**SPH/MDP/FOR /45(A)**

**Percentage of fully functioning Quality management Units (QMUs) in provincially managed secondary**

**and tertiary level hospitals (Base hospital and upwards)**

**District:- Year/ Quarter :-**

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| --- | --- | --- | --- | --- | --- |
| **Institutions** |  |  |  |  |  |
| **Requirment** |  |  |  |  |  |
| Establishment of Focal Point  Availability of quality management unit for the hospital  Focal point for healthcare quality and safety programme in place (To be identified by Head of Institution) |  |  |  |  |  |
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| Performance Review Meetings  Performance review meetings convened -  One performance review meeting conducted during the past three months |  |  |  |  |  |
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| Development of Work Improvement Teams  Availability of functioning unit wise Work Improvement Teams  20% of the functioning WITs established in a hospital (Every year to be increased by 20%) |  |  |  |  |  |
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| Assessment of customer Satisfaction  Customer Satisfaction Survey conducted -  At least one customer satisfaction Survey conducted per year |  |  |  |  |  |
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|  |  |  |  |  |
| Capacity Building  Staff training on quality and safety healthcare  At least 1 in-service training programmes per year in quality and safety in healthcare conducted for WIT leaders |  |  |  |  |  |
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Signature of MO MCH Signature of RDHS

* **To be send quarterly to the PDHS office**