

## Annex-5: Supportive supervision tool

Government of The People's Republic of Bangladesh  
 Ministry of Health and Family Welfare  
 Health Economics Unit  
 QI Secretariat  
 14/2 Topkhana Road, Dhaka

### Supervision Checklist

Hospital name:

Address:

Date:

### Hospital indicators

SI No	Particulars	Response code	Guiding points
1.	SORT: Status of sort	Not good=0, Good=1, Very good=2	Observe
2.	Big sorting day observes	No=0, Not routinely observes=1, Yes done =2	Review documents, pictures
3.	SET : Status of set	Not good=0, Good=1, Very good=2	Walk around, check
4.	SHINE: How clean is the hospital environment (Clean premises, floor, wall, no waste other than bins, usable toilets)	Not good=0, Good=1, Very good=2	Walk around, check
5.	Big shining day observes	No=0, Not routinely observes=1, Yes done =2	Review documents, pictures
6.	MWM status	Not good=0, Good=1, Very good=2	Check the bins
7.	Hand wash	Not good=0, Good=1, Very good=2	Pl. check basins ( Standard: Clean basin, running water, Soap available, Towel available, Hand wash pictorial protocols available )
8.	How is the hospital privacy arrangement ( Curtain, partitions)	Not good=0, Good=1, Very good=2	Pl. have a look at patient examination areas, get an impression
9.	Sterilization	Not good=0, Good=1, Very good=2	Check, observe, request for simulation, ask landmark points
10.	Registration and admission process	Not good=0, Good=1, Very good=2	Observe and check
11.	Waiting time	Not good (Very long than standard)=0, Good ( Long but near standard)=1, Very good (Equal and less than standard) =2	Ask 5 patients randomly Standard: OPD ----, IPD----
12.	Supply of emergency medicine	Ran out happened frequently=0 Ran out happened intermittently=1, Never ran out any item=2	Check the documents
13.	Existence of Consent form	Yes=1, No=0	Pl. request to produce, do record review
14.	Existence of Patient feedback system	Yes=1, No=0	Observe, record review
15.	Sitting arrangement for patients in OPD	Nil=0, Sufficient=1, More than sufficient=2	Observe
16.	Fans in OPD area	Nil=0, Insufficient=1 Sufficient=2	Observe
17.	Diet in IPD	Not good=0, Good=1, Very good=2	See what is served
18.	Water supply	Not good=0, Good=1, Very	Check sources

		good=2	
19.	Laundry facilities for patients (Washing, drying)	Not good=0, Good=1, Very good=2	Check the facilities
20.	Toilets (Clean, has soap & Mug, door intact)	Not good=0, Good=1, Very good=2	Check
21.	Patient record keeping and retrieval	Not good=0, Good=1, Very good=2	Request the provider to retrieve a record, see completeness by drawing a record randomly
Total score		40	
Score obtained			

### Management indicators

Sl No	Particulars	Scoring ( Yes=1, No=0)	Guiding points	Comments
1.	Reporting		Done for last month(Yes/No)	
2.	QIC meeting		Done for last month(Yes/No)	
3.	Monitoring by hospital QIC itself		Done for last month(Yes/No)	
4.	QIC representative attended progress review conference		Attended for last month(Yes/No)	
5.	Hospital received feedback report of monitoring		Done for last quarter(Yes/No)	
6.	QI Champion selected at relevant admin level		Done for last year(Yes/No), write NA if hospital QI initiative is younger than 1 year	
7.	QI festival		Done for last year(Yes/No), write NA if hospital QI initiative is younger than 1 year	
Total score		7		
Score obtained				

Note: The supervision checklist can be used by QI Secretariat, QICs of all levels, Facility level QICs (Public and Private)