To be completed **quarterly** in **May, August, November and February** by the **Quality Assurance manager**
Record NA/NC/PC/C for each indicator for each assessed month and calculate score using tables below.

Facility Name:	**Year:**
Not applicable (NA):	Does not apply to the unit or individual assessment or not observed.
Non-Compliant (NC):	<50% compliance
Partially Compliant (PC):	50 - 79% Compliance
Compliant (C):	80 - 100% Compliance

Patient flow and prioritization	May	Aug	Nov	Feb
1 There is evidence that children are identified and separated from adults on arrival (Interview mother/staff)				
2 There is evidence that children are triaged on arrival (Completed triage tool available in clinical record)				
3 Patients for emergency treatment (red code) are accompanied to the emergency treatment area and handed over to staff (Internal - triage nurse; External - EMS)				
4 Vital signs are done on presentation to the clinical area				
5 There is evidence that children are reviewed regularly while in the waiting area (Interview mother/staff/observe)				
6 Only one MO available? Children's consulting room occupied (Combined OPD)				
7 Children with acute problems are prioritized over adults with chronic problems when collecting records or being seen by MO (Interview staff)				
Register				
8 A register is available				
9 Every child in the queue has been recorded in the register				
10 The register captures the following information:				
• Date and time seen				
• Identifier N^o				
• Name				
• Gender and age				
• Diagnosis				
• TB screening				
• Treating MO				
• Outcome				
Guidelines				
11 Paediatric EDL book readily available				
12 Paediatric resuscitation protocol readily available				
13 ETAT charts are readily available				
Clinical Records				
14 Within 15mins Admin clerk is able to retrieve x3 outpatient clinical records of children randomly selected from register				
15 Clinical record includes details of precious visits (Assess x3 records of children in the queue)				
Equipment Maintenance and Procurement (Stand-alone POPD must have all the below. If combined only required for OPD)				
16 Equipment register in use and up to date				
17 Evidence of annual servicing				
18 Equipment cleaned and checked daily **(checklist)**				
19 An NSI register is in use and up to date				

Support Service		May	Aug	Nov	Feb
20	Required consumable available in POPD **(checklist)**				
21	Required pharmaceuticals available in POPD **(checklist)**				
Unit Management					
22	Doctors' on-call roster with contact numbers is available in unit.				
23	There are weekly minuted unit management meetings				
24	These meetings include doctors and nurses				
25	These meetings include unit admin and education				
26	Required Consumables > 80%				
27	Required Pharmaceuticals > 80%				
Handover of child					
28	Every admission is accompanied by a nurse				
29	Every patient is handed over to (verbal and written) the nursing staff of the admitting ward				
30	The handover includes the patient's diagnosis, age, condition, care given and ongoing management and care required				
31	There is a clear process to notify and hand over the medical care of all child admissions to on-call doctor.				
32	There is a clear process to notify and hand over children in OPD/casualty awaiting results/review				
33	Acute cases requiring transfer/referral to higher level of care are admitted while awaiting transfer				
	NA				
	NC				
	PC				
	C				
	Final Scores: See Calculations overleaf.	%	%	%	%

Month	Assessed By -Sign	Print	Desig.	Date	Feedback received by:
May					
August					
November					
February					

Scoring and feedback-In Discussion with the Unit:				
May Scoring	NA =	NC =	PC =	C =
	NA x 2 =			C x 2 =
	A: PC + (C x 2) =		B: 66 - (NA x 2) =	
	A / B =		X 100 =	%
Gaps Identified:				
Action Plan:				
August Scoring	NA =	NC =	PC =	C =
	NA x 2 =			C x 2 =
	A: PC + (C x 2) =		B: 66 - (NA x 2) =	
	A / B =		X 100 =	%
Gaps Identified:				
Action Plan:				
Nov. Scoring	NA =	NC =	PC =	C =
	NA x 2 =			C x 2 =
	A: PC + (C x 2) =		B: 66 - (NA x 2) =	
	A / B =		X 100 =	%
Gaps Identified:				
Action Plan:				
February Scoring	NA =	NC =	PC =	C =
	NA x 2 =			C x 2 =
	A: PC + (C x 2) =		B: 66 - (NA x 2) =	
	A / B =		X 100 =	%
Gaps Identified:				
Action Plan:				