 7?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
4.	Availability of IPD Beds	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
5.	If yes, Number of functional IPD Beds	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
6.	Availability of boundary Wall (Partially)	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
7.	External branding as per CPHC guidelines (Colour & Logo)	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	

8.	OPD room Examination table with privacy curtains/screen	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> No
9.	Waiting area with sitting arrangements for patients/ attendants	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10.	Availability of furniture:	Table Yes Chairs Yes Almirah/Shelf Yes
11.	Laboratory	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
12.	Pharmacy /Drug store	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
13.	Space/ room identified for Wellness activities including Yoga sessions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
14.	Separate functional toilets for males and females	No
15.	Availability of Running Water	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
16.	Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	No
17.	Electricity connection	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
18.	Power back up	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
19.	Safe drinking Water for staff and patients	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
20.	Functional Handwashing corner (designated) with running water and soap	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
21.	Provision of BMW management	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
22.	Colour coded waste bins	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
23.	Bio-medical waste disposal mechanism in place	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
24.	<i>Residential Quarters available for Staff If yes, Specify the staff for which quarters available</i>	Yes, Only ANM stay

B.1 Information, Education & communication (IEC) material		
1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, Eye, oral care, cancers etc)	Yes
3	Display of IEC on water, sanitation & hygiene	No
4	IEC/Poster on BMW displayed at the facility.	No
5	Installation of TV/ LED screen in the waiting area for IEC display	No
6	Display of citizen charter	Yes
7	Information on grievance redressal displayed	No
8	Information on referral transport displayed	Yes
9	Information on nearest referral facility displayed	No

C. Human Resource Availability						
No	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1.	Medical Officer (MBBS)	1		1		-
2.	AYUSH MO*	1		-		-
3.	Dentist*	1		-		-

4.	Staff Nurse	2		-		-
5.	Pharmacist	1		-		-
6.	Laboratory Technician	1		-		-
7.	ANM/MPW (F)#	1		-		2
8.	MPW (M)	1		-		-
9.	Lady Health Visitor	1		-		-
10.	Dresser	1		-		-
11.	Accountant	1		-		-
12.	Data entry operator	1		-		-
13.	Sanitation staff	1		-		-
14.	ASHA					9
15.	ASHA Facilitator (If any, only for Rural areas)					
16.	Others (Specify)					
17.	Whether all essential HRH available as per IPHS 2022					

*Desirable

For PHC sub centre-Co-located

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	MO (MBBS) (Y/N)	Staff Nurse (Y/N)	MPW (F) / (M) (Y/N)	ASHA (Y/N)
Maternal Health (ANC/PNC Care)	Yes	No	No	Yes
Child Health (New Born Care/ HBNC/HBYC)	Yes	No	No	Yes
Family Planning	Yes	No	No	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	No	No	Yes
NCD	Yes	No	No	Yes
Others (Specify)	-	No	No	Yes

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Y/N)	Trained in ENT care (Y/N)	Trained in oral care (Y/N)	Trained in MNS (Y/N)	Elderly & Palliative Care (Y/N)	Trained in Trauma & Emergency care (Y/N)
MO (MBBS)	No	No	Yes	No	Yes	Yes
Staff Nurse	No	No	No	No	Yes	No
ANM/ MPW-F	No	No	No	No	Yes	No
MPW- M	No	No	No	No	No	No
ASHA	No	No	No	No	No	No
Training part reported to be under process, till CHC level training part done						

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses
Non-Communicable Diseases	Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – breast <input checked="" type="checkbox"/> Screening of common cancers – cervix <input checked="" type="checkbox"/> Screening and management of mental health ailments (only counselling part done)

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	Yes	No	No
Basic ear, nose, throat (ENT) care services	Yes	Yes	No
Oral health care services	Yes	No	No
Elderly and Palliative care	Yes	Yes	No
Screening & management of mental health ailments	Yes	No	No
Emergency Medical Services	Yes	Yes	No

F. Availability of Essential medicines	
1	Number of medicines at AAM-PHC/UPHC as per State Essential Medicines list (IPHS/AAM EDL) <i>(Total number of medicines at AAM-PHC/UPHC as per National EML -172)</i> <i>(Link for list of essential medicines for reference- https://nhsrcindia.org/essential-medicines-list-hwc-shc-phc)</i>
2	Total number of medicines available at AAM-PHC/UPHC
3	Availability of medicines for priority conditions Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever

4	Medicine categories with shortfall/stockouts on the day of assessment	<input checked="" type="checkbox"/> Oral Contraceptives Analgesics / NSAIDs) Anti-pyretic <input checked="" type="checkbox"/> Anti-allergics Antidotes for poisoning <input checked="" type="checkbox"/> Gastrointestinal meds Anti-filarial <input checked="" type="checkbox"/> Antibiotics Anti-leprosy	Anti-tuberculosis Anti-fungal Anti-malarial <input checked="" type="checkbox"/> Anti-hypertensive Oral hypoglycaemics Hypolipidemic <input checked="" type="checkbox"/> ORS Multi-vitamins Dermatological (cream)
5	What is the indenting cycle that is followed at the facility?	<input type="checkbox"/> Fortnightly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> As required <input type="checkbox"/> Other (Specify)	
6	What is the lead time for supply of drugs which are indented? (record in days)	Less than 1 Week 1-2 Weeks <input checked="" type="checkbox"/> More than 2 Weeks	
7	Is buffer stock for drugs maintained?	No	
8	DVDMS or any other software is being used for stock management	Yes	

G.1 Availability of Diagnostic Services		
1	Availability of diagnostic services:	<input checked="" type="checkbox"/> In house lab <input type="checkbox"/> Outsource (Hub/PPP mode) <input type="checkbox"/> Hybrid Model
2	Number of diagnostic tests at AAM-PHC/UPHC as per State Essential Diagnostic list	(Total number of diagnostic tests at AAM-PHC/UPHC as per National Essential Diagnostic list-63)
3	Number of tests available at AAM-PHC/UPHC	6
4	Number of tests Provided through In House Mode	5
5	Number of tests Provided through Hub & Spoke (Public Health System)	-
6	Number of tests Provided through Hub & Spoke- PPP Model	-
7	Availability of X-ray services	No
8	Availability of Sample transportation mechanism	Yes

9	User fee charged for diagnostics	No
10	Average downtime of equipment	-
11	Details of equipment which are non-functional for 7 Days (<i>List of equipment is provided as annexure for reference</i>)	BP Machine & weighing machine

G.2 Diagnostic Tests Available		
1.	Haemoglobin	Yes
2.	Human chorionic gonadotropin (HCG) (Urine test for pregnancy) – Rapid card test (dipstick)	No
3.	Urine test for PH, specific gravity, leucocyte esterase glucose, bilirubin, urobilinogen, ketone, haemoglobin, protein, nitrite – Multipara meter Urine Strip (dipstick)	No
4.	Urine Microscopy	No
5.	24 – hours urinary protein	No
6.	Stool for ova and cyst	No
7.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	No
8.	MP Slide method	No
9.	Malaria Rapid test	Yes
10.	RPR/VDRL test for syphilis	Yes
11.	HIV (Antibodies to HIV 1&2) – Rapid card test	No
12.	Hepatitis B surface antigen test	No
13.	Sputum for AFB # - Microscopy	No
14.	Typhoid test (IgM)	No
15.	Blood Sugar	Yes
16.	HCV Antibody Test (Anti HCV)	No
17.	Bleeding time and clotting time	No
18.	Visual Inspection Acetic Acid (VIA)	No
19.	rK3 for Kala Azar (endemic areas only)	No
20.	Filariasis (endemic areas only)	No
21.	Japanese encephalitis (endemic areas only)	No
22.	Test for iodine in salt (used for food) – Iodine in salt testing kit	No

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	<input checked="" type="checkbox"/> Tablet <input type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input checked="" type="checkbox"/> Internet connectivity (Government funded or other, specify)
Infrastructure: Functionality	<input checked="" type="checkbox"/> Tablet <input type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input checked="" type="checkbox"/> Internet connectivity (Government funded or other, specify)

Teleconsultation services (PHC/CHCs/DH/MCH)	Yes
Teleconsultation platforms	<input checked="" type="checkbox"/> e-Sanjeevani OPD <input type="checkbox"/> e-Sanjeevani.in <input type="checkbox"/> State specific app Specify, if any
Teleconsultation schedule prepared and displayed	No (10 am-4pm, Monday to Friday)
Common conditions for teleconsultation	-
Total teleconsultation (last 01 month)	-

I. Wellness Activities			
Wellness sessions being held periodically	Yes		
Availability of a trained instructor for wellness session	Yes		
Health Days are celebrated as per the Wellness Activity Calendar	Yes		
Health Days are celebrated as per the Wellness Activity Calendar	Yes		
J. Governance			
Constitution of Jan Arogya Samiti	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Periodic JAS meetings in the last 6 months	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Minutes of meeting maintained	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Periodic VHND sessions undertaken	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
K. Reporting			
Online Platforms	Reporting		
<input type="checkbox"/> AAM Portal/App	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> National NCD Portal/App	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> IHIP	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> HMIS	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> FPLMIS	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> DVDMS	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> Nikshay	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Specify others, if any:			
L. Finance			
Renumeration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled
	AAM-PHC Team (Salary)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	AAM-PHC Team (Team Based Incentives)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Facility funds	Fund Source		Timely disbursement
	Untied		Yes
	Other Sources		<input type="checkbox"/> Yes <input type="checkbox"/> No

Fund utilization NHM Fund/untied funds utilized during last year:	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	Not received fund last year	-	-
Is untied fund being spent on following activities?	NA Regular payment of Bills: <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, specify; <input type="checkbox"/> Electricity <input type="checkbox"/> Drinking Water <input type="checkbox"/> Internet Regular purchase: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Medicines <input type="checkbox"/> Reagents/Consumables <input type="checkbox"/> Equipment Payment of support/cleaning Staff: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Status of JSY Payments	Payment done till (month/ year) : August 2024 Average Delay in Payment (days): Two month approx.. Reasons for delay, if any		
Availability of JSSK entitlements	Yes If yes, whether all entitlements being provided <input checked="" type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input checked="" type="checkbox"/> Free diet <input checked="" type="checkbox"/> Free drugs and consumables <input checked="" type="checkbox"/> Free diagnostics <input checked="" type="checkbox"/> Free blood services <input checked="" type="checkbox"/> Free referral transport (home to facility) <input checked="" type="checkbox"/> Free referral transport (drop back from facility to home) <input checked="" type="checkbox"/> No user charges		

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	724
2	No. of PW registered for ANC	49
3	No. of PW received 4 or more ANC check-ups	30
4	Total number of institutional deliveries	9
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	-
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	29
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	23
8	Number of cases referred from Sub centre AAM (From all sub-centre -AAM under PHC) to PHC AAM during last month	No Record maintenance

9	Number of cases referred from PHC AAM to CHC or higher centre during last month	-		
10	Number of cases referred back from higher centre to PHC AAM for follow- up during last 3 months	-		
11	TB patients undergoing treatment			
	Indicators	Current year		
	No. of presumptive TB patients identified	130		
	No. of TB patients diagnosed out of the presumptive patients referred	9		
	No. of TB patients taking treatment in the AAM	0		
12	% of target population administered CBAC	Record not Available		
	% of target population with score below 4	-		
	% of target population with score 4 and above	-		
Community Based Screening for NCDs				
13	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Treated	Follow-up
	Hypertension	722	157	
	Diabetes	722	30	
	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Referred	Follow-up
	Oral Cancer*	-	-	
	Breast Cancer*	-	-	
	Cervical Cancer*	-	-	

N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	Yes
2	Is the facility certified at the State-level for NQAS?	No
3	Is the facility certified at the National level for NQAS?	No
4	Is the facility participating in Kayakalp?	Yes
5	If yes, achievement under Kayakalp (Winner, commendation) and score	-
6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management

		<input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance
O. IPHS Compliance		
1	Date of assessment using ODK tool kit	2024
2	Facility aggregate score using ODK Took kit	28.97%

KEY OBSERVATION WITH CHALLENGES:

This facility functional as an Aayushman Arogya Mandir (AAM) since August 2024. It serves a catchment population of 9,794 across six villages, providing essential healthcare services, including ANC/PNC care, childhood healthcare, family planning, TB, malaria, and hypertension screening, as well as emergency services. However, owing to lack of training gap were reported regarding expanded services package under AAM. Proper Training of staff for expanded services should be provided for rendering the full package/ quality of care services under CPHC. A significant major gap was noted regarding the essential equipment's. BP Machine and Weighing machine were reported to be non-functional. The facility uses the e-Sanjeevani platform for teleconsultations. It was reported that wellness sessions were also conducted periodically. In basic amenities, facility lacks separate toilets for men and women and full accessibility for the elderly and disabled. It has a significantly low ODK score and does not meet IPHS compliance.

Annexure- List of equipment

S.No.	Equipment	Available	Not available	Functional	Non-Functional
1	Ambu Bag	✓		✓	
2	Laryngoscope				
3	Radiant Warmer				
4	Pulse Oximeter-Finger Tip				
5	Pulse Oximeter-Table Top				
6	Labor Bed	✓		✓	
7	Foetal Doppler				
8	Phototherapy Unit				
9	Shoulder Wheel				
10	Shoulder Pulley				

S.No.	Equipment	Available	Not available	Functional	Non-Functional
11	Shoulder Abduction Ladder				
12	Suction Machine				
13	Mobile Spotlight				
14	Manual Vacuum Aspirator				
15	Weighing Scale	✓		✓	
16	Baby Weighing Scale	✓			✓
17	Infantometer				
18	Ophthalmoscope				
19	Fully Loaded Dental Chair Electrically Operated				
20	Dental Chair-Basic				
21	Oxygen Hood Neonatal				
22	ILR With Voltage Stabilizer-Small				
23	Deep Freezer-Small				
24	ILR With Voltage Stabilizer-Large				
25	Deep Freezer-Small-Large				
26	Vaccine Carrier with Ice Packs	✓		✓	
27	Cell Counter – 3 Part				
28	Semi-Automated Biochemistry Analyser				
29	Binocular Microscope				
30	HbA1C Analyser				
31	Turbidometer				
32	Glucometer	✓		✓	
33	Haemoglobinometer	✓		✓	
34	ESR Analyzer				
35	Electrolyte Analyzer				
36	Oxygen Cylinder- B Type	✓		✓	
37	BP Apparatus- Aneroid	✓			✓
38	BP Apparatus-Digital				
39	Stethoscope	✓		✓	
40	Thermometer	✓		✓	
41	Examination Table	✓		✓	
42	Lower and Upper Extremity Cycle/ Basic Ergometer/ Static Cycle				
43	Exerciser Couch/Table				
44	Finger Exerciser Web				
45	Walking Aid for Training/ Reciprocal Walker				

AYUSHMAN AROGYA MANDIR- AAM-PHC, CHARHI

A. General Information	
1. State	Jharkhand
2. District Name	Hazaribagh
3. Block/Taluka Name	Churchu
4. Name of Facility	Charhi
5. Type of Facility	<input checked="" type="checkbox"/> PHC-AAM <input type="checkbox"/> UPHC-AAM
6. NIN of the facility	4764172476
7. No. of days in a week facility is operational	7
8. OPD Timings	9:00 am to 3:00 pm
9. Month & Year of operationalization of AAM	2024
10. Details of co-location, if any (If any co-located SHC)	-
11. Accessible from nearest road head (Yes/No)	Yes
12. Next Referral Facility Name	SBMCH Hazaribagh
13. Distance of next referral facility (in Km)	25km
14. If UPHC functions as a Polyclinic (Yes/No)	No
15. If Yes, please take note of available specialist services at the Polyclinic	-

A.1 Demographic Details	
5. Number of Villages/Wards	3
6. No. of Households	2992
7. Total catchment Population	15864
8. Population who are 30 years of age and above	5552

B. Physical Infrastructure				
Infrastructure Status and details		Availability		
1.	Availability of Govt owned Building	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
2.	If there is no government-owned Building, specify building type	S.no	Building	
		√ Mark		
		A	Other Govt.	
		B	Panchayat Bhawan	
		C	Urban Local Body	
	D	Rented etc		
3.	Is the facility functional 24 x 7?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
4.	Availability of IPD Beds	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
5.	If yes, Number of functional IPD Beds	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
6.	Availability of boundary Wall	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
7.	External branding as per CPHC guidelines (Colour & Logo)	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	

8.	OPD room Examination table with privacy curtains/screen	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9.	Waiting area with sitting arrangements for patients/ attendants	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10.	Availability of furniture:	Table Yes Chairs Yes Almirah/Shelf Yes
11.	Laboratory	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
12.	Pharmacy /Drug store	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
13.	Space/ room identified for Wellness activities including Yoga sessions	No
14.	Separate functional toilets for males and females	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
15.	Availability of Running Water	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
16.	Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	No
17.	Electricity connection	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
18.	Power back up	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
19.	Safe drinking Water for staff and patients	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
20.	Functional Handwashing corner (designated) with running water and soap	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
21.	Provision of BMW management	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
22.	Colour coded waste bins	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
23.	Bio-medical waste disposal mechanism in place	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
24.	<i>Residential Quarters available for Staff If yes, Specify the staff for which quarters available</i>	No

B.1 Information, Education & communication (IEC) material

1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, Eye, oral care, cancers etc)	Yes
3	Display of IEC on water, sanitation & hygiene	No
4	IEC/Poster on BMW displayed at the facility.	No
5	Installation of TV/ LED screen in the waiting area for IEC display	No
6	Display of citizen charter	No
7	Information on grievance redressal displayed	Yes
8	Information on referral transport displayed	No
9	Information on nearest referral facility displayed	No

C. Human Resource Availability

No	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
18.	Medical Officer (MBBS)	1	1	1	0	0
19.	AYUSH MO*	1	1	1	0	0
20.	Dentist*	1	0	0	0	0

21.	Staff Nurse	2	2	0	0	0
22.	Pharmacist	1	1	0	0	0
23.	Laboratory Technician	1	1	0	0	2
24.	ANM/MPW (F)#	1	1	1	0	1
25.	MPW (M)	1	1	0	0	0
26.	Lady Health Visitor	1	0	0	0	0
27.	Dresser	1	0	0	0	0
28.	Accountant	1	0	0	0	0
29.	Data entry operator	1	0	0	0	0
30.	Sanitation staff	1	0	0	0	0
31.	ASHA		0	0	15	15
32.	ASHA Facilitator (If any, only for Rural areas)		0	0	1	1
33.	Others (Specify)					
34.	Whether all essential HRH available as per IPHS 2022					

*Desirable

For PHC sub centre-Co-located

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	MO (MBBS) (Y/N)	Staff Nurse (Y/N)	MPW (F) / (M) (Y/N)	ASHA (Y/N)
Maternal Health (ANC/PNC Care)	No	No	No	No
Child Health (New Born Care/ HBNC/HBYC)	Yes	No	No	No
Family Planning	Yes	No	No	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	No	No	Yes
NCD	Yes	No	No	No
Others (Specify)	-	No	No	No

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Y/N)	Trained in ENT care (Y/N)	Trained in oral care (Y/N)	Trained in MNS (Y/N)	Elderly & Palliative Care (Y/N)	Trained in Trauma & Emergency care (Y/N)
MO (MBBS)	Yes	Yes	Yes	No	No	Yes
Staff Nurse	No	No	No	No	No	No
ANM/ MPW-F	No	No	No	No	No	No
MPW- M	No	No	No	No	No	No
ASHA	Yes	Yes	Yes	No	No	No

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses
Non-Communicable Diseases	Screening and management of common NCDs (DM, HTN) <input type="checkbox"/> Screening of common cancers – Oral <input type="checkbox"/> Screening of common cancers – breast <input type="checkbox"/> Screening of common cancers – cervix <input type="checkbox"/> Screening and management of mental health ailments

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	No	No	No
Basic ear, nose, throat (ENT) care services	No	No	No
Oral health care services	No	No	No
Elderly and Palliative care	No	No	No
Screening & management of mental health ailments	No	No	No
Emergency Medical Services	Yes	Yes	Yes

F. Availability of Essential medicines	
1	Number of medicines at AAM-PHC/UPHC as per State Essential Medicines list (IPHS/AAM EDL) <i>(Link for list of essential medicines for reference- https://nhsrcindia.org/essential-medicines-list-hwc-shc-phc)</i>
2	Total number of medicines available at AAM-PHC/UPHC 64
3	Availability of medicines for priority conditions <input checked="" type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever

4	Medicine categories with shortfall/stockouts on the day of assessment	Oral Contraceptives Analgesics / NSAIDs) Anti-pyretic Anti-allergics <input checked="" type="checkbox"/> Antidotes for poisoning Gastrointestinal meds Anti-filarial Antibiotics Anti-leprosy	Anti-tuberculosis <input checked="" type="checkbox"/> Anti-fungal Anti-malarial Anti-hypertensive Oral hypoglycaemics Hypolipidemic ORS <input checked="" type="checkbox"/> Multi-vitamins Dermatological (cream)
5	What is the indenting cycle that is followed at the facility?	<input type="checkbox"/> Fortnightly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> As required <input type="checkbox"/> Other (Specify)	
6	What is the lead time for supply of drugs which are indented? (record in days)	<input type="checkbox"/> Less than 1 Week <input checked="" type="checkbox"/> 1-2 Weeks <input type="checkbox"/> More than 2 Weeks	
7	Is buffer stock for drugs maintained?	Yes	
8	DVDMS or any other software is being used for stock management	Yes	

G.1 Availability of Diagnostic Services		
1	Availability of diagnostic services:	<input checked="" type="checkbox"/> In house lab <input type="checkbox"/> Outsource (Hub/PPP mode) <input type="checkbox"/> Hybrid Model
2	Number of diagnostic tests at AAM-PHC/UPHC as per State Essential Diagnostic list	(Total number of diagnostic tests at AAM-PHC/UPHC as per National Essential Diagnostic list-63)
3	Number of tests available at AAM-PHC/UPHC	12
4	Number of tests Provided through In House Mode	12
5	Number of tests Provided through Hub & Spoke (Public Health System)	-
6	Number of tests Provided through Hub & Spoke- PPP Model	-
7	Availability of X-ray services	No
8	Availability of Sample transportation mechanism	Yes
9	User fee charged for diagnostics	No
10	Average downtime of equipment	-

11	Details of equipment which are non-functional for 7 Days (<i>List of equipment is provided as annexure for reference</i>)	
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G.2 Diagnostic Tests Available		
1.	Haemoglobin	Yes
2.	Human chorionic gonadotropin (HCG) (Urine test for pregnancy) – Rapid card test (dipstick)	Yes
3.	Urine test for PH, specific gravity, leucocyte esterase glucose, bilirubin, urobilinogen, ketone, haemoglobin, protein, nitrite – Multipara meter Urine Strip (dipstick)	Yes
4.	Urine Microscopy	No
5.	24 – hours urinary protein	No
6.	Stool for ova and cyst	No
7.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	No
8.	MP Slide method	Yes
9.	Malaria Rapid test	Yes
10.	RPR/VDRL test for syphilis	Yes
11.	HIV (Antibodies to HIV 1&2) – Rapid card test	Yes
12.	Hepatitis B surface antigen test	Yes
13.	Sputum for AFB # - Microscopy	Yes
14.	Typhoid test (IgM)	No
15.	Blood Sugar	Yes
16.	HCV Antibody Test (Anti HCV)	Yes
17.	Bleeding time and clotting time	No
18.	Visual Inspection Acetic Acid (VIA)	No
19.	rK3 for Kala Azar (endemic areas only)	NA
20.	Filariasis (endemic areas only)	NA
21.	Japanese encephalitis (endemic areas only)	NA
22.	Test for iodine in salt (used for food) – Iodine in salt testing kit	No

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	<input checked="" type="checkbox"/> Tablet <input type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input type="checkbox"/> Internet connectivity (Government funded or other, specify)
Infrastructure: Functionality	<input checked="" type="checkbox"/> Tablet <input type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input type="checkbox"/> Internet connectivity (Government funded or other, specify)
Teleconsultation services (PHC/CHCs/DH/MCH)	No
Teleconsultation platforms	e-Sanjeevani OPD <input type="checkbox"/> e-Sanjeevani.in

	<input type="checkbox"/> State specific app Specify, if any
Teleconsultation schedule prepared and displayed	NA
Common conditions for teleconsultation	NA
Total teleconsultations (last 1 month)	NA

I. Wellness Activities	
Wellness sessions being held periodically	No
Availability of a trained instructor for wellness session	No
Health Days are celebrated as per the Wellness Activity Calendar	Yes
Health Days are celebrated as per the Wellness Activity Calendar	Yes

J. Governance	
Constitution of Jan Arogya Samiti	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Periodic JAS meetings in the last 6 months	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Minutes of meeting maintained	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Periodic VHND sessions undertaken	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

K. Reporting	
Online Platforms	Reporting
<input type="checkbox"/> AAM Portal/App	No
<input type="checkbox"/> National NCD Portal/App	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> IHIP	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> HMIS	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> FPLMIS	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> DVDMS	No
<input type="checkbox"/> Nikshay	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Specify others, if any:	

L. Finance			
Remuneration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled
	AAM-PHC Team (Salary)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	AAM-PHC Team (Team Based Incentives)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Facility funds	Fund Source	Timely disbursement	
	Untied	<input checked="" type="checkbox"/> No	
	Other Sources	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Fund utilization NHM Fund/untied funds utilized during last year:	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	Not received fund last year	-	-
Is untied fund being spent on following activities?	NA Regular payment of Bills: <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, specify; <input type="checkbox"/> Electricity <input type="checkbox"/> Drinking Water <input type="checkbox"/> Internet Regular purchase: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Medicines <input type="checkbox"/> Reagents/Consumables <input type="checkbox"/> Equipment Payment of support/cleaning Staff: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Status of JSY Payments	Payment done till (month/ year) : October 2024 Average Delay in Payment (days): One month approx.. Reasons for delay, if any		
Availability of JSSK entitlements	Yes If yes, whether all entitlements being provided <input checked="" type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input checked="" type="checkbox"/> Free diet <input checked="" type="checkbox"/> Free drugs and consumables <input checked="" type="checkbox"/> Free diagnostics <input checked="" type="checkbox"/> Free blood services <input checked="" type="checkbox"/> Free referral transport (home to facility) <input checked="" type="checkbox"/> Free referral transport (drop back from facility to home) <input checked="" type="checkbox"/> No user charges		

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	873
2	No. of PW registered for ANC	62
3	No. of PW received 4 or more ANC check-ups	127
4	Total number of institutional deliveries	46
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	3
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	48
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	46
8	Number of cases referred from Sub centre AAM (From all sub-centre -AAM under PHC) to PHC AAM during last month	2
9	Number of cases referred from PHC AAM to CHC or higher centre during last month	7

10	Number of cases referred back from higher centre to PHC AAM for follow- up during last 3 months	0																													
11	TB patients undergoing treatment <table border="1"> <thead> <tr> <th>Indicators</th> <th>Current year</th> </tr> </thead> <tbody> <tr> <td>No. of presumptive TB patients identified</td> <td>127</td> </tr> <tr> <td>No. of TB patients diagnosed out of the presumptive patients referred</td> <td>23</td> </tr> <tr> <td>No. of TB patients taking treatment in the AAM</td> <td>23</td> </tr> </tbody> </table>		Indicators	Current year	No. of presumptive TB patients identified	127	No. of TB patients diagnosed out of the presumptive patients referred	23	No. of TB patients taking treatment in the AAM	23																					
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N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	Yes
2	Is the facility certified at the State-level for NQAS?	No
3	Is the facility certified at the National level for NQAS?	No
4	Is the facility participating in Kayakalp?	Yes
5	If yes, achievement under Kayakalp (Winner, commendation) and score	-
6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection

9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance
O. IPHS Compliance		
1	Date of assessment using ODK tool kit	-
2	Facility aggregate score using ODK Took kit	-

KEY OBSERVATION WITH CHALLENGES:

PHC Charhi in Hazaribagh, serves a catchment population of 15,864. This facility provides essential healthcare services, namely OPD, IPD, maternal care, and communicable disease. On an average, the facility has an OPD load of 40 patients per day, and handle 15-20 deliveries load per month. This facility was Kayakalp awarded in 2020. However, since 2020-21 facility lacking in the quality care program implementation; It was reported that construction work at the facility had hindered progress, resulting in a lack of focus on sustaining quality healthcare standards. Notably, lack of IEC displays was noted at this facility, and there was no information available on BMW, WASH, and referral transport services. This facility has been converted in AAM, training part of expanded services related to eye, ENT, Oral and emergency and trauma has been done, but services regarding the same have not started/ implemented yet. The facility faces significant staff, particularly shortage of Staff Nurses. Further, the facility also faces issue of limited supply of medicine. Shortage of Antifungal medications, and unavailability of multivitamin for adults were reported at the facility. With regards to fund, it was reported that facility has not received any untied fund in the last year. Addressing HR gaps, training gap and medication supply improvements is crucial for enhanced healthcare delivery.

Annexure- List of equipment

S.No.	Equipment	Available	Not available	Functional	Non-Functional
1	Ambu Bag	✓		✓	
2	Laryngoscope		-		
3	Radiant Warmer	✓	-	✓	
4	Pulse Oximeter-Finger Tip	✓		✓	
5	Pulse Oximeter-Table Top				
6	Labor Bed	✓	-	✓	

S.No.	Equipment	Available	Not available	Functional	Non-Functional
7	Foetal Doppler	✓	-	✓	
8	Phototherapy Unit		-		
9	Shoulder Wheel		-		
10	Shoulder Pulley		-		
11	Shoulder Abduction Ladder		-		
12	Suction Machine		-		
13	Mobile Spotlight				
14	Manual Vacuum Aspirator		-		
15	Weighing Scale	✓		✓	
16	Baby Weighing Scale	✓		✓	
17	Infantometer		-		
18	Ophthalmoscope		-		
19	Fully Loaded Dental Chair Electrically Operated		-		
20	Dental Chair-Basic		-		
21	Oxygen Hood Neonatal		-		
22	ILR With Voltage Stabilizer-Small	✓	-	✓	
23	Deep Freezer-Small	✓	-	✓	
24	ILR With Voltage Stabilizer-Large	✓	-	✓	
25	Deep Freezer-Small-Large				
26	Vaccine Carrier Ice Packs	✓	-	✓	
27	Cell Counter – 3 Part		-		
28	Semi-Automated Biochemistry Analyser		-		
29	Binocular Microscope		-		
30	HbA1C Analyser		-		
31	Turbidometer		-		
32	Glucometer	✓		✓	
33	Haemoglobinometer	✓		✓	
34	ESR Analyzer		-		
35	Electrolyte Analyzer		-		
36	Oxygen Cylinder- B Type				
37	BP Apparatus- Aneroid				
38	BP Apparatus-Digital	✓		✓	
39	Stethoscope	✓		✓	
40	Thermometer	✓		✓	
41	Examination Table	✓		✓	
42	Lower and Upper Extremity Cycle/ Basic Ergometer/ Static Cycle				
43	Exerciser Couch/Table				
44	Finger Exerciser Web				
45	Walking Aid for Training/ Reciprocal Walker				

Ayushman Arogya Mandir- AAM-PHC, TATIJHARI

A. General Information	
1. State	Jharkhand
2. District Name	Hazaribagh
3. Block/Taluka Name	Tatijhari
4. Name of Facility	Tatijhari
5. Type of Facility	<input checked="" type="checkbox"/> PHC-AAM <input type="checkbox"/> UPHC-AAM
6. NIN of the facility	
7. No. of days in a week facility is operational	6
8. OPD Timings	9:00 am to 3:00 pm
9. Month & Year of operationalization of AAM	2024
10. Details of co-location, if any (If any co-located SHC)	-
11. Accessible from nearest road head (Yes/No)	3km
12. Next Referral Facility Name	CHC Bishnugarh
13. Distance of next referral facility (in Km)	16km
14. If UPHC functions as a Polyclinic (Yes/No)	No
15. If Yes, please take note of available specialist services at the Polyclinic	-

A.1 Demographic Details	
9. Number of Villages/Wards	13
10. No. of Households	2024
11. Total catchment Population	12206
12. Population who are 30 years of age and above	4516

B. Physical Infrastructure			
Infrastructure Status and details		Availability	
25.	Availability of Govt owned Building	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No
26.	If there is no government-owned Building, specify building type	S.no	Building
		A	Other Govt.
		B	Panchayat Bhawan
		C	Urban Local Body
		D	Rented etc
27.	Is the facility functional 24 x 7?	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No
28.	Availability of IPD Beds	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No
29.	If yes, Number of functional IPD Beds	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No
30.	Availability of boundary Wall	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No
31.	External branding as per CPHC guidelines (Colour & Logo)	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No

32.	OPD room Examination table with privacy curtains/screen	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
33.	Waiting area with sitting arrangements for patients/ attendants	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
34.	Availability of furniture:	Table Yes Chairs Yes Almirah/Shelf Yes
35.	Laboratory	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
36.	Pharmacy /Drug store	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
37.	Space/ room identified for Wellness activities including Yoga sessions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
38.	Separate functional toilets for males and females	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
39.	Availability of Running Water	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
40.	Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	No
41.	Electricity connection	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
42.	Power back up	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
43.	Safe drinking Water for staff and patients	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
44.	Functional Handwashing corner (designated) with running water and soap	No
45.	Provision of BMW management	No
46.	Colour coded waste bins	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
47.	Bio-medical waste disposal mechanism in place	No
48.	<i>Residential Quarters available for Staff If yes, Specify the staff for which quarters available</i>	No

B.1 Information, Education & communication (IEC) material

1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, Eye, oral care, cancers etc)	Yes
3	Display of IEC on water, sanitation & hygiene	No
4	IEC/Poster on BMW displayed at the facility.	No
5	Installation of TV/ LED screen in the waiting area for IEC display	No
6	Display of citizen charter	No
7	Information on grievance redressal displayed	No
8	Information on referral transport displayed	No
9	Information on nearest referral facility displayed	No

C. Human Resource Availability

No	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
35.	Medical Officer (MBBS)	1	1	1	-	-
36.	AYUSH MO*	1	-	-	1	1
37.	Dentist*	1	-	-	-	-

38.	Staff Nurse	2	-	-	-	1
39.	Pharmacist	1	-	-	-	-
40.	Laboratory Technician	1	-	-	-	-
41.	ANM/MPW (F)#	1	1	1	1	1
42.	MPW (M)	1	-	-	-	-
43.	Lady Health Visitor	1	-	-	-	-
44.	Dresser	1	-	-	1	1
45.	Accountant	1	-	-	-	-
46.	Data entry operator	1	-	-	1	1
47.	Sanitation staff	1	-	-	-	2
48.	ASHA	-	-	-	-	18
49.	ASHA Facilitator (If any, only for Rural areas)					
50.	Others (Specify)					
51.	Whether all essential HRH available as per IPHS 2022	No (There is no Pharmacist and LT)				

*Desirable

For PHC sub centre-Co-located

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	MO (MBBS) (Y/N)	Staff Nurse (Y/N)	MPW (F) / (M) (Y/N)	ASHA (Y/N)
Maternal Health (ANC/PNC Care)	No	No	No	No
Child Health (New Born Care/ HBNC/HBYC)	Yes	No	No	No
Family Planning	Yes	No	No	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	No	No	Yes
NCD	Yes	No	No	No
Others (Specify)	-	No	No	No

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Y/N)	Trained in ENT care (Y/N)	Trained in oral care (Y/N)	Trained in MNS (Y/N)	Elderly & Palliative Care (Y/N)	Trained in Trauma & Emergency care (Y/N)
MO (MBBS)	Yes	Yes	Yes	No	No	Yes
Staff Nurse	No	No	No	No	No	No
ANM/ MPW-F	No	No	No	No	No	No
MPW- M	No	No	No	No	No	No
ASHA	Yes	Yes	Yes	No	No	No

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses
Non-Communicable Diseases	Screening and management of common NCDs (DM, HTN) <input type="checkbox"/> Screening of common cancers – Oral <input type="checkbox"/> Screening of common cancers – breast <input type="checkbox"/> Screening of common cancers – cervix <input type="checkbox"/> Screening and management of mental health ailments

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	No	No	No
Basic ear, nose, throat (ENT) care services	No	No	No
Oral health care services	No	No	No
Elderly and Palliative care	No	No	No
Screening & management of mental health ailments	No	No	No
Emergency Medical Services	Yes	Yes	Yes

F. Availability of Essential medicines	
1	Number of medicines at AAM-PHC/UPHC as per State Essential Medicines list (IPHS/AAM EDL) <i>(Link for list of essential medicines for reference- https://nhsrcindia.org/essential-medicines-list-hwc-shc-phc)</i>
2	Total number of medicines available at AAM-PHC/UPHC 64
3	Availability of medicines for priority conditions <input checked="" type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever

4	Medicine categories with shortfall/stockouts on the day of assessment	<input checked="" type="checkbox"/> Oral <input checked="" type="checkbox"/> Contraceptives <input checked="" type="checkbox"/> Analgesics / NSAIDs) <input checked="" type="checkbox"/> Anti-pyretic <input checked="" type="checkbox"/> Anti-allergics <input checked="" type="checkbox"/> Antidotes for poisoning <input checked="" type="checkbox"/> Gastrointestinal meds <input checked="" type="checkbox"/> Anti-filarial <input checked="" type="checkbox"/> Antibiotics <input checked="" type="checkbox"/> Anti-leprosy	<input checked="" type="checkbox"/> Anti-tuberculosis <input checked="" type="checkbox"/> Anti-fungal <input checked="" type="checkbox"/> Anti-malarial <input checked="" type="checkbox"/> Anti-hypertensive <input checked="" type="checkbox"/> Oral hypoglycaemics <input checked="" type="checkbox"/> Hypolipidemic <input checked="" type="checkbox"/> ORS <input checked="" type="checkbox"/> Multi-vitamins <input checked="" type="checkbox"/> Dermatological (cream)
5	What is the indenting cycle that is followed at the facility?	<input type="checkbox"/> Fortnightly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> As required <input type="checkbox"/> Other (Specify)	
6	What is the lead time for supply of drugs which are indented? (record in days)	<input type="checkbox"/> Less than 1 Week <input checked="" type="checkbox"/> 1-2 Weeks <input type="checkbox"/> More than 2 Weeks	
7	Is buffer stock for drugs maintained?	Yes	
8	DVDMS or any other software is being used for stock management	Yes	

G.1 Availability of Diagnostic Services		
1	Availability of diagnostic services:	<input checked="" type="checkbox"/> In house lab <input type="checkbox"/> Outsource (Hub/PPP mode) <input type="checkbox"/> Hybrid Model
2	Number of diagnostic tests at AAM-PHC/UPHC as per State Essential Diagnostic list	(Total number of diagnostic tests at AAM-PHC/UPHC as per National Essential Diagnostic list-63)
3	Number of tests available at AAM-PHC/UPHC	12
4	Number of tests Provided through In House Mode	12
5	Number of tests Provided through Hub & Spoke (Public Health System)	-
6	Number of tests Provided through Hub & Spoke- PPP Model	-
7	Availability of X-ray services	No
8	Availability of Sample transportation mechanism	Yes

9	User fee charged for diagnostics	No
10	Average downtime of equipment	-
11	Details of equipment which are non-functional for 7 Days (<i>List of equipment is provided as annexure for reference</i>)	

G.2 Diagnostic Tests Available		
23.	Haemoglobin	Yes
24.	Human chorionic gonadotropin (HCG) (Urine test for pregnancy) – Rapid card test (dipstick)	Yes
25.	Urine test for PH, specific gravity, leucocyte esterase glucose, bilirubin, urobilinogen, ketone, haemoglobin, protein, nitrite – Multipara meter Urine Strip (dipstick)	Yes
26.	Urine Microscopy	No
27.	24 – hours urinary protein	No
28.	Stool for ova and cyst	No
29.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	No
30.	MP Slide method	Yes
31.	Malaria Rapid test	Yes
32.	RPR/VDRL test for syphilis	Yes
33.	HIV (Antibodies to HIV 1&2) – Rapid card test	Yes
34.	Hepatitis B surface antigen test	Yes
35.	Sputum for AFB # - Microscopy	Yes
36.	Typhoid test (IgM)	No
37.	Blood Sugar	Yes
38.	HCV Antibody Test (Anti HCV)	Yes
39.	Bleeding time and clotting time	No
40.	Visual Inspection Acetic Acid (VIA)	No
41.	rK3 for Kala Azar (endemic areas only)	NA
42.	Filariasis (endemic areas only)	NA
43.	Japanese encephalitis (endemic areas only)	NA
44.	Test for iodine in salt (used for food) – Iodine in salt testing kit	No

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	<input checked="" type="checkbox"/> Tablet <input type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input type="checkbox"/> Internet connectivity (Government funded or other, specify)
Infrastructure: Functionality	<input checked="" type="checkbox"/> Tablet <input type="checkbox"/> Smartphone <input type="checkbox"/> Laptop <input type="checkbox"/> Internet connectivity (Government funded or other, specify)

Teleconsultation services (PHC/CHCs/DH/MCH)	No
Teleconsultation platforms	e-Sanjeevani OPD <input type="checkbox"/> e-Sanjeevani.in <input type="checkbox"/> State specific app Specify, if any
Teleconsultation schedule prepared and displayed	NA
Common conditions for teleconsultation	NA
Total teleconsultations in the last 01 month	NA

I. Wellness Activities			
Wellness sessions being held periodically		No	
Availability of a trained instructor for wellness session		No	
Health Days are celebrated as per the Wellness Activity Calendar		Yes	
Health Days are celebrated as per the Wellness Activity Calendar		Yes	
J. Governance			
Constitution of Jan Arogya Samiti		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Periodic JAS meetings in the last 6 months		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Minutes of meeting maintained		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Periodic VHND sessions undertaken		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
K. Reporting			
Online Platforms		Reporting	
<input type="checkbox"/> AAM Portal/App		No	
<input type="checkbox"/> National NCD Portal/App		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> IHIP		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> HMIS		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> FPLMIS		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> DVDMS		No	
<input type="checkbox"/> Nikshay		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Specify others, if any:			
L. Finance			
Remuneration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled
	AAM-PHC Team (Salary)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	AAM-PHC Team (Team Based Incentives)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Facility funds	Fund Source		Timely disbursement
	Untied		<input checked="" type="checkbox"/> No

	Other Sources	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Fund utilization NHM Fund/untied funds utilized during last year:	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	Not received fund last year	-	-
	Is untied fund being spent on following activities? NA Regular payment of Bills: <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, specify; <input type="checkbox"/> Electricity <input type="checkbox"/> Drinking Water <input type="checkbox"/> Internet Regular purchase: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Medicines <input type="checkbox"/> Reagents/Consumables <input type="checkbox"/> Equipment Payment of support/cleaning Staff: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Status of JSY Payments	Payment done till (month/ year) : October 2024 Average Delay in Payment (days): One month approx.. Reasons for delay, if any		
Availability of JSSK entitlements	Yes If yes, whether all entitlements being provided <input checked="" type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input checked="" type="checkbox"/> Free diet <input checked="" type="checkbox"/> Free drugs and consumables <input checked="" type="checkbox"/> Free diagnostics <input checked="" type="checkbox"/> Free blood services <input checked="" type="checkbox"/> Free referral transport (home to facility) <input checked="" type="checkbox"/> Free referral transport (drop back from facility to home) <input checked="" type="checkbox"/> No user charges		

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	873
2	No. of PW registered for ANC	62
3	No. of PW received 4 or more ANC check-ups	127
4	Total number of institutional deliveries	46
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	3
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	48
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	46
8	Number of cases referred from Sub centre AAM (From all sub-centre -AAM under PHC) to PHC AAM during last month	2

9	Number of cases referred from PHC AAM to CHC or higher centre during last month	7		
10	Number of cases referred back from higher centre to PHC AAM for follow- up during last 3 months	0		
11	TB patients undergoing treatment			
	Indicators	Current year		
	No. of presumptive TB patients identified	127		
	No. of TB patients diagnosed out of the presumptive patients referred	23		
	No. of TB patients taking treatment in the AAM	23		
12	% of target population administered CBAC	Record not Available		
	% of target population with score below 4	-		
	% of target population with score 4 and above	-		
Community Based Screening for NCDs				
13	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Treated	Follow-up
	Hypertension	796	12	-
	Diabetes	757	18	
	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Referred	Follow-up
	Oral Cancer*	796	30	
	Breast Cancer*			
	Cervical Cancer*			

N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	Yes
2	Is the facility certified at the State-level for NQAS?	No
3	Is the facility certified at the National level for NQAS?	No
4	Is the facility participating in Kayakalp?	Yes
5	If yes, achievement under Kayakalp (Winner, commendation) and score	-
6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management

		<input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance
O. IPHS Compliance		
1	Date of assessment using ODK tool kit	-
2	Facility aggregate score using ODK Took kit	-

KEY OBSERVATION WITH CHALLENGES:

PHC Tatijharia in Hazaribagh, serves a catchment population of 12206. This facility provides essential healthcare services, namely OPD, IPD, maternal care, and communicable disease. This facility has been converted in AAM, training part of expanded services related to eye, ENT, Oral and emergency and trauma has been done, but services regarding the same not started yet due to HR gap. Shortage of Staff Nurses was reported an issue. Further, the facility also faces issue of limited supply medicine as well. Antifungal noted and, multivitamin for adults was not available at the facility. With regards to IT equipment, tab of ASHA were partially functional. Addressing HR gaps, training gap and medication supply improvements is crucial for enhanced healthcare delivery.

Annexure- List of equipment

S.No.	Equipment	Available	Not available	Functional	Non-Functional
1	Ambu Bag	✓		✓	
2	Laryngoscope		-		
3	Radiant Warmer	✓	-	✓	
4	Pulse Oximeter-Finger Tip	✓		✓	
5	Pulse Oximeter-Table Top	✓	-	✓	
6	Labor Bed	✓	-	✓	
7	Foetal Doppler	✓	-	✓	
8	Phototherapy Unit		-		
9	Shoulder Wheel		-		
10	Shoulder Pulley		-		
11	Shoulder Abduction Ladder		-		
12	Suction Machine		-		

S.No.	Equipment	Available	Not available	Functional	Non-Functional
13	Mobile Spotlight				
14	Manual Vacuum Aspirator		-		
15	Weighing Scale	✓		✓	
16	Baby Weighing Scale	✓		✓	
17	Infantometer		-		
18	Ophthalmoscope		-		
19	Fully Loaded Dental Chair Electrically Operated		-		
20	Dental Chair-Basic		-		
21	Oxygen Hood Neonatal		-		
22	ILR With Voltage Stabilizer-Small	✓	-	✓	
23	Deep Freezer-Small	✓	-	✓	
24	ILR With Voltage Stabilizer-Large	✓	-	✓	
25	Deep Freezer-Small-Large	✓	-	✓	
26	Vaccine Carrier with Ice Packs	✓	-	✓	
27	Cell Counter – 3 Part		-		
28	Semi-Automated Biochemistry Analyser		-		
29	Binocular Microscope		-		
30	HbA1C Analyser		-		
31	Turbidometer		-		
32	Glucometer	✓		✓	
33	Haemoglobinometer	✓			✓
34	ESR Analyzer		-		
35	Electrolyte Analyzer		-		
36	Oxygen Cylinder- B Type				
37	BP Apparatus- Aneroid				
38	BP Apparatus-Digital	✓			✓
39	Stethoscope	✓			✓
40	Thermometer	✓			✓
41	Examination Table	✓			✓
42	Lower and Upper Extremity Cycle/ Basic Ergometer/ Static Cycle		-		
43	Exerciser Couch/Table		-		
44	Finger Exerciser Web		-		
45	Walking Aid for Training/ Reciprocal Walker		-		

URBAN AYUSHMAN AROGYA MANDIR (UAAM-PHC), KADMA

A. General Information	
1. State	Jharkhand
2. District Name	Hazaribagh
3. Ward Name	24
4. Name of Facility	UPHC Kadma
5. Type of Facility	UPHC-AAM
6. NIN of the facility	1115771337
7. No. of days in a week facility is operational	6 days
8. OPD Timings	9:00am- 3:00pm
9. Month & Year of operationalization of AAM	-
10. Accessible from nearest road head (Yes/No)	Yes
11. Next Referral Facility Name	DH Hazaribagh
12. Distance of next referral facility (in Km)	3 km

A.1 Demographic Details	
1. Number of Villages/Wards	10
2. No. of Households	12700
3. Total catchment Population	65000
4. Population who are 30 years of age and above	22200

B. Physical Infrastructure				
Infrastructure Status and details		Availability		
1.	Availability of Govt owned Building	Yes		
2.	If there is no government-owned Building, specify building type	S.no	Building	
		√	Mark	
		A	Other Govt.	
		B	Panchayat Bhawan	
		C	Urban Local Body	
	D	Rented etc		
3.	Is the facility functional 24 x 7?	No		
4.	Availability of IPD Beds	No		
5.	If yes, Number of functional IPD Beds	No		
6.	Availability of boundary Wall	Yes		
7.	External branding as per CPHC guidelines (Colour & Logo)	Yes		
8.	OPD room	Yes		
	Examination table with privacy curtains/screen	Yes		
9.	Waiting area with sitting arrangements for patients/ attendants	Yes		
10.	Availability of furniture:			
	Table	Yes		
	Chairs	Yes		

	Almirah/Shelf	
11.	Laboratory	Yes
12.	Pharmacy /Drug store	Yes
13.	Space/ room identified for Wellness activities including Yoga sessions	Yes
14.	Separate functional toilets for males and females	Yes
15.	Availability of Running Water	Yes
16.	Facilities for elderly and differently abled people (ramps at entry, wheel chairs etc.)	No
17.	Electricity connection	Yes
18.	Power back up	No
19.	Safe drinking Water for staff and patients	Yes
20.	Functional Handwashing corner (designated) with running water and soap	Yes
21.	Provision of BMW management	Yes
22.	Colour coded waste bins	Yes
23.	Bio-medical waste disposal mechanism in place	No
24.	<i>Residential Quarters available for Staff If yes, Specify the staff for which quarters available</i>	No

B.1 Information, Education & communication (IEC) material

1	Display of signages and name of the facility	Yes
2	Display of IEC material (related to service packages TB, FP, RMNCHA, Eye, oral care, cancers etc)	Yes
3	Display of IEC on water, sanitation & hygiene	Yes
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display	No
6	Display of citizen charter	No
7	Information on grievance redressal displayed	No
8	Information on referral transport displayed	No
9	Information on nearest referral facility displayed	No

C. Human Resource Availability

No	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1	Medical Officer (MBBS)	1	-	-	1	1
2.	AYUSH MO*	1	-	-	-	-
3.	Dentist*	1	-	-	-	-
4.	Staff Nurse	2	-	-	1	1
5.	Pharmacist	1	-	-	0	0
6.	Laboratory Technician	1	-	-	1	1
7.	ANM/MPW (F)#	1	-	-	-	-
8.	MPW (M)	1	-	-	0	0
9.	Lady Health Visitor	1	-	-	-	-
10.	Dresser	1	-	-	-	-
11.	Accountant	1	-	-	-	-

12.	Data entry operator	1	-	-	-	-
13.	Sanitation staff	1	-	-	1	1
14.	ASHA (Population Norms -1 ASHA per 1000 population in Rural & 2000-2500 population in urban areas)		-	-		28
15.	ASHA Facilitator (If any, only for Rural areas)		-	-	-	-
16.	Others (Specify)		-	-	-	-
17.	Whether all essential HRH available as per IPHS 2022					

*Desirable

For PHC sub centre-Co-located

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	MO (MBBS) (Y/N)	Staff Nurse (Y/N)	MPW (F) / (M) (Y/N)	ASHA (Y/N)
Maternal Health (ANC/PNC Care)	Yes	Yes	NA	Yes
Child Health (New Born Care/ HBNC/HBYC)	Yes	Yes	NA	Yes
Family Planning	Yes	Yes	NA	Yes
Communicable Diseases (TB/ Leprosy/ Malaria/ Dengue/ Filariasis)	Yes	Yes	NA	Yes
NCD	Yes	Yes	NA	Yes
Others (Specify)				

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Y/N)	Trained in ENT care (Y/N)	Trained in oral care (Y/N)	Trained in MNS (Y/N)	Trained in Elderly & Palliative Care (Y/N)	Trained in Trauma & Emergency care (Y/N)
MO (MBBS)	Yes	Yes	Yes	Yes	Yes	Yes
Staff Nurse	Yes	Yes	Yes	No	No	No
ANM/ MPW-F	Yes	Yes	Yes	No	No	No
MPW- M	Yes	Yes	Yes	No	No	No
ASHA	Yes	Yes	Yes	No	No	No

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB

	<input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses
Non-Communicable Diseases	Just Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – breast <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – cervix <input checked="" type="checkbox"/> Screening and management of mental health ailments

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	No	No	No
Basic ear, nose, throat (ENT) care services	Yes	Yes	Yes
Oral health care services	No	No	No
Elderly and Palliative care services	No	No	No
Screening & management of mental health ailments	No	No	No
Emergency Medical Services	No	No	No

F. Availability of Essential medicines	
1	Number of medicines at AAM-PHC/UPHC as per State Essential Medicines list (IPHS/AAM EDL) <i>(Link for list of essential medicines for reference- https://nhsrcindia.org/essential-medicines-list-hwc-shc-phc)</i>
	<i>(Total number of medicines at AAM-PHC/UPHC as per National EML -172)</i>
2	Total number of medicines available at AAM-PHC/UPHC
3	Availability of medicines for priority conditions <input checked="" type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever
4	Medicine categories with shortfall/stockouts on the day of assessment
5	What is the indenting cycle that is followed at the facility?
6	What is the lead time for supply of drugs which are indented? (record in days)
7	Is buffer stock for drugs maintained?
8	DVDMS or any other software is being used for stock management

G.1 Availability of Diagnostic Services		
1	Availability of diagnostic services:	In-house lab
2	Number of diagnostic tests at AAM-PHC/UPHC as per State Essential Diagnostic list	15 (Total number of diagnostic tests at AAM-PHC/UPHC as per National Essential Diagnostic list-63)
3	Number of tests available at AAM-PHC/UPHC	11
4	Number of tests Provided through In House Mode	11
5	Number of tests Provided through Hub & Spoke (Public Health System)	-
6	Number of tests Provided through Hub & Spoke- PPP Model	-
7	Availability of X-ray services	No
8	Availability of Sample transportation mechanism	No
9	User fee charged for diagnostics	No
10	Average downtime of equipment	Less than 1 week
11	Details of equipment which are non-functional for 7 Days (<i>List of equipment is provided as annexure for reference</i>)	-

G.2 Diagnostic Tests Available		
1.	Haemoglobin	Yes
2.	Human chorionic gonadotropin (HCG) (Urine test for pregnancy) – Rapid card test (dipstick)	Yes
3.	Urine test for PH, specific gravity, leucocyte esterase glucose, bilirubin, urobilinogen, ketone, hemoglobin, protein, nitrite – Multipara meter Urine Strip (dipstick)	Yes
4.	Urine Microscopy	No
5.	24 – hours urinary protein	No
6.	Stool for ova and cyst	No
7.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	No
8.	MP Slide method	Yes
9.	Malaria Rapid test	No
10.	RPR/VDRL test for syphilis	No
11.	HIV (Antibodies to HIV 1&2) – Rapid card test	No
12.	Hepatitis B surface antigen test	No
13.	Sputum for AFB # - Microscopy	No
14.	Typhoid test (IgM)	No
15.	Blood Sugar	Yes
16.	HCV Antibody Test (Anti HCV)	No
17.	Bleeding time and clotting time	No
18.	Visual Inspection Acetic Acid (VIA)	No
19.	rK3 for Kala Azar (endemic areas only)	No
20.	Filariasis (endemic areas only)	No

21.	Japanese encephalitis (endemic areas only)	No
22.	Test for iodine in salt (used for food) – Iodine in salt testing kit	No

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	Internet connectivity (government funded) Laptop and smart ph. received
Infrastructure: Functionality	Internet connectivity (government funded) functional
Teleconsultation services (PHC/ CHCs/DH/MCH)	NO
Teleconsultation platforms	NA
Teleconsultation schedule prepared and displayed	NA
Common conditions for teleconsultation	NA
Total teleconsultations in the last 01 month	NA

I. Wellness Activities			
Wellness sessions being held periodically	Yes		
Availability of a trained instructor for wellness session	Yes		
Health Days are celebrated as per the Wellness Activity Calendar	Yes		
Health Days are celebrated as per the Wellness Activity Calendar	No		
J. Governance			
Constitution of Jan Arogya Samiti	No		
Periodic JAS meetings in the last 6 months	No		
Minutes of meeting maintained	No		
Periodic VHND sessions undertaken	No		
K. Reporting			
Online Platforms	Reporting		
<input type="checkbox"/> AAM Portal/App	Yes		
<input type="checkbox"/> National NCD Portal/App	Yes		
<input type="checkbox"/> IHIP	Yes		
<input type="checkbox"/> HMIS	Yes		
<input type="checkbox"/> FPLMIS	Yes		
<input type="checkbox"/> DVDMS	Yes		
<input type="checkbox"/> Nikshay	Yes		
Specify others, if any:	Yes		
L. Finance			
Remuneration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled
	AAM-PHC Team (Salary)	Yes	Yes
	AAM-PHC Team (Team Based Incentives)	Yes	Yes
Facility funds	Fund Source	Timely disbursement	

	Untied	No
	Other Sources	No
Fund utilization		
NHM Fund/untied funds utilized during last year:	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)
	Staff having lack of knowledge about Fund details	
Is untied fund being spent on following activities?	<p>Regular payment of Bills: Yes</p> <p>If yes, specify;</p> <p><input checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Drinking Water <input checked="" type="checkbox"/> Internet</p> <p>Regular purchase: Yes</p> <p><input checked="" type="checkbox"/> Medicines <input checked="" type="checkbox"/> Reagents/Consumables <input checked="" type="checkbox"/> Equipment</p> <p>Outsourced staff payment is also done</p>	
Status of JSY Payments	<p>Payment done till (month/ year) ... September</p> <p>Average Delay in Payment (days):</p> <p>Reasons for delay, if any</p>	
Availability of JSSK entitlements	<p>No</p> <p>If yes, whether all entitlements being provided</p> <p><input type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input type="checkbox"/> Free diet <input type="checkbox"/> Free drugs and consumables <input type="checkbox"/> Free diagnostics <input type="checkbox"/> Free blood services <input type="checkbox"/> Free referral transport (home to facility) <input type="checkbox"/> Free referral transport (drop back from facility to home) <input type="checkbox"/> No user charges</p>	

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	5447
2	No. of PW registered for ANC	84
3	No. of PW received 4 or more ANC check-ups	83

4	Total number of institutional deliveries	6																													
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	30																													
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	103																													
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	105																													
8	Number of cases referred from Sub centre AAM (From all sub-centre -AAM under PHC) to PHC AAM during last month	0																													
9	Number of cases referred from PHC AAM to CHC or higher centre during last month	0																													
10	Number of cases referred back from higher centre to PHC AAM for follow- up during last 3 months	-																													
11	TB patients undergoing treatment <table border="1"> <thead> <tr> <th>Indicators</th> <th>Current year</th> </tr> </thead> <tbody> <tr> <td>No. of presumptive TB patients identified</td> <td>0</td> </tr> <tr> <td>No. of TB patients diagnosed out of the presumptive patients referred</td> <td>0</td> </tr> <tr> <td>No. of TB patients taking treatment in the AAM</td> <td>0</td> </tr> </tbody> </table>		Indicators	Current year	No. of presumptive TB patients identified	0	No. of TB patients diagnosed out of the presumptive patients referred	0	No. of TB patients taking treatment in the AAM	0																					
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N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	No
2	Is the facility certified at the State-level for NQAS?	No
3	Is the facility certified at the National level for NQAS?	No
4	Is the facility participating in Kayakalp?	Yes
5	If yes, achievement under Kayakalp (Winner, commendation) and score	85%

6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance
O. IPHS Compliance		
1	Date of assessment using ODK tool kit	2024
2	Facility aggregate score using ODK Took kit	Don't know

KEY OBSERVATION WITH CHALLENGES:

UPHC Kadma in Hazaribagh, serves a catchment population of around 65000. This facility provides essential healthcare services, namely OPD, IPD, maternal care, and communicable disease. This facility has been converted in AAM, training part of expanded services related to eye, ENT, Oral and emergency and trauma has been done. Just ENT services are available under expanded package. There was no Pharmacist at the facility. Further, the facility also faces issue of limited supply medicine as well.

Annexure- List of equipment

S.No.	Equipment	Available	Not available	Functional	Non-Functional
1	Ambu Bag	✓		✓	
2	Laryngoscope		-		
3	Radiant Warmer		-		
4	Pulse Oximeter-Finger Tip	✓		✓	
5	Pulse Oximeter-Table Top		-		
6	Labor Bed		-		
7	Foetal Doppler		-		
8	Phototherapy Unit		-		
9	Shoulder Wheel		-		
10	Shoulder Pulley		-		
11	Shoulder Abduction Ladder		-		
12	Suction Machine		-		

S.No.	Equipment	Available	Not available	Functional	Non-Functional
13	Mobile Spotlight	✓		✓	
14	Manual Vacuum Aspirator		-		
15	Weighing Scale	✓		✓	
16	Baby Weighing Scale	✓		✓	
17	Infantometer		-		
18	Ophthalmoscope		-		
19	Fully Loaded Dental Chair Electrically Operated		-		
20	Dental Chair-Basic		-		
21	Oxygen Hood Neonatal		-		
22	ILR With Voltage Stabilizer-Small		-		
23	Deep Freezer-Small		-		
24	ILR With Voltage Stabilizer-Large		-		
25	Deep Freezer-Small-Large		-		
26	Vaccine Carrier with Ice Packs		-		
27	Cell Counter – 3 Part		-		
28	Semi-Automated Biochemistry Analyser		-		
29	Binocular Microscope		-		
30	HbA1C Analyser		-		
31	Turbidometer		-		
32	Glucometer	✓		✓	
33	Haemoglobinometer	✓		✓	
34	ESR Analyzer		-		
35	Electrolyte Analyzer		-		
36	Oxygen Cylinder- B Type	✓		✓	
37	BP Apparatus- Aneroid	✓		✓	
38	BP Apparatus-Digital	✓		✓	
39	Stethoscope	✓		✓	
40	Thermometer	✓		✓	
41	Examination Table	✓			
42	Lower and Upper Extremity Cycle/ Basic Ergometer/ Static Cycle		-		
43	Exerciser Couch/Table		-		
44	Finger Exerciser Web		-		
45	Walking Aid for Training/ Reciprocal Walker		-		

AYUSHMAN AROGYA MANDIR- SUB HEALTH CENTRE, BASADIH

A. General Information	
1. State	Jharkhand
2. District Name	Hazaribagh
3. Block/Taluka Name	Churchu
4. Name of Facility	Basadih
5. Type of Facility	AAM-HWC
6. NIN of the facility	4414754673
7. No. of days in a week facility is operational	6 DAYS
8. OPD Timings	9:00 TO 3:00 PM
9. Month & Year of AAM operationalization	2024
10. Accessible from nearest road head (Yes/No)	Yes
11. Next Referral Facility	PHC Charhi
12. Distance of next referral facility (Km)	5KM

A.1 Demographic Details	
5. Number of Villages	3
6. No. of Households	2992
7. Total catchment Population	6864
8. Population who are 30 years of age and above	1856

B. Physical Infrastructure		
Infrastructure Status and details		Availability
25.	Availability of Govt owned building	Yes
26.	If there is no government-owned building, specify building type (<i>Other Govt./Urban Local Body/ Rented etc.</i>)	
27.	Availability of boundary wall	Yes
28.	External branding as per CPHC guidelines (<i>colour, logo</i>)	Yes
29.	OPD room	Yes
	Examination table with privacy curtain/ screen	Yes
30.	Day Care Beds available (<i>Norm – 2</i>)	No
31.	Waiting area with sitting arrangements for patients/ attendants	Yes
32.	Availability of furniture	Yes
	Table	Yes
	Chairs	Yes
	Almirah/Rack	Yes
33.	Laboratory	Yes
34.	Pharmacy /Drug store	Yes

35.	Space/ room identified for Wellness activities including Yoga sessions	Yes
36.	Separate functional toilets for males and females	No
37.	Availability of Running Water	Yes
38.	Facilities for elderly and differently able people (ramps at entry, wheel chairs etc.)	Yes
39.	Electricity connection	Yes
40.	Power back up	No
41.	Availability of Safe drinking Water	No
42.	Functional Handwashing corner (designated) with running water and soap	Yes
43.	Provision of BMW management	Yes
44.	Colour coded waste bins	Yes
45.	Bio-medical waste disposal mechanism in place	Yes
46.	<i>Residential Quarters available for Staff If yes, Specify the staff for which quarters available</i>	Yes

B.1 Information, Education & communication (IEC) material		
1	Display of signages and name of the facility (<i>even in local language</i>)	No
2	Display of IEC material (<i>related to service packages TB, FP, RMNCHA, NCD, Eye, oral care, etc</i>)	Yes, Yes, Yes, No, No, No
3	Display of IEC on water, sanitation & hygiene	Yes
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display*	No
7	Display of citizen charter	Yes
8	Information on grievance redressal displayed	Yes
9	Information on referral transport displayed	Yes
10	Information on nearest referral facility displayed	Yes

*Desirable amenities

C. Human Resource Availability						
S. N	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1	CHO	1	1	0	1	0
2	Staff Nurse	1	1	0	1	1
3	MPW (Male)	1	1	1	0	0
4	Sanitary Staff*	1	-	-	-	-
5	Security Staff**	1	-	-	-	-
6	ASHA (Population norm: 1 ASHA per 2000-2500 population)				7 ASHA	

*Desirable **Can be Outsourced/Hired ***Attached with UPHC

Services	CHO (Yes/No)	MPW (M) (Yes/No) ANM	ASHA (Yes/No)
Maternal Health (ANC/PNC Care)	Yes	No	Yes
Child Health (New Born Care/ HBNC/ HBYC)	Yes	No	Yes
Family Planning	Yes	No	Yes
Communicable Diseases (TB/Leprosy/Malaria/Dengue/Filariasis etc.)	Yes	No	Yes
NCD	Yes	No	Yes
Others (Specify)	-	-	-

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Yes/No)	Trained in ENT care (Yes/No)	Trained in oral care (Yes/No)	Trained in MNS (Yes/No)	Trained in Elderly & Palliative Care (Yes/No)	Trained in Trauma & Emergency care (Yes/No)
CHO	Yes	Yes	Yes	No	Yes	Yes
Staff Nurse	-	-	-	-	-	-
ANM	No	No	No	No	Yes	No
ASHA	No	No	No	No	No	No

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses
Non-Communicable Diseases	Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – breast <input checked="" type="checkbox"/> Screening of common cancers – cervix

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available

Ophthalmic care services	Yes	Yes	No
Basic ear, nose, throat (ENT) care services	Yes	No	No
Oral health care services	Yes	No	No
Elderly and Palliative care services	Yes	Yes	No
Screening & management of mental health ailments	No	No	No
Emergency Medical Services	Yes	Yes	No

F. Availability of Essential medicines	
1	Number of medicines at UAAM as per State Essential Medicine List (EML) <i>Reference link for national EML:</i> https://nhsrcindia.org/sites/default/files/SHC-HWC%20%26%20UHC%20IPHS%202022%20Guidelines%20pdf.pdf
	105 (Total medicines at UAAM as per national EML is 105)
2	Total number of medicines available at the UAAM
	73
3	Availability of medicines for priority conditions
	<input checked="" type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever
4	Medicine categories with shortfall/stockouts on the day of assessment
	Anti-tuberculosis Dermatological creams
5	What is the indenting cycle that is followed at the facility?
	Monthly
6	What is the lead time for supply of drugs which are indented? (record in days)
	Less than 1 Week
7	Is buffer stock for drugs maintained?
	Yes
8	DVDMS or any other software is being used for stock management
	Yes

G.1 Availability of Diagnostic Services	
1	Availability of diagnostic services:
	In-house lab
2	Number of diagnostic tests at UAAM as per State Essential Diagnostic list
	(Total diagnostic tests at UAAM as per national EDL is 14)
3	Number of tests available at UAAM
	12
4	Number of tests Provided through In House Mode
	-
5	Number of tests Provided through Hub & Spoke (Public Health System)
	-
6	Number of tests Provided through Hub & Spoke- PPP Model
	-
7	Availability of X-ray services
	No

8	Availability of Sample transportation mechanism	No
9	User fee charged for diagnostics	No
10	Average downtime of equipment (days)	1 week
11	Details of equipment which are non-functional for 7 Days (List of equipment is provided as annexure)	None

H. Availability of IT Equipment & Teleconsultation services

Infrastructure: Availability	Internet connectivity (government funded- No) Tablet received
Infrastructure: Functionality	Internet connectivity (government funded- No) Yes functional
Teleconsultation services Specify Hub for teleconsultation: (UPHC-Polyclinic/ /DH/MCH/Other)	Yes <input type="checkbox"/> UPHC - Polyclinic <input type="checkbox"/> DH <input type="checkbox"/> Medical College Hospital <input checked="" type="checkbox"/> Other, specify: IGMC Puducherry
Teleconsultation platforms used	e-Sanjeevani.OPD
Teleconsultation schedule prepared and displayed	Yes
Common conditions for teleconsultation	General Medicine
Total teleconsultations in the last 01 month	30

I. Wellness Activities

Wellness sessions being held periodically	Yes
Availability of a trained instructor for wellness session	Yes
Health Days are celebrated as per the Wellness Activity Calendar	Yes

J. Governance

Constitution of Jan Arogya Samiti	Yes
Periodic JAS meetings in the last 6 months (once a month)	Yes
Minutes of meetings maintained	Yes
Availability of functional MAS	No

K. Reporting

Online Platforms	Reporting
<input type="checkbox"/> AAM Portal/App	Yes
<input type="checkbox"/> National NCD Portal/App	Yes
<input type="checkbox"/> IHIP	Yes
<input type="checkbox"/> HMIS	Yes
<input type="checkbox"/> FPLMIS	Yes
<input type="checkbox"/> DVDMS	No
<input type="checkbox"/> Nikshay	Yes
Specify others:	<input type="checkbox"/> Yes <input type="checkbox"/> No

L. Finance			
Remuneration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled
	UAAM Team (Salary)	Yes	Yes
	UAAM Team (Team Based Incentives)	Yes	Yes
Facility funds	Fund Source	Timely disbursement	Details
	Untied	No	
	Other Sources	No	
United Fund utilized during last year (Fund received as per the requirement as there is no CHO appointment in the facility)	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	Rs 50000	Rs 49980	99% utilized

<p>Is untied fund being spent on following activities?</p>	<p>Regular payment of Bills: Yes</p> <p>If yes, specify;</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Drinking Water <input checked="" type="checkbox"/> Internet <p>Regular purchase: Yes</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Medicines <input checked="" type="checkbox"/> Reagents/Consumables <input checked="" type="checkbox"/> Equipment <p>Payment of support/cleaning Staff: Yes</p>
<p>Status of JSY Payments</p>	<p>Payment done till: NA</p> <p>Average Delay in Payment (days):</p> <p>Reasons for delay, if any</p>
<p>Availability of JSSK entitlements</p> <p><u>(No deliveries taking place in UHWC)</u></p>	<p>No</p> <p>If yes, whether all entitlements being provided</p> <ul style="list-style-type: none"> <input type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input type="checkbox"/> Free diet <input type="checkbox"/> Free drugs and consumables <input type="checkbox"/> Free diagnostics <input type="checkbox"/> Free blood services <input type="checkbox"/> Free referral transport (home to facility) <input type="checkbox"/> Free referral transport (drop back from facility to home)

	<input type="checkbox"/> No user charges
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M. Service delivery Output Indicators (Data of previous quarter)				
1	Total number of outpatient department visits			519
2	No. of PW registered for ANC			26
3	No. of PW received 4 or more ANC check-ups			19
4	Total number of institutional deliveries			21
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified			1
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine			24
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine			23
8	Number of cases referred from UAAM to UPHC AAM /Polyclinic/Other higher facilities during last month			1
9	Number of cases referred back to UAAM from UPHC AAM or higher centre for follow-up during last 3 months			-
8	TB patients undergoing treatment			
	Indicators			Current year
	No. of presumptive TB patients identified			24
	No. of TB patients diagnosed out of the presumptive patients referred			4
	No. of TB patients taking treatment in the AAM			4
9	Community Based Screening for NCDs			
	% of target population administered CBAC			-
	% of target population with score below 4			-
	% of target population with score 4 and above			-
10	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Treated	Follow-up
	Hypertension	No proper record maintained		
	Diabetes			
	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Referred	Follow-up
	Oral Cancer*	-	-	-
	Breast Cancer*	-	-	-

	Cervical Cancer*	-	-	-
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N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	Yes
2	Is the facility certified at the State-level for NQAS?	No
3	Is the facility certified at the National level for NQAS?	No
4	Is the facility participating in Kayakalp?	Yes
5	If yes, Achievement under Kayakalp (Winner) and score	No
6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables) <input checked="" type="checkbox"/> Data management using digital technology
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance

O. IPHS Compliance		
1	Date of assessment using ODK tool kit	2024
2	Facility aggregate score using ODK Tool kit	

KEY OBSERVATIONS

Basadih AAM-SHC, is well maintained facility. It refers patients to PHC Charhi, located 5 km away. A well-trained CHO is appointed, and partial implementation of expanded service packages under AAM has begun. The facility has an efficient teleconsultation system. The facility lacking in quality care program implementation. Medicine shortages persist, particularly for anti-tuberculosis drugs and dermatological creams. Jan Arogya Samiti (JAS) was properly constituted, with well-maintained meeting records. Notably, 99% of the untied funds have been effectively utilized.

Annexure- List of essential equipment

S.No	Equipment	Available	Not available	Functional	Non functional
1	BP apparatus- Digital/ Sphygmomanometer	✓		✓	
2	BP apparatus- Aneroid/ Sphygmomanometer		✓		
3	Weighing machine Electronic	✓		✓	
4	Hemoglobinometer	✓		✓	
5	Glucometer	✓		✓	
6	Thermometer	✓		✓	
7	Baby weighing scale	✓		✓	
8	Stethoscope	✓		✓	
9	Near Vision chart		✓		
10	Snellen vision chart		✓		
11	Stadiometer		✓		
12	Tuning fork		✓		

AYUSHMAN AROGYA MANDIR- SUB HEALTH CENTRE, UNCHAGHANA

A. General Information	
1. State	Jharkhand

2. District Name	Hazaribagh
3. Block/Taluka Name	Bishnugarh
4. Name of Facility	UNCHAGHANA AAM
5. Type of Facility	AAM-SHC
6. NIN of the facility	1472348737
7. No. of days in a week facility is operational	6 DAYS
8. OPD Timings	10:00 TO 3:00 PM
9. Month & Year of AAM operationalization	August 2024
10. Accessible from nearest road head (Yes/No)	Yes
11. Next Referral Facility	Bishnugarh CHC
12. Distance of next referral facility (Km)	30 km

A.1 Demographic Details	
1. Number of Villages	9
2. No. of Households	1383
3. Total catchment Population	9847
4. Population who are 30 years of age and above	3643

B. Physical Infrastructure		
Infrastructure Status and details		Availability
1.	Availability of Govt owned building	Yes
2.	If there is no government-owned building, specify building type (<i>Other Govt./Urban Local Body/ Rented etc.</i>)	-
3.	Availability of boundary wall	Yes
4.	External branding as per CPHC guidelines (<i>colour, logo</i>)	Yes
5.	OPD room Examination table with privacy curtain/ screen	Yes Yes
6.	Day Care Beds available (<i>Norm – 2</i>)	Yes
7.	Waiting area with sitting arrangements for patients/ attendants	Yes
8.	Availability of furniture Table Chairs Almirah/Rack	Yes Yes Yes
9.	Laboratory	Yes
10.	Pharmacy /Drug store	Yes
11.	Space/ room identified for Wellness activities including Yoga sessions	Yes
12.	Separate functional toilets for males and females	No
13.	Availability of Running Water	Yes
14.	Facilities for elderly and differently able people (ramps at entry, wheel chairs etc.)	Yes
15.	Electricity connection	Yes
16.	Power back up	Yes
17.	Availability of Safe drinking Water	Yes

18.	Functional Handwashing corner (designated) with running water and soap	Yes
19.	Provision of BMW management	Yes
20.	Colour coded waste bins	Yes
21.	Bio-medical waste disposal mechanism in place	Yes
22.	<i>Residential Quarters available for Staff</i> <i>If yes, Specify the staff for which quarters available</i>	Yes

B.1 Information, Education & communication (IEC) material		
1	Display of signages and name of the facility (<i>even in local language</i>)	Yes
2	Display of IEC material (<i>related to service packages TB, FP, RMNCHA, NCD, Eye, oral care, etc</i>)	Yes
3	Display of IEC on water, sanitation & hygiene	Yes
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display*	No
7	Display of citizen charter	Yes
8	Information on grievance redressal displayed	Yes
9	Information on referral transport displayed	Yes
10	Information on nearest referral facility displayed	Yes

*Desirable amenities

C. Human Resource Availability						
S. N	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1	CHO	1	-	-	1	1
2	ANM	1	-	-	1	1
3	MPW (Male)	1	-	-	-	0
4	Sanitary Staff*	1	-	-	-	-
5	Security Staff**	1	-	-	-	-
	ASHA Super visor				1	1
6	ASHA (Population norm: 1 ASHA per 2000-2500 population)				ASHAs available 11	

*Desirable **Can be Outsourced/Hired ***Attached with UPHC

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	CHO (Yes/No)	ANM (Yes/No)	MPW (M)/ ANM (Yes/No)	ASHA (Yes/No)
Maternal Health (ANC/PNC Care)	Yes	Yes	NA	Yes
Child Health (New Born Care/ HBNC/ HBYC)	Yes	Yes	NA	Yes
Family Planning	Yes	Yes	NA	Yes
Communicable Diseases (TB/Leprosy/Malaria/Dengue/Filariasis etc.)	Yes	Yes	NA	Yes

NCD	Yes	Yes	NA	Yes
Others (Specify)	-	-	-	-

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Yes/No)	Trained in ENT care (Yes/No)	Trained in oral care (Yes/No)	Trained in MNS (Yes/No)	Trained in Elderly & Palliative Care (Yes/No)	Trained in Trauma & Emergency care (Yes/No)
CHO	Yes	Yes	Yes	Yes	Yes	Yes
ANM / MPW	No	No	No	No	No	No
ASHA	No	No	No	No	No	No

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses
Non-Communicable Diseases	<input checked="" type="checkbox"/> Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – breast <input checked="" type="checkbox"/> Screening of common cancers – cervix

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	Yes	Yes, Partially	No
Basic ear, nose, throat (ENT) care services	No	No	No
Oral health care services	No	No	No
Elderly and Palliative care services	No	No	No
Screening & management of mental health ailments	No	No	No
Emergency Medical Services	No	No	No

F. Availability of Essential medicines

1	Number of medicines at AAM as per State Essential Medicine List (EML) <i>Reference link for national EML:</i> https://nhsrcindia.org/sites/default/files/SHC-HWC%20%26%20UHC%20IPHS%202022%20Guidelines%20pdf.pdf	(Total medicines at UAAM as per national EML is 105)
2	Total number of medicines available at the AAM	106
3	Availability of medicines for priority conditions	<input checked="" type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever
4	Medicine categories with shortfall/stockouts on the day of assessment	Yes, ORS, Multivitamins, Multivitamins
5	What is the indenting cycle that is followed at the facility?	As required
6	What is the lead time for supply of drugs which are indented? (record in days)	Less than 1 Week
7	Is buffer stock for drugs maintained?	Yes
8	DVDMS or any other software is being used for stock management	No

G.1 Availability of Diagnostic Services		
1	Availability of diagnostic services:	In-house
2	Number of diagnostic tests at AAM as per State Essential Diagnostic list	(Total diagnostic tests at UAAM as per national EDL is 14)
3	Number of tests available at UAAM	7
4	Number of tests Provided through In House Mode	7
5	Number of tests Provided through Hub & Spoke (Public Health System)	-
6	Number of tests Provided through Hub & Spoke- PPP Model	-
8	Availability of Sputam transportation mechanism for TB	Yes
	Availability of diagnostic testing aids/equipment	RDK KITS Glucometer Haemoglobinometer Thermometer Sphygmomanometer Urine dipstick Vaginal Speculum
9	User fee charged for diagnostics	No
10	Average downtime of equipment (days)	10-15 days

11	Details of equipment which are non-functional for 7 Days (List of equipment is provided as annexure)	-
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H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	Yes, Internet connectivity Yes, Tablet received to CHO
Infrastructure: Functionality	Internet connectivity issue (government funded-Yes, Reimbursement system) Tablet non- functional
Teleconsultation services Specify Hub for teleconsultation: (UPHC-Polyclinic/ /DH/MCH/Other)	Yes <input checked="" type="checkbox"/> PHC <input checked="" type="checkbox"/> CHC <input checked="" type="checkbox"/> DH <input type="checkbox"/> Medical College Hospital <input checked="" type="checkbox"/> Other, specify... NHM Hub
Teleconsultation platforms used	e-Sanjeevani.OPD
Teleconsultation schedule prepared and displayed	No
Common conditions for teleconsultation	Hypertension, Diabetes, Joint pain, Skin infection, ARI
Total teleconsultations in the last 01 month	210

I. Wellness Activities	
Wellness sessions being held periodically	Yes
Availability of a trained instructor for wellness session	Yes
Health Days are celebrated as per the Wellness Activity Calendar	Yes
No. of wellness session conducted.....	10

J. Governance	
Constitution of Jan Arogya Samiti	Yes
Periodic JAS meetings in the last 6 months (once a month)	Yes
Minutes of meetings maintained	Yes
Availability of functional MAS	No

K. Reporting	
Online Platforms	Reporting
<input type="checkbox"/> AAM Portal/App/ HWC/ SSD	Yes
<input type="checkbox"/> National NCD Portal/App	Yes
<input type="checkbox"/> IHIP	Yes
<input type="checkbox"/> HMIS	Yes
<input type="checkbox"/> FPLMIS	Yes

<input type="checkbox"/> DVDMS	No
<input type="checkbox"/> Nikshay	Yes
Specify others: RCH/ Anmol, UVIN,	Yes

L. Finance			
Remuneration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled
	UAAM Team (Salary)	Yes	Yes
	UAAM Team (Team Based Incentives)	No	No
Facility funds	Fund Source	Timely disbursement	Details
	Untied	No	
	Other Sources	No	-
United Fund utilized during last year	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	Rs 50000	Rs 50000	100% utilized
Is untied fund being spent on following activities?	<p>Mostly fund utilized on NQAS activities</p> <p>Regular payment of Bills: No</p> <p>If yes, specify;</p> <p style="padding-left: 40px;"><input checked="" type="checkbox"/> Electricity</p> <p style="padding-left: 40px;"><input checked="" type="checkbox"/> Drinking Water</p> <p style="padding-left: 40px;"><input checked="" type="checkbox"/> Internet</p> <p>Regular purchase: No</p> <p style="padding-left: 40px;"><input checked="" type="checkbox"/> Medicines</p> <p style="padding-left: 40px;"><input checked="" type="checkbox"/> Reagents/Consumables</p> <p style="padding-left: 40px;"><input checked="" type="checkbox"/> Equipment</p> <p style="padding-left: 40px;"><input checked="" type="checkbox"/> Furniture</p> <p>Payment of support/cleaning Staff: Yes</p>		
Status of JSY Payments	Payment done till: Not Applicable		

	Average Delay in Payment (days): Reasons for delay, if any
Availability of JSSK entitlements	NA If yes, whether all entitlements being provided <input type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input type="checkbox"/> Free diet <input type="checkbox"/> Free drugs and consumables <input type="checkbox"/> Free diagnostics <input type="checkbox"/> Free blood services <input type="checkbox"/> Free referral transport (home to facility) <input type="checkbox"/> Free referral transport (drop back from facility to home) <input type="checkbox"/> No user charges

ASHA Functionality	
Status of availability of functional HBNC Kits (Weighing scale/ Digital Thermometer/ Blanket/ Warm bag)	Yes
Status of availability of Drug kits (Check for PCM/ Amoxicillin/ IFA/ ORS/ Zinc./ IFA syrup/ Cotrimoxazole)	Yes
No. of Village Health and sanitation days conducted in last 6 months	10

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	1070
2	No. of PW registered for ANC	56
3	No. of PW received 4 or more ANC check-ups	44
4	Total number of institutional deliveries	13
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	-
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	47
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	44
8	Number of cases referred from AAM to PHC AAM /Polyclinic/Other higher facilities during last month	No record
9	Number of cases referred back to AAM from PHC AAM or higher centre for follow-up during last 3 months	-
8	TB patients undergoing treatment	

	Indicators	Current year		
	No. of presumptive TB patients identified	0		
	No. of TB patients diagnosed out of the presumptive patients referred	0		
	No. of TB patients taking treatment in the AAM	0		
9	Community Based Screening for NCDs			
	% of target population administered CBAC	20%		
	% of target population with score below 4	-		
	% of target population with score 4 and above	-		
10	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Referred	Follow-up
	Hypertension	839	19	-
	Diabetes	839	10	-
	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Referred	Follow-up
	Oral Cancer*	676	0	0
	Breast Cancer*	676	0	0
	Cervical Cancer*	676	-	-

N. Implementation of NQAS Quality Assurance and Patient Safety	
1	Has there been an internal assessment for NQAS? Yes
2	Is the facility certified at the State-level for NQAS? Yes, partial conditional
3	Is the facility certified at the National level for NQAS? No
4	Is the facility participating in Kayakalp? Yes
5	If yes, Achievement under Kayakalp (Winner, commendation) and score 72% Commendation
6	Patient Rights <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced <input checked="" type="checkbox"/> All services provided free of cost

		<input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance

O. IPHS Compliance

1	Date of assessment using ODK tool kit	2024
2	Facility aggregate score using ODK Took kit	54%

KEY OBSERVATIONS

AAM-HSC Uchaghana in Hazaribagh, NQAS certified, serves a catchment population of 9847. This facility is NQAS certified facility. Environment and ambience of this facility is extremely good. Proper branding of the facility were observed as per the guidelines. This facility providing essential primary healthcare services, however some gap found regarding expanded services package under AAM. Training of expanded services should be provided for rendering the full package/ quality of care services under CPHC. CHO and other healthcare staff having the lack of untied fund knowledge, which contributed to underutilization. Shortage of Staff was reported an issue. As per the IPHS norms, either one ANM or One MPHWH should be at the facility. Some essential medicine related to skin problem, ORS SS reported to be less than the demand. With regards to IT equipment, tablet was reported to be non- functional at the facility. UVIN Portal entry issue was reported in outreach area due to network issue.

Annexure- List of essential equipment

S.No	Equipment	Available	Not available	Functional	Non functional
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1	BP apparatus- Digital / Sphygmomanometer	✓		✓	
2	BP apparatus- Aneroid / Sphygmomanometer	✓		✓	
3	Weighing machine Electronic	✓		✓	
4	Hemoglobinometer	✓		✓	
5	Glucometer	✓		✓	
6	Thermometer	✓		✓	
7	Baby weighing scale	✓		✓	
8	Stethoscope	✓		✓	
9	Near Vision chart	✓		✓	
10	Snellen vision chart	✓		✓	
11	Stadiometer	✓		✓	
12	Tuning fork		✓		

AYUSHMAN AROGYA MANDIR- SUB HEALTH CENTRE, HOLANG

A. General Information	
1. State	Jharkhand

2. District Name	Hazaribagh
3. Block/Taluka Name	Tatijharia
4. Name of Facility	Holang AAM
5. Type of Facility	AAM-HWC
6. NIN of the facility	1182516532
7. No. of days in a week facility is operational	6 DAYS
8. OPD Timings	9:00 TO 3:00 PM
9. Month & Year of AAM operationalization	2024 August
10. Accessible from nearest road head (Yes/No)	Yes
11. Next Referral Facility	CHC Bishnugarh
12. Distance of next referral facility (Km)	14KM

A.1 Demographic Details	
1. Number of Villages	6
2. No. of Households	1218
3. Total catchment Population	6223
4. Population who are 30 years of age and above	2303

B. Physical Infrastructure		
Infrastructure Status and details		Availability
1.	Availability of Govt owned building	Yes
2.	If there is no government-owned building, specify building type (<i>Other Govt./Urban Local Body/ Rented etc.</i>)	
3.	Availability of boundary wall	Yes
4.	External branding as per CPHC guidelines (<i>colour, logo</i>)	Yes
5.	OPD room	Yes
	Examination table with privacy curtain/ screen	Yes
6.	Day Care Beds available (<i>Norm – 2</i>)	
7.	Waiting area with sitting arrangements for patients/ attendants	Yes
8.	Availability of furniture	
	Table	Yes
	Chairs	Yes
	Almirah/Rack	Yes
9.	Laboratory	No
10.	Pharmacy /Drug store	Yes
11.	Space/ room identified for Wellness activities including Yoga sessions	Yes
12.	Separate functional toilets for males and females	Yes
13.	Availability of Running Water	Yes
14.	Facilities for elderly and differently able people (ramps at entry, wheel chairs etc.)	Yes

15.	Electricity connection	Yes
16.	Power back up	No
17.	Availability of Safe drinking Water	No
18.	Functional Handwashing corner (designated) with running water and soap	Yes
19.	Provision of BMW management	No
20.	Colour coded waste bins	Yes
21.	Bio-medical waste disposal mechanism in place	No
22.	<i>Residential Quarters available for Staff If yes, Specify the staff for which quarters available</i>	Yes

B.1 Information, Education & communication (IEC) material		
1	Display of signages and name of the facility (<i>even in local language</i>)	Yes
2	Display of IEC material (<i>related to service packages TB, FP, RMNCHA, NCD, Eye, oral care, etc</i>)	Yes
3	Display of IEC on water, sanitation & hygiene	No
4	IEC/Poster on BMW displayed at the facility.	No
5	Installation of TV/ LED screen in the waiting area for IEC display*	No
7	Display of citizen charter	No
8	Information on grievance redressal displayed	No
9	Information on referral transport displayed	No
10	Information on nearest referral facility displayed	No

*Desirable amenities

C. Human Resource Availability						
S. N	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1	CHO/ MO (Aayush)	1	-	-	1	1
2	ANM	1	-	-	1	1
3	MPW (Male)	1	-	-	1	1
4	Sanitary Staff*	1	-	-	-	-
5	Security Staff**	1	-	-	-	-
	Pharmacist		-	-		
6	ASHA (Population norm: 1 ASHA per 2000-2500 population)				11 ASHA against 11	

*Desirable **Can be Outsourced/Hired ***Attached with UPHC

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	CHO (Yes/No)	ANM (Yes/No)	MPW (M) (Yes/No)	ASHA (Yes/No)
Maternal Health (ANC/PNC Care)	Yes	Yes	Yes	Yes

Child Health (New Born Care/ HBNC/ HBYC)	Yes	Yes	Yes	Yes
Family Planning	Yes	Yes	Yes	Yes
Communicable Diseases (TB/Leprosy/Malaria/Dengue/Filariasis etc.)	Yes	Yes	Yes	Yes
NCD	Yes	Yes	Yes	Yes
Others (Specify)	-	-	-	-

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Yes/No)	Trained in ENT care (Yes/No)	Trained in oral care (Yes/No)	Trained in MNS (Yes/No)	Trained in Elderly & Palliative Care (Yes/No)	Trained in Trauma & Emergency care (Yes/No)
CHO	Yes	Yes	Yes	Yes	Yes	Yes
ANM / MPW	No	No	No	No	Yes	Yes
ASHA	No	No	No	No	No	No

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB- Screening <input checked="" type="checkbox"/> Leprosy- only screening part <input checked="" type="checkbox"/> Acute simple illnesses
Non-Communicable Diseases	<input checked="" type="checkbox"/> Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – cervix <input checked="" type="checkbox"/> Screening of common cancers – breast

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	No	No	No
Basic ear, nose, throat (ENT) care services	Yes	Yes	No
Oral health care services	No	No	No
Elderly and Palliative care services	Yes	Yes	No

Screening & management of mental health ailments	No	No	No
Emergency Medical Services	Yes	No	No

F. Availability of Essential medicines		
1	Number of medicines at AAM as per State Essential Medicine List (EML) <i>Reference link for national EML:</i> https://nhsrcindia.org/sites/default/files/SHC-HWC%20%26%20UHC%20IPHS%202022%20Guidelines%20pdf.pdf	(Total medicines at UAAM as per national EML is 105)
2	Total number of medicines available at the AAM	95
3	Availability of medicines for priority conditions	<input checked="" type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever
4	Medicine categories with shortfall/stockouts on the day of assessment	Hypoglycemics, and Dermatological creams
5	What is the indenting cycle that is followed at the facility?	Monthly
6	What is the lead time for supply of drugs which are indented? (record in days)	Less than 1-2 Week
7	Is buffer stock for drugs maintained?	No
8	DVDMS or any other software is being used for stock management	No

G.1 Availability of Diagnostic Services		
1	Availability of diagnostic services:	In-house lab
2	Number of diagnostic tests at AAM as per State Essential Diagnostic list	(Total diagnostic tests at UAAM as per national EDL is 14)
3	Number of tests available at AAM	6
4	Number of tests Provided through In House Mode	6
5	Number of tests Provided through Hub & Spoke (Public Health System)	NA
6	Number of tests Provided through Hub & Spoke- PPP Model	NA
7	Availability of X-ray services	No
8	Availability of Sample transportation mechanism	Yes (TB)
	Availability of diagnostic testing aids/equipment	RDK KITS Glucometer Haemoglobinometer Thermometer

		Sphygmomanometer Urine dipstick Vaginal Speculum
9	User fee charged for diagnostics	No
10	Average downtime of equipment (days)	One week
11	Details of equipment which are non-functional for 7 Days (List of equipment is provided as annexure)	No

H. Availability of IT Equipment & Teleconsultation services

Infrastructure: Availability	Internet connectivity (government funded- Yes) Tablet- Yes
Infrastructure: Functionality	Internet connectivity (government funded- Yes) Tablet not functional
Teleconsultation services	No NA (At Aayush no Tele)
Specify Hub for teleconsultation: (UPHC-Polyclinic/ /DH/MCH/Other)	PHC DH <input type="checkbox"/> Medical College Hospital Other, specify
Teleconsultation platforms used	NA
Teleconsultation schedule prepared and displayed	NA
Common conditions for teleconsultation	NA
Total teleconsultations in the last 01 month	NA

I. Wellness Activities

Wellness sessions being held periodically	Yes
Availability of a trained instructor for wellness session	Yes
Health Days are celebrated as per the Wellness Activity Calendar	Yes

J. Governance

Constitution of Jan Arogya Samiti	No
Periodic JAS meetings in the last 6 months (once a month)	NA
Minutes of meetings maintained	NA
Availability of functional MAS	NA

K. Reporting

Online Platforms	Reporting
<input type="checkbox"/> AAM Portal/App/ HWC/ SSD	Yes

<input type="checkbox"/> National NCD Portal/App	Yes
<input type="checkbox"/> IHIP	Yes
<input type="checkbox"/> HMIS	Yes, PHC Level
<input type="checkbox"/> FPLMIS	Yes
<input type="checkbox"/> DVDMS	No
<input type="checkbox"/> Nikshay	Yes
Specify others: RCH/ Anmol, UVIN	Yes

L. Finance			
Remuneration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled
	UAAM Team (Salary)	Yes	Yes
	UAAM Team (Team Based Incentives)	NA, CHO New so not initiated	NA
Facility funds	Fund Source	Timely disbursement	Details
	Untied	No,	
	Other Sources	No	-
United Fund utilized during last year	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	Not received	Not received	-
	Is untied fund being spent on following activities? Reaparing, Sationary, BMW Reaparing, Water SS repairing, Inverter purchase Regular payment of Bills: Yes If yes, specify; <input checked="" type="checkbox"/> Electricity		

	<input checked="" type="checkbox"/> Drinking Water <input checked="" type="checkbox"/> Internet Regular purchase: Yes <input checked="" type="checkbox"/> Medicines <input checked="" type="checkbox"/> Reagents/Consumables <input checked="" type="checkbox"/> Equipment <input checked="" type="checkbox"/> Furniture Payment of support/cleaning Staff: No
Status of JSY Payments	Payment done till: Not Applicable (From PHC level) Average Delay in Payment (days): Reasons for delay, if any
Availability of JSSK entitlements <u>(No deliveries taking place in HWC)</u>	NA If yes, whether all entitlements being provided <input type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input type="checkbox"/> Free diet <input type="checkbox"/> Free drugs and consumables <input type="checkbox"/> Free diagnostics <input type="checkbox"/> Free blood services <input type="checkbox"/> Free referral transport (home to facility) <input type="checkbox"/> Free referral transport (drop back from facility to home) <input type="checkbox"/> No user charges

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	1699
2	No. of PW registered for ANC	39
3	No. of PW received 4 or more ANC check-ups	31
4	Total number of institutional deliveries	7
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	Refer
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	29
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	24
8	Number of cases referred from AAM to PHC AAM /Polyclinic/Other higher facilities during last month	6
9	Number of cases referred back to AAM from PHC AAM or higher centre for follow-up during last 3 months	-
8	TB patients undergoing treatment	

	Indicators	Current year		
	No. of presumptive TB patients identified	NA, Services Not available		
	No. of TB patients diagnosed out of the presumptive patients referred	NA		
	No. of TB patients taking treatment in the AAM	NA		
9	Community Based Screening for NCDs			
	% of target population administered CBAC	Approx 71%		
	% of target population with score below 4	-		
	% of target population with score 4 and above	-		
10		Screened	Treated	Follow-up
	Hypertension	NA		
	Diabetes	NA		
	NCDs (No. of individuals in Last 6 Months)	Screened	Referred	Follow-up
	Oral Cancer*	NA		
	Breast Cancer*	NA		
	Cervical Cancer*	NA		
CHO just joined, thus earlier screening was not done at facility.				

N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	No
2	Is the facility certified at the State-level for NQAS?	No
3	Is the facility certified at the National level for NQAS?	No
4	Is the facility participating in Kayakalp?	No
5	If yes, Achievement under Kayakalp (Winner, recommendation) and score	No
6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced

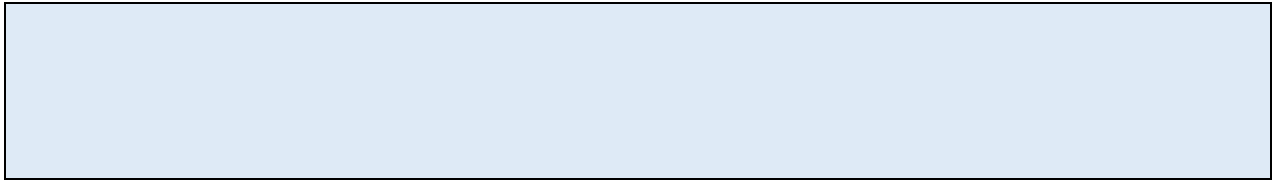
		<input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management <input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance

O. IPHS Compliance

1	Date of assessment using ODK tool kit	2024
2	Facility aggregate score using ODK Took kit	Don't know the score

KEY OBSERVATIONS

Holang AAM-SHC, has the Newly appointed CHO. The nearest referral facility is CHC Bishnugarh (14 km away). The facility provides reproductive and child health services, along with communicable and non-communicable disease care. In the visited month, NCD screening started at the facility as earlier there were no CHO at this facility. No IEC Display of List of Services, and timing of the facility. There is mild shortage of medicines were noticed at the facility. CHOs were not trained in expanded service packages under AAM. Power backup was unavailable through an inverter. With regards to IPHS compliance assessment, ODK assessment has been conducted, though staff is unaware about the score. The facility faces several challenges, including untied fund not received (as earlier CHO was not there), tab partially functioning etc. The facility is highly lacking in the quality care program implementation, which needs to be addressed.



Annexure- List of essential equipment

S.No	Equipment	Available	Not available	Functional	Non functional
1	BP apparatus- Digital / Sphygmomanometer	✓		✓	
2	BP apparatus- Aneroid / Sphygmomanometer	✓			✓
3	Weighing machine Electronic	✓		✓	
4	Hemoglobinometer	✓		✓	
5	Glucometer	✓		✓	
6	Thermometer	✓		✓	
7	Baby weighing scale	✓		✓	
8	Stethoscope	✓		✓	
9	Near Vision chart	✓		✓	
10	Snellen vision chart				
11	Stadiometer				
12	Tuning fork				

URBAN AYUSHMAN AROGYA MANDIR (UAAM-HWC), KOHINOOR GALI

A. General Information	
1. State	Jharkhand
2. District Name	Hazaribagh
3. Ward Name	Hari Nagar Gola Road
4. Name of Facility	Kohinoor U-HWC
5. Type of Facility	HWC-SC (U)

6. NIN of the facility	1132465160
7. No. of days in a week the facility is operational	6 days
8. OPD Timing	9:00am to 3:00pm
9. Month & Year of UAAM operationalization	August 2024
10. Is the facility accessible from nearest road head? (Yes/No)	Yes
11. Next Referral Facility	Sadar Hospital
12. Distance of next referral facility (Km)	1 km

A.1 Demographic Details	
13. Number of Wards	30
14. No. of Households	3017
15. Total catchment Population	15000
16. Population who are 30 years of age and above	5430

B. Physical Infrastructure		
Infrastructure Status and details		Availability
1.	Availability of Govt owned building	Yes
2.	If there is no government-owned building, specify building type (<i>Other Govt./Urban Local Body/ Rented etc.</i>)	
3.	24*7	No
4.	Availability of boundary wall	Yes
5.	External branding as per CPHC guidelines (<i>colour, logo</i>)	Yes
6.	OPD room	Yes
	Examination table with privacy curtain/ screen	Yes
7.	Day Care Beds available (<i>Norm – 2</i>)	Yes
8.	Waiting area with sitting arrangements for patients/ attendants	Yes
9.	Availability of furniture	Yes
	Table	Yes
	Chairs	Yes
	Almirah/Rack	Yes
10.	Laboratory	No
11.	Pharmacy /Drug store	Yes
12.	Space/ room identified for Wellness activities including Yoga sessions	No
13.	Separate functional toilets for males and females	Yes
14.	Availability of Running Water	Yes
15.	Facilities for elderly and differently able people (ramps at entry, wheel chairs etc.)	Yes
16.	Electricity connection	Yes
17.	Power back up	Yes
18.	Availability of Safe drinking Water	Yes
19.	Functional Handwashing corner (designated) with running water and soap	Yes

20.	Provision of BMW management (Collection based)	Yes
21.	Colour coded waste bins	Yes
22.	Bio-medical waste disposal mechanism in place	No
23.	<i>Residential Quarters available for Staff If yes, Specify the staff for which quarters available</i>	No

B.1 Information, Education & communication (IEC) material		
1	Display of signages and name of the facility (<i>even in local language</i>)	Yes
2	Display of IEC material (<i>related to service packages TB, FP, RMNCHA, NCD, Eye, oral care, etc</i>)	Yes,
3	Display of IEC on water, sanitation & hygiene	Yes
4	IEC/Poster on BMW displayed at the facility.	Yes
5	Installation of TV/ LED screen in the waiting area for IEC display*	No
7	Display of citizen charter	Yes
8	Information on grievance redressal displayed	No
9	Information on referral transport displayed	No
10	Information on nearest referral facility displayed	No

*Desirable amenities

C. Human Resource Availability						
S. N	Staff	Required as per IPHS-2022	Regular		Contractual	
			Sanctioned	Available	Sanctioned	Available
1	MO	1	-	-	1	1
2	Staff Nurse	1	-	-		1
3	MPW (Male)	1	-	-	0	1
	ANM		-	-	-	1
4	Sanitary Staff*	1	-	-	1	1
5	Security Staff**	1	-	-	0	1
	DEO				1	1
6	ASHA (Population norm: 1 ASHA per 2000-2500 population)				5	

*Desirable **Can be Outsourced/Hired ***Attached with UPHC

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	MO (Yes/No)	GNM/ Staff nurse (Yes/No)	MPW (F)/ ANM (Yes/No)	ASHA (Yes/No)
Maternal Health (ANC/PNC Care)	Yes	Yes	Yes	Yes
Child Health (New Born Care/ HBNC/ HBYC)	Yes	Yes	Yes	Yes
Family Planning	Yes	Yes	Yes	Yes

Communicable Diseases (TB/Leprosy/Malaria/Dengue/Filariasis etc.)	Yes	Yes	Yes	Yes
NCD	Yes	Yes	Yes	Yes
Others (Specify)		-	-	-

D.2 Training details- Expanded CPHC packages						
Staff	Trained in Eye care (Yes/No)	Trained in ENT care (Yes/No)	Trained in oral care (Yes/No)	Trained in MNS (Yes/No)	Trained in Elderly & Palliative Care (Yes/No)	Trained in Trauma & Emergency care (Yes/No)
MO	Yes	Yes	Yes	Yes	Yes	Yes
GNM	No	No	No	No	No	No
ANM	No	No	No	No	No	No
ASHA	No	No	No	No	No	No

E.1 Availability of Services	
Reproductive Maternal and Child Health	<input checked="" type="checkbox"/> ANC/ PNC <input checked="" type="checkbox"/> Neonatal and infant healthcare services <input checked="" type="checkbox"/> Childhood and Adolescent healthcare services <input checked="" type="checkbox"/> Family planning, contraceptive and other reproductive healthcare services
Communicable diseases	<input checked="" type="checkbox"/> Vector-borne diseases (Malaria, Dengue, Filariasis, JE) <input checked="" type="checkbox"/> TB (Screening) <input checked="" type="checkbox"/> Leprosy <input checked="" type="checkbox"/> Acute simple illnesses
Non-Communicable Diseases	<input checked="" type="checkbox"/> Screening and management of common NCDs (DM, HTN) <input checked="" type="checkbox"/> Screening of common cancers – Oral <input checked="" type="checkbox"/> Screening of common cancers – breast <input checked="" type="checkbox"/> Screening of common cancers – cervix

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	Yes	Yes	No
Basic ear, nose, throat (ENT) care services	Yes	Yes	No
Oral health care services	Yes	Yes	No
Elderly and Palliative care services	Yes	Yes	No
Screening & management of mental health ailments	Yes	Yes	No
Emergency Medical Services	Yes	Yes	No

F. Availability of Essential medicines		
1	Number of medicines at UAAM as per State Essential Medicine List (EML) <i>Reference link for national EML:</i> https://nhsrindia.org/sites/default/files/SHC-HWC%20%26%20UHWC%20IPHS%202022%20Guidelines%20pdf.pdf	94 (Total medicines at UAAM as per national EML is 105)
2	Total number of medicines available at the UAAM	94
3	Availability of medicines for priority conditions	<input checked="" type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension <input checked="" type="checkbox"/> Fever
4	Medicine categories with shortfall/stockouts on the day of assessment	Yes Shortage of Antibiotics, Multivitamins, ORS, Anti-hypertensive, Anti-fungal, Anti- Allergic, Analgesics, contraceptives.
5	What is the indenting cycle that is followed at the facility?	As required
6	What is the lead time for supply of drugs which are indented? (record in days)	Within 2 Week
7	Is buffer stock for drugs maintained?	No
8	DVDMS or any other software is being used for stock management	No

G.1 Availability of Diagnostic Services		
1	Availability of diagnostic services:	In house
2	Number of diagnostic tests at UAAM as per State Essential Diagnostic list	8-10 (Total diagnostic tests at UAAM as per national EDL is 14)
3	Number of tests available at UAAM	3 (Only RBS3 and HB test, Malaria)
4	Number of tests Provided through In House Mode	3
5	Number of tests Provided through Hub & Spoke (Public Health System)	No
6	Number of tests Provided through Hub & Spoke- PPP Model	No
7	Availability of X-ray services	No
8	Availability of Sample transportation mechanism (Only Blood Collection)	Yes
9	User fee charged for diagnostics	No
10	Average downtime of equipment (days)	2 weeks
11	Details of equipment which are non-functional for 7 Days (List of equipment is provided as annexure)	No

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	Internet connectivity (Personal Mobile and personal data use) Laptop – Received
Infrastructure: Functionality	Internet connectivity – Personal data use Laptop- Functional
Teleconsultation services Specify Hub for teleconsultation: (UPHC-Polyclinic/ /DH/MCH/Other)	NA No <input type="checkbox"/> UPHC - Polyclinic <input type="checkbox"/> DH <input type="checkbox"/> Medical College Hospital Other, specify:
Teleconsultation platforms used	No
Teleconsultation schedule prepared and displayed	No
Common conditions for teleconsultation	-
Total teleconsultations in the last 01 month	NA

I. Wellness Activities	
Wellness sessions being held periodically	Yes
Availability of a trained instructor for wellness session	Yes, thrice in a Month
Health Days are celebrated as per the Wellness Activity Calendar	Yes

J. Governance	
Constitution of Jan Arogya Samiti	No
Periodic JAS meetings in the last 6 months (once a month)	NO, No JAS
Minutes of meetings maintained	NO
Availability of functional MAS	Yes

K. Reporting	
Online Platforms	Reporting
<input type="checkbox"/> AAM Portal/HWC App	Yes
<input type="checkbox"/> National NCD Portal/App	Yes
<input type="checkbox"/> IHIP	Yes
<input type="checkbox"/> HMIS	Yes
<input type="checkbox"/> FPLMIS	Yes
<input type="checkbox"/> DVDMS/ E osdhi	No
<input type="checkbox"/> Nikshay	Yes
Specify others:	

L. Finance			
Remuneration & Incentives	Cadre	Timely disbursement	Complete disbursement as entitled
	UAAM Team (Salary)	Yes	Yes
	UAAM Team (Team Based Incentives)	NA	NA
Facility funds	Fund Source	Timely disbursement	Details
	Untied	No	
	Other Sources	No	No
United Fund utilized during last year Staff were not ware about the Fund details	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
Is untied fund being spent on following activities?	<p>Major on stationary, purchase inverter, Fan, Fridge, Infra repairing, garden maintenance, BMW</p> <p>Regular payment of Bills: Yes</p> <p>If yes, specify;</p> <p><input checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Drinking Water</p> <p><input checked="" type="checkbox"/> Internet</p> <p>Regular purchase: No</p> <p><input checked="" type="checkbox"/> Medicines <input checked="" type="checkbox"/> Reagents/Consumables <input checked="" type="checkbox"/> Equipment</p> <p>Payment of support/cleaning Staff: No</p>		
Status of JSY Payments	<p>Payment done till: NA</p> <p>Average Delay in Payment (days):</p> <p>Reasons for delay, if any</p>		

Availability of JSSK entitlements	(No delivery point)- NA If yes, whether all entitlements being provided <input type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input type="checkbox"/> Free diet Free drugs and consumables Free diagnostics <input type="checkbox"/> Free blood services <input type="checkbox"/> Free referral transport (home to facility) <input type="checkbox"/> Free referral transport (drop back from facility to home) <input type="checkbox"/> No user charges
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M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	620
2	No. of PW registered for ANC	18
3	No. of PW received 4 or more ANC check-ups	26
4	Total number of institutional deliveries	0
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	0
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	22
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	10
8	Number of cases referred from UAAM to UPHC AAM /Polyclinic/Other higher facilities during last month	-
9	Number of cases referred back to UAAM from UPHC AAM or higher centre for follow-up during last 3 months	0
8	TB patients undergoing treatment	
	Indicators	Current year
	No. of presumptive TB patients identified	73
	No. of TB patients diagnosed out of the presumptive patients referred	73
	No. of TB patients taking treatment in the AAM	0
9	Community Based Screening for NCDs	

	<table border="1"> <tr> <td>% of target population administered CBAC</td> <td>-</td> </tr> <tr> <td>% of target population with score below 4</td> <td>-</td> </tr> <tr> <td>% of target population with score 4 and above</td> <td>-</td> </tr> </table>			% of target population administered CBAC	-	% of target population with score below 4	-	% of target population with score 4 and above	-
% of target population administered CBAC	-								
% of target population with score below 4	-								
% of target population with score 4 and above	-								
10	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Treated	Follow-up					
	Hypertension	No record found							
	Diabetes	No record found							
	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Referred	Follow-up					
	Oral Cancer*	No record found							
	Breast Cancer*	No record found							
	Cervical Cancer*								

N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	No
2	Is the facility certified at the State-level for NQAS?	No
3	Is the facility certified at the National level for NQAS?	No
4	Is the facility participating in Kayakalp?	No
5	If yes, Achievement under Kayakalp (Winner, recommendation) and score	No
6	Patient Rights	<input checked="" type="checkbox"/> Display of citizen's charter <input checked="" type="checkbox"/> Display of IEC materials <input checked="" type="checkbox"/> Provision for ensuring privacy <input checked="" type="checkbox"/> Respectful Maternity Care being practiced <input checked="" type="checkbox"/> All services provided free of cost <input checked="" type="checkbox"/> Confidentiality assured for patient information
7	Support Services	<input checked="" type="checkbox"/> Maintenance and upkeep of facility ensured <input checked="" type="checkbox"/> Maintenance of clinical records <input checked="" type="checkbox"/> Data management using digital technology <input checked="" type="checkbox"/> Systematic inventory management (medicines/consumables)
8	Infection control	<input checked="" type="checkbox"/> Adherence to biomedical waste management

		<input checked="" type="checkbox"/> Adherence to SOPs for disinfection / sterilization of equipment <input checked="" type="checkbox"/> Adherence to SOPs for personal protection
9	Clinical care	<input checked="" type="checkbox"/> Adherence to SOPs for clinical management of conditions <input checked="" type="checkbox"/> Ensuring care continuity through bilateral referral mechanism
10	Quality Management Systems	<input checked="" type="checkbox"/> Provision for collecting patient feedback <input checked="" type="checkbox"/> Availability of Grievance Redressal Mechanisms <input checked="" type="checkbox"/> Periodic reviews undertaken for quality assurance

O. IPHS Compliance

1	Date of assessment using ODK tool kit	No assessment
2	Facility aggregate score using ODK Took kit	NA

KEY OBSERVATIONS

Kohinoor-AAM (North Hazaribagh Urban) facility handles an average OPD load of 20 patients per day. This facility running in a government building, functioning under Urban local body. It is well-equipped and well-maintained facility funded by the 15th Finance Commission, with a dedicated team including a Medical Officer, Staff Nurse, MPW, Sanitary Staff, and Security Staff. However, the absence of a JAS committee was noted and facility staff were unaware about the fund details. While the infrastructure is generally good, minor gaps such medicine shortage needs to be addressed. The facility has 5 ASHA on 15000 population, thus required more ASHAs as per population norms. The facility is highly lacking in service delivery indicator record maintenance, it was noted to be extremely poor, which needs to be addressed.

Annexure- List of essential equipment

S.No	Equipment	Available	Not available	Functional	Non functional
1	BP apparatus- Digital / Sphygmomanometer	✓		✓	
2	BP apparatus- Aneroid / Sphygmomanometer	✓		✓	

3	Weighing machine Electronic	✓		✓	
4	Hemoglobinometer	✓		✓	
5	Glucometer	✓		✓	
6	Thermometer	✓		✓	
7	Baby weighing scale	✓		✓	
8	Stethoscope	✓		✓	
9	Near Vision chart		✓		
10	Snellen vision chart		✓		
11	Stadiometer	✓		✓	
12	Tuning fork		✓		

Field Monitoring Format- Community Level

Date of Visit	10/1/2025
Name of Village/ Slum visited	Ango
Details of nearest public health facility (from residence)	<i>Facility name:</i> AAM-SC Churchu, Hazaribagh District, Jharkhand <i>Facility type:</i> AAM-SC <i>Distance:</i> 11.1km
Whether the AAM-SC/ AAM-UPHC/UAAM is in the same village/ slum area	AAM-SC
Accessible from nearest road	Yes

Please remember that along with the checklist you have to list five key challenges observed in the community and explore the root causes during the discussion with the community members and document them.

Questions	Probes	Responses to be recorded here
Topic: Community's choice of provider		

<p>From whom do you or your family seek healthcare in the event of minor ailments? Reasons, thereof.</p> <p>What about for conditions needing routine-visits/ check-up? (ANC, Blood pressure, blood sugar, wound-dressing, etc.,) Reasons, thereof.</p>	<p>Healthcare provider probes: <i>Self (home remedies), Informal / traditional healers, private practitioners, private hospitals, public/government primary hospitals (AAM-SHC/ PHC/ UPHC/ UAAM), secondary/ tertiary public hospitals (CHC/SDH/ DH/ MCH), AYUSH practitioners.</i></p> <p>Reasons probes: Proximity, convenience, availability of staff, free of cost services, trust on the provider.</p>	<table border="1"> <tr> <td></td> <td>√</td> <td>Reason for the choice</td> </tr> <tr> <td>Self (home remedies)</td> <td></td> <td rowspan="6"> <ul style="list-style-type: none"> • Proximity, • Convenience • Economical • Trust/Faith on the provider/ Practice . </td> </tr> <tr> <td>Informal healers</td> <td></td> </tr> <tr> <td>private practitioners/hospitals,</td> <td></td> </tr> <tr> <td>public/government primary hospitals (AAM-SHC/ PHC/ UPHC/ UAAM),</td> <td>Yes</td> </tr> <tr> <td>secondary/ tertiary public hospitals (CHC/SDH/ DH/ MCH)</td> <td>Yes</td> </tr> <tr> <td>AYUSH practitioners.</td> <td></td> </tr> <tr> <td>Self (home remedies)</td> <td></td> <td></td> </tr> </table> <p>People in the community were referred to government health facilities for their check-ups. However, many also visited the AAM-Churchu facility for antenatal care (ANC) check-ups, non-communicable disease (NCD) screenings, and treatment for common illnesses such as coughs and colds.</p>		√	Reason for the choice	Self (home remedies)		<ul style="list-style-type: none"> • Proximity, • Convenience • Economical • Trust/Faith on the provider/ Practice . 	Informal healers		private practitioners/hospitals,		public/government primary hospitals (AAM-SHC/ PHC/ UPHC/ UAAM),	Yes	secondary/ tertiary public hospitals (CHC/SDH/ DH/ MCH)	Yes	AYUSH practitioners.		Self (home remedies)		
	√	Reason for the choice																			
Self (home remedies)		<ul style="list-style-type: none"> • Proximity, • Convenience • Economical • Trust/Faith on the provider/ Practice . 																			
Informal healers																					
private practitioners/hospitals,																					
public/government primary hospitals (AAM-SHC/ PHC/ UPHC/ UAAM),	Yes																				
secondary/ tertiary public hospitals (CHC/SDH/ DH/ MCH)	Yes																				
AYUSH practitioners.																					
Self (home remedies)																					
<p>Topic: Community's Awareness of AAM-SC/ PHC/ UPHC</p>																					
<p>Can you share your views on the AAM-SC/ PHC/ UPHC in your area?</p> <p>How long has it been there?</p>	<p>May use local terms as recognized by the community</p> <p>Services may include: <i>RMCHA+N services, communicable diseases, NCDs, elderly, palliative care, etc</i></p>	<p>People in the community had been visiting AAM for many years and were highly satisfied with the services provided. They were well-informed about the various services available at the facility, including non-communicable disease (NCD) screenings, antenatal care (ANC), and expanded package services. This awareness was largely due to the</p>																			

<p><i>What are the health services being provided there?</i></p>	<p><i>Probes-less than 3 Months/ Less than 6 months/less than one yr./ Greater than one yr.)</i></p> <p><i>Probes-RCH, NCD, Communicable diseases, expanded packages)</i></p>	<p>efforts of ASHAs, ANMs, and the CHO, who actively informed the community about these services.</p>
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Topic: Accessibility to primary healthcare services

<p><i>How do you access the facility from your residence?</i></p>	<p><i>Probes: Walk to the facility Use public transport Use personal transport</i></p>	<p>People traveled to the facility using public transport or personal vehicles, while those living nearby walked to the facility on foot.</p>
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<p><i>What are the challenges you face in accessing this facility?</i></p>	<p><i>Barriers may include:</i> <i>Terrain/ Geographical barriers, structural barriers within the facility or its premises; financial barriers, socio-cultural barriers...</i></p>	<ul style="list-style-type: none"> • <i>Geographical barriers</i> • <i>structural barriers within the facility or its premises</i> • <i>financial barriers</i> • <i>socio-cultural barriers</i> • <i>Others, (please specify):.....</i>
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<p><i>Are the staff of the facility organizing outreach visits or camps in the community? If yes, can you share what you've observed during such camps/ visits?</i></p>		<p>People did not face any challenges in accessing the facility. ASHAs and ANMs organized outreach campaigns in the community, with the participation of the CHO. During these outreach camps, services such as antenatal care (ANC) check-ups, non-communicable disease (NCD) screenings, family planning counseling, distribution of eligible couple coupons, and contraception were provided to the community.</p>
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Topic: Availability of primary health care infrastructure and services

<p><i>What are your opinions on the building in which the primary healthcare</i></p>	<p><i>Probes</i> - <i>Condition of the building</i> - <i>Maintenance</i> - <i>Dedicated space for waiting and examination</i> - <i>Adequate seating arrangement</i></p>	<p>Infrastructure and services</p>	<p>Response</p>
		<p><i>Condition of the building</i></p>	<p><input checked="" type="checkbox"/> Good <input type="checkbox"/> Neither good nor bad <input type="checkbox"/> Bad</p>
		<p><i>Maintenance</i></p>	<p><input checked="" type="checkbox"/> Good</p>

<p><i>facility is functioning?</i></p> <p><i>What more needs to be added to improve the treatment-seeking experience in this place?</i></p>	<ul style="list-style-type: none"> - Functional toilet - Potable and drinking water - Power supply 		<input type="checkbox"/> Neither good nor bad <input type="checkbox"/> Bad
		<i>Dedicated space for waiting and examination</i>	Yes
		<i>Adequate seating arrangement</i>	Yes
		<i>Functional toilet</i>	Yes
		<i>Potable/ drinking water</i>	Yes
		<i>Power supply</i>	Yes
<p><i>When you visit the facility, are the staff available to provide services?</i></p> <p><i>Do you feel that the staff available are adequate at the facility?</i></p>	<p>Staff may include: Medical officers(AAM PHC/ UPHC/ UAAM),Community health officer (AAM-SHC), ANMs, Staff Nurses, Lab technicians, pharmacists, Multipurpose worker, health workers, any other.</p>	<p>Beneficiaries were highly satisfied with the AAM Churchu staff, as they were treated like family whenever they visited the facility, making them feel at home. The facility had adequate space, and during winter, many people living nearby would gather in the facility’s garden, where they sat for hours and engaged in conversations with one another.</p>	
<p><i>Is the facility providing all the medicines prescribed for your condition? If not, reasons thereof.</i></p>	<p>Probe</p> <p><i>If there had been instances of non-availability of medicines, what do you do?</i></p>	<p>All the necessary medicines were available at the facility, and none of the community members reported any complaints or faced any difficulties in accessing them.</p>	
<p><i>Is the facility providing all the lab-tests/ diagnostic tests prescribed for your condition? If not, reasons thereof.</i></p>	<p>Probe</p> <p><i>If there had been instances of non-availability of lab/ diagnostic tests, what do you do?</i></p>	<p>All the prescribed tests were available at the facility. For tests that could not be conducted there, people visited the CHC or District Hospital (DH) to get them done.</p>	
<p>Topic: Acceptability of healthcare services</p>			

<p><i>Do you feel that the staff at the facility is capable to provide health care?</i></p>	<p>Probe: Adequate skills and knowledge</p>	<p>Yes, the staff had proper knowledge of the services provided at the facility.</p>
<p><i>Do you feel that the primary healthcare facility uses innovative methods or technology for delivering healthcare?</i></p> <p><i>Do you find the current methods/ technology acceptable when administered on you or your family?</i></p> <p><i>Are you mobilized to use any services that would cost you, due to which you tend to avoid those services?</i></p>	<p>Innovative may include painless, time-saving or cost-saving methods or technology</p> <p>Alternate phrasing: Do you face any difficulty when the hospital staff use a method or device or instrument on you for diagnosis or treatment? <u>This may include social, psychological, physical or financial distress.</u></p>	<p>Community members did not face any difficulties when the hospital staff used methods, devices, or instruments for diagnosis or treatment.</p>
<p>Topic: Appropriateness of primary healthcare services delivered through AAM</p>		
<p><i>What are the main healthcare concerns that exist or emerge in your community?</i></p>	<p>Probe: To name out the diseases/ healthcare emergencies frequented by the community members</p> <p>Probe: To share some insights</p>	<p>Hypertension and diabetes were the most common health issues in the community. However, all medicines and tests were provided free of cost, and people did not have to spend any money on healthcare services.</p>

<p><i>In the event of its occurrence, is the AAM providing relevant healthcare services?</i></p> <p><i>Are those services economical in terms of time and money?</i></p>		
<p>Topic: Community's involvement / participation</p>		
<p><i>Can you share about any activity/initiative in which you or your family participate to improve your personal/collective health of the community?</i></p> <p><i>How is the local community helping the AAM to function better?</i></p> <p><i>Please mention the activity and your contribution</i></p>	<p>Probes</p> <p><i>Setting health-related priorities</i></p> <p><i>Engagement with the Community Health Workers (ASHA/ equivalents)</i></p> <p><i>Engagement with Community-based platforms - VHSNC/ JAS/ MAS</i></p>	<p>People in the community actively participated in Saas Bahu Samelan, NCD camps, VHND sessions, and sanitation camps, with 100% participation in these initiatives. ASHAs were able to easily achieve their targets due to the high level of cooperation from the community. Everyone possessed an Aadhaar card, and ABHA IDs were also being created. Additionally, people regularly attended yoga sessions at the facility.</p>
<p>Topic: Unmet Needs</p>		
<p><i>According to you, what other services may be provided through the</i></p>		<p>Proper counselling was provided to the community regarding family planning.</p>

<p><i>facilities to improve the health needs of the community?</i></p> <p><i>How are the community members currently meeting these unmet needs?</i></p> <p><i>Do they have to incur personal expenditure as a result?</i></p>		
<p>Topic: Quality of Care provided through the primary healthcare facility</p>		
<p><i>What are your views on the quality of healthcare provided at the primary healthcare facility?</i></p> <p><i>Do you feel that certain areas may be improved for enhancing the treatment-seeking experience?</i></p> <p><i>Do you feel that your health improves by using the services provided at the facility?</i></p>	<p><i>Probes</i></p> <ul style="list-style-type: none"> - <i>Provider behaviour/ attitude</i> - <i>Waiting time</i> - <i>Cleanliness of the premises</i> - <i>Provision for Grievance redressal and escalation</i> - <i>Practice of soliciting and implementing feedback</i> - <i>Right diagnosis</i> - <i>Accuracy of diagnostic tests done at the facility</i> - <i>Effectiveness of medicines dispensed at the facility</i> 	<p>The community was satisfied with the services they received at the AAM Churchu facility. The staff maintained a cordial attitude toward the community, making them feel welcome. Whenever people visited the facility, they found it clean, including all the toilets. All check-ups were conducted free of cost, and medicines and diagnostic services were also available at no charge.</p>

Summary:

- For routine check-ups, such as antenatal care (ANC), blood pressure monitoring, blood sugar testing, and wound dressing, many individuals preferred public or government primary healthcare facilities (AAM-SHC) due to the availability of staff and free-of-cost services.
- Within the community, most people were referred to government health facilities for regular check-ups. However, many also visited the AAM Churchu facility for services like ANC check-ups, non-communicable disease (NCD) screenings, and treatment for common illnesses such as coughs and colds.
- People in the community had been visiting AAM for many years and were highly satisfied with the services provided. They were well-informed about the various services available at the facility, including non-communicable disease (NCD) screenings, antenatal care (ANC), and expanded package services. This awareness was largely due to the efforts of ASHAs, ANMs, and the CHO, who actively informed the community about these services.
- People travelled to the facility using public transport or personal vehicles, while those living nearby walked to the facility on foot. People did not face any challenges in accessing the facility. ASHAs and ANMs organized outreach campaigns in the community, with the participation of the CHO. During these outreach camps, services such as antenatal care (ANC) check-ups, non-communicable disease (NCD) screenings, family planning counselling, distribution of eligible couple coupons, and contraception were provided to the community.
- The primary healthcare facility operated in a well-maintained building that was in good condition. The facility had dedicated spaces for waiting and examination, ensuring a comfortable experience for patients. Additionally, it was equipped with adequate seating arrangements, functional toilets, potable drinking water, and a reliable power supply, all of which contributed to a positive treatment-seeking experience.
- Beneficiaries were highly satisfied with the AAM Churchu staff, as they were treated like family whenever they visited the facility, making them feel at home. The facility had adequate space, and during winter, many people living nearby would gather in the facility's garden, where they sat for hours and engaged in conversations with one another.
- All the necessary medicines were available at the facility, and none of the community members reported any complaints or faced any difficulties in accessing them. All the prescribed tests were available at the facility. For tests that could not be conducted there, people visited the CHC or District Hospital (DH) to get them done.
- Yes, the staff had proper knowledge of the services provided at the facility. Community members did not face any difficulties when the hospital staff used methods, devices, or instruments for diagnosis or treatment.
- Hypertension and diabetes were the most common health issues in the community. However, all medicines and tests were provided free of cost, and people did not have to spend any money on healthcare services.

- People in the community actively participated in Saas Bahu Samelan, NCD camps, VHND sessions, and sanitation camps, with 100% participation in these initiatives. ASHAs were able to easily achieve their targets due to the high level of cooperation from the community. Everyone possessed an Aadhaar card, and ABHA IDs were also being created. Additionally, people regularly attended yoga sessions at the facility.
- Proper counselling was provided to the community regarding family planning. The community was satisfied with the services they received at the AAM Churchu facility. The staff maintained a cordial attitude toward the community, making them feel welcome. Whenever people visited the facility, they found it clean, including all the toilets. All check-ups were conducted free of cost, and medicines and diagnostic services were also available at no charge.