

JOINT ANNUAL HEALTH SECTOR TEVIEW (JAHSR) PREPARATIONS
Joint Field Visit Assessment Tool

With these series of questions, in order to capture information and arrive to the intended visit goal, follow some OALFA skill (Observe, Ask, Listen, Feedback and arrive at an Agreement with the Zonal, Region, District, HC, Dispensary and community teams in each levels visited.

1. Zonal Health Resource Centers (ZHRC)

1. How are you supporting districts and regions to deliver quality health services?
2. Do you have an activity plan for providing technical support services to districts and regions?
3. What type of training do you provide for RHMTs, CHMTs and other programs?
4. Availability of Strategic, Business Plans and implementation in relation to National HR strategic plan
5. What challenges do you faced in the process of implementing your plans and how do you address them?
6. What is the linkage and support the ZHRC provides to other training institutions within the Zone?
7. Do programs from national level make use of the Zone Resource Centre? If Yes, explain in what ways?

2. Regional Health Management Teams (RHMT)

1. What is the current composition of RHMT in relation to agreed guideline? Who are the co-opted members?
2. What is are the functional linkage between RHMT, ZHRC, HMT,CHMT?
3. Do they have Regional Health Strategic Plans? Please share with us your Regional Annual Plan for 2010 /11.
4. What is the composition of the regional planning team and which tools do they use for planning?
5. Do you use PLANREP? What is your opinion about the usefulness and user-friendliness of PLANREP tools? How do you assist districts to plan by using the PLANREP tools?
6. What were the priorities in your 2010/2011 annual strategic plans? What is the implementation status?
7. Do you conduct supportive supervision districts? If YES, how frequently do you conduct supportive supervision to districts? [Request to see supervision matrix/schedule and supervision tool and reports; *Probe how many supervision were conducted as per schedule of 2010-11*].
8. During supervision, do you also look at financial management issues (budgets, allocations, spending and accountability)?
9. What challenges do you face while performing your roles and how do you address them?

3. Regional Hospital Management Team (R-HMT)

I. Workload

1. What is the current composition of R- HMT in relation to agreed guideline? Who are the co-opted members?
2. Do you have Hospital Strategic Plans and and Action Plans for this fiscal year? If YES, please share with us a copy.
3. How do you develop Hospital plans and how are they incorporated into the Regional Health Plans? How are these plans linked to the national guidelines?
4. How many departments does the regional hospital have?
5. Explain what is the work load at the regional hospital (average volume of patients at OPD and IPD)?
6. Does the number of beds in this hospital correspond with your patient volume at IPD?
7. What challenges do you experience in delivery of quality health services both at OPD and IPD?

II. Management and Leadership

1. What is the composition of the Regional Hospital Management Team, in relation to agreed guidelines? Who are the co-opted members?
2. How is technical supervision done within the hospital? What guidelines do you use when conducting technical supervision?
3. What committees do you have in the hospital? (both management and technical committees). Do you conduct maternal mortality audit?
4. Do you conduct departmental meetings? How often are these meetings conducted?

III. Financing

1. Does budget allocation for the hospital meet the demand for delivery of quality health services? If no, what is the magnitude of funding gap – (ie. budgeted Vs allocated funds)
2. What other sources of fund do you have, apart from the government allocation? (*probe about financing for bed grant, staff grant, other funding streams of GoT*)
3. To what extent the National Health Insurance Fund (NHIF) and Community Health Fund (CHF) help to address financial constraints for the hospital?
4. Are you implementing the cost sharing policy?
5. How is the exemption policy implemented to support those who cannot afford to pay for services?
6. Are there posters displaying guidelines for waivers and exemptions, price lists that are informing the patients?
7. What would you propose to the government to improve hospital financing?
8. What major challenges do you face in relation to hospital financing and how are you addressing them?

IV. HRH

1. In the departments that you have at this hospital, how is the Human Resources Status as recommended to ensure delivery of the required services?
2. In the support services departments, do you have enough skilled staff?
3. How are you addressing the challenges related to human resources (recruitment, deployment, retention, motivation and management) at the hospital?

V. Commodities and medicines

1. What is the status of availability of drugs, reagents, medical instruments and equipments and delivery packs and other commodities?
2. What System do you use for ordering medicines and other medical supplies for the hospital? What is your opinion about the effectiveness of that ordering system?
3. Are there adequate infrastructure and systems, including information systems to ensure proper storage of Medicines and other medical supplies (storage and working space, availability and use of ledger books, shelves/pallets, bin cards etc)
4. Are there enough qualified staff to effectively manage medicines and other medical supplies
5. How do you ensure rational use of the medicines and other medical supplies in the facility (*probe about: availability of treatment guidelines, functioning hospital therapeutic committee*)
6. What other challenges are you facing in relation to medicines and other medical supplies and how are you addressing them?

VI. Information systems

1. What financial information systems do you have to ensure proper accountability?
2. Do you have information management systems for medical supplies and other stores
3. How is health service information collected, stored, managed and used?
4. Do you have epidemic prone disease surveillance and reporting system?
5. Does the hospital have a functioning Human Resources Information System (HRIS)? Is it linked with the HRH database at MOHSW?
6. What would you propose to the government in order to improve the different parameters of Information System in hospital services?
7. What other challenges are you facing in terms of management of information systems at the hospital and how are you addressing them?

VII. Services

1. What are the types of services being offered at the Hospital? Any challenges of meeting the expected [recommended] service delivery?
2. What Challenges are you facing in performing your roles?
3. What do you suggest in order to service delivery at your the hospital?

VIII. Support services

9. Does the hospital have a well functioning incinerator?
10. Are there enough protective gears for staff?
11. How is the hospital waste management system (for solid and liquid waste)?
12. What is the status /availability of other utilities, such as electricity (power generator in times of power cuts), water supply (water storage systems) etc?
13. Does the hospital have a functioning laundry?
14. How does the hospital sterilize equipments that need to be sterile, including surgical equipments and theatre clothes?

DISTRICT LEVEL

1. Council Health Management Team (CHMT)

I. Leadership and Governance

1. What is the current composition of CHMT, in relation to agreed guideline? Who are the co-opted members and how are they selected?
2. What is the functional linkage between CHMT and RHMT, DHMT and ZHRC?
3. Do they have Council Health Strategic Plans and last year's Annual Plans (2010 – 11)?
4. What is the composition of the district health planning team? What tools do they use for planning?
5. Do you use the new CCHP Guideline and PLANREP? How useful do you find these tools?
6. What were the priorities in your last years' plans (2010-11) and what is the status of implementation?
7. Do you conduct supportive supervision? [*Request to see supervision matrix/schedule and supervision tool and reports; Probe how many supervision visits were conducted as per schedule of 2010-11?*].
8. During supervision, do you also look at financial management issues (budgets, allocations, spending and accountability)?
9. What type of reports do you prepare? – Financial /physical implementation report. How are the reports shared to other levels and what is the feedback mechanism?
10. Do you have a Council Health Service Board? When was the board established? (ask to see frequency of board meetings and the minutes of the last meeting)
11. What are the roles of the Council Health Service Board?.
12. What challenges do you face in performing your roles and how do you address them?.

II. Health work force.

1. What is the status of health workforce in the district? (*Manning level in relation to the establishment*)
2. *How is adequacy of HRH in terms of numbers, skills, quality by cadre?*
3. *Is task shifting being implemented in the district? How?*
4. How is the distribution of health care professionals in urban and rural areas? Are health facilities equally manned?
5. What efforts are taken by the council to address the HRH gap?.
6. Are plans to address the HRH gap included in your CCHP? *?(e.g. HRH dedicated budget)*
7. In the year 2010 -11; how many staff did you request by cadre? How many were allocated? How many were posted? How many reported? and so far, how many are still working in the district? this year?

8. Did any new staff leave shortly after reporting? Why do you think this happened?
9. In this district, are there any formal processes for recruitment, hiring, transfer, promotion and maintenance, retention? What is the hiring process and the problems encountered?
10. Is the district implementing any innovative initiative to increase staff retention?
11. How is the status of HRH in private health facilities (including FBOs) in this district?
12. Is there a formal mechanism for individual performance planning and review? (*OPRAS, Presence of Job descriptions*).
13. Is the district implementing a Human Resources Information System (HRIS)?

III. Training and Education.

1. Are there opportunities for in-service trainings for staff?, (types of training, who plans for and conduct the training, how frequently are trainings organized, is there any notable impact from these trainings?)
2. Is there a management and leadership development program? Is there a continuous education program in a working place?

IV. Health Care Financing.

1. Does budget allocation for the district meet the demand for delivery of quality health services? If no, what is the magnitude of funding gap – (ie. budgeted Vs allocated funds)
2. What other sources of funds do you have apart from the government allocation? ? (*probe about financing for bed grant, staff grant, other funding streams of GoT*)
3. To what extent the National Health Insurance Fund and Community Health Fund help to address financial constraints for the health services in the district?.
4. Are you implementing the cost sharing policy?
5. How is the exemption policy implemented to support those who cannot afford to pay for health care?
6. MOHSW has recently developed the health care financing strategy. Were you in any ways involved in that process?
7. What would you propose to the government to improve health care financing?
8. What other major challenges do you face in relation to health financing and how do you address them?

IV. Commodities and medicines

1. What is the status of availability of drugs, reagents, medical instruments and equipments and delivery packs and other commodities?
2. What System do you use of ordering medicines and other medical supplies for the hospital? What is your opinion about the effectiveness of that ordering system?
3. What were your planned annual requirements in terms of budget for medicines and other medical supplies for 2010-2011? How do you do your quantification and forecasting? Were

the 2010-2011 budgetary allocations enough? If not enough what was the gap and how did you cover it?

4. Are there adequate infrastructure and systems, including information systems to ensure proper storage of Medicines and other medical supplies (space, use of ledger books, shelves/pallets, bin cards etc)
5. What other challenges are you facing in relation to medicines and other medical supplies and how are you addressing them?

V. Information Systems

1. What financial information systems do you have to ensure proper accountability?
2. Do you have information management systems for medical supplies and other stores
3. How is health service information collected, stored, managed and used?
4. Do you have epidemic prone disease surveillance and reporting system?
5. Does the district have a functioning Human Resources Information System (HRIS)? Is it linked with the HRH database at MOHSW?
6. What would you propose to the government in order to improve the different parameters of information system in the district health services?
7. What other challenges are you facing in terms of management of information systems in the district and how are you addressing them?
8. Availability at each level of a sufficient number of qualified personnel and infrastructure to compile and analyze information (*Check electronic infrastructure*)

2. District Hospital Management Team (D-HMT)

I. Management

1. What is the current composition of D-HMT, in relation to agreed guideline? Who are the co-opted members and how are they selected?
2. Do you have Hospital Strategic Plans and Action Plans for this fiscal year? If YES, please share with us a copy.
3. How do you develop Hospital plans and how are they incorporated into the Regional Health Plans? How are these plans linked to the national guidelines?
4. How many departments does the regional hospital have?
5. Explain what is the work load at the regional hospital (average volume of patients at OPD and IPD)?
6. Does the number of beds in this hospital correspond with your patient volume at IPD?
7. What challenges do you experience in delivery of quality health services both at OPD and IPD?
8. How is technical supervision done within the hospital? What guidelines do you use when conducting technical supervision?
9. What committees do you have in the hospital? (both management and technical committees). Do you conduct maternal mortality audit?
10. Do you conduct departmental meetings? How often are these meetings conducted?

II. Financing

1. Does budget allocation for the hospital meet the demand for delivery of quality health services? If no, what is the magnitude of funding gap – (ie. budgeted Vs allocated funds)
2. What other sources of fund do you have, apart from the government allocation? (*probe about financing for bed grant, staff grant, other funding streams of GoT*)
3. To what extent the National Health Insurance Fund (NHIF) and Community Health Fund (CHF) help to address financial constraints for the hospital?
4. Are you implementing the cost sharing policy?
5. How is the exemption policy implemented to support those who cannot afford to pay for services?
6. Are there posters displaying guidelines for waivers and exemptions, price lists that are informing the patients?
7. What would you propose to the government to improve hospital financing?
8. What major challenges do you face in relation to hospital financing and how are you addressing them?

III. HRH

1. In the departments that you have at this hospital, how is the Human Resources Status as recommended to ensure delivery of the required services?
2. In the support services departments, do you have enough skilled staff?
3. How are you addressing the challenges related to human resources (recruitment, deployment, retention, motivation and management) at the hospital?

IV. Training and Education.

1. Trainings, types of training, impact of training, , who plan and conduct the training? How frequent?
2. Is there a management and leadership development program?
3. Is there a continuous education program in a working place? How frequent?

V. Commodities and medicines

1. What is the status of availability of drugs, reagents, medical instruments and equipments and delivery packs and other commodities?
2. What System do you use of ordering medicines and other medical supplies for the hospital? What is your opinion about the effectiveness of that ordering system?
3. Are there adequate infrastructure and systems, including information systems to ensure proper storage f of Medicines and other medical supplies (storage and working space, availability and use of ledger books, shelves/pallets, bin cards etc)
4. Are there qualified staffs to effectively manage the medicines and other medical supplies?
5. How do you ensure rational use of the medicines and other supplies in the facility (*probe about: availability of treatment guidelines, functioning hospital therapeutic committee*)
6. What other challenges are you facing in relation to medicines and other medical supplies and how are you addressing them?

VI. Information system

1. What financial information systems do you have to ensure proper accountability?
2. Do you have information management systems for medical supplies and other stores
3. How is health service information collected, stored, managed and used?
4. Do you have epidemic prone disease surveillance and reporting system?
5. Does the hospital have a functioning Human Resources Information System (HRIS)? Is it linked with the HRH database at MOHSW?
6. What would you propose to the government in order to improve the different parameters of Information System in hospital services?
7. What other challenges are you facing in terms of management of information systems at the hospital and how are you addressing them?

VII. Services

1. What are the types of services being offered at the Hospital?
2. What challenges do you face in meeting the expected (recommended) service delivery?
3. How is the referral system at the hospital? Where do you refer patients from this hospital?
4. What do you suggest in order to improve service delivery at the hospital?

VIII. Support services

1. Does the hospital have a well functioning incinerator?
2. Are there enough protective gears for staff?
3. How is the hospital waste management system (for solid and liquid waste)?
4. What is the status /availability of other utilities, such as electricity (power generator in times of power cuts), water supply (water storage systems) etc?
5. Does the hospital have a functioning laundry?
6. How does the hospital sterilize equipments that need to be sterile, including surgical equipments and theatre clothes?

3. HEALTH CENTER

1. What is the current status of Human Resources at this Health Center (in re relation to the establishment)? Do you conduct meetings? (probe frequency and type of meetings)
2. Do you have a health facility plan? Explain the planning process? How do you ensure that community needs and priorities are addressed in the plans? Who participates in planning?
3. What is the status of availability of drugs, reagents, medical instruments and equipments and delivery packs and other commodities?
4. What System do you use of ordering medicines and other medical supplies for the hospital? What is your opinion about the effectiveness of that ordering system?
5. Are there adequate infrastructure and systems, including information systems to ensure proper storage f of Medicines and other medical supplies (storage and working space, availability and use of ledger books, shelves/pallets, bin cards, R&R forms etc)
6. Are there adequate staffs to effectively manage medicines and other medical supplies?
7. Availability of data, tools for data collection, storage and use (HMIS)
8. What type of reports do you prepare and where do you submit?
9. How does this health center link with community
10. How much money was allocated to your facility in 2010-2011 and how much has been allocated for the facility in 2011-2012? How does this amount relate to the needs of this facility?
11. What is the status of implementation of CHF, NHIF, user fee and the exemption policy for those who cannot pay?
12. To what extent NHIF and CHF help to address financial constraints for the health center?
13. Is there a Facility Health committee? How frequently do they meet (ask to see meetings minutes)
14. When was the Facility Health committee selected? What are their roles?
15. Are the buildings in good condition? Are they user friendly to the disabled (observe)?
16. Is there adequate basic equipments and furniture to accommodate all clients? (**observe**)
17. Status and type of sanitary accommodation facilities (toilets/latrines, hand washing basin, water supply and drainage system)? Are these facilities user friendly to the disabled?
18. Status of medical waste disposal facilities (incinerator, refuse bins in wards, offices etc)
19. Is the national cost sharing guideline available, known, and adhered to?
20. I there any established mechanism for user fee exemption/waiver to vulnerable groups?
21. Are there posters displaying guidelines for waivers and exemptions, price lists that are informing the patients?
22. How is the referral system? Doe the health center have an ambulance?
23. What type of services does your Health Centre offer, in relation to established guidelines? What are the related challenges and how do you address them?
24. Do they have up-to-date guidelines for supervision?
25. How often do receive supportive supervision from higher level? Who conducts the supervision? Do you get feedback after the supervision? (*ask to see supervision reports if available*).
26. Are patients satisfied with the type and quality of services offered?

4. DISPENSARY

1. What is the status of Health Work Force in relation to recommended manning level?
2. Do you conduct meetings? (probe frequency and type of meetings)
3. Do you have a facility health plan? Who participates in planning?
4. How do they get community needs to be incorporated in the plan?
5. What is the status of availability of drugs, reagents, medical instruments and equipments and delivery packs and other commodities?
6. What System do you use of ordering medicines and other medical supplies for the hospital? What is your opinion about the effectiveness of that ordering system?
7. Are there adequate infrastructure and systems, including information systems to ensure proper storage of Medicines and other medical supplies (storage and working space, availability and use of ledger books, shelves/pallets, bin cards, R&R cards etc)
8. Are there adequate staffs to effectively manage medicines and other medical supplies?
9. Availability of data, tools for data collection, storage and use (HMIS)
10. What type of reports do you prepare and where do you submit them?
11. How does this dispensary link with community?
12. How much money was allocated to your facility in 2010-2011 and how much has been allocated for the facility in 2011-2012? How does this amount relate to the needs of this facility?
13. What is the status of implementation of CHF, NHIF, user fees and exemption policy?
14. How do they get reimbursement, how long does it take?
15. Is there a Facility Health committee? How often do they meet (ask see meetings minutes)
16. When was it selected?
17. What are their roles?
18. Are the buildings in good condition? Are they user friendly to disabled? (observe)
19. Is there adequate furniture to accommodate all clients? (**observe**)
20. Status and type of sanitary accommodation facilities (toilets/latrines, hand washing basin, water supply and drainage system)? Are the toilets/latrines users friendly to the disabled?
21. Status and type of waste disposal (incinerator, refuse bins in wards, offices etc)
22. Is the national cost sharing guideline available, known, and adhered to?
23. Is there any established mechanism for user fee exemption/waiver to vulnerable groups?
24. Are there posters displaying guidelines for waivers and exemptions, price lists that are informing the patients?
25. What type of services do you offer here? What are the challenges do you encounter in provision of those services and how do you address them?
26. How do older persons access health services in your place?(**observe**)
27. Do they have guidelines for supervision?
28. Do they receive supportive supervision from higher level? How often are they supervised? Who conducts the supervision? Do you get feedback? (*ask to see supervision comments if available*).
29. Are the patients satisfied with the services offered?

5. COMMUNITY

1. Is there a health Facility committee? (*When was the current one selected?*)
2. What are the roles/functions of the Facility committee and how often do they conduct meetings?
3. Are community preferences incorporated in the facility plans?
4. Who are involved in the planning process of the health facility?
5. Is there any community participation in the health facility activities?
6. What is your opinion about availability of medicines and other medical supplies at the health facility?
7. What is their opinion about the quality of services offered?
8. What areas they would like to see improvement?