



Ministry of Health and Family Welfare
Government of India



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

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LAKHIMPUR DISTRICT, ASSAM: 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 Lakhimpur district, Assam.

This report is based on visits to various public healthcare facilities by the PRC Delhi team, comprising Ms. Bindiya Kumari and Ms. Gurkawal Kaur. This report has been thoroughly reviewed by Prof. Suresh Sharma, Head of PRC, IEG Delhi. 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 CHC Boginadi and CHC Bongalmora; PHC Gharmora, PHC Seajuli, and PHC Bahgorah; Urban Primary Health Centre (UPHC), Lakhimpur; AAM SHC Boknala, AAM Phukanorhat, and AAM SHC Laholial; and UAAM SHC, Milan Nagar. 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: Chronic shortages of medical specialists are notably concerning across all CHCs in the district, with all such positions vacant. As the district does not have a District Hospital, CHCs could play a crucial role in easing the workload of medical colleges, but their capacity remains limited to handling essential service including normal deliveries. Overall, Doctor and pharmacist shortages further impact service delivery in district.

AAM Services: Almost all Sub Centers and PHCs have been converted into Ayushman Arogya Mandirs (AAM), with successfully implemented Comprehensive Primary Healthcare (CPHC) packages. With regards to extended services under AAM, only basic services have been noted, in most of the SHCs and PHCs. However, some SHCs and PHCs have successfully extended services as the staff were properly trained for the same. In remaining facilities, the process is still ongoing as training is yet to be completed.

NCD Services: NCD screening is operational across all healthcare tiers, with dedicated clinics at the CHC level. PHCs primarily focus on hypertension and diabetes, maintaining well-updated records. At the AAM SHC level, screening

for hypertension, diabetes, oral, and breast cancer is being actively conducted, with hypertension being the most commonly detected condition.

Drugs & Diagnostics: The supply of medicines across all visited facilities in the district was reported to be generally satisfactory relative to demand. While some medicines were temporarily out of stock at primary health facilities. Essential medicines were fully available at the AAM SHCs in district.

Delivery Care Services: Normal delivery services are well available at CHC and PHC levels in the district. However, due to a lack of specialists at the CHC level, C-sections are performed only at the medical college.

Fund Utilization: Delayed fund disbursement and late receipt of approved ROPs remain major obstacles to achieving physical targets, leading to inefficient fund utilization across all health facilities in district. Funds are typically received across all healthcare tiers in the first week of August. The fund flow mechanism is comparatively better in urban facilities (June/ July) than in rural facilities.

Data Reporting: Data reporting is up to date across all portals including HMIS, HWC, NCD, IHIP, DVDMS, FPLMIS, and NIKSHYA. However, RCH, ANMOL and NIKSHAY portals occasionally experience entry and server-related issues, leading to disruptions in data entry. It is vital to rectify the technical to ensure the accurate and timely data reporting.

Ayush Service Provision: Ayush services in the district are rendering well in the primary healthcare facilities. At the Sub-Center level, Ayush services are being provided at 20 AAM SHCs. However, there is scope for improving medication availability at these facilities to enhance service delivery.

Quality Programs: Quality programs such as Kayakalp and NQAS are well implemented in the district. NQAS has been effectively adopted at the AAM SHC level, leading to improved cleanliness, service delivery, and record-keeping. Facilities at

the PHC level and Sub-Center level are well-maintained, reflecting a lasting positive impact of these programs.

Family Planning Services: Family planning services are well-implemented, with strong acceptance of the OCP pills, and PPIUCD. However, male sterilization remains extremely low due to prevailing stigma. A common belief in the district is that men undergoing sterilization will no longer be allowed to enter religious places, which significantly impacts acceptance rates.

Community Interaction: Community interactions in Bokanola indicate overall satisfaction with infrastructure, service delivery, and staff behavior. However, there is a need for improved expanded service availability, space expansion, and better follow-up mechanisms for chronic diseases to enhance healthcare accessibility and effectiveness.

FACILITY WISE OBSERVATIONS: LAKHIMPUR DISTRICT

CHC Boginadi is a well-equipped 30-bedded healthcare facility that provides 24×7 emergency and normal delivery care services. It has a functional X-ray unit and offers specialist psychiatric consultations. However, specialist services (OBGY, pediatrics, anesthesiology, surgery), including ultrasound, remain unavailable. The lack of a dedicated specialist workforce affects the facility's ability to provide advanced medical care.

CHC Bongalmora running in 30-year-old building with structural issues such as seepage and leakage, affecting the patient care. This facility is the second-highest delivery point in the district, conducting nearly 500 deliveries per year, and is also performing well in OPD services. However, it faces power backup challenges due to a non-functional generator and limited inverter support. Additionally, manpower shortages, impact service delivery. Male sterilization uptake remains low here due to cultural factors, which significantly impacts acceptance rates. the facility struggles with delayed fund disbursement, affecting the efficient fund utilization.

Seajuli Mini-PHC has demonstrated strong performance, achieving a Kayakalp score of 86%. The facility is well-equipped with essential services, trained personnel, and a consistent supply of medicines, ensuring efficient healthcare delivery. It has also expanded its services in eye care, ENT, oral health, and emergency and trauma care, with staff already trained for these specialties. However, challenges persist, including – untied fund delay, and infrastructure constraints, which impact service delivery and fund utilization.

Gharmora Mini PHC was Kayakalp certified with a remarkable score of 95.3% and is also NQAS-certified, reflecting its commitment to quality standards. The facility provides teleconsultation and mental health services, broadening its scope of care. Challenges include the absence of a boundary wall, deteriorating staff quarters, server issues with DVDMS, Nikshay, and NCD portals, poor internet connectivity. digital healthcare reporting hindered by slow or non-functional portals. The facility requires boat and bike ambulances to improve healthcare access for remote populations.

PHC Bahgorah running in a government-owned building, with staff quarters and a new facility building under development. This is located in a flood-prone area, and population is largely migratory, staying temporarily and relocating during floods, making continuous healthcare service delivery challenging. Additionally, manpower shortages persist (MO, sanitation staff, Grade-IV, and MPW), affecting the smooth functioning of its services, and teleconsultation services remain inactive due to delays in MO credential.

Chapori Gaon UPHC has Kayakalp and NQAS certifications, with adequate medicines and diagnostic service available. The has expanded its healthcare services, particularly in maternal care, but continues to struggle with inadequate staffing. The absence of a pharmacist since 2019 has led to GNMs and MOs managing medicines. Overall shortages of ANMs, GNMs, ASHA supervisor, and Urban Health Coordinator were highlighted.

Boknala AAM-SHC, Kayakalp and NQAS certified, was highly hygienic, and following all the BMW management protocols. The infrastructure of the facility is exceptionally well-maintained with providing highly satisfactory services in terms of

ANC care, screening of non-communicable diseases, immunization. Expanded package services were observed at this facility as staff were trained at the district level. Data reporting highlighted a challenge due to the extremely slow functioning of NCD and Nikshay portals, significantly delaying data entry.

Phukanorhat AAM-SHC has effectively implemented the AAM program, offering comprehensive maternal and NCD services, along with an expanded package of services under AAM. The facility reported delays in untied fund disbursement, which received late in November, affecting fund utilization efficiency.

Laholia-AAM Ayush Centre holds NABH and Kayakalp certification, ensuring adherence to high-quality standards in service provision. It offers both allopathic and homeopathic treatments and has an established referral system for specialized care. There is a mild shortage of Ayush medicines and multivitamins, and family planning targets are difficult to achieve due to a declining trend in childbirth. Hypertension cases are prevalent in the tribal population, primarily due to rice beer consumption.

RECOMMENDATIONS

- ❖ **Strengthen Specialist Availability:** The district should prioritize recruitment of medical specialists at CHCs to enhance specialized service delivery and reduce dependency on medical colleges.
- ❖ **Training on CPHC Packages:** All Medical Officers at PHCs, along with ANMs and CHOs, should receive training for expanded services under AAM.
- ❖ **Improve Fund Disbursement:** Streamline fund flow mechanisms to prevent delays and ensure timely utilization across all facilities. Timely release of the funds & approved ROP must be planned for the district.
- ❖ **Enhance Medication Supply:** Ensure consistent medicine availability, particularly at primary healthcare facilities in district. Also, address the occasional shortage of Ayush medications at Ayush-SHCs to ensure uninterrupted access to alternative treatment options.
- ❖ **Expand Emergency Transport:** Provide boat and bike ambulances to improve healthcare access in remote and flood-prone areas.
- ❖ **Address Data Portal Issues:** There is need to resolve server and entry-related problems in RCH, ANMOL, and NIKSHAY portals for accurate reporting.

Field Visit Photographs



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Monitoring Checklist of Healthcare Facilities

COMMUNITY HEALTH CENTRE, BOGINADI

General Information	
Name of facility visited	BOGINADI
Facility Type	<input checked="" type="checkbox"/> CHC <input type="checkbox"/> U-CHC
FRU	No
Accessible from nearest road head	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Next Referral Point	Facility: MC Lakhimpur (LMCH) Distance: 15km

A. INFRASTRUCTURE			Means of Verification
Indicator	INFRASTRUCTURE		
1. OPD Timing	8:00 am- 1:30 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 (9 IPD)		As reported/Citizen Charter Board
5. List of Services available	Yes		As reported/Citizen Charter Board
• Specialized services available in addition to General OPD, ANC, Delivery, PNC, Immunization, FP, Laboratory services	Sl.	Service	Y/N
	1	Medicine	No
	2	O&G	No
	3	Pediatric	No
	4	General Surgery	No
	5	Anesthesiology	No
	6	Ophthalmology	No
	7	Dental	No
			As reported/Hospital Citizen Charter Board

A. INFRASTRUCTURE				Means of Verification
Indicator	INFRASTRUCTURE			
	8	Imaging Services (X – ray)	No	
	9	Imaging Services (USG)	No	
	10	Newborn Stabilization Unit	No	
	11	Psychiatrist	Yes	
• If any of the specialists are available 24*7	<input checked="" 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 Normal delivery and emergency.			As reported
• Emergency	General emergency: Yes Facilities available for: 1. Triage: Yes 2. Resuscitation: Yes 3. Stabilization: Yes			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)Yes			Tele-medicine records register/ e-Sanjeevani Portal
7. Operation Theatre available	Yes If yes, Major OT <input checked="" type="checkbox"/> Minor OT			Observation Ensure signage and protocol displays
8. Availability of functional Blood Storage Unit	NA • If yes, number of units of blood currently available: _____ No • No. of blood transfusions done in last month: _____ No			Blood Storage Unit records, Register
9. Whether blood is issued free, or user-fee is being charged	<input checked="" type="checkbox"/> <input type="checkbox"/> Free for BPL <input checked="" type="checkbox"/> <input type="checkbox"/> Free for elderly <input checked="" type="checkbox"/> <input type="checkbox"/> Free for JSSK beneficiaries <input checked="" type="checkbox"/> Free for all			Blood Storage Unit records, Register

A. INFRASTRUCTURE		Means of Verification
Indicator	INFRASTRUCTURE	
10. Biomedical waste management practices	<input checked="" type="checkbox"/> Sharp pit: <input checked="" type="checkbox"/> Deep Burial pit: Incinerator: Using Common Bio Medical Treatment plant: <input type="checkbox"/> Managed through outsourced agency <input type="checkbox"/> Other System, if any: (Specify)	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)		6	5	-	-
	Aayush MO		1	1	-	1 (Attachment)
	Specialists	Medicine	-	-	-	
		Ob-Gyn	-	-	-	
		Pediatrician	-	-	-	
		Anesthetist	-	-	-	
	Dental Surgeon		-	-	-	-
	Dentist		-	-	1	1
	SNs/ GNMs		9	5		4
	LTs		1	2	-	-
	Pharmacist		2	1	-	-
	Dental Assistant/ Hygienist		-	-	-	-
	Hospital/ Facility Manager		-	-	-	--
	EmOC trained doctor					
	LSAS trained doctor					
	Ward boy		4	4	-	-
	Ward girl		4	4	-	-
	Grade IV				-	2 (Outsourced)

	Contratual staff under HMC				
	Assistamnt accountant	1	1	-	-

C. QUALITY PROGRAMMES		Means of verification
13. Kayakalp	Initiated: Yes Facility score:71 Award received: Winner <input type="checkbox"/> <input checked="" type="checkbox"/> Commendation	Kayakalp Assessment report Verify certificate if awarded
14. NQAS	Assessment done: No Facility score: NA Certification Status:	NQAS assessment report Verify certificate if awarded
15. LaQshya	Labour Room: No LaQshya Certified If No, Assessment Done - <input type="checkbox"/> Yes/ <input type="checkbox"/> No Operation Theatre: NA No 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____272____	

	EDL displayed in OPD Area: Yes, Not updated No. of drugs available on the day of visit (out of the EDL) __259__		
17. Implementation of DVDMS or similar supply chain management system (Training gap reported)	Yes	Observation, Check software	
18. Shortage of 5 priority drugs from EDL in last 30 days, if any		As	
	1	No shortage	reported,
	2		check
	3		DVDMS
	4		, E-
	5		aushadhi , etc.
19. Availability of Essential Consumables:	<input checked="" type="checkbox"/> Sufficient Supply 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 checked="" type="checkbox"/> Outsourced/ PPP <input type="checkbox"/> Both/ Mixed	As reported;	
• In-house tests (24*7 emergency test available)	Timing: 8:00 am- 1:30pm Total No. of tests available against Essential Diagnostic tests list for CHC ____47	Obtain the complete list of diagnosti c tests performe d in- house	
• Outsourced/ PPP	Yes, 8:00- 1:00 pm types		
21. X-ray services is available	<input checked="" type="checkbox"/> Yes	Observation	

	<p>If Yes, type & no. of functional X-ray machine is available in the hospital: 1</p> <p>Is the X-ray machine AERB certified: Yes</p>	
<p>22. Whether diagnostic services (lab, X-ray, USG etc.) are free for all</p> <p>No ultrasound</p>	<p><input checked="" type="checkbox"/> Free for BPL</p> <p><input checked="" type="checkbox"/> Free for elderly</p> <p><input checked="" type="checkbox"/> Free for JSSK beneficiaries</p> <p><input checked="" type="checkbox"/> Free for all</p>	As reported
<p>23. Availability of Testing kits/ Rapid Diagnostic Kits</p>	<p><input checked="" type="checkbox"/> Sufficient Supply</p> <p><input type="checkbox"/> Minimal Shortage</p> <p><input type="checkbox"/> Acute shortage</p>	As reported
<p>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))</p>		As reported
<p>25. Average downtime of equipment (days)</p> <p>Details of equipment are nonfunctional for more than 7 days</p>	Less than one week	As reported
E. KEY NATIONAL HEALTH PROGRAMMES		
<p>26. Availability of delivery services</p>	<input checked="" type="checkbox"/> Yes	As reported
<p>• If the facility is designated as FRU, whether C-sections are performed</p>	<p><input checked="" type="checkbox"/> Yes</p> <p>Number of normal deliveries performed in last month: _____18</p> <p>No. of C-sections performed in last month: _____NA</p>	Verify C-section records from Maternity OT registers
<p>• Comment on condition of:</p>	<p>Labour room: Good</p> <p>OT: NA</p> <p>Functional New-born care corner (functional radiant warmer with neo-natal ambu bag): Yes</p>	Observation

27. Status of JSY payments	Payment is up to date: Yes Average delay: (Average for how many days/patients)—2-3 weeks Payment done till: February Last 3 Months Reasons for delay: Documentation Gap	Verify from JSY status report
28. Availability of JSSK entitlements	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> If yes, whether all entitlements being provided <input checked="" type="checkbox"/> Free delivery services (Normal delivery) <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	As reported/ As Displayed in Maternity Ward
29. PMSMA services provided on 9 th of every month	Yes (Twice in a month) If yes, how many high risks pregnancies are identified on 9 th for previous month ...44 If No, reasons thereof:	PMSMA Register/ High Risk Pregnancy Register, Staff review
30. Line listing of high-risk pregnancies	Yes	Verify Register availability
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	Observation, Patient review

	<input checked="" type="checkbox"/> Safe care environment maintained	
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: 0 Current year: 0	Maternal Deaths Records
34. Number of Child Death reported in the facility	Previous year: 0 Current year: 0	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: Yes	Observation Staff review
37. Number of newborns immunized with birth dose at the facility in last 3 months		Immunisation Register
38. Newborns breastfed within one hour of birth during last month		Verify BF records
39. Number of sterilizations performed in last one month	0 (Only camp days performed-60 in last camp)	FP Sterilizations register
40. Availability of trained provider for IUCD/ PPIUCD	Yes	As reported, Verify training received
41. 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
42. Please comment on utilization of other FP services including Condoms, OCPs, Antra	Good acceptance OCP Pref. more	Observation/ FP records

	Antra Prof. is not acceptable due to side effect, Mensuration disorder	and registers		
43. FPLMIS has been implemented	Yes	Check software		
44. Availability of functional Adolescent Friendly Health Clinic	No If yes, who provides counselling to adolescents: ___No___ Separate male and female counselors available: 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? _____7_____ days (Mention number of days)	Check NCD register		
46. Are service providers trained in cancer services?	Yes			
47. Number of individuals screened for the following in last 6 months:	NCD	Screened	Confirmed	NCD Register
	a. Hypertension	464	126	
	b. Diabetes	460	120	
	c. Oral Cancer	464		
	d. Breast Cancer	460		
	e. Cervical Cancer	460		
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) _____40%	DBT/Nikshay Report		

	More tesing due to TB Elimniation program	
	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 _____	DBT/Ni kshay Report
	Is there a sample transport mechanism in place for:No Investigations within public sector for TB testing? Yes Investigations within public sector for other tests? Yes Outsourced testing? No	As reported
	Are all TB patients tested for HIV? Yes Are all TB patients tested for Diabetes Mellitus: Yes	DBT/Ni kshay Report
	Percent of TB Patients for whom DBT installments have been initiated under Nikshay Poshan Yojana in the last 6 months: 100%	DBT/Ni kshay Report
50. Status on Leprosy eradication programme	Nos. of new case detected by Field Worker in last 12 months: 12 (Whole block cases) Out of those, how many are having Gr. II deformity: 0	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: Yes In September, month January</p> <p>Fund utilized last year: Yes</p> <table border="1" data-bbox="847 768 1246 891"> <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>5,00,000</td> <td>5,00,000</td> <td>100%</td> </tr> </tbody> </table> <p>List out Items/ Activities whose expenditure is met out of the RKS/ Untied Fund regularly:</p> <p>Electrical work, Cleaners remunerars, Infrastructure, DG OIL Water cleaning</p> <p>Reasons for underutilization of fund (if any)</p>	Fund in prev. FY			Received	Utilized	% Utilization	5,00,000	5,00,000	100%	<p>RKS Register</p> <p>Staff review</p>
Fund in prev. FY											
Received	Utilized	% Utilization									
5,00,000	5,00,000	100%									
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)	Hospital management committee Monthly	RKS Register									
55. Availability of ambulance services in the area	<p>CHC own ambulance available</p> <input type="checkbox"/> CHC has contracted out ambulance services	As reported									

	<input checked="" type="checkbox"/> Ambulances services with Centralized call centre <input type="checkbox"/> Government ambulance services are not available	
	Comment (if any):	
<ul style="list-style-type: none"> How many cases from sub centre/ PHC were referred to this CHC last month? 	Number: 39 Types of cases referred in: Pregnancy	Referral-in register
<ul style="list-style-type: none"> How many cases from the CHC were referred to the MC last month? 	Number: 55 Types of cases referred out: Prolonged labour, RTI, Hypertension.	Referral Out register

KEY OBSERVATION WITH CHALLENGES:

CHC Boginadi is a functional 30 bedded healthcare facility accessible from the nearest road ahead. The facility has a well-maintained infrastructure with essential amenities such as running water, clean toilets, drinking water, adequate waiting area seating, an ASHA rest room, and a power backup system. It has 30 bedded facility (Non- FRU), with an average OPD load of 120–130 patients per day (8:00 AM–1:30 PM). The next referral point of this facility is Lakhimpur Medical College, which is 15–16 km away from here. Referral cases primarily involve gynecology. General OPD, ANC, deliveries, PNC, immunization, and family planning services are available. X-ray services are functional with AERB certification; however, it lacks ultrasound services, which reported to be unavailable. Specialist services (medicine, pediatrics, surgery, anesthesiology, etc.) are reported to be unavailable, except for a psychiatrist. Normal delivery care and emergency care services were reported to be 24*7. A minor OT is available there, but there is no blood storage unit. it lacks the required staff. A separate NCD clinic is available, but there is no dedicated counsellor for adolescents and family planning. Both in-house and outsourced diagnostic tests are available, and 24×7 emergency services are operational. The facility is Kayakalp-certified with a score of 71% and a commendation award. With regards to NQAS & LaQshya, even internal assessment was not initiated. Some IEC display boards, including laboratory services, EDL list requires updating. This facility was using DVDMS portal for Supply chain management system for indenting medication.

Strengthening specialized services and addressing these gaps is essential for for enhancing the quality of care, ensuring comprehensive service delivery.

COMMUNITY HEALTH CENTRE (CHC), BONGALMORA

General Information	
Name of facility visited	Bongalmora
Facility Type	<input checked="" type="checkbox"/> CHC <input type="checkbox"/> U-CHC
FRU	<input checked="" type="checkbox"/> No (24*7)
Accessible from nearest road head	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Next Referral Point	Facility: Medical College Lakhimpur Distance: 40 KM

A. INFRASTRUCTURE			Means of Verification	
Indicator	INFRASTRUCTURE			
1. OPD Timing	OPD: 8:00 am- 1:30 pm 24*7: Emergency services, Delivery care		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: Old building, Required renovation		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: Part of Hospital		Observation	
4. Number of functional in-patient beds	30		As reported/Citizen Charter Board	
5. List of Services available	Yes OPD, Delivery, Immunization, Lab, x-ray, Emergency		As reported/Citizen Charter Board	
• 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	No	
	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)	Yes		

A. INFRASTRUCTURE				Means of Verification
Indicator	INFRASTRUCTURE			
	9	Imaging Services (USG)	No	
	10	Newborn Stabilization Unit	Non-functional	
<ul style="list-style-type: none"> If any of the specialists are available 24*7 	<input type="checkbox"/> Yes, available only on-call <input checked="" type="checkbox"/> Yes, available			As reported
<ul style="list-style-type: none"> If Yes, Mention the specialists available 24*7 	Emergency and delivery care available 24*7			As reported
<ul style="list-style-type: none"> Emergency 	General emergency: Yes Facilities available for: 1. Triage: Yes 2. Resuscitation: Yes 3. Stabilization: Yes			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—21) This facility is functioning as a Hub to any AAM (SHC/ PHC/UPHC/UAAM).. Yes			Tele-medicine records register/ e-Sanjeevani Portal
7. Operation Theatre available	No 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: _____NA No. of blood transfusions done in last month: NA 			Blood Storage Unit records, Register
9. Whether blood is issued free, or user-fee is being charged	NA <input type="checkbox"/> Free for BPL <input type="checkbox"/> Free for elderly 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: Using Common Bio Medical Treatment plant Managed through outsourced agency- Yes			Observation

A. INFRASTRUCTURE		Means of Verification
Indicator	INFRASTRUCTURE	
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

A. 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	3	2	1
	- Specialists				
	Medicine	-	-	-	--
	Ob-Gyn	-	-	-	-
	Pediatrician	-	-	-	-
	Anesthetist	-	-	-	-
	Dentist				
	SNs/ GNMs	3	3	4	4
	LTs	1	1	1	0
	Pharmacist	1	1	1	0
	Dental Assistant/ Hygienist	-	-	-	-
	Hospital/ Facility Manager/ ABPM	-	-	-	1
	EmOC trained doctor	-	3	-	-
	LSAS trained doctor	-	-	-	-
	Others				
	Radiographer			-	1

B. QUALITY PROGRAMMES		Means of verification
13. Kayakalp	Initiated: Yes Facility score: 71 Award received: <input checked="" type="checkbox"/> Commendation	Kayakalp Assessment report Verify certificate if awarded
14. NQAS	Assessment done: NO Internal assessment done-No Facility score: NA Certification Status: NA	NQAS assessment report Verify certificate if awarded

15. LaQshya	Labour Room: NA <input checked="" type="checkbox"/> LaQshya Certified If No, Assessment Done – NO Operation Theatre: <input checked="" type="checkbox"/> LaQshya Certified If No, Assessment Done – No	LaQshya Assessment Report – check score Verify certificate if awarded										
C. DRUGS AND DIAGNOSTICS												
Availability of list of essential medicines (EML)/ drugs (EDL)	Yes If yes, total number of drugs in EDL ____272____ EDL displayed in OPD Area: Yes No. of drugs available on the day of visit (out of the EDL) ____222____	Verify EDL Displayed										
Implementation of DVDMS or similar supply chain management system (Training part done)	<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	<table border="1"> <tr><td>1</td><td>NA</td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> <tr><td>5</td><td></td></tr> </table>	1	NA	2		3		4		5		As reported, check DVDMS, E-ushadhi, etc.
1	NA											
2												
3												
4												
5												
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 ____no	As reported Stock/Indent register										
17. Availability of essential diagnostics	<input checked="" type="checkbox"/> In-house <input checked="" type="checkbox"/> Outsourced/ PPP <input checked="" type="checkbox"/> Both/ Mixed	As reported;										
• In-house tests	Timing: 8:00 am- 1:20pm Total No. of tests available against Essential Diagnostic tests list for CHC ____44 inhouse	Obtain the complete list of diagnostic tests performed in-house										
• Outsourced/ PPP	Yes, 35 TYPES											

18. X-ray services is available	Yes If Yes, type & no. of functional X-ray machine is available in the hospital: 1 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://nhsrindia.org/sites/default/files/CHC%20IPHS%202022%20Guidelines%20pdf.pdf))	No	As reported
22. Average downtime of equipment (days) Details of equipment are nonfunctional for more than 7 days	One week No	As reported
D. 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	No Number of normal deliveries performed in last month: _____46 No. of C-sections performed in last month: _____NA	Verify C-section records from Maternity OT registers
• Comment on condition of:	Labour room: Fine, but old building required renovation	Observation

	OT: - No Functional New-born care corner (functional radiant warmer with neo-natal ambu bag): Yes	
24. Status of JSY payments	Payment is up to date: Yes Average delay: (Average for how many days/patients)— Payment done till- December 2024 Last 3 Months Reasons for delay: (Document issue) Account no. not available and Funding issue	Verify from JSY status report
25. Availability of JSSK entitlements	<input checked="" type="checkbox"/> Yes/ <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, whether all entitlements being provided <input checked="" type="checkbox"/> Free delivery services (Normal delivery) <input checked="" type="checkbox"/> Free diet including Packed food, namely Samahar <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	As reported/As Displayed in Maternity Ward
26. 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 ...12 If No, reasons thereof:	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	<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	Observation, Patient review

	<input checked="" type="checkbox"/> Safe care environment maintained	
29. Whether facility have registers for entering births and deaths	Yes	Birth Register, Death Records
30. Number of Maternal Death reported in the facility	Previous year: 0 Current year: 0	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	Yes	CAC register
33. Availability of vaccines and hub cutter	Yes Nurses/ ANM aware about open vial policy: Yes	Observation Staff review
34. No. of newborns immunized with birth dose at facility in last 3 months	228	Immunisation Register
35. Newborns breastfed within one hour of birth during last month	227	Verify BF records
36. Number of sterilizations performed in last one month	NA	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	All are accepted but mainly go for OCP	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: _____MO_ Separate male and female counselors available: No	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	3061	366	
	g. Diabetes	3061	461	
	h. Oral Cancer	2054	0	
	i. Breast Cancer	1778	0	
	j. Cervical Cancer	-	-	
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 months (average) _____5.3%			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 ____76.47%			DBT/Nikshay Report
	Is there a sample transport mechanism in place for: Yes Investigations within public sector for TB testing? Yes Investigations within public sector for other tests? Outsourced testing? Yes			As reported
	Are all TB patients tested for HIV? Yes Are all TB patients tested for Diabetes Mellitus: Yes			DBT/Nikshay Report
	% of TB Patients for whom DBT installments have been initiated under			DBT/Nikshay Report

	Nikshay Poshan Yojana in last 6 months: 94.1%										
47. Status on Leprosy eradication programme	Nos. of new case detected by Field Worker in last 12 months: 3 Out of those, how many are having Gr. II deformity: 0	Facility Register/Record for leprosy									
E. 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: Yes, In July Month (1st installment) 2 nd in September Month Fund utilized last year: Yes <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;">5 lakh</td> <td style="text-align: center;">5 lakh</td> <td style="text-align: center;">100%</td> </tr> </tbody> </table>	Fund in prev. FY			Received	Utilized	% Utilization	5 lakh	5 lakh	100%	Facility FMR
	Fund in prev. FY										
	Received	Utilized	% Utilization								
5 lakh	5 lakh	100%									
List out Items/ Activities whose expenditure is met out of the RKS/ Untied Fund regularly: Infrastructure development, Repairing, Salary of outsourced staff, Furniture purchase	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: Updated <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)	Monthly	RKS Register									

52. Availability of ambulance services in the area	<input checked="" type="checkbox"/> CHC own ambulance available <input checked="" 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
<ul style="list-style-type: none"> How many cases from sub centre/ PHC were referred to this CHC last month? 	Number: 5 Types of cases referred in: Mostly high risk cases ANC, Delivery care services	Referral-in register
<ul style="list-style-type: none"> How many cases from the CHC were referred to the DH/MC last month? 	Number: 70 approx. Types of cases referred OUT: Accidental cases, C-section cases, high risk cases etc.	Referral Out register

KEY OBSERVATION WITH CHALLENGES:

CHC Bongalmora running in a 30-year-old building, which requires repairs and renovation. The facility having the severe seepage and leakage issues, especially during the rainy season, affecting overall maintenance and patient care. Power backup was reported a major challenge—while a generator is available, the DG set has been non-functional for the past six years and is beyond repair. The inverter connection is limited to the emergency and delivery care area. Frequent electricity disruptions further affect service delivery, as the motor cannot function properly, leading to water shortages and operational constraints. This facility is performing well in delivery care services. In the whole district, this CHC is second highest delivery point with an average of near 500 per year and also doing best in their OPD services. Family planning services are well-implemented, with strong acceptance of the OCP pills, and PPIUCD. PPIUCD 70-80% PPIUCD of total delivery. However, male sterilization (NSV) remains extremely low due to prevailing stigma. A common belief in the district is that men undergoing sterilization will no longer be allowed to enter religious places, which significantly impacts acceptance rates.

Ayushman Arogya Mandir- AAM-PHC, Seajuli

A. General Information	
1. State	Assam
2. District Name	Lakhimpur
3. Block/Taluka Name	Boginadi
4. Name of Facility	Seajuli MPHC AAM
5. Type of Facility	<input checked="" type="checkbox"/> PHC-AAM <input type="checkbox"/> UPHC-AAM
6. NIN of the facility	7362444361
7. No. of days in a week facility is operational	7days (24*7)
8. OPD Timings	8:30 am to 1:30 pm
9. Month & Year of operationalization of AAM	October 2023
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	Boginadi Model Hospital
13. Distance of next referral facility (in Km)	8 km
14. If UPHC functions as a Polyclinic (Yes/No)	No
15. If Yes, please take note of available specialist services at the Polyclinic	No

A.1 Demographic Details	
1. Number of Villages/Wards	11
2. No. of Households	18645
3. Total catchment Population	10946
4. Population who are 30 years of age and above	4050

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? (Delivery, emergency)	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No	
4.	Availability of IPD Beds- 10 bedded	<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	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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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.)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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

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	Yes
7	Information on grievance redressal displayed	Yes
8	Information on referral transport displayed	Yes
9	Information on nearest referral facility displayed	Yes

C. Human Resource Availability

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

4.	Staff Nurse	2				2
5.	Pharmacist	1	1	1		
6.	Laboratory Technician	1	1	1		
7.	ANM/MPW (F)#	1	1	2		
8.	MPW (M)	1				
9.	Lady Health Visitor	1				
10.	Dresser	1				
11.	Accountant	1			1	1
12.	Data entry operator	1				
13.	Sanitation staff	1	1			
14.	Grade iv	2	2			
15.	ASHA				11	11
16.	ASHA Facilitator (If any, only for Rural areas)				1	1
17.	Health educator	1	-			
18.	Others (Specify)					
19.	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)	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	Yes	Yes	Yes
ANM/ MPW-F	Yes	Yes	Yes	Yes	Yes	Yes

MPW- M	NA	NA	NA	NA	NA	NA
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 <input checked="" type="checkbox"/> Screening and management of mental health ailments (MONTHLY)

E.2 Availability of Expanded Packages of Services			
Service Packages	Services Available	Drugs available	Diagnostics & consumables available
Ophthalmic care services	Yes	Yes	Yes
Basic ear, nose, throat (ENT) care services	Yes	Yes	Yes
Oral health care services	Yes	Yes	Yes
Elderly and Palliative care	Yes	Yes	Yes
Screening & management of mental health ailments	Yes	Yes	Yes
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>
	125 <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
	160

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	<table border="1"> <tr> <td> No shortage <input type="checkbox"/> Oral Contraceptives <input type="checkbox"/> Analgesics / NSAIDs) <input type="checkbox"/> Anti-pyretic <input type="checkbox"/> Anti-allergics <input type="checkbox"/> Antidotes for poisoning <input type="checkbox"/> Gastrointestinal meds <input type="checkbox"/> Anti-filarial <input type="checkbox"/> Antibiotics <input type="checkbox"/> Anti-leprosy </td> <td> <input type="checkbox"/> Anti-tuberculosis <input type="checkbox"/> Anti-fungal <input type="checkbox"/> Anti-malarial <input type="checkbox"/> Anti-hypertensive <input type="checkbox"/> Oral hypoglycaemics <input type="checkbox"/> Hypolipidemic <input type="checkbox"/> ORS <input type="checkbox"/> Multi-vitamins <input type="checkbox"/> Dermatological (cream) </td> </tr> </table>	No shortage <input type="checkbox"/> Oral Contraceptives <input type="checkbox"/> Analgesics / NSAIDs) <input type="checkbox"/> Anti-pyretic <input type="checkbox"/> Anti-allergics <input type="checkbox"/> Antidotes for poisoning <input type="checkbox"/> Gastrointestinal meds <input type="checkbox"/> Anti-filarial <input type="checkbox"/> Antibiotics <input type="checkbox"/> Anti-leprosy	<input type="checkbox"/> Anti-tuberculosis <input type="checkbox"/> Anti-fungal <input type="checkbox"/> Anti-malarial <input type="checkbox"/> Anti-hypertensive <input type="checkbox"/> Oral hypoglycaemics <input type="checkbox"/> Hypolipidemic <input type="checkbox"/> ORS <input type="checkbox"/> Multi-vitamins <input type="checkbox"/> Dermatological (cream)
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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 checked="" 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	63
4	Number of tests Provided through In House Mode	30
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	One 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, haemoglobin, protein, nitrite – Multipara meter Urine Strip (dipstick)	Yes
4.	Urine Microscopy	Yes
5.	24 – hours urinary protein	No
6.	Stool for ova and cyst	Yes
7.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	Yes
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)	Yes
15.	Blood Sugar	Yes
16.	HCV Antibody Test (Anti HCV)	Yes
17.	Bleeding time and clotting time	Yes
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	Tablet Smartphone <input checked="" type="checkbox"/> Laptop <input checked="" type="checkbox"/> Internet connectivity (Government funded or other, specify)
Infrastructure: Functionality	Tablet Smartphone <input checked="" type="checkbox"/> Laptop

	<input checked="" type="checkbox"/> Internet connectivity (Government funded)
Teleconsultation services (PHC/CHCs/DH/MCH)	Yes
Teleconsultation platforms	e-Sanjeevani OPD <input checked="" type="checkbox"/> e-Sanjeevani.in <input type="checkbox"/> State specific app Specify, if any
Teleconsultation schedule prepared and displayed	No
Common conditions for teleconsultation	UTI, Throat
Total teleconsultations (last 1 month)	5 (MO on attachment)

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	Yes		
<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	Yes		
<input type="checkbox"/> Nikshay	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Specify others, if any:	ANMOL/ UVIN		
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)	NA	NA
Facility funds	Fund Source		Timely disbursement

	Untied	No, In August month Received, 2 nd installment in October	
	Other Sources	<input type="checkbox"/> Yes, User fund	
Fund utilization			
NHM Fund/untied funds utilized during last year:	Funds received (Amount in Rs.) 1, 75, 000	Expenditure (Amount in Rs.) 1,31,326	% Expenditure 75%
Is untied fund being spent on following activities?	Yes Regular payment of Bills: Yes If yes, specify; <input checked="" type="checkbox"/> <input type="checkbox"/> Electricity <input checked="" type="checkbox"/> <input type="checkbox"/> Drinking Water <input checked="" type="checkbox"/> Internet Regular purchase: Yes Medicines <input checked="" type="checkbox"/> Reagents/Consumables <input checked="" type="checkbox"/> Equipment Payment of support/cleaning Staff: No		
Status of JSY Payments	Payment done till (month/ year) : February Average Delay in Payment (days): 7 days Reasons for delay, if any bank account		
Availability of JSSK entitlements	Yes If yes, whether all entitlements being provided <input checked="" type="checkbox"/> Free delivery services (Normal delivery) Free diet (One Basket – One time diet, provided by state govt.) <input checked="" type="checkbox"/> Free drugs and consumables <input checked="" type="checkbox"/> Free diagnostics Free blood services Free referral transport (home to facility) 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	1766
2	No. of PW registered for ANC	29
3	No. of PW received 4 or more ANC check-ups	27
4	Total number of institutional deliveries	23
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	7
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	52
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	53

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	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>33</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>10</td> </tr> </tbody> </table>		Indicators	Current year	No. of presumptive TB patients identified	33	No. of TB patients diagnosed out of the presumptive patients referred	0	No. of TB patients taking treatment in the AAM	10																					
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Cervical Cancer*	0	0	0																												

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	Yes (86%)
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	4/09 /2024
2	Facility aggregate score using ODK Took kit	91.43%

KEY OBSERVATION WITH CHALLENGES:

Seajuli Mini-PHC caters a catchment population of 10,946 across 11 villages. The next referral point of this facility is Boginadi Model Hospital, which is just (8 km away). This facility provides essential healthcare services, namely OPD, IPD, maternal care, and communicable disease. On an average, the facility has an OPD load of 40-45 patients per day. This facility was Kayakalp awarded with 86% score. Proper updated IEC displays were noted at this facility. This facility has been converted in AAM, training part of expanded services related to eye, ENT, Oral and emergency and trauma has been done, and services regarding the same have available. The facility having the enough medication SS as per demand. With regards to fund, it was reported that facility has received late untied fund in the last year. Overall, the facility is well-equipped with essential services, trained personnel, and medicine availability, though minor gaps exist in sanitary staff and infrastructure.

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		-		

S.No.	Equipment	Available	Not available	Functional	Non-Functional
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 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, GHARMORA

A. General Information	
1. State	Assam
2. District Name	Lakhimpur
3. Block/Taluka Name	Boginodi
4. Name of Facility	Gharmora PHC
5. Type of Facility	<input checked="" type="checkbox"/> PHC-AAM <input type="checkbox"/> UPHC-AAM
6. NIN of the facility	57846475520
7. No. of days in a week facility is operational	7 DAYS
8. OPD Timings	8:30 am to 2:00 pm
9. Month & Year of operationalization of AAM	December 2023
10. Details of co-location, if any (If any co-located SHC)	Yes
11. Accessible from nearest road head (Yes/No)	Yes
12. Next Referral Facility Name	Lakhimpur Medical college & hospital
13. Distance of next referral facility (in Km)	8 KM
14. If UPHC functions as a Polyclinic (Yes/No)	NA
15. If Yes, please take note of available specialist services at the Polyclinic	-

A.1 Demographic Details	
5. Number of Villages/Wards	52
6. No. of Households	19089
7. Total catchment Population	84552
8. Population who are 30 years of age and above	31284

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
		A	Other Govt.
		B	Panchayat Bhawan
		C	Urban Local Body
		D	Rented etc
3.	Is the facility functional 24 x 7? (Only For Delivery)	<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 (8)	<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 Yes
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	Yes
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

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	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	1	-	0
2.	AYUSH MO*	1	-	-	-	1 (weekly)
3.	Dentist*	1	-	-	-	-

4.	Staff Nurse	2	2	1	2	3	
5.	Pharmacist	1	1	0	1	1	
6.	Laboratory Technician	1	1	0	1	1	
7.	ANM/MPW (F)#	1	1	1	1	1	
8.	MPW(M)/ SW (F)	1	1	1	-	-	
9.	Lady Health Visitor	1	1	-	-	-	
10.	Dresser	1	1	-	-	-	
11.	Accountant	1	-	-	1	1	
12.	Data entry operator	1			-	-	
13.	Sanitation staff	1	-	-	1	1	
14.	ASHA						
15.	ASHA Facilitator (If any, only for Rural areas)				11	11	
16.	Others (Specify)						
17.	Whether all essential HRH available as per IPHS 2022	No					

*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	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)	Yes	No	Yes	Yes
NCD	Yes	Yes	Yes	Yes
Others (Specify)	-		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)	Yes	Yes	Yes	Yes	Yes	Yes
Staff Nurse	Yes	Yes	Yes	Yes	Yes	Yes
ANM/ MPW-F	Yes	Yes	Yes	Yes	Yes	Yes
MPW- M	Yes	No	Yes	Yes	Yes	Yes
ASHA	Yes	Yes	Yes	Yes	Yes	Yes

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 <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	Yes	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	Yes	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>
	125 <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
	280
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	No shortage of medicine Oral Contraceptives Analgesics / NSAIDs) Anti-pyretic Anti-allergics Antidotes for poisoning Gastrointestinal meds Anti-filarial Antibiotics Anti-leprosy	Anti-tuberculosis Anti-fungal Anti-malarial Anti-hypertensive Oral hypoglycaemics Hypolipidemic 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)	<input checked="" type="checkbox"/> Less than 1 Week 1-2 Weeks 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 checked="" 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	43 (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	43+20 (Out)
4	Number of tests Provided through In House Mode	43
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	Around 20 days
11	Details of equipment which are non-functional for 7 Days (<i>List of equipment is provided as annexure for reference</i>)	One week

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	Yes
5.	24 – hours urinary protein	Yes
6.	Stool for ova and cyst	Yes
7.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	Yes
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)	Yes
15.	Blood Sugar	Yes
16.	HCV Antibody Test (Anti HCV)	Yes
17.	Bleeding time and clotting time	Yes
18.	Visual Inspection Acetic Acid (VIA)	Yes
19.	rK3 for Kala Azar (endemic areas only)	Yes
20.	Filariasis (endemic areas only)	Yes
21.	Japanese encephalitis (endemic areas only)	No
22.	Test for iodine in salt (used for food) – Iodine in salt testing kit	Yes

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	Tablet Smartphone <input checked="" type="checkbox"/> Laptop <input checked="" type="checkbox"/> Internet connectivity (No Government funded or other, specify- personel)
Infrastructure: Functionality	abletT Smartphone <input checked="" type="checkbox"/> Laptop <input checked="" type="checkbox"/> Internet connectivity (Government funded- No)

Teleconsultation services (PHC/CHCs/DH/MCH)	Yes (Training part not done of MO)
Teleconsultation platforms	<input checked="" type="checkbox"/> e-Sanjeevani OPD <input checked="" type="checkbox"/> <input type="checkbox"/> e-Sanjeevani.in <input checked="" type="checkbox"/> State specific app Specify, if any
Teleconsultation schedule prepared and displayed	Yes
Common conditions for teleconsultation	HTN, DM, Skin problems, ARI, HRP
Total teleconsultation (last 01 month)	0

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: RCH, ANMOL, UVIN, KOBO			
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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	AAM-PHC Team (Team Based Incentives)	NA	NA
Facility funds	Fund Source		Timely disbursement

	Untied	Received, No	
	Other Sources	No	
Fund utilization			
NHM Fund/untied funds utilized during last year:	Funds received (Amount in Rs.) 1,75,000	Expenditure (Amount in Rs.) 1,68,217	% Expenditure 96%
	July month fund received- Ist , October 2024		
Is untied fund being spent on following activities?	Minpor infra repairing, Drinking water- Aqua gurad, Fire existenguiser, Patient calling system, Token system Regular payment of Bills: <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, specify; <input type="checkbox"/> Electricity- Yes, repairing <input type="checkbox"/> Drinking Water Internet Regular purchase: No <input type="checkbox"/> Medicines- No <input type="checkbox"/> Reagents/Consumables- No <input type="checkbox"/> Equipment- No Payment of support/cleaning Staff: Yes		
Status of JSY Payments	Payment done till (month/ year) : February 2025 Average Delay in Payment (days): 10 Daysrecord not updated Reasons for delay, if any Documentation gap, No bank account of beneficiaries		
Availability of JSSK entitlements (12 Delivery last month)	Yes If yes, whether all entitlements being provided <input checked="" type="checkbox"/> Free delivery services (Normal delivery) <input checked="" type="checkbox"/> Free diet- (Samahar one time) <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)- Dec, Jan, Feb		
1	Total number of outpatient department visits	2762
2	No. of PW registered for ANC	19
3	No. of PW received 4 or more ANC check-ups	18
4	Total number of institutional deliveries	45
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	7
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	19
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	20

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	4	
10	Number of cases referred back from higher centre to PHC AAM for follow- up during last 3 months	4	
11	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	
12	Community Based Screening for NCDs		
	% of target population administered CBAC	48.75%	
	% of target population with score below 4	29.49%	
	% of target population with score 4 and above	19%	
13	NCDs (No. of individuals in Last 6 Months)		
	Screened	Treated	Follow-up
	Hypertension	1199	433
	Diabetes	932	94
	NCDs (No. of individuals in Last 6 Months)	Screened	Referred
	Oral Cancer*	580	0
	Breast Cancer*	245	0
	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?	Yes
3	Is the facility certified at the National level for NQAS?	Yes
4	Is the facility participating in Kayakalp?	Yes
5	If yes, achievement under Kayakalp (Winner, commendation) and score	Winner (95.3%)
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	5/09/2024
2	Facility aggregate score using ODK Took kit	96%

KEY OBSERVATION WITH CHALLENGES:

Gharmora PHC is running in government building, with a 24/7 emergency and delivery service. On an average OPD load of 30-35 patients daily noted at this facility. The nearest referral point is Lakhimpur Medical College (8.4 km away). This MPH is NQAS-certified and a Kayakalp awarded facility with a score of 95.3%. This facility provides reproductive, maternal, child health, communicable and non-communicable disease services, except cervical cancer screening. The facility has a dedicated mental health counselling room, proper referral mechanisms, and teleconsultation services. A total of 124 essential medicines and 63 tests (both in-house and outsourced) were available. Yoga activities are conducted monthly, and a patient feedback system is in place.

Challenges include: The absence of a boundary wall, poor staff quarter conditions, difficulties in community-level asymptomatic testing, server issues with the DVDMS, Nikshay (after implementation of 100 days TB Elimination program), and NCD portals, internet connectivity problems, and the need for boat and bike ambulances for remote populations.

Annexure- List of equipment

S.No.	Equipment	Available	Not available	Functional	Non-Functional
1	Ambu Bag	Yes		Yes	
2	Laryngoscope	Yes		Yes	
3	Radiant Warmer	Yes		Yes	
4	Pulse Oximeter-Finger Tip	Yes		Yes	
5	Pulse Oximeter-Table Top		No		
6	Labor Bed	Yes		Yes	
7	Foetal Doppler	Yes		Yes	
8	Phototherapy Unit	Yes		Yes	
9	Shoulder Wheel		No		
10	Shoulder Pulley		No		
11	Shoulder Abduction Ladder		No		
12	Suction Machine	Yes		Yes	
13	Mobile Spotlight	Yes		Yes	
14	Manual Vacuum Aspirator	Yes		Yes	
15	Weighing Scale	Yes		Yes	
16	Baby Weighing Scale	Yes		Yes	
17	Infantometer	Yes		Yes	
18	Ophthalmoscope		No		
19	Fully Loaded Dental Chair Electrically Operated		No		
20	Dental Chair-Basic		No		
21	Oxygen Hood Neonatal	Yes		Yes	
22	ILR With Voltage Stabilizer-Small		No		
23	Deep Freezer-Small	Yes		Yes	
24	ILR With Voltage Stabilizer-Large		No		
25	Deep Freezer-Small-Large	Yes		Yes	
26	Vaccine Carrier with Ice Packs	Yes		Yes	
27	Cell Counter – 3 Part	Yes		Yes	
28	Semi-Automated Biochemistry Analyser	Yes		Yes	
29	Binocular Microscope	Yes		Yes	
30	HbA1C Analyser		No		
31	Turbidometer		No		

S.No.	Equipment	Available	Not available	Functional	Non-Functional
32	Glucometer	Yes		Yes	
33	Haemoglobinometer	Yes		Yes	
34	ESR Analyzer		No		
35	Electrolyte Analyzer		No		
36	Oxygen Cylinder- B Type	Yes		Yes	
37	BP Apparatus- Aneroid		No		
38	BP Apparatus- Digital	Yes		Yes	
39	Stethoscope	Yes		Yes	
40	Thermometer		No		
41	Examination Table	Yes		Yes	
42	Lower and Upper Extremity Cycle/ Basic Ergometer/ Static Cycle		No		
43	Exerciser Couch/Table		No		
44	Finger Exerciser Web		No		
45	Walking Aid for Training/ Reciprocal Walker		No		

Ayushman Arogya Mandir- AAM-PHC, BAHGORAH

A. General Information	
16. State	Assam
17. District Name	Lakhimpur
18. Block/Taluka Name	-
19. Name of Facility	BAHGORAH Mini PHC
20. Type of Facility	<input checked="" type="checkbox"/> PHC-AAM <input type="checkbox"/> UPHC-AAM
21. NIN of the facility	3318883539
22. No. of days in a week facility is operational	7 (24*7)
23. OPD Timings	8:30 am to 1:30 pm
24. Month & Year of operationalization of AAM	December 2023
25. Details of co-location, if any (If any co-located SHC)	NA
26. Accessible from nearest road head (Yes/No)	Yes
27. Next Referral Facility Name	Bongalmora CHC
28. Distance of next referral facility (in Km)	10 KM
29. If UPHC functions as a Polyclinic (Yes/No)	No
30. If Yes, please take note of available specialist services at the Polyclinic	No

A.1 Demographic Details	
9. Number of Villages/Wards	40
10. No. of Households	17310
11. Total catchment Population	6002 (31324)
12. Population who are 30 years of age and above	11580

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
		A	Other Govt.
		B	Panchayat Bhawan
		C	Urban Local Body
		D	Rented etc
		√ Mark	
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 Yes
9.	Waiting area with sitting arrangements for patients/ attendants	Yes
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	<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	Yes
21.	Provision of BMW management	Yes
22.	Colour coded waste bins	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
23.	Bio-medical waste disposal mechanism in place	Yes
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	Yes
6	Display of citizen charter	Yes
7	Information on grievance redressal displayed	Yes
8	Information on referral transport displayed	Yes
9	Information on nearest referral facility displayed	Yes

C. Human Resource Availability

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

21.	Staff Nurse	2				2
22.	Pharmacist	1	1	1		
23.	Laboratory Technician	1				1
24.	ANM/MPW (F)#	1	1	1		1
25.	MPW (M)	1				
26.	Lady Health Visitor	1				
27.	Dresser	1				
28.	Accountant	1				1
29.	Data entry operator	1				
30.	Sanitation staff	1				1
31.	ASHA	-			40	40
32.	ASHA Facilitator (If any, only for Rural areas)					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)	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	No	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)	Elderly & Palliative Care (Y/N)	Trained in Trauma & Emergency care (Y/N)
MO (MBBS)	Yes	Yes	Yes	Yes	Yes	Yes
Staff Nurse	No	No	No	No	No	No
ANM/ MPW-F	No	No	No	No	No	No
MPW- M	NA	NA	NA	NA	NA	NA
ASHA	Yes	Yes	Yes	Yes	Yes	Yes

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 <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	Yes	No
Basic ear, nose, throat (ENT) care services	Yes	Yes	No
Oral health care services	Yes	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://nhsrindia.org/essential-medicines-list-hwc-shc-phc)</i>	<p style="text-align: center;">125</p> <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	160
3	Availability of medicines for priority conditions	<input checked="" type="checkbox"/> Tuberculosis <input checked="" type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Hypertension

		✓ 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 Anti-fungal Anti-malarial Anti-hypertensive <input checked="" type="checkbox"/> Oral hypoglycaemics <input checked="" type="checkbox"/> Hypolipidemic ORS Multi-vitamins Calcium 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 checked="" type="checkbox"/> Less than 1 Week 1-2 Weeks 1-3 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	43 (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	90
4	Number of tests Provided through In House Mode	43
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	One week
11	Details of equipment which are non-functional for 7 Days (<i>List of equipment is provided as annexure for reference</i>)	NO

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	Yes
5.	24 – hours urinary protein	Yes
6.	Stool for ova and cyst	No
7.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	Yes
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	No
14.	Typhoid test (IgM)	Yes
15.	Blood Sugar	Yes
16.	HCV Antibody Test (Anti HCV)	Yes
17.	Bleeding time and clotting time	Yes
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	Yes

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	Tablet <input type="checkbox"/> Smartphone ✓ Computer ✓ Internet connectivity (Government funded -Yes)
Infrastructure: Functionality	Tablet <input type="checkbox"/> Smartphone ✓ Desktop ✓ Internet connectivity- good
Teleconsultation services (PHC/CHCs/DH/MCH)	No NA

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	ID Issue --- 6 months

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	Yes
	AAM-PHC Team (Team Based Incentives)	Yes	Yes
Facility funds	Fund Source	Timely disbursement	
	Untied	No (August & Dec., 2023)	
	Other Sources	Yes, Facility user fee	
Fund utilization			

NHM Fund/untied funds utilized during last year:	Funds received (Amount in Rs.) 1, 87, 500	Expenditure (Amount in Rs.) 1,87,500	% Expenditure 100%
Is untied fund being spent on following activities?	Exp. on Infrastructure development, BMW, Repair, Furniture- Table chair, LCD Regular payment of Bills: Yes If yes, specify; <input type="checkbox"/> Electricity <input type="checkbox"/> Drinking Water <input checked="" type="checkbox"/> Internet Regular purchase: Yes <input type="checkbox"/> Medicines <input type="checkbox"/> Reagents/Consumables <input checked="" type="checkbox"/> Equipment Payment of support/cleaning Staff: No		
Status of JSY Payments	Payment done till (month/ year : February Average Delay in Payment (days): 7-15 days Reasons for delay, if any Documentation,		
Availability of JSSK entitlements	Yes If yes, whether all entitlements being provided <input checked="" type="checkbox"/> Free delivery services (Normal delivery) <input checked="" type="checkbox"/> Free diet (Food Packet- By state) <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	2366
2	No. of PW registered for ANC	10
3	No. of PW received 4 or more ANC check-ups	17
4	Total number of institutional deliveries	17
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	9
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	31

7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	27	
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	5	
10	Number of cases referred back from higher centre to PHC AAM for follow- up during last 3 months	12	
11	TB patients undergoing treatment		
	Indicators	Current year	
	No. of presumptive TB patients identified		
	No. of TB patients diagnosed out of the presumptive patients referred		
	No. of TB patients taking treatment in the AAM	4	
12	Community Based Screening for NCDs		
	% of target population administered CBAC	Record not Available	
	% of target population with score below 4	-	
	% of target population with score 4 and above	-	
13	Community Based Screening for NCDs		
	NCDs (No. of individuals in Last 6 Months)	Screened	Treated
	Hypertension	1177	85
	Diabetes	1141	35
	NCDs (No. of individuals in Last 6 Months)	Screened	Referred
	Oral Cancer*	1162	-
	Breast Cancer*	508	-
	Cervical Cancer*	-	-
	During visit Record not Found: NCD data record were missing		

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	EXTERNAL SCORE 84% (2023-2024) commendation
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 (Just user charges 10 Rs) <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	1/10/2024
2	Facility aggregate score using ODK Took kit	82%

KEY OBSERVATION WITH CHALLENGES:

PHC Bahgorah handles an average OPD load of 40-50 patients daily and provides 24/7 emergency and delivery services. The facility was reported to be Kayakalp-certified with an external assessment score of 84%. This facility running in a government-owned building, with staff quarters and a new facility building under development. A tracking system for pregnant women's LMP has been initiated through ASHAs. Buddy group- Consists of an ASHA at the top to supervise and keep track of the below branches which involves two pregnant women under a lactating mother which provides solutions to their queries and a comfort zone to discuss. MO was trained for expanded package of services under AAM, while Staff nurse/ ANM were not trained under the expanded AAM packages. A sufficient medicine supply is maintained as per demand except few. Teleconsultation services are currently non-functional due to MO ID issues. Under JSSK, instead of a free diet, *Samahar* is provided to postnatal mothers. **Challenges:** The area is flood-prone, necessitating a boat ambulance for patient transport. The population is largely migratory, staying temporarily and relocating during floods, making continuous healthcare service delivery challenging. The facility faces manpower shortages, including MO (MBBS), sanitation staff, Grade-IV, and MPW. DVDMS portal issues hinder medicine procurement, and teleconsultation services remain inactive due to delays in MO credential updates from the state.

Annexure- List of equipment

S.No.	Equipment	Available	Not available	Functional	Non-Functional
1	Ambu Bag	Yes		Yes	
2	Laryngoscope	No		No	
3	Radiant Warmer	Yes		Yes	
4	Pulse Oximeter-Finger Tip	Yes		Yes	
5	Pulse Oximeter-Table Top				
6	Labor Bed	Yes		Yes	
7	Foetal Doppler	Yes		Yes	
8	Phototherapy Unit				
9	Shoulder Wheel				
10	Shoulder Pulley				
11	Shoulder Abduction Ladder				
12	Suction Machine	Yes		Yes	
13	Mobile Spotlight	Yes		Yes	
14	Manual Vacuum Aspirator	Yes		Yes	Yes
15	Weighing Scale	Yes		Yes	
16	Baby Weighing Scale	Yes		Yes	
17	Infantometer	Yes		Yes	
18	Ophthalmoscope	No		No	
19	Fully Loaded Dental Chair Electrically Operated	No		No	
20	Dental Chair-Basic	No		No	
21	Oxygen Hood Neonatal	No		No	
22	ILR With Voltage Stabilizer-Small	Yes		Yes	
23	Deep Freezer-Small	Yes		Yes	
24	ILR With Voltage Stabilizer-Large	No		No	
25	Deep Freezer-Small-Large	No		No	
26	Vaccine Carrier with Ice Packs	Yes, 45		Yes	
27	Cell Counter – 3 Part	-		-	
28	Semi-Automated Biochemistry Analyser	Yes		Yes	
29	Binocular Microscope	Yes		Yes	
30	HbA1C Analyser	No		No	
31	Turbidometer	Yes		Yes	
32	Glucometer	Yes		Yes	
33	Haemoglobinometer	Yes		Yes	
34	ESR Analyzer	Yes		Yes	
35	Electrolyte Analyzer				
36	Oxygen Cylinder- B Type	Yes		Yes	

S.No.	Equipment	Available	Not available	Functional	Non-Functional
37	BP Apparatus-Aneroid	Yes		Yes	Yes
38	BP Apparatus-Digital	Yes		Yes	
39	Stethoscope	Yes		Yes	
40	Thermometer	Yes		Yes	
41	Examination Table	Yes		Yes	
42		-		-	
43	Exerciser Couch/Table	--		--	
44	Finger Exerciser Web	No		No	
45	Walking Aid for Training/ Reciprocal Walker	No		No	

URBAN AYUSHMAN AROGYA MANDIR (UAAM-PHC), LAKHIMPUR

A. General Information	
1. State	Assam
2. District Name	Lakhimpur
3. Ward Name	12
4. Block	North Lakhimpur urban
5. Name of Facility	Chaporigaon UPHC
6. Type of Facility	HWC-PHC (U)
7. NIN of the facility	2828463576
8. No. of days in a week the facility is operational	6 days
9. OPD Timing	8:30 am to 2:00pm
10. Month & Year of UAAM operationalization	December 2023
11. Is the facility accessible from nearest road head? (Yes/No)	Yes
12. Next Referral Facility	Lakhimpur Medical College
13. Distance of next referral facility (Km)	5 km

A.1 Demographic Details	
13. Number of Wards	14
14. No. of Households	13427
15. Total catchment Population	57048
16. Population who are 30 years of age and above	21107

B. Physical Infrastructure		
Infrastructure Status and details		Availability
1.	Availability of Govt owned building (Running in Donated 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 (Delivery care and emergency)	Yes
4.	Availability of boundary wall	No
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	Yes

11.	Pharmacy /Drug store	Yes
12.	Space/ room identified for Wellness activities including Yoga sessions	Yes
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	Yes
21.	Colour coded waste bins	Yes
22.	Bio-medical waste disposal mechanism in place	Yes
23.	<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	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	MO	1				1
	Aayush	1				
2	Staff Nurse	1		1		3
3	MPW (Male)	1		1		
	ANM			2		2
	LT					1
	LHV					
	Dressor					
	DEO	-				
	Accountant	-				1

4	Sanitary Staff*	1			
5	Security Staff**	1			2
	IV Grade	-			1
6	ASHA (Population norm: 1 ASHA per 2000-2500 population)				13 SANCTIONED- 13 available

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

D.1 Training Details- RMNCHA+ Communicable & Non- Communicable Diseases				
Services	MO (Yes/No)	Staff Nurse (Yes/No)	MPW (F)/ ANM (Yes/No) ANM	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/ MO	Yes	Yes	Yes	Yes	Yes	Yes
Staff Nurse	No	No	No	No	No	No
ANM	No	No	No	No	No	No
ASHA	No	No	No	No	No	No
Only one ANM Trained in Expanded services						

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

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%20UHWC%20IPHS%202022%20Guidelines%20pdf.pdf
	172 <i>(Total medicines at UAAM as per national EML is 105)</i>
2	Total number of medicines available at the UAAM
	172
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
	No shortage
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)
	1 -2 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
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1	Availability of diagnostic services:	In-house lab and outsourced
2	Number of diagnostic tests at UAAM as per State Essential Diagnostic list	49 <i>(Total diagnostic tests at UAAM as per national EDL is 14)</i>
3	Number of tests available at UAAM	63
4	Number of tests Provided through In House Mode	43
5	Number of tests Provided through Hub & Spoke (Public Health System)	No
6	Number of tests Provided through Hub & Spoke- PPP Model	7
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 (days)	1 week
11	Details of equipment which are non-functional for 7 Days (List of equipment is provided as annexure)	No

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	Yes
5.	24 – hours urinary protein	No
6.	Stool for ova and cyst	Yes
7.	Dengue – Rapid card test for NSI antigen and IgM and IgG antibodies	Yes
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)	Yes
15.	Blood Sugar	Yes
16.	HCV Antibody Test (Anti HCV)	Yes
17.	Bleeding time and clotting time	Yes
18.	Visual Inspection Acetic Acid (VIA)	No
19.	rK3 for Kala Azar (endemic areas only)	No
20.	Filariasis (endemic areas only)	Yes

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) Desktop Smart ph.
Infrastructure: Functionality	Internet connectivity (government funded) Laptop
Teleconsultation services Specify Hub for teleconsultation: (UPHC-Polyclinic/ /DH/MCH/Other)	NO NA <input type="checkbox"/> UPHC - Polyclinic <input type="checkbox"/> 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	In process--

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	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	Yes
<input type="checkbox"/> Nikshay	Yes
Specify others:	RCH, MCH

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	Yes	July (1st Installment)
	Other Sources	Yes	User fund, 10 Rs.
United Fund utilized during last year	Funds received	Expenditure	% Expenditure
	(Amount in Rs.)	(Amount in Rs.)	
	Rs 1, 75, 000	Rs 1, 72, 010	98% utilized
Is untied fund being spent on following activities?	Regular payment of Bills: Yes If yes, specify; <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Drinking Water <input checked="" type="checkbox"/> Internet Regular purchase: No <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Medicines <input checked="" type="checkbox"/> Reagents/Consumables <input checked="" type="checkbox"/> Equipment BMW expenditure Payment of support/cleaning Staff: Yes		

Status of JSY Payments	Payment done till: NA Average Delay in Payment (days): NA
Availability of JSSK entitlements (No deliveries taking place in UHWC)	NA (No delivery point) If yes, whether all entitlements being provided <input type="checkbox"/> Free delivery services (Normal delivery/ C-section) <input type="checkbox"/> Free diet <input checked="" type="checkbox"/> <input type="checkbox"/> Free drugs and consumables <input checked="" type="checkbox"/> <input type="checkbox"/> Free diagnostics <input type="checkbox"/> Free blood services <input type="checkbox"/> Free referral transport (home to facility)- provide Rs. <input 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	2363
2	No. of PW registered for ANC	70
3	No. of PW received 4 or more ANC check-ups	72
4	Total number of institutional deliveries	NA
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	8
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	53
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	41
	Number of cases referred from SC AAM to PHC or Other higher facilities during last month	No record
8	Number of cases referred from UPHC AAM to CHC or Other higher facilities during last month	6
9	Number of cases referred back to UPHC AAM from CHC 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	74

	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	59%		
	% of target population with score below 4	34%		
	% of target population with score 4 and above	26%		
10	NCDs (No. of individuals in Last 6 Months)	Screened	Treated	Follow-up
	Hypertension	420	202	0
	Diabetes	421	136	0
	NCDs (No. of individuals in Last 6 Months)	Screened	Referred	Follow-up
	Oral Cancer*	404	0	0
	Breast Cancer*	218	0	0
	Cervical Cancer*	-	0	0

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
3	Is the facility certified at the National level for NQAS? Yes
4	Is the facility participating in Kayakalp? Yes
5	If yes, Achievement under Kayakalp (Winner, recommendation) and score Yes (91%)
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 <ul style="list-style-type: none"> <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	10/03/2024
2	Facility aggregate score using ODK Took kit	74%

Key Observations

Chapori Gaon UPHC, relocated to a government building in April 2024, manages an average daily OPD load of 30 patients, with hypertension and RTI cases being the most common. The facility has adequate medicine availability and conducts 63 diagnostic tests through in-house and outsourced services. It holds Kayakalp (91%) and NQAS (84%) certifications. While the infrastructure is well maintained, security concerns remain due to an incomplete boundary wall. The absence of a pharmacist since 2019 has led to GNMs and MOs managing medicines. Overall shortages of ANMs, GNMs, ASHA supervisor, and Urban Health Coordinator were highlighted.

Annexure- List of equipment

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

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

AYUSHMAN AROGYA MANDIR- SUB HEALTH CENTRE, BOKNALA

A. General Information	
1. State	Assam
2. District Name	Lakhimpur
3. Block/Taluka Name	Boginadi
4. Name of Facility	Bokanala AAM
5. Type of Facility	AAM-SHC
6. NIN of the facility	6538186773
7. No. of days in a week facility is operational	6 DAYS
8. OPD Timings	8:00 TO 2:00 PM
9. Month & Year of AAM operationalization	December 2023
10. Accessible from nearest road head (Yes/No)	Yes
11. Next Referral Facility	Seajuli Mini- PHC
12. Distance of next referral facility (Km)	2km

A.1 Demographic Details	
1. Number of Villages	4
2. No. of Households	675
3. Total catchment Population	3209
4. Population who are 30 years of age and above	1680

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>)	Yes
7.	Waiting area with sitting arrangements for patients/ attendants	Yes
8.	Availability of furniture	
	Table	Yes
	Chairs	Yes
	Almirah/Rack	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	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	Yes
17.	Availability of Safe drinking Water	Yes
18.	Functional Handwashing corner (designated) with running water and soap	No
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 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*	Yes
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	-	0	1	1
2	ANM	1	-	-	1	1
3	MPW (Male)	1	-		-	1
4	Sanitary Staff*	1	-	-	-	
5	Security Staff**	1	-	-	-	-
	Servilence worker		1	1		
6	ASHA (Population norm: 1 ASHA per 2000-2500 population)				5 ASHA against 5	

*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	Yes	Yes	Yes	Yes

<i>(ANC/PNC Care)</i>				
Child Health <i>(New Born Care/ HBNC/ HBYC)</i>	Yes	Yes	Yes	Yes
Family Planning	Yes	Yes	Yes	Yes
Communicable Diseases <i>(TB/Leprosy/Malaria/Dengue/Filariasis etc.)</i>	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	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	Yes
Basic ear, nose, throat (ENT) care services	Yes	Yes	Yes
Oral health care services	Yes	Yes	Yes
Elderly and Palliative care services	Yes	Yes	Yes

Screening & management of mental health ailments	Yes	Yes	Yes
Emergency Medical Services	Yes	Yes	Yes

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	32 available out of 33 (Total medicines at UAAM as per national EML is 105)
2	Total number of medicines available at the AAM	32
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	No shortage
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 & outsourced
2	Number of diagnostic tests at AAM as per State Essential Diagnostic list	11 available against 14 (Total diagnostic tests at UAAM as per national EDL is 14)
3	Number of tests available at UAAM	11
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 Sputam transportation mechanism for TB	Yes
	Availability of diagnostic testing aids/equipment	RDK KITS Glucometer Haemoglobinometer Thermometer

		Sphygmomanometer
9	User fee charged for diagnostics	Yes
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)	No

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	Yes, Internet connectivity (government funded-No) Yes, Desktop/ laptop
Infrastructure: Functionality	Internet connectivity issue (government funded-No) Laptop functional
Teleconsultation services Specify Hub for teleconsultation: (UPHC-Polyclinic/ /DH/MCH/Other)	Yes <input checked="" type="checkbox"/> PHC <input checked="" type="checkbox"/> CHC <input type="checkbox"/> DH <input type="checkbox"/> Medical College Hospital <input checked="" type="checkbox"/> Other, specify... HUB Guhwati
Teleconsultation platforms used	e-Sanjeevani.in
Teleconsultation schedule prepared and displayed	Yes
Common conditions for teleconsultation	Minor Severe Hypertension, Diabetes
Total teleconsultations in the last 01 month	64

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----11	

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	In August month fund received
	Other Sources	-	-
United Fund utilized during last year	Funds received	Expenditure	% Expenditure
	(Amount in Rs.)	(Amount in Rs.)	
	Rs 37500	Rs 36285	97% utilized
Is untied fund being spent on following activities?	<p>Regular payment of Bills: No</p> <p>If yes, specify;</p> <p><input checked="" type="checkbox"/> Electricity</p> <p><input checked="" type="checkbox"/> Drinking Water</p> <p><input checked="" type="checkbox"/> Internet</p> <p>Regular purchase: Yes</p> <p><input checked="" type="checkbox"/> Medicines</p> <p><input checked="" type="checkbox"/> Reagents/Consumables</p> <p><input checked="" type="checkbox"/> Equipment</p> <p><input checked="" type="checkbox"/> Furniture</p> <p>Payment of support/cleaning Staff: Yes</p>		

	IEC, INFRA DEVELOP
Status of JSY Payments	Payment done till: Not Applicable Average Delay in Payment (days): Reasons for delay, if any
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 <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	1543
2	No. of PW registered for ANC	7
3	No. of PW received 4 or more ANC check-ups	7
4	Total number of institutional deliveries	NA
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	2
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	7
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	5
8	Number of cases referred from AAM to PHC AAM /Polyclinic/Other higher facilities during last month	23
9	Number of cases referred back to AAM from PHC AAM or higher centre for follow-up during last 3 months	8
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	0
	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>43.89%</td> </tr> <tr> <td>% of target population with score below 4</td> <td>18.36%</td> </tr> <tr> <td>% of target population with score 4 and above</td> <td>25.06%</td> </tr> </table>		% of target population administered CBAC	43.89%	% of target population with score below 4	18.36%	% of target population with score 4 and above	25.06%
% of target population administered CBAC	43.89%							
% of target population with score below 4	18.36%							
% of target population with score 4 and above	25.06%							
10	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Treated	Follow-up				
	Hypertension	2133	437					
	Diabetes	2029	254					
	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Referred	Follow-up				
	Oral Cancer*	1950	0					
	Breast Cancer*	500	0					
	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?	Yes
3	Is the facility certified at the National level for NQAS?	yes
4	Is the facility participating in Kayakalp?	Yes
5	If yes, Achievement under Kayakalp (Winner, commendation) and score	80.4% Commendation
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- 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	05/ 06/ 2024
2	Facility aggregate score using ODK Took kit	88.77%

Remarks & Observations
<p>Boknala AAM SHC was awarded with Kayakalp & NQAS certified in the last financial year. The infrastructure of the facility is exceptionally well-maintained with providing highly satisfactory services in terms of ANC care, screening of non-communicable diseases, immunization. The property was kept clean and hygienic, and following all the BMW management protocols. Proper updated display of IEC material was observed at the facility All essential services i.e. General OPDs, maternal and child health services, diagnosis, and follow-up for common NCDs were provided at the facility along with an expanded package of services under AAM. For expanded services under AAM, staff received 5 days training at the district level. Thus, expanded package services were observed at this facility. This facility is performing well in NCD services. Overall OPD load around 10 per day was observed at this facility. However, data reporting remains a challenge due to the extremely slow functioning of the NCD and Nikshay portals, significantly delaying data entry. It was noted that entering a single CBAC form takes up to an hour.</p>

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, PHUKANORHAT

A. General Information	
13. State	Assam
14. District Name	Lakhimpur
15. Block/Taluka Name	Boginadi
16. Name of Facility	PHUKANORHAT AAM
17. Type of Facility	AAM-SHC
18. NIN of the facility	3738375421
19. No. of days in a week facility is operational	6 DAYS
20. OPD Timings	8:00 TO 2:00 PM
21. Month & Year of AAM operationalization	December 2023
22. Accessible from nearest road head (Yes/No)	Yes
23. Next Referral Facility	Gharmora Mini PHC
24. Distance of next referral facility (Km)	7km

A.1 Demographic Details	
5. Number of Villages	12
6. No. of Households	1506
7. Total catchment Population	6436
8. Population who are 30 years of age and above	2040

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>)	Yes
7.	Waiting area with sitting arrangements for patients/ attendants	Yes
8.	Availability of furniture	
	Table	Yes
	Chairs	Yes
	Almirah/Rack	Yes
9.	Laboratory	Yes
10.	Pharmacy /Drug store	Yes
11.	Space/ room identified for Wellness activities including Yoga sessions	No
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	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 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	Yes
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	1	-	0	1	1
2	ANM	1	1	1	1	1
3	MPW (Male)	1	1	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)				6 ASHAs available against 6	

*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	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	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	Yes
Basic ear, nose, throat (ENT) care services	Yes	Yes	Yes
Oral health care services	Yes	Yes	Yes

Elderly and Palliative care services	Yes	Yes	Yes
Screening & management of mental health ailments	Yes	Yes	Yes
Emergency Medical Services	Yes	Yes	Yes

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
	33 <i>(Total medicines at UAAM as per national EML is 105)</i>
2	Total number of medicines available at the AAM
	33
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
	No shortage
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
	Yes

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
	<i>(Total diagnostic tests at UAAM as per national EDL is 14)</i>
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	Yes
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)	-

H. Availability of IT Equipment & Teleconsultation services	
Infrastructure: Availability	Yes, Internet connectivity Yes, laptop
Infrastructure: Functionality	Internet connectivity issue (government funded-Yes, Reimbursement system) Laptop functional
Teleconsultation services Specify Hub for teleconsultation: (UPHC-Polyclinic/ /DH/MCH/Other)	Yes <input checked="" type="checkbox"/> PHC CHC <input type="checkbox"/> DH <input type="checkbox"/> Medical College Hospital <input checked="" type="checkbox"/> Other, specify... NHM Hub
Teleconsultation platforms used	e-Sanjeevani.in , 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	51

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	Yes
<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	In November 2023 Fund received (1st amount)
	Other Sources	No	-
United Fund utilized during last year	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	Rs 37500	Rs 37500	100% utilized
Is untied fund being spent on following activities?	Regular payment of Bills: No If yes, specify; <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Drinking Water <input checked="" type="checkbox"/> Internet Regular purchase: Yes <ul style="list-style-type: none"> <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: Yes
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	18

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	1660
2	No. of PW registered for ANC	14
3	No. of PW received 4 or more ANC check-ups	14
4	Total number of institutional deliveries	NA
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	5
6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	21
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	19

8	Number of cases referred from AAM to PHC AAM /Polyclinic/Other higher facilities during last month	7		
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	14		
	No. of TB patients diagnosed out of the presumptive patients referred	2		
	No. of TB patients taking treatment in the AAM	2		
9	Community Based Screening for NCDs			
	% of target population administered CBAC	58%		
	% of target population with score below 4	52%		
	% of target population with score 4 and above	31%		
10	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Referred	Follow-up
	Hypertension	1359	20	188
	Diabetes	1359	12	113
	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Referred	Follow-up
	Oral Cancer*	1359	0	0
	Breast Cancer*	659	0	0
	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?	Yes
5	If yes, Achievement under Kayakalp (Winner, commendation) and score	84.61% Commendation

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	08/ 06/ 2024
2	Facility aggregate score using ODK Took kit	73.5%

KEY OBSERVATIONS

Phukanorhat AAM-SHC, provides essential services, including general OPDs, maternal and child health services, diagnosis, and follow-up for common NCDs, along with an expanded package of services under the Ayushman Arogya Mandir (AAM) program. To support the expanded services, CHO staff received proper training from the district-level. The facility performs well in both NCD services and ANC services, with regular NCD screening being a particular strength in the target population. The average OPD load is around 8–10 patients per day, with the most commonly treated cases being seasonal cough, rashes, fever, hypertension, and diabetes. However, the facility faces several challenges. The facility is running in old building, though funds for a new building have been sanctioned. Additionally, frequent monkey intrusions pose hygiene and safety concerns. The facility also reported delays in the disbursement of the untied fund, which was received late in November, affecting operational efficiency.



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, LAHOLIAL

A. General Information	
1. State	Assam
2. District Name	Lakhimpur
3. Block/Taluka Name	Bimpuria
4. Name of Facility	Laholial AAM
5. Type of Facility	AAM-HWC
6. NIN of the facility	3254777828
7. No. of days in a week facility is operational	6 DAYS
8. OPD Timings	8:00 TO 2:00 PM
9. Month & Year of AAM operationalization	2023 December
10. Accessible from nearest road head (Yes/No)	Yes
11. Next Referral Facility	Bahgorah MPHC, Bangolmara CHC
12. Distance of next referral facility (Km)	7KM, 4KM

A.1 Demographic Details	
1. Number of Villages	12
2. No. of Households	436
3. Total catchment Population	5427
4. Population who are 30 years of age and above	2008

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	No, (fences)
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	Yes
	Table	Yes
	Chairs	Yes
	Almirah/Rack	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	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	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 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	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/ MO (Aayush)	1	-	-	1	1
2	ANM	1	1	1	-	-
3	MPW (Male)	1	1	-	-	-
4	Sanitary Staff*	1	-	-	-	-
5	Security Staff**	1	-	-	-	-
	Pharmacist		1	-		
6	ASHA (Population norm: 1 ASHA per 2000-2500 population)				8 ASHA against 8	

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

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

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 – 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	No	No
Basic ear, nose, throat (ENT) care services	Yes	No	No
Oral health care services	Yes	No	No
Elderly and Palliative care services	Yes	No	No
Screening & management of mental health ailments	Yes	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	25 (Total medicines at UAAM as per national EML is 105)
2	Total number of medicines available at the AAM	(Allopathic- 25), Homo- 164
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	Aayush Medicine shortage , Multivitamins shortage
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?	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:	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- No) Laptop- Yes
Infrastructure: Functionality	Internet connectivity (government funded- No) Laptop Yes
Teleconsultation services Specify Hub for teleconsultation: (UPHC-Polyclinic/ /DH/MCH/Other)	No NA (At Aayush no Tele) 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	Yes
Periodic JAS meetings in the last 6 months (once a month)	Yes
Minutes of meetings maintained	Yes
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	Yes
<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, But not timely	August 2023 NOV, December
	Other Sources	No	-
United Fund utilized during last year	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	Rs 37500	Rs 37500	100% utilized

<p>Is untied fund being spent on following activities?</p>	<p>Repairing, Sationary, BMW Reaparing, Water SS repairing, Inverter purchase</p> <p>Regular payment of Bills: Yes</p> <p>If yes, specify;</p> <p><input checked="" type="checkbox"/> Electricity</p> <p><input checked="" type="checkbox"/> Drinking Water</p> <p><input checked="" type="checkbox"/> Internet</p> <p>Regular purchase: Yes</p> <p><input checked="" type="checkbox"/> Medicines</p> <p><input checked="" type="checkbox"/> Reagents/Consumables</p> <p><input checked="" type="checkbox"/> Equipment</p> <p><input checked="" type="checkbox"/> FurnituRE</p> <p>Payment of support/cleaning Staff: No</p>
<p>Status of JSY Payments</p>	<p>Payment done till: Not Applicable (From PHC level)</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 HWC)</u></p>	<p>NA</p> <p>If yes, whether all entitlements being provided</p> <p><input type="checkbox"/> Free delivery services (Normal delivery/ C-section)</p> <p><input type="checkbox"/> Free diet</p> <p><input type="checkbox"/> Free drugs and consumables</p> <p><input type="checkbox"/> Free diagnostics</p> <p><input type="checkbox"/> Free blood services</p> <p><input type="checkbox"/> Free referral transport (home to facility)</p> <p><input type="checkbox"/> Free referral transport (drop back from facility to home)</p> <p><input type="checkbox"/> No user charges</p>

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	1192
2	No. of PW registered for ANC	21
3	No. of PW received 4 or more ANC check-ups	11
4	Total number of institutional deliveries	NA
5	Total no. of High-Risk Pregnancies received treatment against no. of high-Risk pregnancies identified	5

6	Total no. of children under 24 months of age who received the first dose of the Pentavalent vaccine	14		
7	Total no. of children under 24 months of age who received the third dose of the Pentavalent vaccine	15		
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		1	
	No. of TB patients diagnosed out of the presumptive patients referred		1	
9	Community Based Screening for NCDs			
	% of target population administered CBAC		(1433) 71%	
	% of target population with score below 4		(680) 34%	
	% of target population with score 4 and above		(748) 37%	
10		Screened	Treated	Follow-up
	Hypertension	905	70	
	Diabetes	901	40	
	NCDs <i>(No. of individuals in Last 6 Months)</i>	Screened	Referred	Follow-up
	Oral Cancer*	870	0	0
	Breast Cancer*	417	0	0
	Cervical Cancer*	-	-	-

N. Implementation of NQAS Quality Assurance and Patient Safety		
1	Has there been an internal assessment for NQAS?	No (Note: facility is NABH Certified)
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, recommendation) and score	Yes, 91.30
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	8/06/ 2024 at 12.22 pm
2	Facility aggregate score using ODK Took kit	51.73

KEY OBSERVATIONS

Laholia-AAM, Ayush Centre is a NABH-certified and Kayakalp-certified facility with a 91.3% score. It handles an average OPD load of 10 patients per day, while on NCD day it was around 30 patients daily. The nearest referral facility is Bohgaroh PHC (7 km away), followed by a Bangolmara CHC at 4 km. The facility provides reproductive and child health services, along with communicable and non-communicable disease care. A structured referral mechanism is in

place for higher-tier healthcare facilities. There is no shortage of allopathic and homeopathic medicines, and three types of medical services—Ayush, Allopathy, and Homeopathy—are available based on public preference. CHOs were well trained in maternal and child health, as well as family planning, and in expanded service packages. Power backup is available through an inverter. With regards to IPHS compliance assessment, ODK assessment has been conducted. The facility faces several challenges, including incomplete boundary wall- leading to security concerns, slow internet speed affecting data entry on portals, and manpower shortages, as only one Ayush CHO and one ANM are available, with no Ayush pharmacist at the facility. There is a mild shortage of Ayush medicines and multivitamins, and family planning targets are difficult to achieve due to a declining trend in childbirth. Hypertension cases are prevalent in the tribal population, primarily due to rice beer consumption.

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), MILAN NAGAR

A. General Information	
1. State	Assam
2. District Name	Lakhimpur
3. Ward Name	10, 5
4. Name of Facility	Milan Nagar AAM
5. Type of Facility	UAAM-HWC-SC
6. NIN of the facility	1128351655
7. No. of days in a week the facility is operational	6 days
8. OPD Timing	9:00am to 2:00 pm
9. Month & Year of UAAM operationalization	July 2024
10. Is the facility accessible from nearest road head? (Yes/No)	Yes
11. Next Referral Facility	Urban PHC/ LMCH Lakhimpur
12. Distance of next referral facility (Km)	2/ 4 km

A.1 Demographic Details	
17. Number of Wards	2
18. No. of Households	1679
19. Total catchment Population	7344
20. Population who are 30 years of age and above	2788

B. Physical Infrastructure		
Infrastructure Status and details		Availability
1.	Availability of Govt owned building (Running in Donated building)	No
2.	If there is no government-owned building, specify building type (<i>Other Govt./Urban Local Body/ Rented etc.</i>)	Rented
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	Not properly
14.	Availability of Running Water	Yes
15.	Facilities for elderly and differently able people (ramps at entry, wheel chairs etc.)	No
16.	Electricity connection	Yes
17.	Power back up	No
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	Yes
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 (Attach, one year posting)	1	0
2	Staff Nurse	1	-	-		
3	MPW (Male)	1	-	-	0	0
	ANM		1	1	-	
4	Sanitary Staff*	1	-	-	1	1
5	Security Staff**	1	-	-	0	0
	DEO				1	1
6	ASHA (Population norm: 1 ASHA per 2000-2500 population)				23	

*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) ANM	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	No	No	No	No	No	No
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	No	Yes, Basic	No
Basic ear, nose, throat (ENT) care services	No	Yes	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	<p>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</p>
	<p>22 <i>(Total medicines at UAAM as per national EML is 105)</i></p>
2	Total number of medicines available at the UAAM
	56
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
	No shortage
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 1 Week
7	Is buffer stock for drugs maintained?
	Yes
8	DVDMS or any other software is being used for stock management
	Yes (E- osdhi portal)

G.1 Availability of Diagnostic Services	
1	Availability of diagnostic services:
	Mostly Refer to UPHC
2	Number of diagnostic tests at UAAM as per State Essential Diagnostic list
	<i>(Total diagnostic tests at UAAM as per national EDL is 14)</i>
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 checked="" type="checkbox"/> <input type="checkbox"/> UPHC - Polyclinic <input checked="" type="checkbox"/> <input type="checkbox"/> DH <input checked="" type="checkbox"/> <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	Yes
Periodic JAS meetings in the last 6 months (once a month)	Yes
Minutes of meetings maintained	Yes
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	Yes
<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	Funds received (Amount in Rs.)	Expenditure (Amount in Rs.)	% Expenditure
	100,000	1,00,000	100%
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</p> <p><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</p>		

	<input checked="" type="checkbox"/> Reagents/Consumables <input checked="" type="checkbox"/> Equipment Payment of support/cleaning Staff: No
Status of JSY Payments	Payment done till: NA Average Delay in Payment (days): Reasons for delay, if any
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

M. Service delivery Output Indicators (Data of previous quarter)		
1	Total number of outpatient department visits	584
2	No. of PW registered for ANC	13
3	No. of PW received 4 or more ANC check-ups	22
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	19
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	2
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	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	(1450 (99%))		
	% of target population with score below 4	1069 (73%)		
	% of target population with score 4 and above	381 (26%)		
10	NCDs (No. of individuals in Last 6 Months)	Screened	Treated	Follow-up
	Hypertension	108	51	43
	Diabetes	103	31	27
	NCDs (No. of individuals in Last 6 Months)	Screened	Referred	Follow-up
	Oral Cancer*	104	0	0
	Breast Cancer*	43	0	0
	Cervical Cancer*	0	0	0

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

Milan Nagar-AAM (North Lakhimpur Urban) facility handles an average OPD load of 180-200 patients per month. This facility running in a rented building with very limited space. There is no proper toilet facility. For wellness activities, there is no dedicated yoga room, while a yoga instructor is available with sessions conducted thrice in a month. The nearest referral facility is LMCH (4 km away), and ambulance services are available on call. Due to its closer proximity and better accessibility, patients are more frequently referred to the medical college rather than the Urban PHC. The facility provides limited diagnostic services, including haemoglobin, RBS, sickle cell, and malaria tests. IEC displays related to grievance redressal and referral transport were missing. Staff training for extended service packages is yet to be conducted. Teleconsultation services are not available, and while most portals are in use, data entry issues persist with RCH and ANMOL portals. The facility conducts health awareness camps thrice a

month, with a decline in diarrhoea and dysentery cases observed over time. Special attention is given to NCD cases, particularly hypertension, diabetes, and elderly care.

However, the facility faces significant manpower constraints, as the appointed doctor/MO is on attachment until March 21, 2025. Currently, it operates with only one GNM, one ANM, a data entry operator, and a cleaner, highlighting the urgent need for additional human resources to ensure optimal service delivery

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	8/3/2025
Name of Village/ Slum visited	2 NO. BOKANOLA
Details of nearest public health facility (from residence)	<i>Facility name: Bokanola Facility type: AAM- sub centre Distance: 200m</i>
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				
<i>From whom do you or your family seek healthcare in the event of minor ailments? Reasons, thereof.</i>	<i>Healthcare provider probes: 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>		√	Reason for the choice • Proximity, • Convenience • Economical • Trust/Faith on the provider/ Practice .
		<i>Self (home remedies)</i>	Yes	
		<i>Informal healers</i>	Yes	
		<i>private practitioners/ hospitals,</i>	yes	
		<i>public/ government primary hospitals (AAM-SHC/ PHC/ UPHC/ UAAM),</i>	Yes	
		<i>secondary/ tertiary public hospitals (CHC/SDH/ DH/ MCH)</i>		
		<i>AYUSH practitioners.</i>	Yes	
		<i>Self (home remedies)</i>		
<i>What about for conditions</i>				

<p><i>needing routine-visits/ check-up? (ANC, Blood pressure, blood sugar, wound-dressing, etc.,) Reasons, thereof.</i></p>		<p>People in the community were Preferred to government health facilities for their routine check-ups. Many also visited the facility for antenatal care (ANC) check-ups, non-communicable disease (NCD) screenings, and treatment for common illnesses such as coughs and colds.</p>
<p>Topic: Community's Awareness of AAM-SC/ PHC/ UPHC</p>		
<p><i>Can you share your views on the AAM-SC/ PHC/ UPHC in your area?</i></p> <p><i>How long has it been there?</i></p> <p><i>What are the health services being provided there?</i></p>	<p><i>May use local terms as recognized by the community</i></p> <p><i>Services may include: RMCHA+N services, communicable diseases, NCDs, elderly, palliative care, etc</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>People in the community had been visiting AAM for around, 1 year to 3 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</p>
<p>Topic: Accessibility to primary healthcare services</p>		
<p><i>How do you access the facility from your residence?</i></p>	<p><i>Probes: Walk to the facility</i> <i>Use public transport</i> <i>Use personal transport</i></p>	<p>People traveled to the facility using personal transport, while those living nearby walked to the facility on foot.</p>
<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>	<p>According to the community at current they do not face any challenge to access the health care facility</p>

<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>Yes, NCD camp for screening, seva utsav, Ayushman Bhava divas were celebrated</p>																	
<p>Topic: Availability of primary health care infrastructure and services</p>																			
<p><i>What are your opinions on the building in which the primary healthcare facility is functioning?</i></p> <p><i>What more needs to be added to improve the treatment-seeking experience in this place?</i></p>	<p>Probes</p> <ul style="list-style-type: none"> - Condition of the building - Maintenance - Dedicated space for waiting and examination - Adequate seating arrangement - Functional toilet - Potable and drinking water - Power supply 	<table border="1"> <thead> <tr> <th data-bbox="847 633 1121 707">Infrastructure and services</th> <th data-bbox="1121 633 1394 707">Response</th> </tr> </thead> <tbody> <tr> <td data-bbox="847 707 1121 869"><i>Condition of the building</i></td> <td data-bbox="1121 707 1394 869"> <input checked="" type="checkbox"/> Good <input type="checkbox"/> Neither good nor bad <input type="checkbox"/> Bad </td> </tr> <tr> <td data-bbox="847 869 1121 1028"><i>Maintenance</i></td> <td data-bbox="1121 869 1394 1028"> <input checked="" type="checkbox"/> Good <input type="checkbox"/> Neither good nor bad <input type="checkbox"/> Bad </td> </tr> <tr> <td data-bbox="847 1028 1121 1137"><i>Dedicated space for waiting and examination</i></td> <td data-bbox="1121 1028 1394 1137">Building should be expanded more</td> </tr> <tr> <td data-bbox="847 1137 1121 1211"><i>Adequate seating arrangement</i></td> <td data-bbox="1121 1137 1394 1211">Yes</td> </tr> <tr> <td data-bbox="847 1211 1121 1256"><i>Functional toilet</i></td> <td data-bbox="1121 1211 1394 1256">Yes</td> </tr> <tr> <td data-bbox="847 1256 1121 1330"><i>Potable/ drinking water</i></td> <td data-bbox="1121 1256 1394 1330">Yes</td> </tr> <tr> <td data-bbox="847 1330 1121 1395"><i>Power supply</i></td> <td data-bbox="1121 1330 1394 1395">Yes</td> </tr> </tbody> </table>	Infrastructure and services	Response	<i>Condition of the building</i>	<input checked="" type="checkbox"/> Good <input type="checkbox"/> Neither good nor bad <input type="checkbox"/> Bad	<i>Maintenance</i>	<input checked="" type="checkbox"/> Good <input type="checkbox"/> Neither good nor bad <input type="checkbox"/> Bad	<i>Dedicated space for waiting and examination</i>	Building should be expanded more	<i>Adequate seating arrangement</i>	Yes	<i>Functional toilet</i>	Yes	<i>Potable/ drinking water</i>	Yes	<i>Power supply</i>	Yes	
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<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 Bokanola staff, Asha, CHO and other supporting staff they were treated like family whenever they visited the facility, making them feel at home.</p> <p>According to community need for specialist, additional MO, and more GNM and ANM staff should be there so they don't have to travel far to get the services</p>																	

<p><i>Is the facility providing all the medicines prescribed for your condition? If not, reasons thereof.</i></p>	<p>Probe <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 <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 nearest private health care facility or lab 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 as per the requirement</p>
<p><i>Do you feel that the primary healthcare facility uses <u>innovative</u> 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>Innovative may include <i>painless, time-saving or cost-saving methods or technology</i></p> <p>Alternate phrasing: <i>Do you face any difficulty when the hospital staff use a method or device or instrument on you for diagnosis or treatment? This may include <u>social, psychological, physical or financial distress.</u></i></p>	<p>Community members did not face any difficulties when the hospital staff used methods, devices, or instruments for diagnosis or treatment.</p> <p>Yes, they have started using some digital tools for record-keeping and teleconsultations, which makes the process smoother.</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>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? In the event of its occurrence, is the AAM providing relevant healthcare services? Are those services economical in terms of time and money?</i></p>	<p><i>Probe: To name out the diseases/ healthcare emergencies frequented by the community members</i></p> <p><i>Probe: To share some insights</i></p>	<p>Hypertension and diabetes are 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>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>Probes</i></p> <p><i>Setting health-related priorities</i></p> <p><i>Engagement with the Community Health Workers (ASHA/ equivalents)</i></p>	<p>People attended yoga sessions whenever conducted at the facility and participate actively in the screening camps conducted by the facility when informed by the staff</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><i>Engagement with Community-based platforms - VHSNC/ JAS/ MAS</i></p>	<p>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 are also in process, 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 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>Proper counselling was provided to the community regarding family planning.</p> <p>Going outside the community, to the PHC Model hospital</p> <p>No expenditure</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>Probes</p> <ul style="list-style-type: none"> - Provider behaviour/ attitude - Waiting time - Cleanliness of the premises - Provision for Grievance redressal and escalation 	<p>The community was satisfied with the services they received at the AAM-Bokanala 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</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>	<ul style="list-style-type: none"> - <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>medicines and diagnostic services were also available at no charge.</p>
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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-Sub centre) due to the availability of staff and free-of-cost services.
- Within the community, most people were preferred to government health facilities for regular check-ups. However, many also visited the AAM Bokanola 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 1-3 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 Bokanola staff, as they were treated like family whenever they visited the facility, making them feel at home. In their opinion, specialists, additional MO and more supporting staff like ANM and GNM should be provided and building area should be expanded for the ease of the public.
- 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 Modal hospital and nearest private healthcare facility 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 Ayushman Bhava divas, Seva Utsav and 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 Bokanola 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.