# MINIMUM SERVICE DELIVERY STANDARDS

(MSDS)

FOR

**CLINICS** 





### **Abbreviations and Acronyms**

ADR Adverse Drug Reaction

ANC Ante Natal Care

BHU Basic Health Unit

**CME** Continuing Medical Education

**ENT** Ear Nose and Throat

**EPI** Expanded Program for Immunization

FP Family PlanningGP General Physician

**HCE** Health Care Establishment

**HCP** Health Care Provider

IEC Information Education Communication

MBBS Bachelor of Medicine Bachelor of Surgery

MSDS Minimum Service Delivery Standards

NGO Non-Governmental Organization

OPD Out Patient Department
ORS Oral Rehydration Salt
PHC Primary Health Care

PMDC Pakistan Medical & Dental Council

PNC Post Natal Care
POC Point of Care

PPE Personal Protective Equipment

**QA** Quality Assurance

RMP Registered Medical Practitioner
SHCC Sindh Health Care Commission
SOP Standard Operating Procedure
UPS Uninterrupted Power Supply

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# Introduction

General Physician are responsible to provide immediate and ongoing outpatient health consultation for common illnesses to their catchment population. As such, they are the First Level Care providers and provide the foundation to the secondary and tertiary health system.

The MBBS qualification validly registered with the PMDC allows for a wide scope of services including general health checkup, health education and prevention services, family planning services, immunization, care for common illnesses of babies, children and adults, timely and appropriate referral for conditions requiring specialized care and minimally invasive interventions and procedures. Similarly, a post graduate qualification registered with the PMDC provides a consultant the scope to deliver the specialized outpatient consultations outside of hospital set up, including referrals, follow-up care, specialty specific examination and non-invasive investigations. General and specialist consultation clinics have a critical role in effective patient care and a strong first level care system allows for focused individual care, better management of chronic illnesses and decreases the outpatient load on secondary and tertiary facilities. Therefore, First level care facilities must aim to provide services to meet the need of patients and catchment population it serves.

The Sindh Health Care Commission (SHCC) recommends that Health Care Practitioners (HCP) periodically review and update scope of service delivery by adopting advances in care guidelines and technology. Adopting technology-based tools for managing OPD, noting patient records and providing prescriptions is highly recommended. Medical science is continuously evolving and it is recommended that practitioners update themselves on current best practices through regular CME activities to improve patient care.

The health care provider/practitioner should provide care with empathy and respect based on principals of medical ethics. Effective patient communication is a key indicator of quality and assures a satisfactory consultation experience. Most patient surveys show that doctor did not "listen" or did not "explain" the disease or management plan. It is recommended that HCP utilize active listening, provide simple explanation and use "teach back" method to assure patient understands the diagnosis and management correctly. Waiting time also contributes to quality and a satisfactory patient experience. Extension of consultation hours, timed tokens, interval appointments and queue management systems are recommended where required.

The main objective of producing these Minimal Service Delivery Standards (MSDS) for quality of services is to provide a benchmark for self- assessment and gap analysis of the clinic. The provider can then plan to improve services by compensating the gaps and continue to maintain the standards utilizing the MSDS. It also provides the framework for inspection of Health Care Establishment (HCE) by the Sindh Health Care Commission (SHCC) for purposes of licensing. The environment, infrastructure, necessary equipment and supplies and appropriate documents of facility allow for delivery of safe and effective consultation process and it is imperative that the clinic maintain applicable quality standards at all times

# **Standard Development Process**

These standards are extracted from the previously notified SSDS for PHC and Clinics on basis of Scope of Service and focus on minimal and measurable elements. In preparation of the SSDS, it has been ensured that the requirements mentioned in the standards are relevant, important, understandable and achievable in Sindh context. Additional recommendations/explanations are provided in italic to improve understanding and application of measurable criteria.

### Scope

These standards are applicable to following categories of clinic services as registered with Sindh Health Care Commission:

- 1. **General Physician Clinic/ GDs (**Public and NGO sector HCEs <u>below</u> primary healthcare center/BHU): Outpatient consultation by MBBS doctor for people of all ages
- 2. **Single Specialist Consultant Clinic:** Outpatient consultation clinic by post graduate qualified specialist doctor/Family physician; includes specialty specific equipment and non-invasive specialty specific investigations
- 3. **Polyclinics/Multi-specialist Consultant Clinics:** Outpatient consultation clinics (>2 rooms/specialties) provided under one roof under one management
- 4. **General Physician/Family Physician Clinic with added scopes:** Outpatient consultation by MBBS doctor for people of all ages with additional scope which may include
  - a. Dispensary,
  - b. Minimally invasive procedures (abscess I &D, suturing, circumcision)/ minor OT
  - c. Interventions such as wound management and dressing, injectables, infusions
  - **d.** Patient confinement up to 6 hours for observation of progress
  - e. POC investigations for outpatients
  - f. Immunization

All standards are applicable as per declared scope of services. Scope of services should be clearly stated in the application for registration.

Additional Specific Standards Applicable to a, b, c, d, e and f are provided in appendix.

# **Normative References**

Normative references are those documents that contain material that must be understood and used to implement the standard and are an indispensable resource when applying the standards. For implementation of these standards, the following are recommended:

 Sindh Health Care Commission, Sindh Service Delivery Standards for PHC and Clinics notified 03-2017

# **Summary of Standards**

The standards are classified into subject domains. Each domain consists of "standards" and "measurable criteria". Whereas "standards" are broad statements, the "measurable criteria" deal with the operational aspects of the standards and provide details on structures and processes necessary to ensure the relevant standard is achieved. There are total 8 domains, 24 standards measured using 58 specific criteria for above 1-3 scope of services. For Scopes a-f, please refer to appendix for additional criteria.

S.No.	Domain	Standards	Measurable Criteria
1	Responsibilities of Management (ROM)	6	20
2	Human Resource Management (HRM)	2	3
3	Assessment, Care Continuum (ACC)	2	8
4	Health Education & Prevention (HEP)	2	4
5	Management of Medication (MOM)	2	6
6	Management of Information (MOI)	2	4
7	Infection Prevention & Control (IPC)	3	7
8	Patient and Family Rights (PFR)	4	5
	TOTAL	24	57

	Responsibilities Of Management (ROM)
ROM 1	A designated individual manages the clinic according to scope of services  Maybe HCP him/herself or hired individual
ROM 2	The clinic is clearly identifiable and accessible to patients
1.2.1	The clinic is identifiable with its name on a signboard visible and readable from 5-6 feet
1.2.2	The SHCC Registration number is written on the signboard
1.2.3	The entrance is clearly visible and identifiable via signage if required
1.2.4	Entrance allows for handicap access via a fixed or removable ramp/lift and is wide enough to accommodate wheel chair.  In case of location above ground and no lift, there must be an arrangement at ground level for consultation and exam protected by privacy screen
ROM 3	Practitioner/s qualification, registration and availability are displayed
1.3.1	Door plate clearly displays name, registered qualification/s and the relevant Council registration number of the practitioner/s; Council registration certificate is displayed inside the clinic.  This information can also be put on the Clinic Signboard instead of door plate as suitable
1.3.2	Consultation days and hours of practitioner/s are displayed  Practitioner should be available during stated times and any delay or non-availability should be communicated to the patients; Temporary written notice can be used for this communication
1.3.3	The services being provided at the clinic are as per scope of qualification and as declared in the registration form of SHCC <i>Any added service must be informed to SHCC in writing</i>
ROM 4	The clinic premises support the scope of services with appropriate and maintained infrastructure and arrangement for cleaning of HCE and disposal of waste
1.4.1	The floor is non-slippery and unbroken, clean and free from litter and waste
1.4.2	The walls and ceiling are intact with no broken masonry and are free from dust/cobwebs
1.4.3	The clinic covered area is sufficient to allow unobstructed movement and ample area for waiting, consultation, reception desk  Additional space is required as per declared scope e.g. for dispensary, observation or procedure, store, sterilization area
1.4.4	Seating is made of/ covered with washable material for prevention of infection  Example of washable material is metal, sealed wood, leatherette, synthetic leather or synthetic mesh etc
1.4.5	The facility has sufficient light and emergency power/light backup
1.4.6	Water for drinking is available for patients
1.4.7	Staff and patients have access to clean toilets with handwashing facility which is/are clearly signed Within/near the facility or compound; Separate toilets for males and females are recommended where space allows (as per scope and duration of services)
1.4.8	There is a designated person for routine cleaning of facility and disposal of collected waste
ROM 5	The clinic is prepared to deal with emergency situations
1.5.1	The HCP/clinic staff has knowledge to early recognition and control of emergencies such as fire, flood, violence
1.5.2	Arrangements to combat fire are available in the clinic Such as fire extinguisher or water and sand buckets
1.5.3	The clinic has list of emergency contact numbers displayed at prominent central location Include Concerned police stations, ambulance/fire/rescue services, medico legal facility and the social services organizations

ROM 6	The clinic is equipped with essential equipment to support examination and diagnosis
	Following minimal equipment is available in functional state Thermometer Stethoscope BP apparatus Torch Clinical weigh scale for adults, children and babies (as per scope) Tongue depressor
1.6.1	Following equipment is optional: X-ray illuminator ENT Set Ophthalmoscope Speculum and fetoscope Nebulizer Suction machine Glucometer ORS preparation equipment water jug: 2 cups and 2 spoons *Additional equipment, based on the defined needs of the planned services, is available, functional, maintained and calibrated
	Human Resource Management (HRM)
HRM 1	There is documented complete record of doctor and staff
2.1.1	Personnel professional record of staff working at the facility are kept at the facility (Copy of Qualification/council registration/certifications/training)
HRM 2	Measures for occupational safety of staff are available
2.2.1	Staff is provided with and trained to use personal protective equipment (PPE) for universal and transmission-based precautions as indicated  Masks, face shield, gloves are available for use as per need; staff has knowledge of appropriate PPE, its donning/doffing
2.2.2	HCP periodically assesses the staff for communicable diseases and documents in staff file CDs such as Hep B, C, HIV, TB and recommended immunizations such as Hep B, Influenza etc
	Assessment & Care Continuum (ACC)
ACC 1	All patients receive appropriate assessment, diagnosis, treatment/management and follow- up as per patient requirement
3.1.1	Basic assessment for adults is undertaken and recorded including vitals as per condition of patient
	Assessment for children under five additionally includes growth chart (ht/wt for age), immunization status and nutrition status
3.1.2	Key co-morbidities and presenting complaints are documented
3.1.3	Treatment and management are documented based on the assessment, test results, diagnosis and current care management guidelines
3.1.4	Applicable health education is provided and documented as part of treatment protocol
3.1.5	Follow-up plan/ future care instruction is provided and documented
	As per scope of services, all the above maybe recorded on patient medical record file/card/register or standardized prescription with copy retained for record
ACC 2	The clinic has referral and emergency SOPs.

3.2.1	Patient referrals to other identified HCEs are made when required with written referral letter/form a copy is retained at the facility
3.2.2	Referral form includes reason for referral and sufficient patient management information to allow continuity of care  The clinic has list of contact numbers of public and private referral facilities in nearest vicinity for
3.2.3	emergency referrals  The policy regarding home visit is displayed  Whether HCP provides or not and any specification such as for bedridden patients only, in emergency only and timings of
	visit etc
	Health Education and Prevention (HEP)
HEP 1	Practitioners educates their patients on their specific health issues as well as general health promotion, awareness and education
4.1.1	HCP has knowledge of health promoting behaviors and common health issues and their prevention
	Health education messages/posters are visibly posted in prominent areas within the facility and
	Health education material are available for patients to read and take home
4.1.2	Awareness posters/messages on local health issues such as tobacco cessation, regular physical activity, healthy nutrition, family planning, immunization, breast feeding, common illnesses etc
	IEC material such as leaflets/brochures written in local language, pictorial and infographic forms regarding family planning, nutrition, diabetes etc
	HCP can choose some issues that are relevant io their practice and catchment population
HEP 2	HCP recommends and documents age and risk specific preventive screenings for early
	HCP recommends and documents age and risk specific preventive screenings for early detection of health conditions  HCP has knowledge of risk specific preventive screenings for early detection of diseases
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4.2.1 MOM1  ⚠	HCP recommends and documents age and risk specific preventive screenings for early detection of health conditions  HCP has knowledge of risk specific preventive screenings for early detection of diseases (such as for screening for diabetes, hypertension, indicated screening for cancers, nutritional deficiencies and chronic infections)  Management of Medications (MOM)  Prescribing practices reflect standard good practice for prescription writing  Prescription includes patient details, vitals, co-morbids, brief presenting symptoms, provisional
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4.2.1  MOM1  5.1.1  5.1.2  5.1.3  5.1.4  5.1.5  MOM 2	HCP recommends and documents age and risk specific preventive screenings for early detection of health conditions  HCP has knowledge of risk specific preventive screenings for early detection of diseases (such as for screening for diabetes, hypertension, indicated screening for cancers, nutritional deficiencies and chronic infections)  Management of Medications (MOM)  Prescribing practices reflect standard good practice for prescription writing  Prescription includes patient details, vitals, co-morbids, brief presenting symptoms, provisional diagnosis, treatment, prescribed investigations and follow-up plan  Prescriptions are clear, legible, dated, timed, named/ stamped and signed  Prescriptions are provided to patient and HCP educates patient on dose, schedule and special instructions  It is recommended that if HCP/dispenser instructs patient about dose, schedule, directions and duration of each medicine; The healthcare provider/dispenser checks that the patient understands the instructions using teach back/show me method  Prescriptions are recorded in medical file/card or copy of prescription retained as record  Prescriptions reflect current best practices, rational use of drugs and match the diagnosis based or presenting complaints and clinical/lab findings  HCP is knowledgeable about rationale use of antimicrobials and injectables  The HCP is aware of Adverse Drug Reactions (ADR) reporting system  ADRs are recorded and reported to DRAP / concerned authorities via their website and android application (Where Applicable)  Management of Information (MOI)  There is a system to maintain the medical record of each patient

6.1.3	Daily OPD registration of patients is noted in OPD register			
MOI 2	HCP has knowledge of Notifiable Infectious Diseases and any cases are reported to the health authorities as directed			
6.2.1	List of notifiable diseases is displayed and HCP has a mechanism to report to health authorities			
	Infection Prevention & Control (IPC)			
IPC 1	The clinic has arrangements for infection prevention and reducing risk of infection transmission in the clinic environment			
7.1.1	There is provision for hand washing in the clinic with availability of soap and water  Alternatively, 70% alcohol-based hand rub/sanitizer is available			
7.1.2	Hand washing / hand sanitizing instructions are pasted above the hand washing point			
7.1.3	Personal Protective Equipment is available and HCP has knowledge of their appropriate use and disposal Indication, method and disposal of use of masks, gloves, face shield/googles, apron should be known			
IPC 2	Infectious Healthcare waste is segregated, managed and disposed as per infectious waste management guidelines			
7.2.1	Color coded waste bins lined with plastic bag are available at point of use and staff has knowledge of its correct use  Yellow bin for infectious waste such as single use PPE, bandages, cotton, drip sets; Black/grey bin for general waste			
7.2.2	Labelled sharps bins are available at point of use and staff has knowledge of its correct use  Sharps use areas such as in the examination, injection and dressing rooms; sharp objects, glass and needles are dispose in the sharps bin			
7.2.3	Infectious waste and sharps are disposed for incineration via arrangement of infectious waste collection and its record is maintained  Where municipal collection of infectious waste is not available, HCE can  -utilize pit burning in areas away from population or  -disinfect infectious waste with bleach solution and *encapsulate" the sharps before municipal dumping			
IPC 3	The facility is ventilated to allow for fresh air circulation via fan, exhaust fan, window or fresh air intake via air conditioner			
	Patient & Family Rights (PFR)			
PFR 1	Patient and Provider rights and responsibilities charter is displayed in local language			
PFR 2	Patients right to consent and/or refuse treatment is respected			
8.2.1	Doctor obtains a verbal consent from patient before physical examination  It is advisable to obtain written informed consent for procedures requiring local anaesthesia or intervention.			
PFR 3	HCE has a system in place for management of patient complaints and suggestion			
8.3.1	There is a complaint box and card/ paper to submit a complaint			
8.3.2	HCE has a complaint register available with data on date, nature and outcome of complaint and complainant details			
PFR 4	HCE assures right to privacy and confidentiality			
8.4.1	Clinic has arrangements for the privacy of patients during consultation and examination Screens/curtain is present on examination area; consultation area segregated from waiting area			

# **APPENDIX 1**

# **Additional Scope Based Standards**

- a. Dispensary,
- b. Minimally invasive procedures (abscess I &D, suturing, circumcision,) /minor OT
- c. Interventions such as wound management and dressing, injectables, infusions
- d. Patient confinement up to 6 hours for observation of progress
- e. POC investigations for outpatients
- f. Immunization

### a. Dispensary

MOM 3	Storage and dispensing of medicine conform to guidelines
5.3.1	Medicines are stored at appropriate temperature away from direct sunlight; refrigerator is available with backup power for vaccines, insulin etc
5.3.2	Expiry dates are checked prior to dispensing
5.3.3	Dispensed dose is labelled with patient name, medicine name and dosage
5.3.4	Dispensing is done by authorized person only

Medical store on premises must be segregated from clinic area for public sale must be segregated via divider from clinic area and under the Pharmacy Act and must have valid DRAP license.

- b. Minimally invasive procedures (abscess I &D, suturing, circumcision,) /minor OT
- c. Interventions such as wound management and dressing, injectables, infusions

ROM 7	There is an area designated for minor procedures with requisite equipment and		
$\triangle$	supplies		
171	Procedure area is furnished with exam couch and sufficient light for procedures (spot lamp or		
1.7.1	OT light)		
1.7.2	A bed is available with privacy curtain and drip stand and provision to monitor vitals for		
1.7.2	observation		
IPC 4	An equipment sterilizer is available and in use; sterilized instruments are safely stored		
$\triangle$	and kept separate from used instruments		
	Other equipment in functional, maintained, clean and sterile condition as per declared scope		
	may include:		
	Stainless steel bowls, kidney bowls		
	Dressing drum		
	Suture Set		
	Needle Safety Box		
PFR 2	Patients have a right to refuse treatment and right to consent for examination and		
$\triangle$	intervention		
	The clinic has listed those interventional procedures when specific written		
8.2.2	informed consent is required from a patient or family and printed consent forms are available		
	for use (where applicable)		

## d. Patient confinement up to 6 hours for observation of progress

The clinic must have sufficient space to accommodate minimal furnishing for patient to lay down (exam couch/stretcher/hospital bed), privacy screen, drip stand and side table for placing medications for each patient as well as Provision of qualified human resource till discharge or referral.

## e. Outpatient Health Care Establishment using POC testing for OPD:

POC Tests are conducted on-site without requiring a standard laboratory set-up for immediate diagnostic decision-making using testing methods that are simple and accurate as to render the likelihood of erroneous results negligible and pose no unreasonable risk of harm to patient when correctly performed.

1	POC testing complies with the <b>MSDS for Clinical Diagnostic Laboratories</b> -minimal pre- analytical, analytical and post analytical standards apply to designated testing area subject to type of test and type of pathogen		
2	The POC kits/devices must be registered with DRAP/exemption certificate should be available or certified by a nationally recognized institute such as WHO.		
3	An area must be designated for this purpose		
4	Result of POC test is recorded in patient record/prescription and auto generated result print out is attached when applicable.		

Lab Collection point within premises fall under the MSDS for Clinical Diagnostic Labs and must comply with standards collection points. Please refer to the MSDS available on SHCC website

f. Immunization services, EPI Sindh provided standards apply

# APPENDIX 2 ASSESSMENT METHODS

The SHCC inspection team utilizes multiple methods as below to assess the measurabel criteria . QUALITY IMPROVEMENT is a gradual process. If a faility scores partial or not met, they will be provided recommendations for further improvement over time to attain and maintain the standards.

#### TOOLS FOR INSPECTION



Each Standard and its measurable criteria is assessed on a scale of

**MET:** The facility is completely in compliance of the requisite standard/criteria; scored 8-10

**PARTIALLY MET:** The facility is complying to the standard/criteria however there is room for improvement; scored 5-7; the recommended improvement will be provided in CAPA Report

**NOT MET:** The facility is not in compliance to the standard/criteria; either not at all scored as "0" or insufficient to be considered as fully or partially met scored as 1-4; the required improvement will be provided in CAPA Report

Additionally, criteria marked ^ are "must be met" to achieve license

For Provisional License the Infrastructure, human resource and equipment must match the declared scope of services

# APPENDIX 3 SAMPLE TEMPLATES

Templates are provided below as sample to facilitate HCP in correct formats and variables

**CLINIC SIGN BOARD:** 

# Clinic Name / Logo

SHCC Registration No.

## **DOCTOR NAME PLATE:**

# **Doctor's Full Name**

PMDC Registration No.

PMDC Registered Qualification

Consultation Days/Timings

Contact Number (optional)

Doctor may choose to write Clinic Sign Board and Doctors details on a single board; However if there are more than one doctor practicing, then there should be a separate board for each HCP with their details.

EMERGENCY NUMBERS LIST		
Service	Phone Number	
Police Emergency Helpline		
Ambulance Services		
Fire Brigade		
Blood Banks		
Social Services		
Medico Legal		

	PRESCRIPTION FORMA	<u>AT</u>
	CLINIC NAME Doctor's Name (PMDC Registered Qualification)	)
PMDC Reg. No	_Clinic Address:	Contact No.
PATIE	NT DETAILS	DATE
Age:Gender:_	Weight:	
Complaints/ Medical Issues:	R	Vitals: (Temp, Pulse, BP)
	Medication  Name, dose, frequency, durati	on, Special Instructions (If any)
Medical History/Allergies/ ADRs:		
Provisional /Differential or Confirm Diagnosis:		
Next Follow-up: Date / Timings		Doctor's Signature

	REFERRAL F	ORM FORMAT	
Date:	Time of Referral:	Emergency/ Non- Emergency:	
Patient Referred <u>from</u> (N	lame of Doctor or Referring I	Facility):	
Patient Referred to (Nan	ne of Doctor or Facility):		
Address:		Contact No.	
	Patient I	nformation	
Patient's full Name:	Medical Re	cord (MR) Number:	
Age:	Weight:	Gender:	
Patient Complain/ Hist			
	Assessment (At time of Refe	rrai): •	
Provisional Diagnosis	(If Any):		
Treatment/First Aid Pro	ovided (If Any):		
Investigations Done (If	Any):		
Reasons for Referral:			
Referring Physician Nar	ne:	Signature:	

LIST OF REFERRAL FACILITIES							
NAME of FACILTY	Phone Number (if available)						
Name of Nearest PHC or BHU							
Name of Nearest Hospital (Public Sector)							
Name of Nearest Hospital (Private Sector)							
Name of Nearest Maternity Home							
Name of Nearest Laboratory							

OPD REGISTER FORMAT									
Serial. No.	Date	Arrival Time	Patient Name	Age	Gender	Weight	Diagnosis	Treatment	Address /Phone No.





#### TOLL FREE HELPLINE: 0800-07422 UAN 021-111-117-422

Head Office: 2nd Floor, Block C, FTC Building, Shahrah-e-Faisal, Karachi. Tel: 021-38656000 Email: info@shcc.org.pk

#### **Shaheed Benazirabad**

1st Floor, Abdullah Aijaz Chamber, Kutchery Road Near Askari Bank, Nawabshah. Tel: 024-4360414

#### Larkana

Bungalow No. A-32, Sachal Colony, Larkana. Tel: 074-4752084

# Mirpurkhas

Bungalow No. 100, Hussain Town Behind National Bank, Mirpurkhas Ph. 0233-920236

#### Sukkur

Bungalow No. A-177, Sindhi Co-Operative Housing Society, Airport Road, Sukkur Tel: 0715-823300

#### Hyderabad

Bungalow No. A-51, Unit No 3, Latifabad, Auto Bhan, Hyderabad