

ANNUAL REPORT

Jul-2021 to Jun-2022

**DHQ Hospital
Mishti Mela, Orakzai**



**PUBLIC PRIVATE PARTNERSHIP FOR THE OPERATIONALIZATION OF TYPE-C HOSPITAL AT
MISHTI MELA ORAKZAI**

Medical Emergency Resilience Foundation (MERF)

www.merf-pakistan.org

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1. Executive Summary

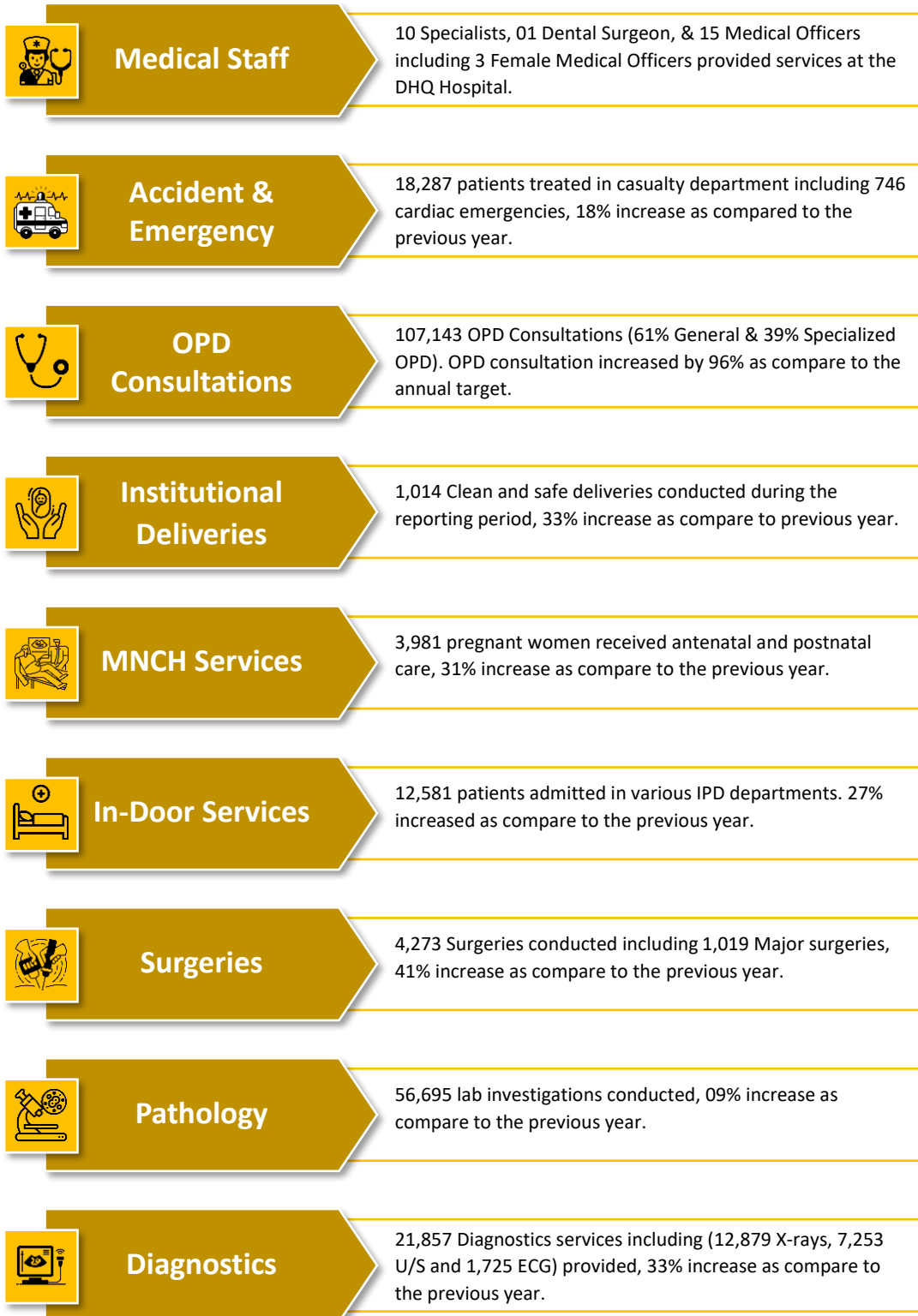
In July 2017, MERF entered into agreement with Government of Khyber Pakhtunkhwa for the overall management of the District Headquarter (DHQ) hospital Mishti Mela to provide quality secondary health care services to the population of the district. Main objective of the contract was to strengthen and improve the existing healthcare system through better staff management, ensuring uninterrupted medical supplies, equipping the health facility with state-of-the-art medical equipment and upgrading and repairing of the existing infrastructure of the Hospital. The ultimate aim of the project is to provide quality, easily accessible and sustainable health service to the population under consideration.

With technical inputs along with provision of qualified and experienced Human Resource, medicine and consumables, equipment, strong logistics support and robust monitoring of project activities; MERF successfully continued to provide quality service delivery to target population during the reporting period. During the reporting period, Medical, Surgical, Gynecological, Paediatrician, Eye, ENT, Orthopedic and Dental services were made available through OPD, Emergency and In-patient units. 107,143 consultations were carried out in various departments of the hospital, 96% increase from the annual assigned target. Indoor admissions and diagnostic services including laboratory tests, X Rays, ECGs and Ultrasound have been increased. 300 Patients availed Mental Health Services.

It is worth mentioning that for the first time in year 2020 - 2021, DHQ Hospital Mishti Mela started orthopedic unit. The unit is equipped with C - Arm machine (Image intensifier), Digital X Ray, orthopedic OT table with traction system and all the necessary instruments. During the reporting period, Orthopedic Surgeon conducted 330 major surgeries including K wire fixation and removal, close reduction of fractures, back and U slabs etc. All the set targets against the Key Performance indicators have been achieved, details provided in section 2. Supportive Units like Pharmacy, Laboratory, Diagnostic, Blood bank and Infection prevention (IP) and Healthcare waste management (HCWM) were fully functional during the reporting period.

In combating COVID-19 pandemic, DHQ hospital Mishti Mela was one of the first in newly merged districts (NMDs) of KP to set up 28-bedded COVID-19 Isolation ward with four beds providing facilities for intensive monitoring and ventilation. In order to facilitate the patients coming with symptoms of COVID-19 to the hospital as well as to ensure protection of the healthcare workers, a separate COVID-19 Counter was established. In February 2021, COVID-19 Vaccination Centre (CVC) has been established at DHQ Hospital Mishti Mela.

2. Summary of HMIS Data

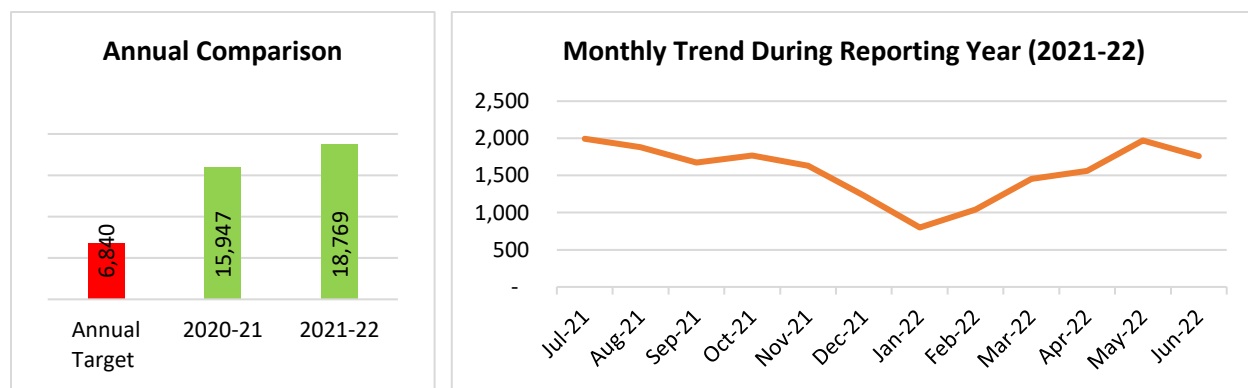


3. Service Delivery Data Analysis

With technical inputs along with provision of qualified and experienced Human Resource, Medicine and consumables, equipment, robust logistics support and monitoring of project activities; MERF successfully improved the service delivery at DHQ Hospital Mishti Mela to a significant level as compared to the previous year. In January-22 Mishti Mela received a vary amount of snowfall, Due to extreme cold weather our OPD consultation, Surgeries, MNCH & indoor figures have been low. After the fall of Jan, you can see the improvement in monthly trend.

a) Accident and Emergency (A&E) Unit

Fully equipped Accident and Emergency unit continued to provide round the clock services and managed 18,769 cases under the supervision and management of qualified and trained staff. A&E cases dealt at DHQ Hospital Mishti Mela have been increased by 18% as compared to the previous year. The cases presented at the hospital emergency were mainly comprised of stroke, history of fall and trauma, acute infections, dog and snakebite, ischemic heart disease, fractures, firearm injuries, poisons and road traffic accident etc. Qualified and trained staff, working at A&E immediately identify and refer patients with serious complications requiring advanced investigations and management at tertiary care level hospital in district Kohat and Peshawar after stabilization.

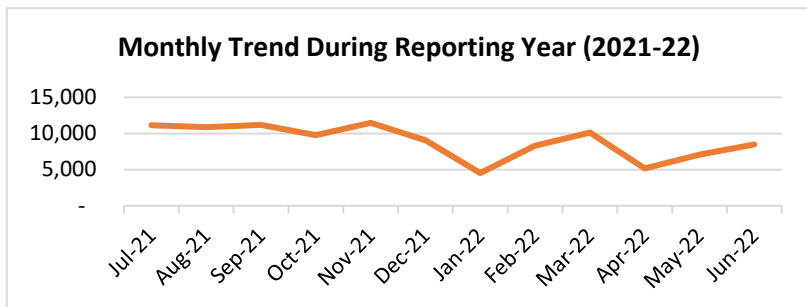
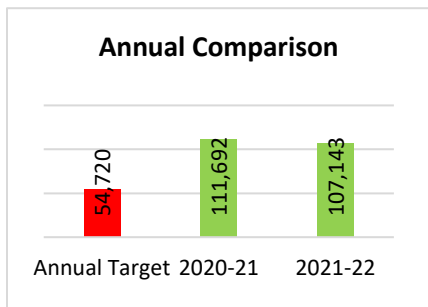


Glimpses of patients availing A&E services at DHQ Mishti Mela

b) OPD Consultations

During the accounting period (July21-June22) MERF provided OPD services through general and specialist clinics at DHQ Hospital Mishti Mela and conducted 107,143 (51% male, 49% female) OPD consultations out of which 17% were children under five years of age. Out of 107,143 OPD consultations, 39% (42,204) patients were attended by the specialists whilst remaining 61% (64,939) by general physicians at general OPD clinics. OPD consultations at DHQ Hospital Mishti Mela have been increased by 96% to the previous year.

Following graphs shows current vs previous year progress and monthly trend of OPD consultations during the reporting period.



Patient being examined by medical specialist at OPD clinic



Patients queue at CRP



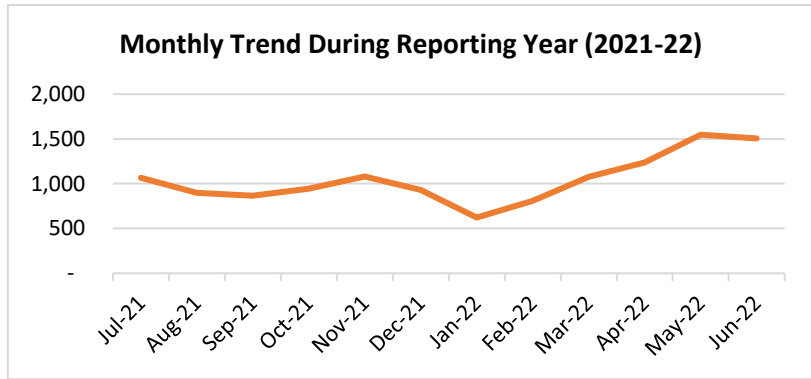
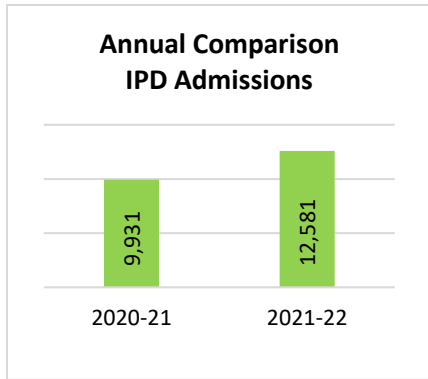
Female patient being examined by Gynecologist at

c) Indoor Patient Services

During the reporting period, 12,581 patients were admitted in various wards and received treatment under different specialties at the hospital. The indoor wards are fully equipped & staffed to provide round the clock services to the admitted patients. Specialists conduct morning & evening rounds to closely supervise the management of the admitted patients. Extensive Power cuts and low voltage remains one of the key challenges in maintaining comfortable environment for the admitted patients and their attendants.



Indoor admitted patients being treated at various wards at DHQ Mishti Mela



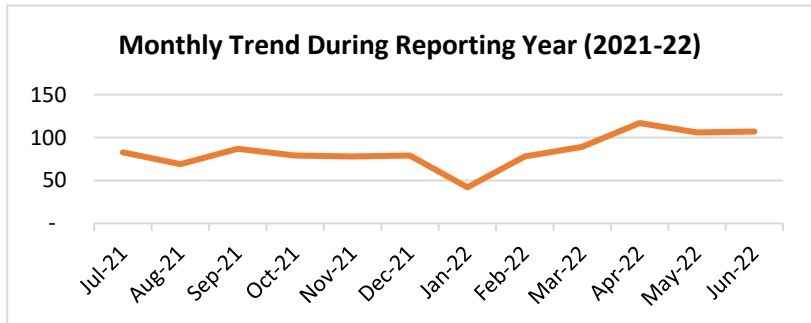
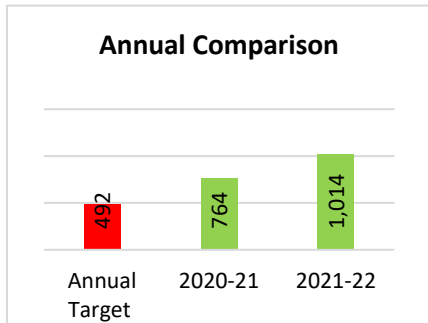
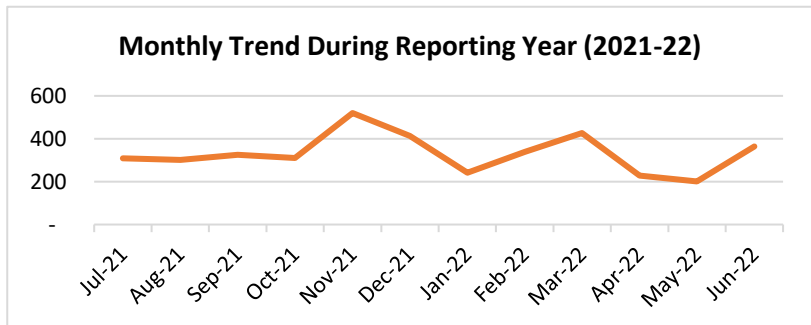
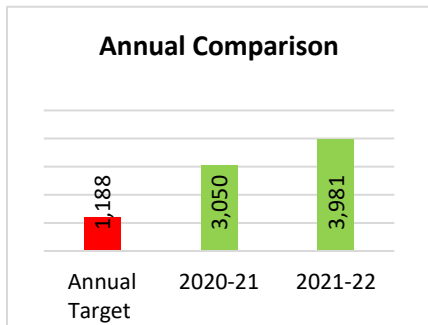
d) Maternal and Neonatal Child Health Services (MNCH)

The hospital provided uninterrupted MNCH service through trained and qualified staff including gynecologist, female medical officers, female nursing staff, LHV's and trained birth attendants. The MNCH Unit of the hospital is fully equipped and comply with MHS DP standard. Ante-natal care clinic, supported by a 24/7 functional Labor Room and round-the-clock availability of obstetrical surgical team to provide Comprehensive Emergency Obstetric and Newborn Care (CEmONC) service was ensured.



A female patient admitted in gynae ward due to labor pain, being examined by gynecologist at DHQ Mishti Mela

During the reporting period (July-21-June-22), HF provided 3,981 antenatal checkup to pregnant women, conducted 1,014 clean and safe deliveries and recorded 884 post-natal care (PNC) visit. Out of total deliveries, 958 were normal vaginal deliveries (NVDs), 4 were assisted deliveries & 52 complicated cases were managed by cesarean section (C-section).



e) Neonatal Unit

In the reporting period, 289 neonates have been treated in neonatal unit of DHQ Mishti Mela under supervision of peds specialist and qualified nursing staff. Premature birth, low birth weight, Neonatal jaundice, early neonatal sepsis, birth asphyxia, Congenital anomalies & meconium aspiration syndrome were treated in NICU during reporting period.



Newborns receiving care at neonatal unit – DHQ Mishti Mela

f) Immunization

During the reporting period, 4,361 vaccination shots were provided to children under 5 years and women of reproductive age for vaccine preventable diseases included in the Expanded Programme on Immunization (EPI). 473 children have been vaccinated against BCG, 1,493 against Polio, 1,456 against Penta, 381 Measles and 558 women received TT vaccination as per EPI schedule in the reporting period.

g) Surgical Services

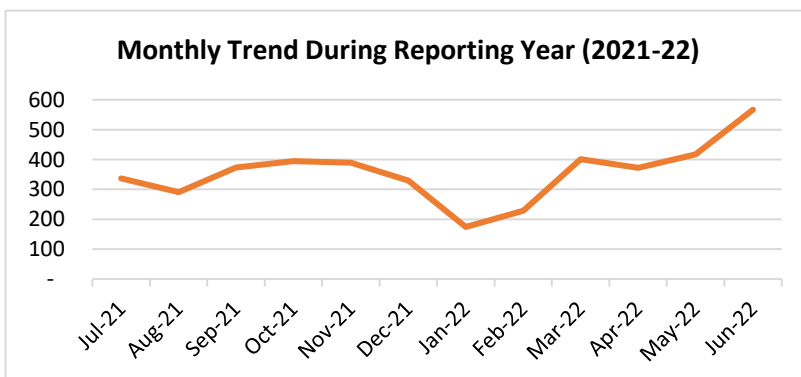
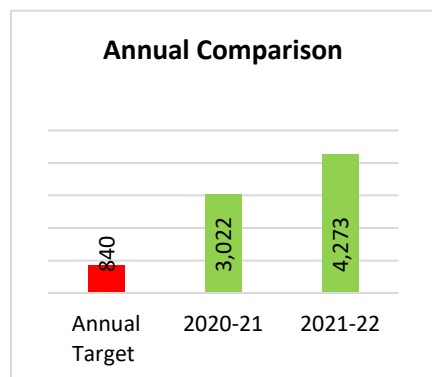
The surgical departments of the DHQ hospital conducted 3,254 minor and 1,019 major surgeries under specialties of general surgery, ophthalmology (Eye), otorhinolaryngology (ENT) and obstetrics.

The major surgeries included Laparotomies, Cholecystectomies, Appendectomies, C-Sections and Inguinal & Umbilical Herniorrhaphies. In ophthalmology, Cataract extractions with IOL, Dacryocystorhinostomy (DCR), Pterygium were some of the performed surgeries. In ENT, surgeries like Thyroidectomy, Tonsillectomy, and Septoplasty were performed. All the surgeries were conducted under strict Infection Control and under the supervision of a qualified Anesthetist.



Eye Surgery and ENT Surgery is in progress

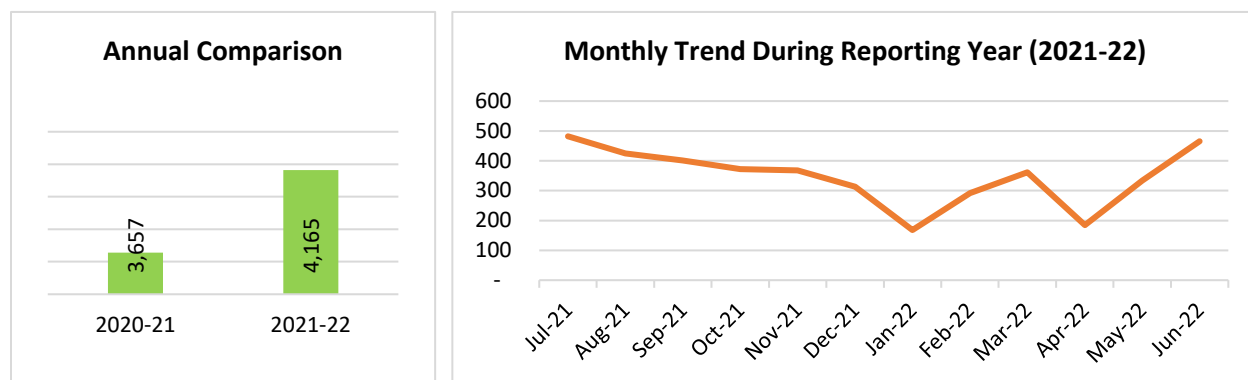
orthopaedic surgeon Dr Abid, operated 30 yrs old patient with left humerus fracture ORIF, Now the patient is stable and his radial nerve is fine



h) Dental Services

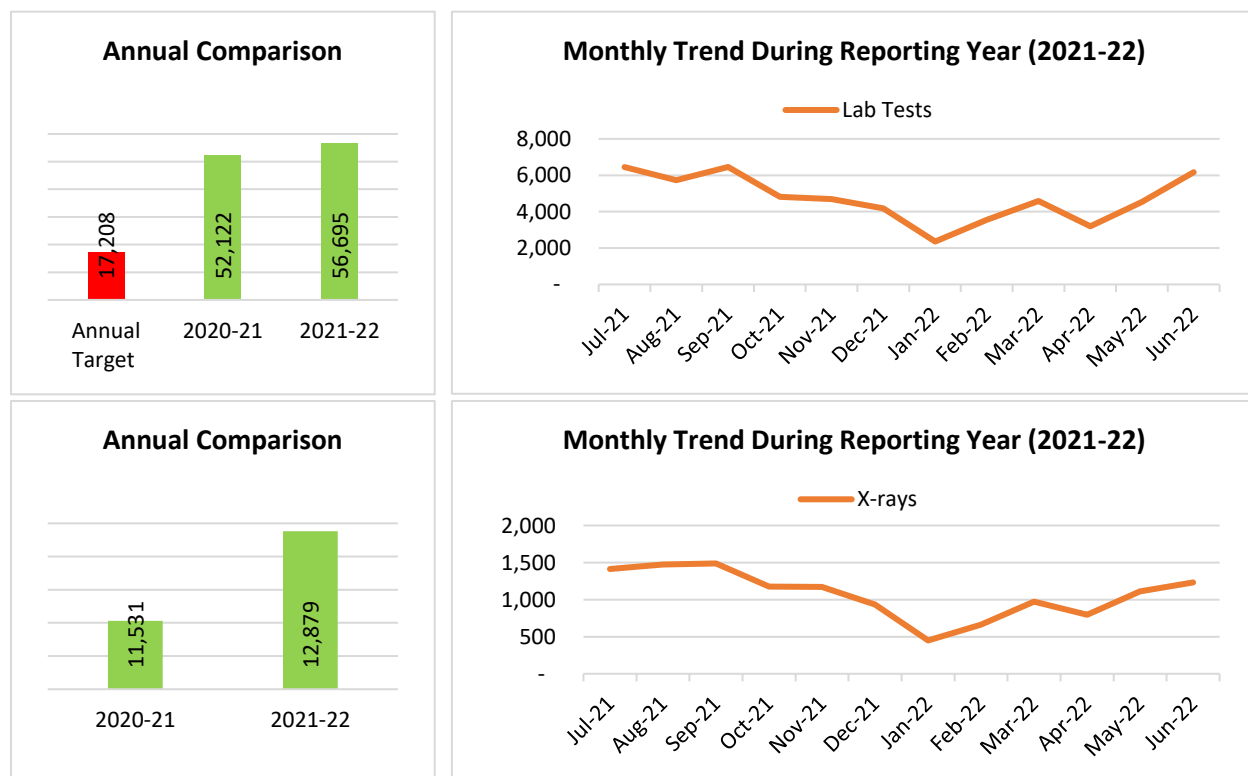
Well-equipped dentistry unit under the supervision of a qualified dental surgeon and experienced staff, continued to offer free of cost dentistry service to the local population. During the reporting period, the unit managed 4,165 patients in which 855 tooth extractions, 49 Root Canal Treatment (RCT), 551 fillings, 9 irrigations were performed. Patients are routinely screened for HIV, hepatitis B virus and hepatitis C virus before dental procedures.

Below graphs shows annual progress and monthly trend of dental services.



i) Diagnostic Services (Lab & X-Rays)

The Hospital offered round the clock Lab and X-Ray services to outdoor, indoor patients and patients attending A&E department. During the reporting period, 56,695 lab investigations and 12,879 X-Ray were performed.



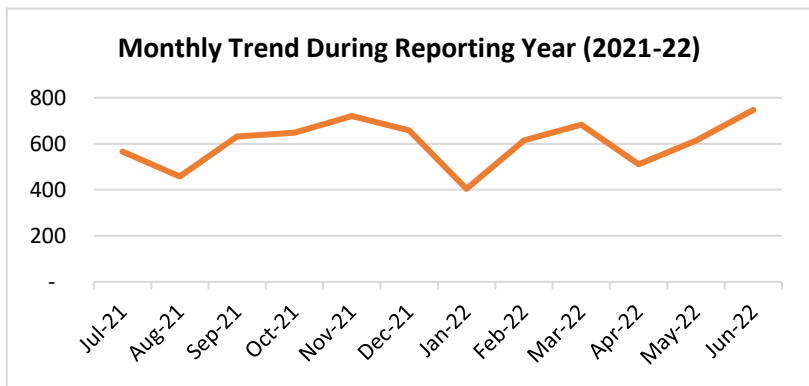
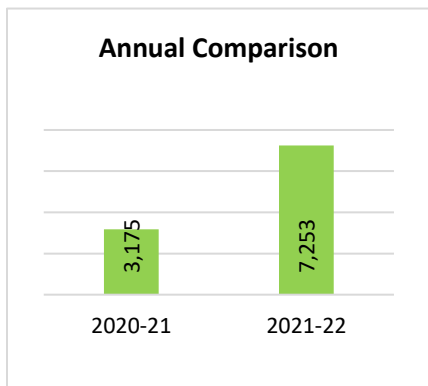
j) *Ultrasound services*

The diagnostic unit of the DHQ Hospital Mishti Mela offered ultrasound service through qualified and well experienced staff for obstetric as well as for general patients requiring information for diagnosing and treating a variety of diseases and conditions. The unit is equipped with three up-to-date ultrasound machines and 7,253 ultrasound scans in which 3,785 Gynae obstetrics were performed during reporting period.



Male patient having US by trained medical officer at DHQ Mishti Mela

Monthly trend of diagnostic services can be seen in the below graphs.

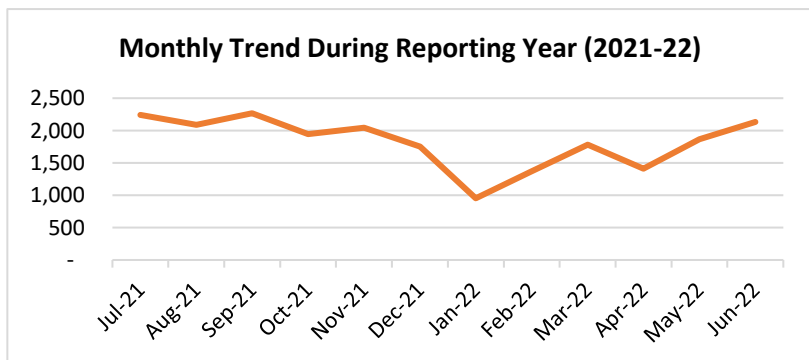
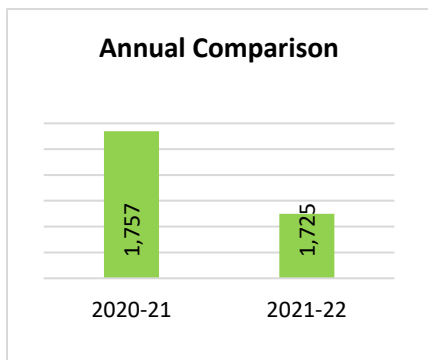


k) *Electrocardiography (ECG)*

Cat-D Hospital, Mamad Gat, offers round the clock free of cost ECG services to patients attending OPD Clinics, A&E department and admitted in indoor units. The diagnostic services remained fully functional during this period. 344 ECG conducted during the Period.



Nurse is performing an ECG of a patient



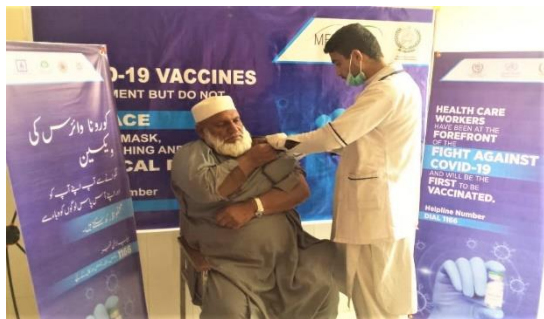
l) COVID-19 Services

In combating COVID-19 pandemic, DHQ hospital Mishti Mela was one of the first in newly merged districts (NMDs) of KP to set up 28-bedded COVID-19 Isolation ward with four beds providing facilities for intensive monitoring and ventilation.

In order to facilitate the patients coming with symptoms of COVID-19 to the hospital as well as to ensure protection of the healthcare workers, a separate COVID-19 Counter was established. Till now 8,960 samples of the suspected COVID-19 cases has been collected and sent for PCR.

Strict infection prevention protocols are being implemented at Screening point, Triage, Quarantine, Isolation and HDU wards in the hospital.

DHQ Hospital Mishti Mela also started COVID-19 Vaccination services in February 2021. Deputy Commissioner Orakzai Mr. Muhammad Khalid inaugurated the vaccination center.



People getting Covid-19 vaccine at covid-19 vaccination center – DHQ Mishti Mela



Covid-19 positive patient admitted in isolation ward

m) Vertical Programs

Malaria Program

During the reporting period, 1,789 suspected malaria patients visited the Hospital and among them 99 were confirmed with microscopy.

Tuberculosis Program

Among the patients visiting the Out-patients Department, 54 were suspected of Tuberculosis. 02 patients were confirmed with microscopy.

Hepatitis Screening and Treatment

12,560 patients were screened for Hepatitis B & C and HIV and among them 123 cases of Hepatitis B and 330 cases of Hepatitis C were positive with RDTs and have been referred for confirmation by PCR method.

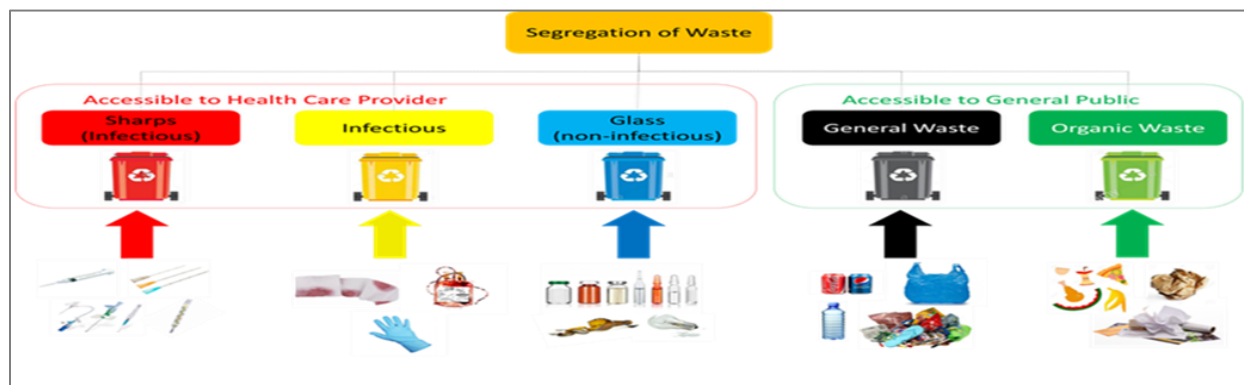
4. Pharmacy

DHQ Hospital Mishti Mela has a central warehouse and three satellites pharmacies, one each for out-patient department, accident & emergency unit and indoor wards to provide free of cost medicine to all the patients visiting hospital. Major bulk of medicine supplies are stored in the main warehouse, from where this medicine distributed to the satellite pharmacies on demand. All the pharmacies and warehouses are connected through Medicine and logistics management information system (MLMIS), in order to track inventory, through which stock can be easily managed. MLMIS prevent stock outs and expiration of drugs. Complete record from preparing purchase requests to end user consumption is available with few clicks. Warehouse and all the pharmacies use standard pharmacy protocols i.e. Temperature record, physical stock counts, pest control etc.



5. Infection Prevention (IP) & Healthcare Waste Management (HCWM)

MERF through its detailed IP policies, procedures and systems in place ensures that all the hospital floors, equipment and furniture are kept clean and safe for patients, attendants, visitors and staff. Strict policies and protocols are in place for disinfection and cleaning of medical equipment, special areas like OT, Emergency Ward, Labor Room, Minor OT, Laboratory and other areas in the hospital. MERF maintains a team of cleaners at the hospital who are trained and equipped with sufficient tools and materials to ensure cleanliness of the hospital all the time. MERF has implemented healthcare waste management policies that ensures efficient hospital waste management with segregation of waste into infectious and non-infectious waste through five color coded bin system. The concerned staff are trained segregation of waste at source, collection, storage, transportation and safe disposal.



6. New Initiatives

Nutrition Stabilization Center (NSC)

5 Bedded nutrition stabilization center started by MERF at DHQ MM. it is for purpose of treatment of malnourished children. Child with protein calories malnutrition (PCM), Kwashiorkor & Marasmus child's are admitted here.



Play Area for Children



PCM Child in NSC



Stabilization Center

Major Repairs/Reconstruction Work

On 8th January 2022 a portion of the roof at first floor of the hospital collapsed due to continued snowfall. Fortunately, no one was injured or killed in the incident. The hospital administration with support from district administration and other departments responded quickly and initiated damage need assessment. As per the assessment, the central portion the roof over the patient ramp and hallway had collapsed. Further, Patient ramp stair case, Electrical wiring, Sewerage pipes has been badly damaged and cracks can be seen in the beams and wall adjacent to the area.

MERF immediately started the renovation and reconstruction work and completed the reconstruction of portion of damaged roof, fixing collapsed hallways, Electric Wiring, damaged sewerage lines, renovation of latrines and other civil, electric and plumbing work was completed in a short span of time. In particular, the following work has been carried out.

1. Complete Rehabilitation of 11 Washrooms.
2. Complete Rehabilitation of 02 wards.
3. Construction of 01 Ramp
4. Repair of Damaged Roof, White-Wash in damaged area.



Renovation work in IPD wards, repair of toilets and construction of ramp



Dome fallen down due to heavy snowfall was repaired.

Purchase of New Equipment

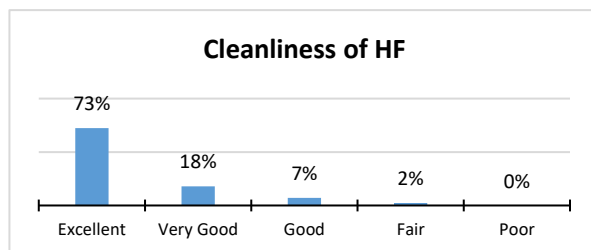
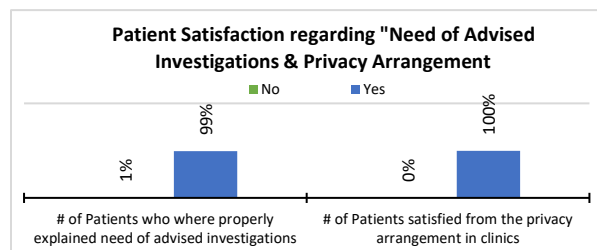
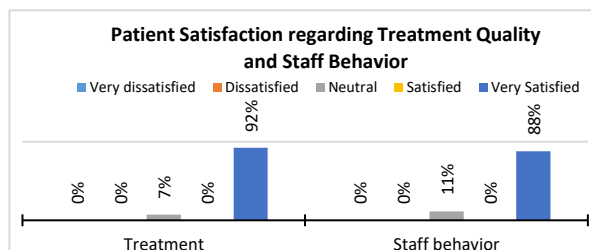
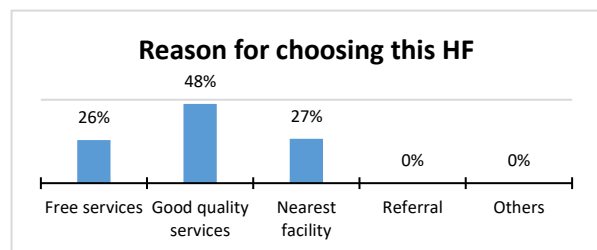
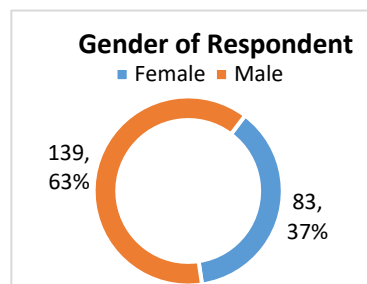
In order to further improve the quality of services and meet the needs of the hospital, MERF carried out substantial procurement of Medical Equipment. The list of equipment procured as follow:

S.No.	Equipment	Quantity
1	Phaco Emulsification Machine	1
2	Auto Refractometer with Karatometer & Table	1
3	Orthopedic Traction System with table	1
4	ENT Surgical Microscope	1
5	Ear Microsurgical instruments	1
6	Hb1AC machine	1
7	Baby Incubator	2
8	Phototherapy machine	2
9	Baby Warmer	4

7. Monitoring and Evaluation

Patient Exit Surveys

A total of 222 patients/attendant of age 15 years or above were interviewed to determine the satisfaction levels. Among them 83 were male and 139 were female respondents. The respondents showed an overall satisfaction level with 92% respondents being satisfied from the treatment quality and 88% with staff behavior. The finding regarding other parameters is given below.



Complaint Response Mechanism

Complaints and suggestions of the community and patients are responded well in time as received. Complaints boxes are displayed on various points in the hospital where a complainant can put his/her complaint anytime. The complaints are then got from the box and responded accordingly. Complaints/suggestions in personal are discussed and answered on spot. During the reporting period DHQ MM received 8 different types of complaints. Action was taken on time and the clients was fully satisfied.

Action Log Tracker

DHQ MM received visits from provincial & country office in which they have 80 findings, 68 of them were completed, 3 were delayed & 9 findings are on track.

Summary:	
Record Logged to date	80
# Of Completed	68
# Of Delayed	3
# Of Not yet scheduled to start, at risk	0
# Of on track	9

8. Trainings and Assessments

During this period MERF team internally arranged two capacity building workshops where participants were briefed & oriented on two emerging topic-, Infection Prevention control & Training on use of fire extinguisher.



Infection Prevention & control, Sterilization and awareness of screening against Hepatitis B and C every 3 months



Training on use of fire extinguisher in case of emergency By Dr. Mujahid to support staff & Line Managers of each Dept



Awareness session on HIV



Medical Officer Delivered presentation on Malaria



Awareness session regarding hepatitis B & C



3 Days workshop by Radiologist

9. External Monitoring and Visits

During the reporting period, DHQ MM hospital received many external delegations.



Surprise visit of Secretary Health KPK Mr. Muhammad Tahir Orakzai to DHQ MM & appreciate the HF Services



Visit of Auditors for the Audit of year-2020-2021 from Auditor General KPK Office



Visit of Dr Afsar sb from DG health Office



Visit of DC Orakzai Orakzai Mr. ADNAN Farid



Visit Of Program Manager Dr Basit sb along with IRC Team



Visit of Mr. Rafiq sb AAC Orakzai lower

10. Human Resource Recruitment and Deployment

During the reporting period, MERF hired and deployed below staff at DHQ Hospital Mishti Mela.

S.No	Key Staff	Budgeted Positions	Filled Positions
1	Hospital Administrator	1	1
2	Surgical Specialist	1	1
3	Medical Specialist	1	1
4	Gynecologist	1	1
5	Pediatrician	1	1
6	ENT Specialist	1	1
7	Anesthesia Specialist	1	1
8	Eye Surgeon	1	1
9	Orthopedic Surgeon	1	1
10	Dental Surgeon	1	1
11	Ultrasonographer/Radiologist	1	1
12	Medical officers-Male	12	12
13	Medical officers-Female	3	3
14	Clinical Pathology Supervisor	1	0
15	Clinical Psychologist	1	1
16	Senior Pharmacist	1	1
17	Nursing Supervisor	1	0
18	Nurses	13	13
19	LHV	3	3
20	Clinical Technician Surgical	4	4
21	Clinical Technician Pharmacy	8	8
22	Clinical Technician Anesthesia	4	4
23	Clinical Technician Pathology	4	4
24	Clinical Technician Radiology	3	3
25	Clinical Technician Cardiology	1	1
26	Chief Clinical Technician Ophthalmology	1	1
27	Clinical Technician Dental	1	1
28	Finance Officer	1	1
29	HR/Admin Officer	1	1
30	Logistic Officer	1	1
31	Data Manager	1	1
32	Clerk/computer operator	7	7
33	Store keeper	2	2
34	Ward attendants	20	20
35	Chokidars	10	10
36	Drivers	3	3
37	Malis	2	2
38	Cleaners/Sweeper	20	20
39	Laundry	2	1
40	Aya	7	7
	Total	149	146

11. Problems Encountered and Actions Taken

Following are the challenges faced by MERF during the year 2021 – 2022.

- *Power Supply to the Hospital*

MERF has to manage the operations from currently installed 120 KV solar system and newly installed 60KVA generator, as only 1-2 hours electricity is available through WAPDA line. With these available resources MERF can partially meet the power supply requirement. The TESCO Express Line which is primarily necessary for functionalizing and running big medical equipment is not available in the hospital. The heating of the hospital becomes a challenge during the winter season due to limited power supply. With the efforts of the hospital management and MERF, the Government approved express line to the DHQ hospital Mishti Mela and work has been initiated however it is yet to be completed.

- *Fund flow mechanism and delayed disbursement*

MERF has not received the funds for the period of Jan-June 2022 as of today (August 04, 2022). This matter has been raised with all the concerned officials/stakeholders from time to time and in the meanwhile fund arrangements were made by MERF from its own sources to ensure continuity of the service delivery. The way forward to address this issue will be to develop “Single Line Fund Flow Mechanism” having managed at provincial level on the pattern currently used for Medical Teaching Institutions (MTI). The significant delays in release of funds is a major challenge which needs to be addressed on priority basis.

- *Accommodation for Hospital Staff*

The existing accommodation facilities for staff in the hospital are not sufficient to meet current needs. The hospital requires additional accommodation blocks specially for consultants and female staff and MERF has communicated the requirement to the concerned department from time to time.

12. Progress Report against Key Performance Indicators

Progress Report against Key Performance Indicators							
Thematic Area	Sub-Thematic Area	Key Performance Indicators	Baseline	Target	Achievement	Means of Verification	Frequency
Facilities Management	Basic Amenities	Power (Presence of backup generator or Solar System)	1.5hr per day	100% (24/7)	100%	Observation	Periodic
		Safe Drinking water	No	Yes (100%)	100%	Observation	Periodic
		Availability of clean toilets for Male and Female staff/patients in every block/department.	Partially available	Yes (100%)	100%	Observation	Periodic
		Telephone Phone line/Inhouse intercom system.	No	Yes (100%)	100%	Observation	Periodic
		Access to computer with internet connection.	No	Yes (100%)	100%	Observation	Periodic
		Ambulance Service	No	Yes (100%)	100%	Observation	Periodic
		Availability of the Drainage System	Partially available	Yes (100%)	100%	Observation	Periodic
	Basic Equipment	Availability of bio-medical and surgical equipment	Partially available. Equipment were there but not functional at all.	Yes (100%) As per list all in working condition.	100%	Asset and inventory record/Report	Monthly
		Other equipment including office and IT equipment	No	Yes (100%) As per list all in working condition.	100%	Asset and inventory record/Report	Monthly
		Furniture	Partially available	Yes (100%) As per list all in working condition.	100%	Asset and inventory record/Report	Monthly

	Basic Equipment	CCTV	No	Yes (100%) As per list all in working condition.	100%	Asset and inventory record/Report	Monthly
		Proper lighting and Ventilation	Partially available	Satisfactory	100%	Observation	Periodic
	Hygiene and Waste Management	Regular Sterilization of Instrument/equipment	No	Yes	Yes	Observation	Periodic
		Storage and safe disposal of infectious and other wastes such as sharps	Not available	Yes	Yes	Observation	Periodic
		Availability of Disinfectant	Not available	Yes	Yes	Observation	Periodic
		Sharps box/container	Not available	Yes	Yes	Observation	Periodic
		Soap or hand disinfectant, Latex gloves, masks and sterilizers	Not available	Yes	Yes	Observation	Periodic
		Cleanliness of facility	Very Poor	Yes	Yes	Observation	Periodic
Availability of Incinerators for disposal of bio wastes	Not available	Yes	Yes	Observation	Periodic		
Human Resource Management	Filled Posts	All sanctioned/proposed posts filled	No	100%	100%	HR record	Monthly Attendance Record
	Specialist	Essential specialists filled as per proposed posts	No	Yes	Yes	HR record	Monthly Attendance Record
	Bio metric staff attendance System	Bio metric attendance System	Not available	Yes	Yes	Observation	Periodic
	Staff Presence	Availability of clinical staff as per duty roster	No	100%	100%	Staff duty Roster	Periodic
		Availability of all support staff	No	100%	100%	Staff Payroll/Bio Metric Attendance	Monthly Attendance Record
Up to date Credentials	All required credentials are up to date for doctors (PMDC registration and experience certificates).	NA	Yes	Yes	HR record	Periodic	

		All required credentials are up to date for nurses Diploma/Experience. Relevant registration.	NA	Yes	Yes	HR record	Periodic
		All required credentials are up to date for mid wives / LHV's.	NA	Yes	Yes	HR record	Periodic
	CME (Quality Care) Continuing Medical Education	CMEs Session conducted (All relevant Staff trained on Protocols and Guidelines for Clinical Case Management, EmOC, Infection Prevention, Infectious Diseases and Waste Management.)	NA	Yes	Yes	CME sessions Records	Periodic
	Staff Leave Management	For all staff	Not available	100%	100%	HR record	Monthly Attendance Record
Service Delivery Management (Clinical Services / Clinical Quality)	Medicines	Essential Medicines (Available as per MERF standard list)	Not available	100%	100%	Stock Record/LMIS system	Monthly
	Lab Services	Lab tests offered (As Per MHSDP Standard)	Not available	100%	100%	Observation	Periodic
		Lab Equipment maintenance	No	Yes	Yes	Observation	Periodic
	OT Services	All required services provided / procedures performed (Available as per MHSDP standard and as per annexure list)	Not available	Yes	Yes	Observation	Periodic
	Blood Bank Services	Availability of BB in vicinity.	Not available	Yes	Yes	Observation	Periodic
	Emergency Services	All required lifesaving services provided / procedures performed	Not available	Yes	Yes	Observation	Periodic
	Monitoring and Supervision	Regular services monitoring of	Not available	Regular visit from Country Office, Third Party Evaluation, Monthly and	Yes	Monitoring Report/Routine Reporting/Self Reporting (DHIS monthly)	Periodic

				Quarterly reporting		report)/Third Party Evaluation Report	
		Complaint Management System	Not available	yes	Yes	Observation/display of complaint box	Periodic
Implementation of Vertical Program	Family Planning Services	Guidelines on family planning	Not available	Yes	Yes	Observation	Periodic
		Space available for FP counselling	Not available	Yes	Yes	Observation	Periodic
	MNCH services	Guidelines on MNCH	Not available	Yes	Yes	Observation	Periodic
		Space available for MNCH counselling	Not available	Yes	Yes	Observation	Periodic
	EPI Services	Guidelines on EPI and Vaccines	Not available	Yes	Yes	Observation	Periodic
		Space available for EPI	Yes	Yes	Yes	Observation	Periodic
	Tuberculosis (TB) Services	Guidelines on TB	Not available	Yes	Yes	Observation	Periodic
		Space available for TB counselling	Not available	Yes	Yes	Observation	Periodic
	Dengue / Malaria Services	Guidelines on Dengue / Malaria	Not available	Yes	Yes	Observation	Periodic
		Space available for Dengue / Malaria	Not available	Yes	Yes	Observation	Periodic
Health Management Information System (HMIS)	General Services	Electronic Medical Record System	Not available	Yes	Yes	Observation	Periodic
		Average Daily OPD Attendance	2	190	466	OPD Register, EMR	Monthly
		Bed Occupancy Rate (monthly)	0	50%	66%	Daily Bed Statement Register, EMR	Monthly
		Average daily emergency service Utilization	12	As per need	51	Emergency Register, EMR	Monthly
	Clinical services	Number of Surgical Procedures (minor =major) Performed (monthly)	0	70	356	OT Register, EMR	Monthly
		Percentage of Hospital Death Among Admitted Patients	Not available	<5%	2.8%	Admission File, EMR	Monthly
	Diagnostic	Monthly Lab Services Utilization	0	1434 (30% of the	4,725	Lab Register, EMR	Monthly

				OPD+Emergency)			
		Monthly Diagnostic Services Utilization (X-ray, Ultrasound, ECG)	0	478 (10% of the OPD+ Emergency)	1,821	X-Ray, ECG, Ultrasound Registers, EMR	Monthly
	EPI	Percentage of Full Immunization Coverage	0	27%	36%	EPI Register	Monthly
		Penta immunization coverage	0	35%	61%	EPI Register	Monthly
	Emergency maternal Obstetrical Services (EmOC)	Number of Antenatal Care (ANC) visit (Monthly)	0	99	258	MNCH Register, EMR	Monthly
		Number of Normal Delivery Performed (Monthly)	0	40	80	Labour Room Register, EMR	Monthly
		Number of Caesarean section performed (Monthly)	0	1	4	Labour Room Register/OT Register	Monthly
		Percentage of New born Case Fatality in Health Facility	Not available	<5%	0.8%	Labour Room Register	Monthly
	Other records	DHIS/ HMIS Reporting Compliance	Not available	100%	100%	Monthly DHIS Report	Monthly
		DHIS/ HMIS Reporting timelines	Not available	100%	100%	Monthly DHIS Report	Monthly
		DHIS/ HMIS Reporting completeness	Not available	100%	98%	Monthly DHIS Report	Monthly
		DHIS/ HMIS Reporting accuracy	Not available	70%	94%	LQAS Record	Quarterly

MERF aims to save lives in times of crisis and help rebuild the shattered health services structure in the country during natural disasters, conflict and disease or health system collapse



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