

**Name:** Nana Baah Akuffu**Facility Name:** Eve International Hospitals**Survey Date:** July 4, 2020**1. Question:**

Does your facility provide adequate privacy in all areas where care is provided, or patient's information is taken including initial screening point, consulting rooms, pharmacy, wards, etc?

**Your Answer:**

Most areas offer adequate privacy (at least 3 of the above areas).

**Recommendation:**

Ensure to provide privacy for patients in all relevant areas. Provide screens and curtains where applicable, re-organize the various units to ensure privacy and ensure consulting and counselling rooms and doors are closed doors when in use.

**2. Question:**

Do you have a written plan for patient education and records are kept of the education provided to patients?

**Your Answer:**

There is no patient education plan and a record is not kept of patient educations done.

**Recommendation:**

Develop a schedule to guide patient education in the facility. This should include the dates for the training, specific topics to be treated and the individual taking the training. Keep records of the outcome of the training conducted.

**3. Question:**

Have you labelled the various units in your facility and are there directional signs to guide people to the right places?

**Your Answer:**

The units or departments are labelled but directions are not available or labelling and directional signs are in place but not adequately done.

**Recommendation:**

Label the various units and rooms in your facility and display directional signs to guide people to various areas.

**4. Question:**

Do you have an effective system for managing health information such that all relevant data in the facility is timely captured, aggregated and regularly analyzed to give the desired information about your operations?

**Your Answer:**

I have no effective system in place.

**Recommendation:**

Establish an effective (electronic or manual) system to timely capture, aggregate and periodically analyze all relevant data (patients, service, financial, administrative etc.) to obtain meaningful information. Document guidelines to guide staff on how to manage information in your facility.

**5. Question:**

Do you have written policies and procedures on infection prevention control program (IPC) which guide the staff in implementation?

**Your Answer:**

I do not have written IPC program; some documented procedures and IPC practices are in place but no monitoring system is in place.

**Recommendation:**

Establish infection prevention and control program with guiding policies and procedures covering all activities relevant to IPC including hand washing; use of personal protective equipment (PPE); handling of patient care equipment and soiled linen; prevention of needle/sharp injuries; management of healthcare waste; sterilization processes; and effective

ventilation precautions (to prevent airborne droplets).

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**6. Question:**

Do you have adequate hand washing facilities available in all relevant areas?

**Your Answer:**

Hand washing units are mostly not available or very insufficient.

**Recommendation:**

Provide hand washing facilities at the OPD areas, consulting rooms, laboratory, and Pharmacy, wards, nurses station all washrooms and ensure an adequate supply of single-use hand towels, soap and running water at all times.

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**7. Question:**

Do you have adequate PPE (gloves, gowns, etc.) available for staff at all relevant areas and do they understand and use them correctly?

**Your Answer:**

PPEs are available but there is no guideline for their use or staff use them incorrectly or staff do not use them most times.

**Recommendation:**

Provide adequate PPE (gloves, gowns, face masks, goggles, safety boots etc.) for staffs at all relevant areas; keep adequate inventory on them to ensure constant sufficient availability. Develop guidelines for their use indicating when to use them and how to use them and monitor adherence.

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**8. Question:**

Do you have a guideline for post-exposure prophylaxis (PEP) which also indicates where and how staff can obtain PEP?

**Your Answer:**

There are no PEP guidelines.

**Recommendation:**

Develop a guideline for post-exposure prophylaxis indicating the steps to be followed in an exposure. Include in the guideline, relevant details of individuals to contact or report to, and documentation required in the process.

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**9. Question:**

Do you have adequate waste bins positioned at all relevant units and use colour-coded bag and bins for proper waste segregation?

**Your Answer:**

Waste bins are adequately available but not colour coded.

**Recommendation:**

Procure colour-coded bins and rubber liners/bag for all units in accordance with (inter)national colour coding system. Display guidelines to help in effective segregation of waste at waste generation point through to disposal.

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**10. Question:**

Do you have an SOP that guides staff in decontaminating, cleaning and sterilization procedures to prevent infections, including how to wrap packs for sterilization and checking sterility of autoclave and packs?

**Your Answer:**

There is no SOPs and significant gaps exist.

**Recommendation:**

Document SOP to guide staff in decontaminating, cleaning and sterilization procedures, including how to wrap packs for sterilization and check sterility of autoclave and packs. Train staff in these and monitor adherence.

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**11. Question:**

Do you have a clean, secure and organized storage unit(s) for pharmaceuticals and general products with its temperature monitored?

**Your Answer:**

There is a storeroom but not well organized, clean or temperature is not monitored.

**Recommendation:**

Ensure there is designated space for the storage of medications and medical & general consumables. Provide shelves, lockers and racks where necessary and ensure items are neatly arranged & labelled and space kept clean. Provide a room thermometer and ensure the temperature is monitored and logged daily.

**12. Question:**

Do you have an inventory management system i.e. either electronic or paper-based (use of stock cards and registers) which helps in tracking stocks?

**Your Answer:**

There is no system in place.

**Recommendation:**

Establish a mechanism for documenting, monitoring and tracking the use of inventory in the facility. Provide tally cards and inventory registers to be used in inventory management. (Procure electronic inventory management where there is the capacity). Train staff on the inventory system adapted and ensure to document monthly analysis of inventory usage.

**13. Question:**

Have you established contacts and arrangements with various health facilities/ service providers where you send clients who require all services your facility cannot provide to? Do you have a list of these facilities and their contact details displayed at relevant units?

**Your Answer:**

There is a list of referral facilities but there are no contacts and arrangement/ arrangement exist for few services.

**Recommendation:**

Identify appropriate referral facilities for all relevant services which you would require to refer patients (maternal care, surgery, labs, diagnostics etc.) for services, create an up to date list of all referral facilities contact details. Display list at required units such as emergency unit, consulting rooms, lab etc."

**14. Question:**

Do you maintain records of referrals? Do you fill and sign standardized referral forms with copies kept on patients file and keep referral register with outcomes of referral?

**Your Answer:**

There is no standardized referral form.

**Recommendation:**

Design a standardized referral form for use in the referral of cases. All establish a system to keep records of all referrals made. This document should record details of patient referred, facility referred to, the outcome of referral and all information obtained from contacting the facility and patient.