

Harmonized health facility assessment (HHFA)

Combined questionnaire
Core and additional questions

DECEMBER 2021



Harmonized health facility assessment (HHFA)

**Combined questionnaire
Core + Additional**



This is a working document that will be updated intermittently based on implementation experience and feedback from users. Users are invited to submit comments through the HHFA feedback form at: <https://feedback.hhfa.online>

© World Health Organization 2021.

Some rights reserved. This work is available under the CC BY-NC-SA 3.0 IGO license.

Contents

Acknowledgements	9
HHFA overview.....	10
Instrument	12
1. COVER	12
1.1. COVER PAGE AND FACILITY IDENTIFIERS	12
1.1.1. FACILITY IDENTIFIERS	12
1.1.2. GEOGRAPHIC COORDINATES	13
1.1.3. CONSENT.....	14
1.1.4. FACILITY CHARACTERISTICS	15
2. CLIENT SERVICES.....	17
2.1. SERVICES PROVIDED BY FACILITY	17
2.1.1. REPRODUCTIVE, MATERNAL, NEWBORN, CHILD, ADOLESCENT (RMNCAH)	17
2.1.2. IMMUNIZATION	17
2.1.3. COMMUNICABLE DISEASES	17
2.1.4. NONCOMMUNICABLE DISEASES.....	18
2.1.5. SPECIALTY MEDICAL SERVICES	19
2.1.6. SPECIFIC SPECIALTY SERVICES.....	19
2.1.7. SURGICAL SERVICES	20
2.1.8. EMERGENCY SERVICES.....	20
2.1.9. PALLIATIVE CARE.....	20
2.1.10. REHABILITATIVE CARE.....	20
2.1.11. SERVICES FOR VICTIMS OF VIOLENCE	20
2.1.12. MENTAL HEALTH SERVICES	20
2.2. CONTRACTED/OUTSOURCED CLIENT SERVICES	21
2.2.1. CLIENT SERVICES CONTRACTED	21
2.3. FORMAL LINKAGES WITH SERVICES OUTSIDE THE FACILITY	21
2.3.1. LINKAGES WITH TRADITIONAL, COMPLEMENTARY AND INTEGRATIVE (TCI) MEDICINE	21
2.3.2. COMMUNITY LINKAGES	22
2.4. DIAGNOSTICS AND TREATMENT PROCEDURES	23
2.4.1. RADIOGRAPHIC AND TREATMENT PROCEDURES	23
2.5. LABORATORY DIAGNOSTICS	24
2.5.1. LABORATORY DIAGNOSTICS	24
3. STAFFING AND STAFF MANAGEMENT.....	26
3.1. FACILITY STAFF NUMBERS AND OCCUPATION	26
3.1.1. STAFFING PLAN	26
3.1.2. OCCUPATION/QUALIFICATION	27
3.1.3. SPECIALIST PHYSICIANS.....	27
3.1.4. STAFFING RELATED TO MAJOR SURGICAL PROCEDURES.....	29
3.1.5. OTHER PAEDIATRIC SURGICAL SPECIALTY STAFF	30
3.1.6. OTHER NON-PHYSICIAN MEDICAL/NURSING PROFESSIONALS.....	31
3.1.7. ALLIED HEALTH PROFESSIONALS.....	32
3.1.8. ALLIED HEALTH ASSOCIATES (NOT PREVIOUSLY REPORTED)	33
3.1.9. OTHER HEALTH/ALLIED HEALTH ASSOCIATES (NOT PREVIOUSLY REPORTED)	34
3.2. QUALIFICATIONS OF FACILITY MANAGERS	35
3.2.1. QUALIFICATIONS	35
3.3. PROFESSIONAL GRADUATE VOLUNTEER STAFF	36
3.3.1. OCCUPATION WORKING AS VOLUNTEERS	36
3.4. PATIENT/STAFF RATIOS	36
3.4.1. INPATIENT AND OUTPATIENT SERVICES	36
4. FACILITY BEDS	38

4.1. GENERAL	38
4.1.1. NUMBER OF DEDICATED BEDS.....	38
4.2. SPECIFIC WARDS AND BEDS FOR THE WARDS	38
4.2.1. NUMBER OF DEDICATED BEDS.....	38
5. GOVERNANCE AND MANAGEMENT	42
5.1. GOVERNANCE AND MANAGEMENT SYSTEMS AND PRACTICES	42
5.1.1. GOVERNANCE AND MANAGEMENT SYSTEMS	42
6. SUPPORT SERVICES.....	44
6.1. SUPPORT SERVICES FOR ROUTINE FACILITY FUNCTIONING	44
6.1.1. SUPPORT SERVICES AVAILABILITY AND MANAGEMENT	44
6.2. SUPPORT SERVICES FOR INPATIENTS	44
6.2.1. SUPPORT SERVICES AVAILABILITY	44
7. SYSTEMS AND PRACTICES TO SUPPORT STAFF	46
7.1. STAFF BENEFITS AND ISSUES	46
7.1.1. BENEFITS	46
7.1.2. ISSUES	47
7.2. TRAINING PROVIDED BY FACILITY	47
7.2.1. IN-SERVICE TRAINING FOR STAFF	47
7.2.2. TRAINING FOR EXTERNAL STAFF AND STUDENTS.....	48
7.3. PERSONNEL MANAGEMENT AND SUPERVISION	48
7.3.1. STAFFING STRUCTURES.....	48
7.3.2. EXTERNAL SUPERVISION	49
8. MONITORING AND IMPLEMENTATION OF SYSTEMS FOR QUALITY	52
8.1. EXTERNAL ASSESSMENTS AGAINST STANDARDS	52
8.1.1. EXTERNAL ASSESSMENTS.....	52
8.2. QUALITY ASSURANCE/IMPROVEMENT	52
8.2.1. QUALITY ASSURANCE/IMPROVEMENT	52
8.3. SYSTEMS AND INDICATORS FOR MONITORING QUALITY OF INPATIENT CARE	54
8.3.1. CASE REVIEWS	54
8.3.2. SYSTEMS FOR MONITORING ADVERSE EVENTS	54
8.3.3. SYSTEMS FOR MONITORING QUALITY OF CARE FOR SURGICAL SERVICES	55
8.3.4. SYSTEM TO ELICIT CLIENT OPINION	57
8.4. REVIEW OF INFORMATION	57
8.4.1. REVIEW	57
9. PATIENT SAFETY	58
9.1. DISASTER PLANNING, FACILITY SAFETY AND SECURITY	58
9.1.1. DISASTER PLANNING, FACILITY SAFETY AND SECURITY	58
9.2. MONITORING AND REINFORCING THE CORE COMPONENTS OF INFECTION PREVENTION AND CONTROL (IPC)	59
9.2.1. MONITORING AND REINFORCING THE CORE COMPONENTS OF INFECTION PREVENTION AND CONTROL (IPC).....	59
10. FACILITY-LEVEL RESOURCES AND SAFETY PRACTICES	63
10.1. INFRASTRUCTURE	63
10.1.1. COMMUNICATIONS	63
10.1.2. POWER SUPPLY	63
10.1.3. WATER AVAILABILITY	64
10.2. CONDITIONS FOR INFECTION PREVENTION AND CONTROL	64
10.2.1. HEALTH CARE WASTE MANAGEMENT	64
10.2.2. CENTRAL REPROCESSING OF REUSABLE MEDICAL EQUIPMENT	65
10.3. REFERRAL AND EMERGENCY TRANSPORTATION SYSTEMS	66
10.3.1. REFERRAL AND EMERGENCY TRANSPORTATION SYSTEMS	66

10.4. FACILITY VEHICLES: NUMBERS AND STATUS	67
10.4.1. FACILITY VEHICLES: NUMBERS AND STATUS.....	67
11. FACILITY VEHICLES, INFRASTRUCTURE AND EQUIPMENT: MAINTENANCE AND REPAIR	69
11.1. FACILITY VEHICLES, INFRASTRUCTURE AND EQUIPMENT: MAINTENANCE AND REPAIR	69
11.1.1. VEHICLE MAINTENANCE	69
11.1.2. FACILITY INFRASTRUCTURE SYSTEM MAINTENANCE AND REPAIR	69
11.1.3. INFECTION PREVENTION, MEDICAL AND DIAGNOSTIC EQUIPMENT MAINTENANCE AND REPAIR	71
12. HEALTH FINANCING AND ACCOUNTING	73
12.1. BUDGET AND RESOURCES	73
12.1.1. BUDGET AND RESOURCE AVAILABILITY	73
12.1.2. LINE ITEMS FOR MANAGEMENT AND FACILITY MAINTENANCE RELATED ACTIVITIES.....	74
12.1.3. SOURCES OF FUNDING OTHER THAN MANAGING AUTHORITY	75
12.2. EXPENDITURES	76
12.2.1. EXPENDITURES FOR ROUTINE FACILITY ACTIVITIES	76
12.2.2. EXPENDITURES FOR CONTRACTED SERVICES.....	77
12.3. CHARGING AND COSTS FOR SERVICES	78
12.3.1. CHARGES FOR PRIMARY HEALTH CARE SERVICES.....	78
12.4. ACCOUNTABILITY FOR FUNDS RECEIVED	78
12.4.1. FINANCIAL AUDITS	78
12.5. SERVICE SPECIFIC FINANCING INFORMATION	80
12.5.1. NEGLECTED TROPICAL DISEASES (NTDs).....	80
12.5.2. CHRONIC DISEASES	80
12.5.3. SURGICAL SERVICES	80
13. INFORMATION SOURCES AND SYSTEMS	83
13.1. CATCHMENT AREA INFORMATION	83
13.1.1. CATCHMENT AREA INFORMATION	83
13.2. INDIVIDUAL PATIENT RECORDS/CHARTS AND IDENTIFIERS	83
13.2.1. UNIQUE PATIENT IDENTIFIERS	83
13.2.2. INDIVIDUAL PATIENT RECORDS FOR INPATIENTS	84
13.2.3. STORAGE OF INDIVIDUAL PATIENT CHARTS/RECORDS FOR INPATIENTS	84
13.2.4. INDIVIDUAL PATIENT RECORDS/CHARTS FOR OUTPATIENTS	85
13.2.5. STORAGE OF INDIVIDUAL PATIENT CHARTS/RECORDS FOR OUTPATIENTS.....	85
13.3. COMPUTERIZED INFORMATION	86
13.3.1. COMPUTERIZED INFORMATION	86
14. FACILITY STATISTICS REPORTING SYSTEMS	88
14.1. ADMISSION AND DISCHARGE RECORDS	88
14.1.1. ADMISSION AND DISCHARGE RECORDS	88
14.1.2. DATA COMPILATION METHODS.....	89
14.1.3. REPORTS SUBMITTED EXTERNALLY.....	90
14.1.4. STORAGE OF PAPER-BASED HMIS REPORT AND SOURCE DATA DOCUMENTS	91
14.2. DATA QUALITY	93
14.2.1. DATA QUALITY	93
14.3. HMIS STAFF	93
14.3.1. HMIS STAFF.....	93
15. IMPLEMENTATION OF INTERNATIONAL CLASSIFICATION OF DISEASES (ICD).....	95
15.1. USAGE OF ICD CODES	95
15.1.1. USAGE OF ICD CODES	95
15.1.2. USAGE OF ICD CODES FOR MORBIDITY.....	95
15.2. REPORTING MORTALITY	97
15.2.1. DETERMINING CAUSE OF DEATH	97
15.2.2. ICD CLASSIFICATION OF CAUSE OF DEATH.....	99

16. KEY HOSPITAL INFORMATION AND SERVICE STATISTICS	101
16.1. INPATIENT UTILIZATION INFORMATION	101
16.1.1. INPATIENT UTILIZATION INFORMATION	101
16.2. INPATIENT SERVICE STATISTICS	101
16.2.1. INPATIENT SERVICE STATISTICS	101
16.3. SERVICE SPECIFIC INFORMATION FOR OUT/INPATIENT SERVICES	103
16.3.1. SURGERY	103
16.3.2. DELIVERY AND NEWBORN SERVICES	106
16.3.3. POST-ABORTION CARE SERVICE STATISTICS	108
16.3.4. EMERGENCY UNIT INFORMATION	108
16.3.5. OUTPATIENT SERVICE STATISTICS	109
16.3.6. NEGLECTED TROPICAL DISEASES (NTDs)	109
16.3.7. CANCER SERVICES	110
16.3.8. OUTCOME INDICATORS FOR PATIENTS UNDER CANCER TREATMENT	111
16.3.9. OUTPATIENT MATERNAL AND NEWBORN POSTNATAL CARE (PNC) SERVICES	112
16.3.10. QUALITY OF CARE INDICATORS FOR IMMUNIZATION SERVICES	113
16.3.11. INDICATORS FOR SURGICAL SERVICES	113
16.3.12. MONITORING EFFICIENCY FOR ELECTIVE SURGICAL PROCEDURES	114
16.3.13. RESEARCH ON SURGICAL ISSUES	115
16.3.14. OUTCOME INDICATORS FOR FACILITY SERVICES	115
18. SERVICES AND INFRASTRUCTURE.....	118
18.1. OUTPATIENT SERVICE CONDITIONS	118
18.1.1. SERVICE AVAILABILITY.....	118
18.1.2. OUTPATIENT INFRASTRUCTURE.....	118
18.1.3. OUTPATIENT AMENITIES.....	119
18.1.4. SERVICE SITE CONDITIONS FOR PATIENT AND STAFF SAFETY.....	120
18.1.5. PATIENT EXAMINATION EQUIPMENT	121
18.1.6. OXYGEN FOR OUTPATIENT SERVICES.....	122
18.1.7. STANDARD PRECAUTIONS FOR INFECTION PREVENTION AND CONTROL	123
18.2. OUTPATIENT: INFECTIOUS AND COMMUNICABLE DISEASES	124
18.2.1. MALARIA SERVICES	124
18.2.2. NEGLECTED TROPICAL DISEASES (NTDs)	126
18.2.3. SEXUALLY TRANSMITTED INFECTIONS (STIs)	127
18.3. OUTPATIENT: NONCOMMUNICABLE DISEASES (NCDs)	127
18.3.1. CHRONIC DISEASES	127
18.3.2. DIABETES.....	128
18.3.3. CARDIOVASCULAR DISEASE (CVD)	129
18.3.4. CHRONIC RESPIRATORY DISEASE (CRD)	129
18.3.5. CANCER	130
18.3.6. CERVICAL CANCER.....	130
18.3.7. BREAST CANCER.....	132
18.3.8. COLORECTAL CANCER	132
18.3.9. PROSTATE CANCER	133
18.4. SERVICES FOR SPECIAL NEEDS	133

预览已结束，完整报告链接和二维码如下：

https://www.yunbaogao.cn/report/index/report?reportId=5_24040

