

# Privacy and Quality of Service Scorecard

## Purpose

This scorecard is to ensure the privacy and the quality of services provided at CLDDP outreaches. It also emphasizes the importance of privacy and confidentiality.

## Scorecard

- Name of village
- Name of person filling form

## *Privacy Checklist*

- The privacy checklist should be used to ensure that patients are able to be examined and receive services without others seeing or hearing them. Outreaches should strive to use indoor settings, such as houses, with individual rooms with doors that close. Medical documentation should be kept securely by health workers and should not be accessible to patients.

### *REGISTRATION*

Slips of paper with numbers are handed out to ensure first come first serve and ensure privacy (by calling numbers and not names)

Overall score: 0 to 10

### *MEDICAL RECORD CONFIDENTIALITY*

Medical files are kept securely and only accessed by health workers so that confidential patient health information is not disclosed (e.g. files are not kept in a place where patients can search through them and read other patients' names and medical information)

### *CLINIC EXAM ROOM*

- Give a 10 if located inside a building with a private room that is soundproof
- Give a 7 if located inside a building that blocks others from viewing inside but is not soundproof
- Give a 5 if outside with curtains
- Give a 0 if outside with no privacy

### *LABORATORY SERVICES*

- Give a 10 if located inside a building with a private room that is soundproof
- Give a 7 if located inside a building that blocks others from viewing inside but is not soundproof
- Give a 5 if outside with curtains

- Give a 0 if outside with no privacy

### ***MEDICATION DISTRIBUTION***

- Give a 10 if located inside a building with a private room that is soundproof
- Give a 7 if located inside a building that blocks others from viewing inside but is not soundproof
- Give a 5 if outside with curtains
- Give a 0 if outside with no privacy

### ***GENERAL COMMENTS:***

- Positives?
- Negatives?

Checklist completed by:

Date:

## ***Quality of Services Checklist***

Implementing organization Community Officers should use the checklist below at each outreach and report any missing items or services in the comments.

### ***VHT Duties***

Mobilization (1 day before and day of)

- Y/N

Collecting Money

- Y/N

Registering Patients

- Y/N

VHT Quality of Services = 0 / 3.

### ***Registration***

1 Table

- Y/N

2 Chairs

- Y/N

Registration Book

- Y/N

Registration Quality of Services = 0 / 4.

### ***Waiting Area***

Chairs or Benches

- Y/N

Rubbish Bin

- Y/N

Waiting Area Quality of Services = 0 / 2.

### *Clinical Exam Room*

Disposable Gloves

- Y/N

Disposable sharps container

- Y/N

BP Machine

- Y/N

Stethoscope

- Y/N

Weighing Scale

- Y/N

Thermometer

- Y/N

Measuring Tape

- Y/N

Black Rubbish Bin for General Waste, Red Rubbish Bin for Biological Waste

- Y/N

Hand-washing station

- Y/N

Adequate lighting for examination

- Y/N

Exam table

- Y/N

Disinfecting wipes or spray for exam table

- Y/N

Tables and chairs for medical provider and patient to have a private conversation

- Y/N

Clinical Exam Room Quality of Services = 0 / 13.

### *Laboratory Services*

Registers

- Y/N

Testing Kits (HIV, STIs, pregnancy test, malaria)

- Y/N

Sample collection containers (e.g. vacutainers, sputum mugs)

- Y/N

Disposable Gloves

- Y/N

Disposable sharps container

- Y/N

Black Rubbish Bin for General Waste, Red Rubbish Bin for Biological Waste

- Y/N

Hand-washing station

- Y/N

Adequate lighting for examination

- Y/N

Tables and chairs for medical provider and patient to have a private conversation

- Y/N

Laboratory Quality of Services = 0 / 9.

### *Medication Distribution*

Registers

- Y/N

Table and chairs for medical provider and patient to have a private conversation

- Y/N

Black rubbish bin for general waste

- Y/N

Medication Distribution Quality of Services = 0 / 3.

### *Health Education*

Flip charts/posters on health promotion topic such as FP, HIV prevention, nutrition, antenatal care, etc.

- Y/N

Blank flip charts and markers

- Y/N

Attendance tracking tool (name, age, gender)

- Y/N

Health Education Quality of Services = 0 / 3.

### *Services Provided*

Implementing organization Community Officers should check to see if the following services are being provided at outreaches:

HIV Counseling and Testing (HCT)

- Y/N

Antiretroviral Treatment (ART)

- Y/N

General Treatment

- Y/N

STI Testing and Counselling

- Y/N

Antenatal Care

- Y/N

Postnatal Care

- Y/N

Immunizations

- Y/N

Family Planning

Combined oral pill

- Y/N

Progestin only pill

- Y/N

Emergency Contraceptive Pill

- Y/N

Male condoms

- Y/N

Female condoms

- Y/N

Water-based sex lubricant

- Y/N

Implants

- Y/N

IUD-Copper

- Y/N

IUD-Hormonal

- Y/N

Injectable (Depo Provera)

- Y/N

Injectable (Sayana Press)

- Y/N

FAM-SDM Beads

- Y/N

Lidocaine

- Y/N

Pregnancy (HCG) Test Kits

- Y/N

Health education (e.g. nutrition, WASH, FP, HIV prevention)

- Y/N

Registers filled by health workers.

- Y/N

Quality of Services = 0 / 24.

## ***Break Down***

Ensure the health workers complete the clinical reports before leaving the outreach.

- Y/N

Pack up all supplies and leave the area clean.

- Y/N

Quality of Breakdown Services = 0 / 3.

## ***Total***

Overall Quality of Services = 0 / 63.

## **General Comments**

Positives?

Negatives?

Date: