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## Ethiopian Healthcare Accreditation Program- EHAP

### Primary healthcare accreditation- Requirements

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## FOREWORD

This Ethiopian Standard has been formulated under the guidance of the Technical Committee for Medical Science & Health care practices (TC 90) and published by the Institute of Ethiopian Standards (IES).

The accreditation Standard for healthcare facilities is developed as per good standardization practice by the technical committees within the Institute of Ethiopian Standards, comprising all stakeholders in the health sector, including the Ministry of Health and agencies, private healthcare federations, university hospitals, partners, Health professional associations, and ratified by the national standardization council.

Each member organization with an interest in a particular subject, for which a technical committee has been established, is entitled to representation on said committee.

During the development of these standards, both national and international standards were meticulously reviewed and utilized as points of reference.

This standard is specific to Ethiopia but has been compared to international standards and found to meet the basic intent of all international standards that apply to Ethiopian laws, regulations, and culture.

Hence, all interested hospitals can use this document as a reference to apply for accreditation and exercise the standard of healthcare practices.

## INTRODUCTION

The healthcare landscape in Ethiopia has witnessed significant transformation over recent decades, particularly through the establishment of the Primary Health Care Unit (PHCU) system, which serves as a cornerstone for delivering comprehensive health services across urban and rural settings. The PHCU model encompasses health centers, health posts, and family health teams, which operates synergistically to provide promotive, preventive, and scope based curative health services. Health Extension Workers (HEWs) play a pivotal role within this framework as the first point of contact for communities, leading initiatives in preventive health services like immunizations and contraceptive distribution, while also offering basic curative care and facilitating referrals for more advanced treatments.

The collaboration between PHCU, woreda health offices, and the community underpins the effectiveness of the primary healthcare system. This partnership is essential in addressing local health needs, enabling health workers to engage with communities in ways that promote awareness, understanding, and improved health practices.

Despite notable achievements—such as increased access to essential health services, significant reductions in child and maternal mortality rates, and heightened community mobilization for health initiatives—the Ethiopian healthcare system still faces substantial challenges. These challenges include disparities in service quality, gaps in human resources, infrastructure inadequacies, and the need for strengthened governance and leadership at all levels.

To address these challenges, implementing national-level Primary Health Care (PHC) accreditation standards is essential. These standards will serve as a catalyst for healthy competition among facilities striving for accreditation, ultimately driving improvements in service quality. By adopting these standards, PHCUs will be better positioned to pinpoint areas needing enhancement, strengthen accountability, and cultivate a culture of continuous quality improvement within the healthcare system.

The accreditation standards outlined here focus on key operational areas, including leadership and governance, collaboration, community engagement, service delivery, human resource management, quality improvement, and the provision of adequate infrastructure and equipment. Adhering and fulfilling these standards, PHCUs can ensure that they operate effectively and collaboratively, thereby enhancing their capacity to meet the evolving health needs of the Ethiopian population. Through continuous evaluation and improvement guided by these standards, the primary care health system can bridge existing gaps and strengthen the overall quality of care provided to communities, ultimately leading to better health outcomes for all Ethiopians.

The accreditation program for Primary Health Care Units (PHCUs) in Ethiopia represents a commendable and innovative effort to bolster the country's primary healthcare system. By prioritizing high-quality, a community-centered service, the initiative focuses on empowering local capacities and fostering sustainable improvements in healthcare delivery. This forward-thinking approach aligns seamlessly with Ethiopia's commitment to achieving Universal Health Coverage (UHC), ensuring that care is accessible, equitable, and responsive to the unique needs of its population. Rather than aiming for external validation through global or regional benchmarks, the program exemplifies a proactive, homegrown strategy to build resilience, enhance health equity, and drive meaningful progress toward national health goals. This localized, people-first model

is a remarkable step forward in advancing Ethiopia's vision of quality healthcare for all. Here are some specific objectives to be achieved;

1. To enhance the quality of primary healthcare services delivered to the community through standardized accreditation processes that align with national health policies and strategies, ensuring both compliance and effectiveness.
2. To build the capacity of primary healthcare units to effectively manage and deliver comprehensive healthcare services.
3. To ensure patient safety by implementing best practices and protocols in healthcare delivery.
4. To facilitate a culture of continuous improvement within primary healthcare facilities through regular assessments and feedback mechanisms.
5. To build trust and confidence of the community in the services provided by PHCUs by demonstrating their commitment to quality standards.

The development of the Primary Healthcare Unit (PHCU) accreditation standards is a collaborative process that actively engages a diverse array of key stakeholders. This inclusive approach encompasses representatives from various sectors involved in the design and execution of primary healthcare programs including, MOH, RHBs, healthcare providers, academic institutions, and non-governmental organizations (NGOs). To ensure a comprehensive and effective accreditation framework, a series of consecutive workshops were conducted. During these workshops, stakeholders gathered to discuss, debate, and refine the standards in a structured environment, allowing for a rich exchange of ideas and best practices. This iterative process culminated in the formulation of the PHCU accreditation standard framework, which serves as a foundational guideline for the provision of quality healthcare.

Following the workshops, expert teams were tasked with the detailed write-up of each section of the accreditation standards. This involved translating the collaborative input into clear, actionable standards that reflect the collective vision of all contributing stakeholders. The resulting standards aim to facilitate the improvement of primary healthcare delivery by establishing clear expectations for quality, safety, and efficiency in healthcare services.

PHCU accreditation standards document is organized into well-defined chapters, each designed to address specific aspects of healthcare delivery and performance. Within each chapter, there are clearly articulated standards accompanied by the intent behind each standard, which provides context for its importance in the overall framework.

Each standard is followed by criteria that establish the benchmarks for evaluating the implementation levels of the respective standards. These criteria serve as the basis for assessments, enabling evaluators to ascertain how well healthcare units comply with the established standards. Furthermore, measurable elements are included to provide concrete evidence of implementation for each criterion, ensuring that accreditation assessments are both thorough and objective. This structured approach allows for clear

tracking of progress and facilitates continuous quality improvement across all accredited primary healthcare units.

These accreditation standards are designed to establish a comprehensive framework for assessing the quality of primary healthcare services delivered by PHCUs the Ethiopian healthcare system. These standards aim to ensure that these facilities operate effectively and collaboratively, particularly emphasizing the partnership between PHCUs, woreda health offices, and the community to address local health needs

Primary healthcare accreditation- Requirements

# Accreditation program - Primary healthcare accreditation Requirements

## 1. Scope

This Ethiopian accreditation standard delineates criteria pertaining to safety, quality, and competence for primary healthcare facility.

This Ethiopian standard is applicable to both public and private PHCU to ensure their competence by accreditation bodies.

## 2. Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

**ES ISO 15189:** Medical laboratories — Requirements for quality and competence

**ES ISO 7101:** Healthcare organization management — Management systems for quality in healthcare organizations — Requirements

## 3. Terms and Definitions

For the purpose of this standard, the following terms and definitions are applied.

### 1.1.

#### Accreditation

third-party formal recognition and attestation process whereby an authoritative body evaluates and certifies that a healthcare organization meets specific standards of quality and safety in the delivery of care.

### 1.2.

#### Stakeholder

person, group, or organization that has an interest or concern in an organization. Stakeholders can affect or be affected by the organization's actions, objectives, and policies.

### 1.3.

#### Internal stakeholders

are individuals who are already committed to serving the organization such as board members, staff, and volunteers, including surveyors.

### 1.4.

#### External stakeholders

individuals who are impacted by the work of the organization such as clients and community partners.

### 1.5.

#### Competency

The knowledge, skills, abilities, behaviors, experience and expertise to be able to perform a particular task and activity.

### 1.6.

#### Confidentiality

The right of individuals to keep information about themselves from being disclosed.

**1.7.**

**Ethics**

acknowledged set of principles which guide professional and moral conduct.

**1.8.**

**Incidents**

Events that are unusual, unexpected, may have an element of risk, or that may have a negative effect on clients, groups, staff or the organization.

**1.9.**

**Policy**

A written operational statement that formalizes the approach to tasks that is consistent with the organizational objectives.

**1.10.**

**Procedure**

A written set of instructions conveying the approved and recommended steps for a particular act or series of acts.

**1.11.**

**Scope of service**

The range and type of services offered and any conditions or limits to service coverage.



## Chapter I: - accreditation prequalification- requirement

The Primary Healthcare Facility shall fulfill the following legal requirements

- 1.1. The Primary Healthcare unit is currently operating as a health care facility and licensed to provide care and treatment.
- 1.2. The service license meets the scope of this primary health care unit accreditation standard.
- 1.3. The Primary Healthcare Facility meets all requirements for timely submissions of data and information.
- 1.4. The Primary Healthcare Facility establishes a comparative database of itself that able to meet selected structure and process
- 1.5. All current services identified by the PHCU in the accreditation application are in full at the time of the on-site assessment
- 1.6. The Primary Healthcare Facility consistently adheres to the relevant accreditation standards for which it has been granted accreditation, as outlined in Re07.0 (Accreditation criteria for PHCUs)
- 1.7. The Primary Healthcare Facility grants the accreditation body access to all areas of the premises for the witnessing of all activities associated with the scope of the accreditation.
- 1.8. The Primary Healthcare Facility provides access and permit scrutiny by the accreditation body of all records of internal audits, management reviews, client complaints, and all certificates/reports issued.

## Chapter II: Organizational Standards

### 2.1 Governance and Leadership

#### 2.1.1 Standard

The PHCU has a functional governing body with a clear governance structure that defines roles and responsibilities at all organizational levels.

##### Standard intent:

A well-established governing body facilitates effective decision-making, oversight, and accountability, ensuring good governance, fostering stakeholder trust, and enabling the efficient delivery of quality healthcare services.

S.N.	Criteria	Level
2.1.1.1	The structure of the PHCU's governing body should be described in a written document or clear organizational charts identifying those responsible and accountable for governance.	Core
2.1.1.2	The authority and operational responsibilities of the PHCU's governing board/entity should be described in bylaws, policies, terms of reference or similar documents.	Core
2.1.1.3	The governing board/entity should include diversified representatives who possess gender and community representation, and relevant expertise to guide strategic decision-making and oversight.	Core
2.1.1.4	The governing body should ensure resources are available and managed to provide quality service provision.	Core
2.1.1.5	The governing body should appoint a qualified director to manage the PHCU in accordance with applicable bylaws and evaluates the director's performance regularly.	Critical
2.1.1.6	The governing body/entity should ensure the establishment of a senior management team led by the PHCU's director, in accordance with applicable law, to provide effective leadership and oversight of organizational operations.	Critical
2.1.1.7	The PHCU should establish functional sub-committees to delegate tasks across key program areas effectively.	Core

#### 2.1.2 Standard

The PHCU's implement an effective strategic plan that aligns with its mission, vision, and values.

##### Standard intent

The strategic intent is to align organizational resources and efforts towards advancing the PHCU's mission, enhancing patient care quality, and achieving measurable goals that reflect the needs and expectations of the community served.

S.N.	Criteria	Level
2.1.2.1	The governing body should develop a strategic plan with input from all staff and stakeholders that identifies the organization's mission, vision, and values and includes integrated disease prevention, health promotion initiatives, and equitable curative service delivery across all PHCUs and satellite health posts, +ensuring	Core

	alignment with public health objectives and resource optimization.	
2.1.2.2	The strategic plan should integrate collaboration between PHCU staff and community stakeholders to co-create actionable strategies, ensure shared ownership of objectives, and drive coordinated implementation for measurable outcomes aligned with the plan's priorities.	Core
2.1.2.3	The PHCU should establish clear, measurable goals related to quality improvement and patient care within the strategic plan as a stated timeline for progress tracking.	Core
2.1.2.4	The governing body and senior management team should develop an annual operational plan and monitor performance regularly, at least quarterly, per established key performance indicators (KPIs).	Core
2.1.2.5	The PHCU should have resource allocation decisions that aligned with strategic priorities, with documented justification for budgetary choices.	Core
2.1.2.6	The PHCU governing body/entity should approve the annual PHCU budget and review regular financial audits feedbacks at least annually to ensure transparency, accountability, and adherence to financial management standards.	Core
2.1.2.7	The PHCU should review and update strategic plans periodically, with stakeholder input documented during the planning process.	Core

### 2.1.3 Standard

The PHCU implement primary health care reforms to enhance administrative efficiency, governance frameworks, and leadership capacity, ensuring alignment with national health priorities and sustainable service delivery outcomes.

#### Standard intent

The PHCU must drive strategic reforms to strengthen operational efficiency, governance frameworks, and leadership capacity, aligning with national health agendas to ensure sustainable, high-quality healthcare service delivery.

S.N.	Criteria	Level
2.1.3.1	The PHCU should adopt standardized reform frameworks, including Ethiopia's <i>PHCU Reform Implementation Guideline</i> , <i>Health Post Reform Implementation Guideline</i> , Ethiopian primary healthcare alliance for quality (EPAQ), PHCU-SBFR, and other nationally endorsed protocols, to align operational practices with strategic health system strengthening priorities.	Core
2.1.3.2	The PHCU shall monitor the execution of core reform initiatives and implement targeted improvements to enhance their performance.	Core

### 2.1.4 Standard

The PHCU allocates essential resources and infrastructure to ensure equitable, quality healthcare service delivery across all PHCUs and satellite health posts, aligned with national health system standards and operational priorities.

### Standard intent

Allocate essential resources and infrastructure to ensure equitable, high-quality healthcare services, aligning with national health standards and operational priorities for effective delivery.

S.N.	Criteria	Level
2.1.4.1	The PHCU should ensure timely procurement, secure storage, and timely distribution of supplies to meet patient requirements.	Core
2.1.4.2	The PHCU should periodically monitor resources for the delivery of the service provided.	Core

### 2.1.5 Standard

The PHCU demonstrates a strong commitment to quality and safety through systematic management and continuous improvement processes.

#### Standard intent

A dedicated commitment to quality management and patient safety by the PHCU leadership team ensures a culture of excellence and continuous improvement. Their unwavering dedication fosters a safe environment where patient well-being is paramount, instilling confidence among staff and stakeholders.

S.N.	Criteria	Level
2.1.5.1	The PHCU should establish effective governance and leadership to promote quality and safety management.	Core
2.1.5.2	The clinical director should oversee the implementation of research-based clinical guidelines and pathways of care.	Core
2.1.5.3	The PHCU leadership should implement a communication strategy.	Core
2.1.5.4	There should be a policy for the development, format, control, review, and implementation of all policies.	Core
2.1.5.5	Leadership should ensure the PHCU has evidence-based policies and procedures available for all departments.	Core

### 2.1.6 Standard

The PHCU maintains ethical standards in all operations and interactions within the organization and with external stakeholders.

#### Standard intent

Upholding integrity and ethical standards in decision-making underscores the PHCU leadership team's commitment to transparency and trust. Their principled approach cultivates a culture of accountability and fosters ethical conduct throughout the organization.

S.N.	Criteria	Level
2.1.6.1	The PHCU should implement a code of ethics that clearly outlines expectations for employee behavior, decision-making, and accountability to patients and the community.	Core
2.1.6.2	The PHCU should provide regular ethics education and training for all employees and leadership to ensure understanding and adherence to ethical standards.	Core

2.1.6.3	The PHCU should establish an ethics committee to address complex ethical issues, promote ethical decision-making, and provide guidance to staff and leadership.	Core
2.1.6.4	The PHCU should have a system to ensure values; ethical behaviors and effective communication of code of ethics are implemented.	Core
2.1.6.5	The PHCU should provide a confidential system to support clinicians, patients and relatives with difficult and ethical issues in patient care.	Core

### 2.1.7 Standard

The PHCU has a comprehensive risk management program that proactively identifies, assesses, and mitigates potential risks to patients, staff, and the organization.

#### Standard intent

A comprehensive risk management program underscores the PHCU's commitment to safety and resilience. By proactively identifying assessing, and mitigating potential risks, the organization safeguards patients, staff, and its operational integrity, fostering a secure healthcare environment.

S.N.	Criteria	Level
2.1.7.1	The PHCU should develop and implement risk mitigation strategies that are communicated effectively to all staff and regularly reviewed for effectiveness.	Core
2.1.7.2	The PHCU should conduct regular risk assessments to identify potential hazards and vulnerabilities within clinical and operational processes.	Core
2.1.7.3	The PHCU should maintain a system for reporting and analyzing adverse events, near misses, and other safety-related incidents to promote a culture of continuous learning and improvement.	Core
2.1.7.4	The PHCU leadership should ensure a risk management that addresses all risks including clinical, environmental, and financial.	Core

### 2.1.8 Standard

The PHCU should establish a platform for partnership with supporting hospitals to enhance collaboration and improve service delivery.

#### Standard Intent

To enhance the service provision at the PHCU, a platform for partnership with supporting hospitals should be established, fostering capacity building, providing resource and technical support, and strengthening overall performance to ensure the delivery of quality care and improve the healthcare system's efficiency.

S.N.	Criteria	Level
2.1.8.1	The PHCU should have MOU agreement with the supporting hospital.	Core
2.1.8.2	The PHCU should design proposal for resource mobilization from supporting hospital	Core
2.1.8.3	The PHCU should facilitate technical assistance from supporting hospital.	Core
2.1.8.4	The PHCU should request service expansion from supporting hospitals to share tasks and lowering referrals.	Core

### 2.1.9 Standard

The PHCU have a high-performing Primary Health Care Unit (PHCU).

#### Standard intent

Transforming a PHCU into a high-performing PHCU aims to improve the quality, accessibility, and efficiency of healthcare services, reduce health disparities, promote prevention, and enhance health outcomes, ultimately contributing to sustainable development and the transformation of the Woreda.

S.N.	Criteria	Level
2.1.9.1	The PHCU should have high performance on key performance indicator.	Core
2.1.9.2	The PHCU should adopt and implement the information revolution.	Core
2.1.9.3	The PHCU should build a motivated, skilled, and compassionate health workforce.	Core
2.1.9.4	The PHCU should implement leadership and governance reforms for both The PHCU and health posts.	Core

## 2.2 Community engagement standard for primary health care

### 2.2.1 Standard

The PHCU provides community access to healthcare through functional health posts or family health teams.

#### Standard intent

The PHCU should engage the community by establishing health posts or creating family health teams to improve access to preventive, promotive, and essential curative primary health care services.

S.N.	Criteria	Level
2.2.1.1	PHCU shall create a HEP unit and manage health posts and Family Health teams by staffing with qualified personnel depending on the scope of services.	Critical
2.2.1.2	PHCU should provide consistent supplies and provide technical support to health posts or family health teams including necessary equipment to deliver the intended services.	Critical
2.2.1.3	PHCU should provide regular follow up and feedback to health posts and family health teams.	Core
2.2.1.4	The PHCU should conduct learning and experience sharing for HC and HP staff or family health team regularly.	Core
2.2.1.5	There should be Clear referral pathways to ensure that patients who require more specialized care are referred to appropriate facilities.	Core

### 2.2.2 Standard

Primary Health Care Unit (PHCU) has established and implemented effective Health Education and Communication strategies.

#### Standard intent

The PHCU engages communities through health posts, family health teams, and community structures to improve access to care, promote health education and literacy, and strengthen collaboration for better health outcomes.

S.N	Criteria	Level
2.2.2.1	PHCU shall implement community engagement platforms through existing HEP and Family health team structures.	Critical
2.2.2.2	PHCU shall ensure the accessibility and dissemination of up-to-date IEC materials to community-based platforms.	Critical
2.2.2.3	PHCU should conduct regular community/group and individual health education sessions, tracking attendance and topics covered.	Core
2.2.2.4	The PHCU should empower community-based platforms and stakeholders by actively involving them in the co-design, implementation, monitoring and evaluation of health initiatives.	Core
2.2.2.5	The PHCU should monitor the performance of community engagement platforms	Core

### 2.2.3 Standard

The PHCU has a proactive outreach program that engages the community in health education, promotion and service delivery.

#### Standard Intent

This standard aims to establish an outreach program designed to engage the community and improve health outcomes by increasing access, addressing critical concerns, and reducing inequities through targeted education and services.

S.N.	Criteria	Level
2.2.3.1	PHCU shall organize outreach activities that include health education sessions, screening, and distribution.	Critical
2.2.3.2	PHCUs shall systematically collect and analyze data on participation and health outcomes from outreach initiatives.	Critical
2.2.3.3	The PHCU should use community-specific data to adapt culturally appropriate outreach programs to the unique needs of different community groups.	Core

### 2.2.4 Standard

PHCU regularly conduct community-facility interface meetings and address community concerns.

#### Standard intent

This standard aims promoting collaboration and open communication and community engagement that shows the facility's dedication connecting with community members, addressing their concerns, meeting their needs and enhancing healthcare services to build trust.

S.N.	Criteria	Level
2.2.4.1	PHCU should organize regular community forums.	Critical
2.2.4.2	PHCU should engage community members in assessing performance, recognizing health work force and best performing community engagement platforms.	Core
2.2.4.3	PHCU should address community complaints by developing appropriate corrective action plans.	Core

### 2.2.5 Standard

The PHCU implement a health extension program (HEP) package across.

#### Standard Intent:

This standard aims to ensure the delivery of comprehensive health services through the Health Extension Program (HEP) packages, addressing community needs by reducing disease transmission, preventing and controlling infectious diseases, promoting healthy behaviors, and empowering individuals with the knowledge and skills for sustained healthy living.

S.N	Criteria	level
2.2.5.1	PHCU Health posts/FHT shall provide comprehensive package of preventive, promotive, curative and community rehabilitative health services based on HP/FHT essential health service packages.	Critical
2.2.5.2	The PHCU health post/Family health team should implement all 18 health extension packages.	Core
2.2.5.3	PHCU should conduct regular assessments to ensure all HEP package services are being delivered effectively	Core
2.2.5.4	The PHCU should engage the community in identifying health priorities and service gaps.	Core
2.2.5.5	HP or Family health should Providing preventive services based on the standard program packages	Core

### 2.2.6 Standard

Woreda Health Office establishes partnerships, and collaboration means among public and private health facilities and providers for coordinated care.

#### Standard Intent

This standard aims to strengthen collaboration among PHCUs within the woreda, promoting an integrated approach to health service delivery that enhances patient care through improved communication, shared resources, and supportive professional relationships.

S.N.	Criteria	Level
2.2.6.1	There shall be signed Memorandum of Understanding (MOU) between the Woreda Health Office and relevant PHCU outlining roles, responsibilities, and mechanisms for collaboration.	Critical
2.2.6.2	Communication channels and reporting mechanism should be established to facilitate a decision-making.	core
2.2.6.3	Woreda should facilitate resource sharing among relevant PHCUs to improve service delivery.	core
2.2.6.4	The facility leadership should implement onsite clinical mentorship and virtual consultation systems, enabling junior healthcare professionals to receive guidance from senior colleagues.	core



## 2.3 Quality Management System

### 2.3.1 Standard

The PHCU should establish quality management structure for quality governance and leadership.

#### Standard Intent

To ensure effective governance and leadership through a comprehensive QMS that integrates clear roles, defined processes, interdisciplinary collaboration, staff training, and adequate resources to promote quality and safety across all PHCU functions.

S.N.	Criteria	Level
2.3.1.1	The PHCU shall establish a clear governance and leadership structure for quality management, defining roles and responsibilities for quality oversight and fostering accountability.	Critical
2.3.1.2	The QMS shall define all critical processes and their interactions, supported by documented procedures, workflows, and responsibilities to ensure consistency and quality outcomes.	Critical
2.3.1.3	The PHCU should develop a comprehensive QMS guideline outlining the scope, objectives, and policies for quality and safety management, integrating well-defined policies and procedures across all functions.	Core
2.3.1.4	The PHCU should establish mechanisms for interdisciplinary collaboration to ensure effective communication and coordination of quality and safety initiatives across departments.	Core
2.3.1.5	The PHCU should implement training and awareness programs to ensure all staff members understand and adhere to the QMS policies, procedures, and objectives.	Core
2.3.1.6	The PHCU should allocate adequate resources, including staffing, budget, and training, to support quality and safety programs effectively	Core

### 2.3.2 Standard

The PHCU maintains a high quality of care through established clinical protocols.

#### Standard Intent

To ensure high-quality care through the consistent development, implementation, and regular review of evidence-based clinical protocols, supported by staff training and adherence monitoring.

S.N.	Criteria	Level
2.3.2.1	The PHCU should adopt clinical protocols based on current best practices and regulatory standards.	Core
2.3.2.2	Clinical protocols should be implemented uniformly across all relevant departments and services.	Core
2.3.2.3	All healthcare staff should be trained on the clinical protocols to ensure correct understanding and application	Core
2.3.2.4	Mechanisms should be in place to monitor adherence to clinical protocols and address deviations promptly.	Core
2.3.2.5	Clinical protocols should be periodically reviewed and updated to reflect advancements in evidence and changes in care standards.	Core

### 2.3.3 Standard

The PHCU engages in continuous performance improvement activities.

#### Standard Intent

To promote excellence in care delivery, fostering a culture of continuous performance improvement, enabling the PHCU to identify opportunities, implement changes, and achieve measurable improvements in quality and efficiency.

S.N.	Criteria	Level
2.3.3.1	The PHCU should establish metrics and benchmarks to assess clinical, operational, and patient outcomes.	Core
2.3.3.2	The PHCU should conduct periodic audits and management reviews for clinical and non-clinical audits.	Core
2.3.3.3	The PHCU should initiate quality improvement projects through a systematic approach based on audit finding	Core
2.3.3.4	The PHCU should document and report on the effectiveness of implemented changes for continuous improvement.	Core
2.3.3.5	The PHCU should monitor the outcomes of improvement initiatives to ensure sustained progress and continuous refinement.	Core

### 2.3.4 Standard

The PHCU implements effective incident management strategies to ensure patient safety.

#### Standard Intent

To ensure patient safety by implementing effective incident management strategies that include timely reporting, investigation, analysis, and corrective actions to prevent recurrence and promote a culture of safety.

S.N.	Criteria	Level
2.3.4.1	The PHCU should report and analyze incidents at least quarterly for risk assessment.	Core
2.3.4.2	The PHCU should provide staff training on incident awareness and reporting processes.	Core
2.3.4.3	The PHCU should develop and implement incident management plan including communication plan for necessary information dissemination and the plan and process should be reviewed.	Core
2.3.4.4	The PHCU should implement a timely response protocol for high-risk incidents identified.	Core
2.3.4.5	The PHCU should track corrective actions taken for identified incidents.	Core

### 2.3.5 Standard

The PHCU actively performs customer satisfaction to enhance patient experience.

#### Standard Intent

To enhance patient experience and satisfaction, the PHCU should continuously strive to understand and respond to patient needs and expectations by fostering respectful communication, addressing concerns promptly, and improving the quality, accessibility, and responsiveness of care. Creating a welcoming and patient-centered environment is essential to building trust and ensuring a positive healthcare experience.

S.N.	Criteria	Level
2.3.5.1	The PHCU should have a system to assess patient experience of care and implement initiatives aimed at addressing identified concerns from surveys.	Critical
2.3.5.2	The PHCU should document patient complaints and maintain resolution rates with follow-up actions.	Critical
2.3.5.3	The PHCU should engage patients in developing satisfaction improvement strategies actively	Core

### 2.3.6 Standard

The PHCU implements clinical decision support systems (CDSS) to enhance patient care and safety.

#### Standard Intent

To enhance patient care and safety, through the implementation of Clinical Decision Support Systems (CDSS) provides timely, evidence-based guidance to clinicians, improving decision making and reducing the risk of errors.

S.N.	Criteria	Level
2.3.6.1	The PHCU should integrate CDSS into electronic health records (EHR) to provide real-time alerts, reminders, and clinical guidelines to healthcare providers.	Dev.al
2.3.6.2	The PHCU should regularly update the clinical decision support tools to reflect the latest evidence-based practices and guidelines.	Dev.al
2.3.6.3	The PHCU should monitor the impact of CDSS on clinical outcomes and adjust the systems as necessary to optimize their effectiveness	Dev.al

### 2.3.7 Standard

The PHCU implements continuous education and training programs for all staff to promote awareness of quality improvement initiatives and best practices.

#### Standard Intent

This standard promotes continuous education and training to enhance the knowledge and skills of PHCU personnel in quality improvement. By fostering lifelong learning, it ensures health care workers are equipped with up-to-date practices to improve patient care and drive better health outcomes.

S.N.	Criteria	Level
2.3.7.1	The PHCU should develop a structured framework for continuous education and training that includes quality improvement topics pertinent to all staff roles.	core
2.3.7.2	The PHCU should provide access to educational resources, workshops, and training sessions that emphasize best practices in quality improvement.	core
2.3.7.3	The PHCU should evaluate the effectiveness of education and training programs through assessments and feedback mechanisms to ensure content is relevant and impactful	core

## 2.4 Financial Management System

### 2.4.1 Standard

The PHCU develops a comprehensive annual budget that incorporates all sources of revenue and expenses ensuring active participation from key stakeholders in the budgeting process.

#### Standard Intent

The PHCU aims to develop a comprehensive, transparent annual budget that includes all revenue sources and expenses, with active stakeholder participation, ensuring financial accountability, supporting sustainable operations, and promoting collaborative decision-making.

S.N.	Criteria	Level
2.4.1.1	The PHCU should engage key stakeholders from clinical and administrative departments throughout the budgeting process to ensure alignment and accuracy.	Critical
2.4.1.2	The PHCU should conduct financial analyses to compare budgeted financial performance against actual results using different methods regularly.	Core

### 2.4.2 Standard

The PHCU implements a system for revenue cycle management.

#### Standard Intent

The PHCU should implement a robust revenue cycle management system to ensure accurate charge capture, timely invoicing, and regular assessments of accounts receivable aging reports.

S.N.	Criteria	Level
2.4.2.1	The PHCU should maintain a patient billing system that guarantees the accuracy of charges and the prompt issuance of invoices.	Core
2.4.2.2	The PHCU should regularly assess accounts receivable aging reports and develop strategies aimed at reducing the days in receivables.	Core
2.4.2.3	The PHCU should provide ongoing training to staff on proper documentation and coding practices to optimize claims submissions.	Core

### 2.4.3 Standard

The PHCU establish a system for cost control measures and financial reporting practices

#### Standard Intent

The PHCU should establish effective cost control measures and financial reporting practices by generating monthly financial statements and conducting thorough analyses of departmental financial performance.

S.N.	Criteria	Level
2.4.3.1	The PHCU should implement cost accounting systems that accurately categorize direct and indirect costs related to patient care.	Core
2.4.3.2	The PHCU should generate monthly financial statements and perform trend analyses for better financial oversight.	Core
2.4.3.3	The PHCU should conduct regular reviews of departmental financial performance against established benchmarks to identify opportunities for cost savings.	Core

#### 2.4.4 Standard

The PHCU conduct annual compliance audits to ensure adherence to all regulations

##### Standard Intent

The PHCU should conduct annual compliance audits to ensure adherence to all federal and state regulations, supported by a compliance committee overseeing financial practices and ethics.

S.N.	Criteria	Level
2.4.4.1	The PHCU should undergo external audits to monitor financial practices and ensure adherence to ethical standards.	Core
2.4.4.2	The PHCU should provide ongoing training programs for staff focused on compliance with legal and regulatory financial requirements	Core

#### 2.4.5 Standard

The PHCU maintains a clear financial governance structure that clearly defines roles and responsibilities

##### Standard Intent

The PHCU should maintain a clear governance structure that defines roles and responsibilities in financial management, ensuring accurate and transparent financial reporting to all stakeholders.

S.N.	Criteria	Level
2.4.5.1	The PHCU should report financial information accurately to stakeholders, providing them with a clear understanding of the organization's financial status.	Critical
2.4.5.2	The PHCU should regularly evaluate the performance of financial leadership and implement improvements as needed to enhance accountability.	Core

#### 2.4.6 Standards

The PHCU implements financial risk management strategies to safeguard financial assets

##### Standard Intent

The PHCU should implement robust risk management strategies and internal controls to safeguard financial assets and reduce the risk of fraud, supported by regular risk assessments and monitoring.

S.N.	Criteria	Level
2.4.6.1	The PHCU should create and maintain internal controls designed to protect financial assets and minimize vulnerabilities to fraud.	Core
2.4.6.2	The PHCU should conduct regular risk assessments to identify and mitigate potential financial risks.	Core
2.4.6.3	The PHCU should utilize technology to enhance audits and financial performance monitoring for greater oversight.	Core

#### 2.4.7 Standard

The PHCU demonstrates sound financial management practices and ensures its long-term financial viability.

### Standard intent

Establishing and maintaining a comprehensive system of financial management practices promotes prudent utilization of resources, ensuring sustainability and accountability. By fostering responsible financial stewardship, the PHCU maximizes its capacity to fulfill its mission and serve its community effectively.

S.N.	Criteria	Level
2.4.7.1	The PHCU shall implement a healthcare financing system.	Critical
2.4.7.2	The PHCU shall establish and maintain a comprehensive system of financial management practices that promote responsible use of financial resources	Critical
2.4.7.3	The PHCU should work to maximize its income by effectively utilizing all available revenue opportunities.	Core
2.4.7.4	Regular financial analysis should be conducted to assess financial performance and inform strategic decision-making.	Core

### 2.4.8 Standard

The PHCU establish and administer a community-based health insurance (CBHI) scheme to ensure equitable access to essential healthcare services.

#### Standard intent

Establishing a community-based health insurance (CBHI) scheme will ensure equitable access to essential healthcare services for all individuals.

S.N.	Criteria	Level
2.4.8.1	The PHCU should formalize a memorandum of understanding (MOU) with CBHI representatives to define collaborative roles, financial mechanisms, and service delivery obligations, ensuring equitable access to healthcare for insured clients across PHCUs and satellite health posts.	Critical
2.4.8.2	The PHCU should establish a structured reimbursement mechanism to submit claims and secure timely compensation for services delivered to CBHI members.	Critical

## 2.5 Facility Management

### 2.5.1 Standard

The PHCU maintain a safe, functional, and supportive environment for all patients, staff, and visitors, ensuring compliance with all applicable safety and health regulations.

#### Standard intent

Ensuring infrastructural arrangements that facilitate patient access underscores the PHCU's commitment to inclusive, timely, and convenient healthcare. By prioritizing accessible facilities, the PHCU enhances patient satisfaction and community trust.

S.N.	Criteria	Level
2.5.1.1	The PHCU shall ensure a safe and secure physical facility.	Critical

2.5.1.2	The PHCU should feature external accessibility with clear directional signage guiding patients to The PHCU to ensure all individuals can easily access the services provided.	Core
2.5.1.3	The PHCU should ensure physical and functional accessibility of services, including for patients with special needs	Core
2.5.1.4	All risk and restricted areas should be identified, monitored, and kept secure.	Core
2.5.1.5	The PHCU should ensure all chemicals and other hazardous substances are safely and securely stored.	Core

### 2.5.2 Standard

The PHCU establishes and implements a program to ensure that all utility systems are monitored, operate efficiently and are maintained.

#### Standard intent

Implementing a comprehensive program for utility systems ensures operational efficiency, safety, and reliability. Regular inspections, maintenance, and improvements optimize performance, supporting a safe and comfortable environment for patients and staff.

S.N.	Criteria	Level
2.5.2.1	The PHCU should maintain a complete up-to-date inventory of utility systems with documented locations and distribution maps.	Core
2.5.2.2	Utility system controls should be clearly labeled to facilitate safe and efficient operation during normal and emergency situations.	Core
2.5.2.3	The PHCU should plan and implement regular inspection, testing, maintenance, and improvement of all utility systems and components.	Core

### 2.5.3 Standard

The PHCU ensures continuous water and electrical power supply.

#### Standard intent

Ensuring a continuous supply of water and electrical power is vital for uninterrupted patient care and safety. Reliable utilities enable consistent service delivery, reflecting the PHCU's dedication to operational excellence and patient well-being.

S.N.	Criteria	Level
2.5.3.1	The PHCU shall ensure continuous availability of water.	Critical
2.5.3.2	The PHCU shall ensure uninterrupted electrical power supply with backup electric source in place.	Critical
2.5.3.3	The PHCU should have a system for quality control program on water safety.	Core

### 2.5.4 Standard

The PHCU establishes and implements a fire safety program.

### Standard intent

Establishing and implementing a robust fire safety program safeguards patients, staff, and assets. By prioritizing fire prevention and response preparedness, the PHCU creates a secure environment, demonstrating its commitment to safety and risk management.

S.N.	Criteria	Level
2.5.4.1	The PHCU shall implement and maintain emergency preparedness plans that comply with fire safety regulations	Critical
2.5.4.2	The PHCU shall have an emergency evacuation plan for all areas of the PHCU which is tested twice yearly.	Critical
2.5.4.3	The PHCU should ensure all staff are trained and drills are conducted biannually.	Critical
2.5.4.4	All fire safety equipment and systems should undergo regular inspection, testing, and maintenance.	Core

## 2.6 Medical Equipment Management

### 2.6.1 Standard

The PHCU implement a comprehensive medical equipment management program.

#### Standard Intent

The PHCU should implement a comprehensive medical equipment management program that oversees the entire lifecycle of medical equipment, from acquisition through disposal, to ensure safety and effectiveness.

S.N.	Criteria	Level
2.6.1.1	The PHCU shall create a medical equipment inventory system to track the status, location, and maintenance history of all equipment across the facility.	Critical
2.6.1.2	The PHCU should establish written policies and procedures that guide the procurement, commissioning, use, maintenance, and disposal of medical equipment.	Core
2.6.1.3	The PHCU should ensure that all staff involved in medical equipment management receive proper training regarding policies, procedures, and safety practices relevant to equipment handling.	Core

### 2.6.2 Standard

The PHCU establishes effective protocols for the safe use and maintenance of medical equipment to minimize risks to patients and staff.

#### Standard Intent

Implementing a biomedical administration and maintenance system ensures the optimal functioning of medical equipment. Regular maintenance and oversight of biomedical devices enhance patient safety and care quality

S.N.	Criteria	Level
2.6.2.1	The PHCU should develop preventive maintenance schedules for all medical equipment, ensuring timely inspections and servicing according to manufacturer recommendations.	Core



2.6.2.2	The PHCU should implement a reporting system for staff to identify and report equipment malfunctions or safety concerns promptly.	Core
2.6.2.3	There should be a system for monitoring of medical equipment related to adverse events, and compliance hazard notices on recalls.	Core
2.6.2.4	The PHCU should conduct regular training sessions to enhance staff competencies in using and maintaining specific medical equipment safely.	Core
2.6.2.5	Curative maintenance service for all medical equipment should be available.	Core

### 2.6.3 Standard

The PHCU has safe medical gas system.

#### Standard intent

Ensuring a safe medical gas system is crucial for patient safety and effective clinical care. Proper management of medical gases, supports reliable and safe treatment environments, enhancing overall patient outcomes.

S.N.	Criteria	Level
2.6.3.1	The PHCU shall maintain sufficient medical gas supplies and related ancillary equipment to meet patient needs.	Critical
2.6.3.2	All medical gases shall be stored and administered via safe secure systems.	Critical
2.6.3.3	Emergency supplies of medical gas shall be readily available and safely stored for rapid access.	Critical
2.6.3.4	The PHCU should implement regular testing, maintenance, and cleaning of the medical gas system.	Core

## 2.7 Human Resource Management and Development

### 2.7.1 Standard

The PHCU establishes a comprehensive human resource management and development program.

#### Standard Intent

The PHCU establishes a comprehensive human resource management and development program that encompasses all aspects of employee management from recruitment through retirement including staff competency, satisfaction, and retention ensuring compliance with relevant regulations and best practices. Investing in workforce development enhances the quality of care and organizational performance.

S.N.	Criteria	Level
2.7.1.1	The qualifications of the PHCU staff members shall correspond with the scope of practice.	Critical
2.7.1.2	The PHCU should adopt and maintain written policies and procedures of the recruitment process to ensure accountability in hiring practices	Critical
2.7.1.3	The PHCU should have human resource management and development plan aligned with its strategic plan.	Core
2.7.1.4	The PHCU should create a centralized electronic human resources information system (HRIS) to store and manage employee records securely and efficiently.	Core

2.7.1.5	The PHCU should ensure that all human resources staff is trained in employment law, equity, diversity, and inclusion practices, when applicable.	Core
2.7.1.6	The PHCU should develop a compliance framework that includes regular audits of HR processes and practices to ensure adherence to applicable laws and regulations	Core

### 2.7.2 Standard

The PHCU has performance management system to assess employee performance and organizational efficiency and effectiveness in alignment with accountability and motivation

#### Standard Intent

The PHCU should implement a robust integrated performance management system to assess organizational efficiency and effectiveness as well as employee's performance-based accountability and motivation.

S.N.	Criteria	Level
2.7.2.1	The PHCU should establish clear performance metrics and key performance indicators (KPIs) aligned with organizational goals and objectives for all job roles.	Critical
2.7.2.2	The PHCU should conduct regular performance evaluations, utilizing standardized assessment tools and feedback from multiple sources (360-degree feedback) to obtain a comprehensive view of individual performance.	Core
2.7.2.3	The PHCU should ensure that performance measurement results including all accountability actions taken are documented and communicated to employees to support transparency and development.	Core
2.7.2.4	The PHCU should clearly define roles, responsibilities, and expectations for all positions, ensuring employees understand the performance standards they are accountable for.	Core
2.7.2.5	The PHCU should establish formal processes for addressing underperformance, including professional development plans, coaching sessions, and regular performance reviews	Core
2.7.2.6	The PHCU should have a system or program that highlights outstanding performance and contributions, including monetary and non-monetary rewards.	Core
2.7.2.7	The PHCU should regularly solicit employee feedback to assess the effectiveness of motivation programs and adjust them based on employee preferences and needs.	Core

### 2.7.3 Standard

The PHCU implements continuing professional development.

#### Standard Intent

A robust Continuous Professional Development (CPD) program is essential to keep healthcare workers' knowledge and skills aligned with the rapidly evolving medical field. By fostering lifelong learning, CPD will enhance staff competency, improve clinical performance, and ensure that healthcare workers are equipped with the latest advancements in medical practices, ultimately leading to better patient care and improved healthcare outcomes.

S.N.	Criteria	Level
2.7.3.1	The PHCU shall provide regular ongoing training for staff.	Critical
2.7.3.2	The PHCU should provide induction training for the newly hired staff on safety training, organizational policies, rules and regulations in all departments.	Core
2.7.3.3	The PHCU should implement a system to ensure all medical staff is competent and have the required privileging rights to treat patients.	Core
2.7.3.4	All staff that has direct contact with patients should be trained in basic life support.	Core
2.7.3.5	The PHCU should provide ongoing training and professional development opportunities that align with employees' career aspirations and organizational goals.	Core
2.7.3.6	The PHCU should set clear performance expectations and career paths, empowering employees to take ownership of their professional development	Core

#### 2.7.4 Standard

The PHCU has a system to establish and sustain staff health, safety, and, well-being.

##### Standard intent

Establishing a system for staff health, safety, and well-being promotes a supportive work environment.

Prioritizing staff welfare enhances morale, productivity, and overall quality of care.

S.N.	Criteria	Level
2.7.4.1	The PHCU should have a system to ensure staff have access to an occupational health and safety program	Core
2.7.4.2	The PHCU should ensure that the rights and legal requirements of staff are complied with national regulations.	Core
2.7.4.3	The PHCU should have a system for staff vaccination for vaccine-preventable diseases.	Core
2.7.4.4	The PHCU should provide a program to manage staff grievances	Core
2.7.4.5	The PHCU should implement mechanisms to prevent, identify, and manage staff burnout.	Core
2.7.4.6	The PHCU should provide a program to prevent and manage workplace violence.	Core

## 2.8 Information and Data Management

#### 2.8.1 Standard

The PHCU ensure that health information systems are interoperable with other systems to facilitate seamless data exchange and coordination of care.

##### Standard Intent

The PHCU ensure health information systems are interoperable with other systems and user-friendly for the benefit of the patients and clinical management stakeholders used for decision making activities in real timely manner

S.N.	Criteria	Level
2.8.1.1	The PHCU should have a system for data exchange to enhance interoperability with external systems, including primary health care providers, private health facilities, and other healthcare organizations.	Core
2.8.1.2	The PHCU should participate in health information exchanges to promote the sharing of relevant patient data while ensuring compliance with privacy regulations.	Core
2.8.1.3	The PHCU should regularly evaluate the interoperability of its systems and make necessary adjustments to improve data-sharing capabilities across organizations	Core

### 2.8.2 Standard

The PHCU implements processes to ensure the accuracy, reliability, and completeness of health information.

#### Standard Intent

The PHCU should implement processes to ensure the accuracy, reliability, and completeness of health information throughout its lifecycle.

S.N.	Criteria	Level
2.8.2.1	The PHCU should establish data entry protocols and validation procedures to minimize errors and maintain high-quality data.	Core
2.8.2.2	The PHCU should conduct routine data quality assessments to identify and rectify inaccuracies or inconsistencies in health records.	Core
2.8.2.3	The PHCU should implement audit trails for all electronic health information transactions to ensure accountability and traceability of changes made to patient data.	Core

### 2.8.3 Standard

The PHCU establishes and maintains a comprehensive data governance framework to ensure the effective management of health information.

#### Standard intent

An effective information management system supports accurate, timely, and accessible data handling. Streamlined information processes enhance operational efficiency and patient care quality.

S.N.	Criteria	Level
2.8.3.1	The PHCU should have an information management plan aligned with its strategic plan.	Core
2.8.3.2	The PHCU should define roles and responsibilities for data governance, including the designation of a data governance committee to oversee data management practices.	Core
2.8.3.3	The PHCU should develop and implement data policies and procedures that outline standards for data collection, use, sharing, and retention to ensure compliance with regulatory requirements.	core
2.8.3.4	The PHCU should conduct regular audits of data governance practices to evaluate effectiveness and identify opportunities for improvement	core

#### 2.8.4 Standard

The PHCU implement vigorous security measures to protect sensitive health information and ensure compliance with applicable regulations.

##### Standard intent

Implementing appropriate security measures safeguards data privacy, confidentiality, integrity, and availability. Protecting patient information builds trust and ensures compliance with legal and ethical standards.

S.N.	Criteria	Level
2.8.4.1	The PHCU shall implement a data backup system and disaster recovery to ensure data availability in case of system disruptions.	Critical
2.8.4.2	A written process that complies with applicable laws and regulations should be in place to protect the confidentiality, security, integrity of data and information.	Core
2.8.4.3	The PHCU should implement access controls and encryption mechanisms to protect patient data.	Core
2.8.4.4	Data and information should be safeguarded against loss, destruction, tampering, and damage.	Core
2.8.4.5	The PHCU should provide ongoing training to staff on data security and privacy practices to enhance awareness and commitment to safeguarding patient information	Core

#### 2.8.5 Standard

The PHCU establishes a secure and reliable data storage infrastructure to ensure the availability, integrity, and confidentiality of health information.

##### Standard intent

A comprehensive system for data and information storage and retention ensures regulatory compliance and information integrity. Proper data management supports operational continuity and informed decision-making.

S.N.	Criteria	Level
2.8.5.1	The PHCU should implement redundant storage solutions, such as backups and failover systems, to protect against data loss and ensure business continuity.	Core
2.8.5.2	The PHCU should utilize scalable storage technologies that can accommodate growing data needs while maintaining cost-effectiveness and efficiency	Core
2.8.5.3	Storage space, either physical or electronic, for data or information including medical records should be of sufficient size and secured.	Core
2.8.5.4	A designated person should store, maintain, and retrieve data/information while ensuring authorized access to records at all times.	Core
2.8.5.5	Policies and guidelines for health records storage, retention time, and destruction should be in place.	Core

### 2.8.6 Standard

The PHCU implements policies for data archival and retention that comply with legal requirements.

#### Standard Intent

The PHCU should implement policies for data archival and retention that comply with legal requirements and best practices for health information management.

S.N.	Criteria	Level
2.8.6.1	The PHCU should define and document retention schedules for different types of health information, including clinical records, billing information, and administrative documentation.	Core
2.8.6.2	The PHCU should establish secure archival processes for data that is no longer actively used but must be retained for legal and regulatory purposes.	Core
2.8.6.3	The PHCU should regularly review and update data retention policies to ensure alignment with evolving laws and industry standards.	Core

### 2.8.7 Standard

The PHCU implements effective data management processes to support reporting and decision-making at all levels of the organization.

#### Standard intent

Analyzing clinical and operational data enables evidence-based decision-making and quality improvement initiatives. Data-driven insights enhance patient outcomes and operational efficiency.

S.N.	Criteria	Level
2.8.7.1	The PHCU should establish procedures for the timely and accurate reporting of clinical, operational, and financial data to relevant stakeholders.	Core
2.8.7.2	The PHCU should use data analytics tools to derive insights from health information, supporting strategic planning, performance improvement, and patient care optimization.	Core
2.8.7.3	The PHCU should ensure that data reporting complies with regulatory requirements and best practices for transparency and accountability	Core
2.8.7.4	Up-to-date data should be collected, aggregated, analyzed and used to make decisions.	Core
2.8.7.5	The PHCU should conduct medical record audits regularly	Core
2.8.7.6	Timely reports and dashboards on prioritized KPIs should be generated, analyzed, and inform quality improvement initiatives and performance improvement plans.	Dev.al

### 2.8.8 Standard

The PHCU implement the EMR system in a manner that minimizes disruption to clinical operations and optimizes user adoption.

#### Standard intent

Establishing standardized clinical records for each patient ensures consistency and completeness of medical information. Comprehensive records facilitate effective communication and continuity of care.

S.N.	Criteria	Level
2.8.8.1	The PHCU shall ensure each patient has a unique, current, complete, and accurate medical record.	Critical
2.8.8.2	The PHCU should establish EMR system implementation facilitating smooth transitions and gather feedback for improvements.	Core
2.8.8.3	The PHCU should ensure that the EMR system integrates seamlessly with other existing systems, such as laboratory, pharmacy, and billing systems, to prevent data silos.	Core
2.8.8.4	The PHCU should monitor and evaluate the effectiveness of the EMR implementation by gathering user feedback and assessing key performance indicators related to system utilization.	Core
2.8.8.5	The PHCU should engage in regular training and ongoing education programs for staff to ensure they remain proficient in using the EMR system and adhering to best practices for data management.	Core
2.8.8.6	The medical record should contain information necessary to identify the patient based on the patient identification policy.	Core
2.8.8.7	The PHCU should determine the content and format of entries for health records and kept in a standardized format.	Core
2.8.8.8	A system should be available that enables fast and efficient retrieval and smooth distribution of health records.	Core

### 2.8.9 Standard

PHCU have a system for reporting and analyzing quality data to inform decision-making and drive quality improvement initiatives.

#### Standard Intent:

The intent of this standard is to ensure that quality data are systematically collected, analyzed, and disseminated to promote transparency and informed decision-making within the organization. By leveraging data analysis, the PHCU can identify trends, track performance against goals, and implement targeted interventions to improve care delivery. Continuous reporting and analysis of quality data empower staff at all levels to engage in quality improvement efforts and reinforce accountability within the organization.

S.N.	Criteria	Level
2.8.9.1	The PHCU should establish a centralized system for the collection and management of quality data across various departments.	Core
2.8.9.2	The PHCU should implement regular reporting mechanisms to share quality data with staff, leadership, and stakeholders, including dashboards and performance reports.	Core
2.8.9.3	The PHCU should regularly analyze quality data to pinpoint issues, assess progress toward set goals, and guide essential modifications to care practices.	Core
2.8.9.4	The PHCU should provide training for staff on how to interpret and utilize quality data in their daily practice and improvement initiatives	Core



## 2.9 Infection Prevention and Control

### 2.9.1 Standard

The PHCU has a functional infection prevention and control (IPC) program.

#### Standard intent

Comprehensive IPC measures promote a safe and hygienic environment, supporting overall health and safety within the PHCU. This proactive approach to infection control underscores the PHCU dedication to quality care and patient protection.

S.N.	Criteria	Level
2.9.1.1	The PHCU should have designated individuals and teams to coordinate infection prevention and control program activities.	Core
2.9.1.2	The PHCU should have an IPC policy and strategy, guidelines, and SOPs to reduce the risk of healthcare associated infection to patients and healthcare workers	Core
2.9.1.3	The PHCU should provide ongoing in-service training in infection prevention and control practices to its entire staff to reinforce prevention strategies	Core
2.9.1.4	The PHCU should regularly monitor and audit IPC compliance and provide feedback.	Core
2.9.1.5	The PHCU shall avail the necessary equipment, supplies and infrastructure necessary for IPC activities.	Core

### 2.9.2 Standard

The PHCU implement comprehensive infection prevention and control practices.

#### Standard intent

The PHCU maintain rigorous infection prevention and control practices to protect patients and staff, by adhering to IPC practices, the PHCU can minimize infection risks, promote a safe environment, and improve overall health outcomes.

S.N.	Criteria	Level
2.9.2.1	The PHCU shall identify high-risk clinical activities, and implement bundle-based interventions to reduce the risk of infection	Critical
2.9.2.2	The PHCU shall ensure hand hygiene is practiced at the right moment following the correct method	Critical
2.9.2.3	The PHCU shall ensure proper use of personal protective equipment (PPE) in a situation that requires their use	Critical
2.9.2.4	The PHCU shall implement environmental cleaning and disinfection practices to maintain a safe and hygienic environment.	Critical
2.9.2.5	The PHCU shall ensure safe and effective sterilization and disinfection of medical equipment and devices.	Critical
2.9.2.6	The PHCU shall implements isolation of patients suspected or confirmed with of communicable diseases	Critical
2.9.2.7	The PHCU shall implement safe injection practices to prevent infections	Critical
2.9.2.8	The PHCU should promote respiratory hygiene and cough etiquette	Core
2.9.2.9	The PHCU should maintain an effective laundry service and linen management process.	Core



### 2.9.3 Standard

The PHCU creates and implements a comprehensive waste management program to ensure the safe disposal of hazardous and non-hazardous materials.

#### Standard Intent

The PHCU implements a thorough waste management program aimed at guaranteeing the safe, efficient, and environmentally friendly disposal of both hazardous and non-hazardous materials. This program will adhere to all relevant local, state, and federal regulations, focusing on the identification, classification, handling, storage, and disposal of all waste types produced by PHCU activities.

S.N.	Criteria	Level
2.9.3.1	The PHCU should ensure proper labeling, storage, and transportation of waste materials to minimize risks to staff, patients, and the environment.	Core
2.9.3.2	Disposal of sharps and needles should follow safe and appropriate disposal procedures.	Critical
2.9.3.3	The PHCU should dispose medical and non-medical wastes according to national waste management disposal protocol	Core
2.9.3.4	The PHCU establish effective sewerage systems that comply with health regulations and prevent hazards to the community and environment	Core

### 2.9.4 Standard

The PHCU has toilet facilities and washrooms for patients, visitors and staff.

#### Standard intent

Providing toilet facilities and washrooms for patients and staff is fundamental for hygiene, comfort, and dignity. Well-maintained facilities enhance the PHCU experience, promoting health, satisfaction, and overall well-being for everyone in the PHCU.

S.N	Criteria	Level
2.9.4.1	The PHCU shall provide a hand hygiene facility in place, with access to wash hand basins.	Critical
2.9.4.2	The PHCU should ensure that every patient, including those with special needs will have access to a washroom and toilet.	Critical

## Chapter III: person centered care standards

### 3.1 Patient and Family Rights

#### 3.1.1 Standard

The PHCU ensure patients dignity, respect, cultural sensitivity, privacy, confidentiality and inclusivity in care delivery.

##### Standard intent

Ensuring patient dignity, respect, cultural sensitivity, privacy, and confidentiality fosters a compassionate and supportive healthcare environment. Upholding these principles promotes patient trust and engagement, enhancing the overall care experience.

S.N.	Criteria	Level
3.1.1.1	Healthcare providers should have mechanisms to address patients with dignity, cultural sensitivity, safety and security at all times.	Core
3.1.1.2	The special needs of vulnerable patients should be identified and respected at all times.	Core
3.1.1.3	Healthcare providers should maintain privacy during examinations, consultations, and treatments.	Core
3.1.1.4	There should be a system in place for patients to request and receive explanations regarding the confidentiality of their information and how it will be used.	Core
3.1.1.5	Patients and families should be informed of their right to decline treatments or services and the possible consequences of such decisions.	Core
3.1.1.6	A clear, accessible process shall be established for patients and families to lodge complaints, with timely resolution and feedback mechanisms.	Core

#### 3.1.2 Standard

The PHCU obtain informed consent from patients before initiating treatment or procedures and actively involve patients in shared decision-making processes regarding their care.

##### Standard intent

Obtaining informed consent and involving patients in shared decision-making respects their autonomy and promotes collaborative care. Engaging patients in their treatment plans enhances understanding, compliance, and satisfaction.

S.N.	Criteria	Level
3.1.1.7	The PHCU shall have a policy and procedure for obtaining written informed consent prior to surgery and listed procedures.	Critical
3.1.1.8	Consent processes should ensure understanding through clear communication in a language patients can comprehend.	Core
3.1.1.9	Patients and families should receive complete, accurate, and timely information about their health, treatment options, and potential outcomes to facilitate informed decisions.	Core
3.1.1.10	All patients should receive information on the costs of care before any treatment is carried out.	Core

## 3.2 Access to care

### 3.2.1 Standard

The PHCU defines and displays the healthcare services that it provides.

#### Standard intent

Clearly defining and displaying healthcare services informs patients and stakeholders, promoting transparency and accessibility. Easy access to service information enhances patient understanding and satisfaction, facilitating better healthcare navigation.

S.N.	Criteria	Level
3.2.1.1	Defined healthcare services including opening hours should be clearly displayed.	core
3.2.1.2	Healthcare services provided should be as per the scope of practice.	Core

### 3.2.2 Standard

The PHCU develops and implements standardized procedures for patient identification throughout all stages of care.

#### Standard intent

Developing and implementing standardized patient identification procedures ensures accurate and safe patient care throughout all stages. Consistent identification practices reduce errors and enhance patient safety, fostering trust in the healthcare system.

S.N.	Criteria	Level
3.2.2.1	The PHCU shall have a uniform process for patient identification using at least two unique patient identifiers and use name bands for admitted patients.	Critical
3.2.2.2	There shall be special identification for high-risk circumstances, such as allergy, and reduced mental or physical capacity in newborn.	Critical
3.2.2.3	Patients shall be identified before performing any procedures and/or providing treatments.	Critical

## 3.3 Assessment and continuity of care

### 3.3.1 Standard

The PHCUs conduct comprehensive patient assessments.

#### Standard intent

Conducting comprehensive patient assessments ensures accurate diagnoses and individualized care plans, enhancing patient outcomes. Thorough evaluations gather relevant clinical information, supporting tailored treatment strategies.

S.N.	Criteria	Level
3.3.1.1	The PHCU shall have a mechanism to triage all patients prior to admission to PHCU service.	Critical
3.3.1.2	All in-patients should be evaluated upon admission based on their specific medical condition.	Core
3.3.1.3	The PHCU should screen patients to identify those at high risk.	Core

3.3.1.4	All outpatients, including emergencies, should be assessed at every visit.	Core
3.3.1.5	Patient assessments should involve collaboration between multidisciplinary healthcare team members utilizing evidence-based techniques.	Core
3.3.1.6	Health care provider in communication with the patient, goals and objectives of care should be identified and documented.	Core
3.3.1.7	Regular re-assessment of admitted patients and documenting the objectives of their care plan should take place.	core

### 3.3.2 Standard

The PHCU utilizes a standardized early warning system to continuously assess patients' condition, identify deterioration early, and initiate timely interventions.

#### Standard intent

The intent of this standard is to ensure that the PHCU has a robust system in place to proactively identify patients at risk of clinical deterioration. The early warning system is instrumental in achieving this aim by ensuring consistent patient assessments, which require all healthcare providers to follow standardized practices during evaluations.

S.N.	Criteria	Level
3.3.2.1	PHCU leaders should establish standardized protocols for patient assessments that incorporate the early warning system, ensuring that all staff are aware of and utilize consistently.	Core
3.3.2.2	Health care providers should consistently utilize the standardized early warning system to assess patients' conditions at specified intervals and initiate appropriate, timely interventions	Core
3.3.2.3	The PHCU should ensure the availability of equipment and supplies necessary to respond to resuscitation emergencies.	Core

### 3.3.3 Standard

Routine care processes are performed in a coordinated manner.

#### Standard intent

Coordinated routine care processes enhance efficiency and patient outcomes, ensuring seamless healthcare delivery. Effective coordination reduces redundancies and errors, promoting smooth transitions and continuity of care.

S.N	Criteria	Level
3.3.3.1	The PHCU should have a process to facilitate continuing care with social, religious, and other agencies or resources in the community when appropriate.	Core
3.3.3.2	There should be a system for emotional and psychological support to clients and families, including counseling and bereavement services.	Core
3.3.3.3	The PHCU should implement evidence-based protocols for effective pain and symptom management to ensure the patient's comfort.	Core
3.3.3.4	The PHCU should have discharge and patient follow-up procedures that ensure	Core

	timely and appropriate post-discharge care.	
3.3.3.5	Patient referral or transfer should be based on the patient's health status and the need for continuing care or services and Patients should have the right to be informed about changes in their care plan.	Core

### 3.3.4 Standard

The PHCU has a system for effective communication with clients, and between healthcare professionals.

#### Standard intent

Effective communication systems with patients and between healthcare professionals ensure clear information exchange and coordination of care. Transparent and timely communication enhances patient understanding and trust while supporting teamwork and collaboration among staff.

S.N.	Criteria	Level
3.3.4.1	At the start and end of each shift, relevant medical information about every patient shall be documented and exchanged at handovers.	Critical
3.3.4.2	The PHCU shall maintain a list of approved abbreviations and symbols	Critical
3.3.4.3	The PHCU should restrict the use of verbal orders and ensure a read-back process is practiced	Core

### 3.3.5 Standard

PHCU's transportation services support safe and timely patient transfer and referral.

#### Standard intent

Safe and efficient transportation services ensure quality and safety in patient movement, supporting overall care delivery. Reliable transport systems enhance patient access to necessary services and timely care.

S.N.	Criteria	Level
3.3.5.1	PHCU transportation services shall be available to facilitate patient movement within the unit, including transfers between health posts to health centers, PHCU units, diagnostic tests, and procedures.	Critical
3.3.5.2	Transport vehicles owned/managed by the PHCU should meet relevant laws, regulations and standards related to their safety, operation, condition, and maintenance.	Core
3.3.5.3	An ambulance should be available for the transfer of critical cases.	Core
3.3.5.4	The transportation provided or arranged should be appropriate to the needs and conditions of the patient.	Core
3.3.5.5	Staff responsible for monitoring the patient or providing other patient care during transport should have the qualifications required for the type of patient being transferred.	Core

### 3.4 Health promotion and education Standards

#### 3.4.1 Standard

PHCU empower patients and families with knowledge and skills to improve health outcomes through effective health education and promotion programs.

##### Standard intent

A health education program based on the PHCU's mission and services enhances patient knowledge and engagement, supporting better health outcomes. Collaborative education efforts by healthcare practitioners promote informed decision-making and self-management.

S.N.	Criteria	Level
3.4.1.1	PHCU should provide opportunities for patient education to promote understanding of their health condition, self-care, and preventive measures.	Core
3.4.1.2	Education methods should take into account the patient's and family's ability to process information and allow sufficient interaction among the patient, family, and staff for learning to occur.	Core
3.4.1.3	Educational materials should be culturally and linguistically appropriate for the community.	Core
3.4.1.4	Healthcare providers should have a mechanism in place to assess patients' and families' understanding of health information and provide additional clarification as needed.	Core
3.4.1.5	PHCU should Organize health promotion activities in schools, workplaces, and community centers and others to address local health risks.	Core
3.4.1.6	PHCU should Collaborate with local leaders to tailor preventive health initiatives to community needs.	Core

### 3.5 Preventive health Standards

#### 3.5.1 Standard

PHCU provide preventive health services to reduce disease burden and promote community health.

##### Standard intent:

The intent of this standard is to emphasize the critical role of primary healthcare units in preventing diseases and promoting overall community health. By focusing on preventive health services, these units aim to reduce the incidence and prevalence of both communicable and non-communicable diseases, ultimately lowering the healthcare burden.

S.N.	Criteria	Level
3.5.1.1	The PHCU should provide comprehensive immunization coverage as per the national EPI program	Critical
3.5.1.2	The PHCU should maintain accurate vaccination records and conduct outreach programs to increase coverage.	Core
3.5.1.3	Community awareness campaigns should be conducted to encourage participation in screening programs.	Core
3.5.1.4	Regular screenings should be conducted for communicable and non-communicable diseases	Core

## 3.6 Medication Management standards

### 3.6.1 Standard

The PHCU have comprehensive medication management policies that govern the prescribing, administration, and monitoring of medications across all patient care areas.

#### Standard Intent

The intent of this standard is to ensure the safe, effective, and rational use of medications within the PHCU. Comprehensive medication management policies provide a structured framework that empowers healthcare providers to make informed decisions about drug therapy, while minimizing the risks of medication errors, interactions, and adverse events, ultimately ensuring patient safety and improving therapeutic outcomes.

S.N.	Criteria	Level
3.6.1.1	The PHCU should have documented medication management policies that are regularly reviewed and updated to reflect current best practices and legal requirements.	Core
3.6.1.2	The PHCU should ensure that all clinical staff involved in prescribing, dispensing, or administering medications receive training on these policies.	Core
3.6.1.3	The PHCU should utilize a systematic approach to medication reconciliation at admission, transfer, and discharge to ensure continuity of care.	Core
3.6.1.4	The PHCU should monitor and evaluate adherence to medication management policies through regular audits and quality improvement initiatives	Core

### 3.6.2 Standard

The PHCU store medications safely.

#### Standard intent:

The PHCU ensures that medications are stored as per the manufacturer or licensed holders' recommendations. Ensure that medicine storage room is dry, well-ventilated and protected from direct sunlight or heat and kept clean and the storage room shall possess an adequate number and type of shelves to allow orderly storage and adequate segregation of different types of medicines to avoid mix ups.

S.N.	Criteria	Level
3.6.2.1	The PHCU shall ensure special storage conditions for all high-risk medication	Critical
3.6.2.2	The PHCU should ensure that medications are stored in accordance with the manufacturer's storage instructions	Core

### 3.6.3 Standard

The PHCU have established drug dispensing procedures that ensure the accurate, safe, and timely dispensing of medications to patients.

#### Standard Intent

This standard aims to ensure medication safety and efficiency in the dispensing process, minimizing errors and improving patient care by following standardized procedures and providing essential medication information.

S.N.	Criteria	Level
3.6.3.1	The PHCU should establish written procedures for the dispensing of medications.	Core
3.6.3.2	The PHCU should ensure that only authorized pharmacy personnel are involved in the dispensing of medications.	Core
3.6.3.3	The PHCU should implement a system for tracking dispensed medications to ensure accountability and facilitate inventory management.	Core
3.6.3.4	The PHCU should provide patient counseling and education at the time of dispensing to ensure understanding of medication use, side effects, and adherence	Core

#### 3.6.4 Standard

The PHCU have a clear procedure for reporting and monitoring adverse drug reactions (ADRs) to ensure safety and improve medication practices.

##### Standard Intent

The intent of this standard is to identify and mitigate the risks associated with medication use by establishing a robust ADR reporting system. Effective reporting and monitoring of ADRs allow the PHCU to respond to potential safety issues quickly, implement corrective actions, and enhance overall patient safety.

S.N.	Criteria	Level
3.6.4.1	The PHCU should maintain a standardized process for reporting adverse drug reactions, including forms and documentation that are easily accessible to all healthcare providers.	Critical
3.6.4.2	The PHCU should educate all clinical staff on how to identify, document, and report ADRs promptly.	Core
3.6.4.3	The PHCU should have a designated team responsible for collecting, analyzing, and reviewing ADR reports to identify trends and implement safety measures.	Core
3.6.4.4	The PHCU should regularly review and communicate findings related to ADR reporting to all staff to promote ongoing education and awareness	Core

#### 3.6.5 Standard

The PHCU establishes protocols to promote the rational use of medications, with a particular emphasis on antibiotics and psychotropic drugs.

##### Standard Intent

This standard is to ensure that medications, especially antibiotics and psychotropic drugs, are prescribed and utilized appropriately, effectively, and safely to optimize therapeutic outcomes while minimizing the risks of resistance and adverse effects. By establishing protocols for the rational use of these medications, the PHCU aims to promote evidence-based prescribing practices, enhance patient safety, and improve overall health outcomes.



S.N.	Criteria	Level
3.6.5.1	The PHCU should develop and implement guidelines for the appropriate prescribing of antibiotics, including criteria for initiation, duration of therapy, and monitoring.	Core
3.6.5.2	The PHCU should follow protocols for prescribing psychotropic drugs, focusing on indications, dosage adjustments, potential side effects, and monitoring requirements.	Core
3.6.5.3	The PHCU should provide ongoing education and training for healthcare professionals regarding the principles of antimicrobial stewardship and the safe use of psychotropic medications.	Core
3.6.5.4	The PHCU should monitor antibiotic and psychotropic medication usage patterns through regular audits to assess adherence to established protocols and adjust practices as necessary to promote rational use.	Core

### 3.7 Laboratory Services Standards

#### 3.7.1 Standard

The PHCU has a system in place for proper laboratory specimen collection and handling.

##### Standard Intent

This standard intends to ensure the accurate and reliable collection and handling of specimens, thereby maintaining their integrity and facilitating valid test results. The proper collection and handling of laboratory specimens are vital for achieving accurate testing outcomes, which directly affect patient diagnosis and treatment.

S.N.	Criteria	Level
3.7.1.1	The PHCU shall have a system for specimen labeling using at least two identifiers that include essential information such as patient identification and the date of collection.	Critical
3.7.1.2	The PHCU should ensure that specimen collection is performed according to established protocols.	Critical
3.7.1.3	The PHCU should ensure that specimens are transported in suitable conditions that preserve their integrity.	Core
3.7.1.4	The PHCU should have acceptance and rejection criteria for sample management.	Core
3.7.1.5	The PHCU should have a mechanism for tracking specimens throughout their processing	Core
3.7.1.6	The PHCU should have a mechanism for managing verbal requests	Core

#### 3.7.2 Standard

The PHCU has strict safety protocols in place for handling biohazardous materials and chemicals to maintain a safe laboratory environment.

##### Standard Intent

This standard aims to create a safe environment for laboratory personnel, patients, and visitors by minimizing infection and hazard risks. High safety and infection control standards protect everyone using laboratory services.

S.N.	Criteria	Level
3.7.2.1	The PHCU should ensure that laboratory staffs follow established safety protocols for handling biohazardous materials and chemicals.	Critical
3.7.2.2	The PHCU should provide sufficient personal protective equipment (PPE) that is used according to safety guidelines.	Core
3.7.2.3	The PHCU should have a mechanism for the decontamination and disposal of hazardous materials and waste, with regular reviews for effectiveness.	Core
3.7.2.4	The PHCU should establish incident reporting.	Core
3.7.2.5	The PHCU laboratory should have a mechanism in place for the safe handling of laboratory chemicals.	Core
3.7.2.6	Sample collection facilities should have separate reception and collection areas, along with appropriate first-aid supplies	Core
3.7.2.7	The laboratory should have a system for a biosecurity management system	Core
3.7.2.8	The laboratory should ensure spill kits are available to manage biological and chemical spillage.	Core
3.7.2.9	Risks related to laboratory and laboratory-related processes must be defined and managed.	Core

### 3.7.3 Standard

A laboratory stock management system is in place that guarantees the uninterrupted availability of reagents and supplies.

#### Standard intent

A robust laboratory stock management system ensures essential supplies are continually available for optimal patient care. Effective management minimizes downtime, supports workflow, and enhances the reliability of diagnostic testing. This approach helps the laboratory consistently meet patient needs, fostering trust in healthcare services

S.N.	Criteria	Level
3.7.3.1	The PHCU laboratory shall avail and verify essential reagents and supplies.	Critical
3.7.3.2	The laboratory should check each lot of control and reagent prior to use	Core
3.7.3.3	The laboratory should monitors and records the status of current stock in the laboratory, and items expiring shortly should be marked and reported.	Core
3.7.3.4	The PHCU laboratory supplies and reagents should be stored under appropriate conditions.	Core
3.7.3.5	Records should be maintained for each reagent and consumable that contributes to the performance of examinations.	Core

### 3.7.4 Standard

The PHCU have protocols for the regular maintenance and calibration of laboratory equipment, including ancillary equipment.

#### Standard Intent

This standard aims to ensure reliable and accurate laboratory testing through proper equipment maintenance and calibration. Regular maintenance and calibration are essential for consistent performance and accurate results.

S.N.	Criteria	Level
3.7.4.1	The PHCU should ensure that all laboratory equipment undergoes regular inspection, and preventive maintenance, and is calibrated according to manufacturer guidelines.	Core
3.7.4.2	The PHCU should provide training for staff on the correct and safe operation of laboratory equipment	Core

### 3.7.5 Standard

Integrated laboratory processes are in place to ensure high-quality test results.

#### Standard intent

Integrated laboratory processes ensure high-quality test results through consistent, reliable diagnostic services. Streamlined procedures with well-documented and record management enhance accuracy and efficiency, supporting optimal patient care.

S.N.	Criteria	Level
3.7.5.1	All laboratory results shall be documented and reviewed.	Critical
3.7.5.2	The laboratory should have a mechanism for the management of documents and records	Core
3.7.5.3	The PHCU laboratory should have an information management system present at the laboratory.	Core
3.7.5.4	Information for collecting, identifying, handling, safely transporting, storing, and disposing of specimens should be developed and implemented.	Core
3.7.5.5	The laboratory should be responsible for the oversight of the point-of-care testing program.	Core
3.7.5.6	The PHCU laboratory should have a mechanism to ensure traceability of the processes related to laboratory tests.	Core

### 3.7.6 Standard

The PHCU has a system in place for comprehensive quality assurance in laboratory service.

#### Standard intent

This standard aims to ensure high-quality laboratory testing through systematic monitoring and improvement of processes. Quality laboratory services are crucial for reliable test results, which directly affect patient safety and care. Regular quality control checks and proficiency testing create a framework for continuous improvement, fostering trust in laboratory operations.

S.N.	Criteria	Level
3.7.6.1	The laboratory shall have a system for internal quality control (IQC) for all laboratory tests appropriate to its size & scope.	Critical
3.7.6.2	The laboratory shall have a system to participate in an external quality scheme (EQA) for all laboratory tests.	Critical
3.7.6.3	The PHCU should maintain detailed documentation of quality assurance activities, including audits	Core
3.7.6.4	The laboratory should respond, and take immediate action, preventive action, and related corrective actions (CA) when nonconformity occurs, accordingly.	Core
3.7.6.5	The laboratory should have a system to select and use validated or verified test methods for all the tests.	Core
3.7.6.6	The laboratory should have a process of monitoring quality indicators and periodically reviewing them to ensure continued appropriateness.	Core
3.7.6.7	The laboratory should implement continuous quality improvement initiatives by utilizing data analysis and performance metrics to drive advancements	Core
3.7.6.8	The PHCU laboratory should have established and used a suitable biological Reference Interval for the method used considering the medical decision points	Core

### 3.7.7 Standard

The PHCU implements a process to ensure timely and accurate reporting of laboratory test results.

#### Standard Intent:

This standard aims to ensure timely, accurate reporting of lab test results for effective patient care and clinical decisions. Prompt reporting is crucial for immediate treatment decisions, and improving patient outcomes. By implementing clear reporting protocols, the PHCU guarantees that healthcare providers receive reliable information for informed clinical actions.

S.N.	Criteria	Level
3.7.7.1	The PHCU shall have a mechanism for communicating critical test results immediately to the responsible healthcare provider.	Critical
3.7.7.2	The PHCU should ensure that test results are generated and reported within an established turnaround time.	Core
3.7.7.3	The PHCU should ensure that result reports are clear and legible.	Core
3.7.7.4	The PHCU should have mechanisms in place for verifying and correcting reporting errors	Core

### 3.7.8 Standard

The PHCU implements a robust system to ensure the competency and ongoing training of laboratory staff.

#### Standard Intent

This standard ensures laboratory personnel are qualified for testing and related activities. Meeting training and competency requirements is essential for high-quality services and patient safety. A continuous education program and regular competency assessments foster professional growth and enhance laboratory operations' quality.

S.N.	Criteria	Level
3.7.8.1	The PHCU shall conduct regular comprehensive competency assessments for lab personnel.	Critical
3.7.8.2	The PHCU should ensure that all laboratory staff possess the required qualifications, licenses, and credentials.	Core
3.7.8.3	The PHCU should implement initial and ongoing training programs and maintain documentation.	Core
3.7.8.4	The PHCU should encourage staff input in the development and refinement of training programs.	Core

## 3.8 Imaging Services Standards

### 3.8.1 Standard

The PHCU prioritizes patient care and effective communication throughout the imaging service process

#### Standard Intent

The PHCU is committed to ensuring that patient care remains the top priority, with a focus on delivering high-quality, timely imaging services through fostering effective communication between healthcare providers and patients at every stage of the imaging process to ensure clarity, understanding, and optimal outcomes

S.N.	Criteria	Level
3.8.1.1	The PHCU should implement protocols to ensure that patients receive clear and comprehensive information about imaging procedures, including preparation, expectations, and follow-up care.	Critical
3.8.1.2	The PHCU should maintain a patient-centered environment that addresses comfort and support needs during imaging procedures; ensuring privacy and dignity are respected.	Core
3.8.1.3	The PHCU should establish systems for collecting patient feedback regarding their experiences with imaging services to identify areas for improvement.	Core

### 3.8.2 Standard

The PHCU maintains an effective technology management program to ensure that imaging equipment is reliable, safe, and current.

#### Standard Intent

A comprehensive technology management program should be in place to ensure imaging equipment is regularly inspected, maintained, and updated, guaranteeing reliability, and safety for patients, and alignment with current technology and best practices.

S.N.	Criteria	Level
3.8.2.1	The PHCU should establish protocols for the regular maintenance and servicing of imaging equipment, ensuring compliance with manufacturer recommendations and industry standards.	Core
3.8.2.2	The PHCU should develop a plan for the timely replacement and upgrading of imaging technologies to meet evolving clinical needs and improve patient outcomes.	Core
3.8.2.3	The PHCU should implement inventory management processes for imaging supplies and equipment, ensuring adequate availability without excessive stockpiling	Core

### 3.8.3 Standard

The PHCU implement measures to minimize radiation exposure to patients and staff while maintaining the quality of imaging services.

#### Standard Intent

The PHCU should be committed to implementing protocols that minimize radiation exposure to both patients and staff, while ensuring the continued quality and accuracy of imaging services

S.N.	Criteria	Level
3.8.3.1	The PHCU should adhere to the as Low as Reasonably Achievable (ALARA) principle by establishing protocols that minimize radiation dose without compromising diagnostic quality.	Critical
3.8.3.2	The PHCU should provide training to imaging personnel regarding radiation safety measures and proper operational practices to protect patients and themselves.	Core
3.8.3.3	The PHCU should conduct regular audits of radiation exposure levels and monitor patient dose records to ensure compliance with established safety standards.	Core

### 3.8.4 Standard

The PHCU implement a comprehensive quality assurance (QA) program for imaging services to ensure the safety and accuracy of imaging procedures.

#### Standard Intent

A thorough quality assurance (QA) program for imaging services should be implemented to best guarantee the safety, precision, and uniformity of all imaging procedures.

S.N.	Criteria	Level
3.8.4.1	The PHCU should establish and maintain quality assurance protocols that include regular equipment calibration, maintenance schedules, and performance evaluations for all imaging modalities.	Core
3.8.4.2	The PHCU should conduct routine quality control tests, such as calibration of imaging equipment and assessment of image quality, to identify and rectify issues promptly.	Core
3.8.4.3	The PHCU should maintain detailed records of quality assurance and quality control activities, including test results, maintenance logs, and corrective actions taken.	Core

3.8.4.4	The PHCU should foster collaboration between imaging services and other departments to enhance patient-centered care and streamline workflows.	Core
3.8.4.5	The PHCU should maintain open channels of communication with referring physicians to ensure the timely sharing of imaging results and relevant clinical information.	Core
3.8.4.6	The PHCU should engage in continuous quality improvement initiatives for imaging services, utilizing data analysis and performance metrics to drive advancements	Core

### 3.8.5 Standard

Integrated imaging processes are in place to ensure high-quality results.

Standard intent

Regular maintenance and rigorous quality checks uphold the reliability of medical equipment and technology, supporting optimal patient care. This systematic approach fosters a culture of excellence, ensuring that healthcare services remain safe, effective, and aligned with best practices.

S.N.	Criteria	Level
3.8.5.1	The PHCU should conduct a periodic internal and external peer review of imaging results using appropriate sampling.	Core
3.8.5.2	The radiology department should establish clear turnaround times for reporting radiology studies.	Core
3.8.5.3	The radiology department should have acceptable image viewing conditions and IT infrastructure.	Core

## 3.9 Blood Transfusion Services

### 3.9.1 Standard

A functional Blood Bank is available.

Standard intent

Functional Mini Blood Bank ensures the availability of safe and timely blood transfusions, enhancing patient outcomes in critical situations. Reliable blood storage and management support effective clinical care and emergency response.

S.N.	Criteria	Level
3.9.1.1	The PHCU should have designated blood bank unit with necessary equipment and supplies.	Core
3.9.1.2	The PHCU should have personnel who are trained in the proper handling and clinical use of blood and blood products.	Core
3.9.1.3	The PHCU should have stock management system of blood and blood products.	Core
3.9.1.4	A record should be kept ensuring easy tracing of a unit of blood from receiving until final transfusion or disposal.	Core

### 3.9.2 Standard

Standardized blood transfusion is performed at clinical interface.

#### Standard intent

Standardized blood transfusion practices at the clinical interface ensure patient safety and effective blood management. Adhering to best practices in transfusion procedures minimizes risks and enhances the quality of care.

S.N.	Criteria	Level
3.9.2.1	Blood warming systems shall be monitored so that blood shall not be warmed above 38°C.	Core
3.9.2.2	There should be a functional PHCU transfusion committee.	Core
3.9.2.3	There should be a system for hemovigilance.	Core
3.9.2.4	There should be a look back procedure to report when transmission of an infectious disease is suspected to be the result of blood transfusion.	Core

## 3.10 Emergency services

### 3.10.1 Standard:

The PHCU have an emergency unit with a triaging and scope-based clinical system.

#### Standard Intent

This standard aims to ensure that all patients receive timely and appropriate care based on their clinical needs through an efficient emergency triage system and scope-based clinical practice. By establishing clear protocols for initial assessment, prioritization, and interdepartmental collaboration, the PHCU can optimize resource utilization, improve emergency response, and enhance the overall quality of care in urgent and critical situations.

S.N	Criteria	Level
3.10.1.1	The PHCU shall follow national critical and emergency care clinical practice protocols that define the scope for the initial evaluation of patients.	Critical
3.10.1.2	The PHCU shall ensure clients are directed to the specific scope level that matches their clinical presentation.	Critical
3.10.1.3	The PHCU should ensure that clients are evaluated according to the defined scope for the case.	Core

### 3.10.2 Standard

The PHCU clearly defines and implements administrative and clinical leadership roles within the emergency department.

#### Standard Intent

The aim of this standard is to foster a culture of clinical leadership that emphasizes accountability, effective communication, and teamwork within the emergency department. By distinguishing leadership roles and responsibilities, the PHCU can enhance operational efficiency, promote a supportive environment for staff, and ultimately improve patient care delivery.



S.N	Criteria	Level
3.10.2.1	The PHCU should ensure that administrative and clinical leadership roles are clearly defined and implemented.	Core
3.10.2.2	The PHCU should ensure that all MDT rounds are participatory, addressing the roles of all team members, including nursing care, and patient/provider interactions.	Core

### 3.10.3 Standard

The PHCU has comprehensive emergency response plans and disaster recovery procedures in place that outline procedures for various types of emergencies, including medical emergencies, natural disasters, and public health threats.

Standard Intent

This standard intends to ensure that the PHCU is prepared to respond effectively to emergencies, thereby minimizing risks to patients, staff, and visitors. A well-defined emergency response plan guides coordinated actions, resource allocation, and communication strategies during a crisis.

S.N	Criteria	Level
3.10.3.1	The PHCU should have documented emergency response plans that are easily accessible to all staff members.	Core
3.10.3.2	The PHCU should have documented disaster recovery procedures that detail the processes for restoring services and continuity of care.	Core
3.10.3.3	The PHCU should ensure that emergency response plans are regularly reviewed and updated to reflect current best practices and regulatory requirements.	Core
3.10.3.4	The PHCU should conduct risk assessments to identify potential vulnerabilities and develop mitigation strategies.	Core
3.10.3.5	The PHCU should establish communication protocols to notify staff, patients, and stakeholders about recovery efforts and timelines	Core
3.10.3.6	The PHCU should provide regular training sessions for all staff on emergency response protocols and disaster recovery procedures.	Core

## 3.11 Outpatient service standards

### 3.11.1 Standard

The PHCU offers outpatient services.

#### Standard intent

Delivering comprehensive medical services enhances the approach to healthcare by integrating treatment, prevention, and health promotion across diverse specialties and populations.

S.N.	Criteria	Level
3.11.1.1	The PHCU shall provide outpatient service.	Critical
3.11.1.2	The PHCU should implement a triage system, alongside an integrated registration and payment system for outpatient services.	Core
3.11.1.3	The PHCU should offer clinical management support tools.	Core
3.11.1.4	The outpatient service should be client-friendly and safe.	Core
3.11.1.5	The PHCU should ensure that administrative and clinical leadership roles are clearly defined and implemented.	Core
3.11.1.6	The outpatient service should be equipped with all necessary medical equipment.	Core

### 3.11.2 Standard

The PHCU implements a structured appointment system to facilitate effective scheduling and client management.

#### Standard Intent:

This standard intends to streamline the appointment process to minimize waiting times and ensure timely evaluations, particularly for patients with chronic conditions. An efficient appointment system helps optimize clinical flow and improves patient satisfaction regarding their care experience.

S.N.	Criteria	Level
3.11.2.1	The PHCU shall utilize an appointment system that allows patients to be distributed along the hours of the day.	Critical
3.11.2.2	The PHCU should establish refill mechanisms for medications as part of the appointment system.	Core

## 3.12 Inpatient service

### 3.12.1 Standard

The PHCU offer inpatient services.

#### Standard Intent

The PHCU aims to provide uninterrupted, comprehensive inpatient care, including 24/7 medical and nursing services, patient comfort, essential resources, infection control, and high-quality standards.

S.N.	Criteria	Level
3.12.1.1	The PHCU shall provide inpatient service.	Critical
3.12.1.2	The PHCU should ensure that administrative and clinical leadership roles are clearly defined and implemented.	Core
3.12.1.3	The inpatient service should be equipped with all necessary medical equipment.	Core
3.12.1.4	The PHCU should create or adopt clinical management supporting tools.	Core

### 3.13 Surgical care

#### 3.13.1 Standard

Primary healthcare units providing surgical and invasive procedures shall ensure safety.

##### Standard intent

The intent of this standard is to ensure that surgical and invasive procedures performed in primary healthcare units are conducted with the highest levels of safety and quality.

S.N.	Criteria	Level
3.13.1.1	Patients shall undergo thorough assessments to determine suitability for surgical or invasive procedures.	Critical
3.13.1.2	Informed consent shall be obtained before procedures.	Critical
3.13.1.3	PHCU should avail the necessary equipment and supplies for surgical procedures.	Critical
3.13.1.4	The PHCU should ensure that administrative and clinical leadership roles are clearly defined and implemented.	Critical
3.13.1.5	Procedures shall be performed in clean, sterile environments to minimize infection risks.	Critical
3.13.1.6	Only trained and certified professionals shall perform surgical or invasive procedures.	Critical
3.13.1.7	Patients should receive appropriate post-procedural care, including pain management, wound care, and follow-up assessments.	Core
3.13.1.8	Adverse events and complications should be documented and managed according to established protocols.	Core

### 3.14 Communicable Disease and surveillance

#### 3.14.1 Standard

The PHCU has implemented treatment and management plans for key communicable diseases.

##### Standard intent

To provide effective treatment and reduce morbidity and mortality associated with communicable diseases.

S.No	Criteria	Level
3.14.1.1	PHCU should implement treatment protocols based on national guidelines for diseases such as tuberculosis, HIV/AIDS, and malaria.	Core
3.14.1.2	PHCU should ensure availability of essential treatments medications for communicable diseases with a system for monitoring inventory and expiration dates.	Core
3.14.1.3	PHCU conducts regular training for staff on communicable disease management.	Core

### 3.14.2 Standard

The PHCU has implemented a system for the surveillance and reporting of communicable diseases.

Standard intent

Developing a robust system for the surveillance and reporting of communicable diseases will ensure timely responses and effective public health interventions.

S.N	Criteria:	Level
3.14.2.1	The PHCU should have a reporting mechanism for suspected and confirmed cases of communicable diseases to relevant health authorities within required timelines.	Core
3.14.2.2	The PHCU should have a designated staff member responsible for disease surveillance and coordinating with public health departments.	Core

## 3.15 Non-Communicable Disease

### 3.15.1 Standard

The PHCU implement national protocols for effective management of chronic diseases, including diabetes and hypertension.

**Standard intent**

This standard aims to improve health outcomes for patients with chronic diseases through comprehensive management strategies and interdisciplinary care approaches

S.N	Criteria	Level
3.15.1.1	The PHCU should implement individualized patient care plans that include education on disease management and lifestyle modifications.	Core
3.15.1.2	The PHCU has established regular follow-up appointments to monitor patient progress and adjust care plans as needed.	Core
3.15.1.3	The PHCU should maintain partnerships with referral centers to provide appropriate care for complex cases.	Core

### 3.15.2 Standard

The PHCU provides a mental health service.

**Standard intent**

Integrating mental health services into primary healthcare (PHC) is a critical strategy for improving access to mental health care and addressing the significant burden of mental health conditions nationally.

S.N	Criteria	Level
3.15.2.1	PHCUs should assign outpatient service and trained health professional to mental health service.	Core
3.15.2.2	PHCU should avail basic psycho-therapeutic assessment tools and drugs.	Core

### 3.16 Maternal and Child Health Services

#### 3.16.1 Standard

The PHCU provides a maternal health service.

##### Standard intent

Maternal health services within primary healthcare (PHC) are vital for promoting safe pregnancies, childbirth, and postpartum care. These services serve as the foundation of healthcare systems; ensuring women receive accessible, affordable, and equitable care.

S.N	Criteria	Level
3.16.1.1	The PHCU shall provide comprehensive antenatal care.	Critical
3.16.1.2	The PHCU shall implement protocols for safe and respectful labor and delivery practices.	Critical
3.16.1.3	The PHCU shall provide postnatal care of mothers and newborns.	Critical
3.16.1.4	The PHCU shall provide family planning services.	Critical

#### 3.16.2 Standard

The PHCU provides a child health service.

##### Standard intent

Child health services within primary healthcare are essential for ensuring the well-being, growth, and development of children from birth to adolescence. These services aim to address preventable illnesses, reduce child mortality, and promote long-term health through accessible, community-based interventions.

S.N	Criteria	Level
3.16.2.1	The PHCU should provide an immunization service.	Core
3.16.2.2	The PHCU should monitor the growth and nutrition of children under their care.	Core
3.16.2.3	The PHCU should provide management of Common Childhood Illnesses.	Core

### 3.17 Post-mortem care Standards

#### 3.17.1 Standard

The primary healthcare unit ensure that postmortem care is conducted with the utmost respect and dignity for the deceased with adherence to legal and cultural customs.

##### Standard intent

This standard aims to establish clear procedures that guide healthcare professionals in their responsibilities related to postmortem activities, emphasizing the importance of ethical considerations, effective communication with grieving families, and adherence to infection control practices.

S.N.	Criteria	Level
3.17.1.1	Deceased individuals should be handled promptly and with respect, maintaining dignity and preserving their integrity throughout the process.	Core
3.17.1.2	Post-mortem procedures, including documentation, identification, and storage of deceased individuals, should be conducted accurately.	Core
3.17.1.3	The PHCU should comply with all legal requirements regarding the handling and disposition of deceased individuals, including obtaining necessary permits and certificates.	Core
3.17.1.4	Families of deceased individuals should receive compassionate support and guidance from healthcare staff.	Core
3.17.1.5	Operation of the mortuary and postmortem area should be managed to minimize infection transmission risk.	Core
3.17.1.6	In cases of unexplained or suspicious deaths, referrals shall be made to appropriate authorities for further investigation.	Core