



Appendix 1 – Quality Framework

	Indicator	Measurement tool	Measured by	Lowest acceptable limit
1	Yellow Star score	Three-monthly random Yellow Star inspection	HOCS and Nominated bataka leaders representative.	At least 85 % score on 3/4 inspections
2	Medical and Clinical Officer availability 24 hours a day 7 days a week	Random checks once per month	HOCS and Nominated bataka leaders representative	Both available on 11/12 monthly checks
3	Emergency surgery availability 24 hours a day 7 days a week	Random checks once per month	HOCS and Nominated bataka leaders representative	Available on 11/12 monthly checks
4	Group O blood availability	Random checks once per month	HOCS and Nominated bataka leaders representative	Available on 11/12 monthly checks
5	Drug availability: 9/10 randomly selected drugs or supplies available from BCH formulary	Random checks once per month	HOCS and Nominated bataka leaders representative	At least 9/10 drugs or supplies available on 11/12 monthly checks
6	Infection control: monthly assessment	Hospital infection control scorecard	HOCS and Nominated bataka leaders representative	At least 90% score on 11/12 monthly checks
7	Patient satisfaction: survey conducted on 10 randomly selected patients each month	Patient satisfaction survey	HOCS and Nominated bataka leaders representative	At least 80% score on at least 8/10 patients for 9/12 months
8	Access: Hospital visits per person per year	Hospital Database	BCH	At least 0.3 visits/person/year in 10/12 months
9	Equity: ratio of access of poorest to richest	Hospital Database	BCH	Poorest quintile have at least 60% of the access of the richest quintile
10	Batwa: ratio of access for Batwa and non-Batwa	Hospital Database	BCH	Batwa have at least 60% of the access of non-Batwa

11	Equipment functionality: Biochemistry, Ultrasound, X-ray, 2 x O2 concentrators, EMO machine	Random checks once per month	HOCS and Nominated bataka leaders representative	At least 4/6 items functioning on 11/12 monthly checks
12	Waiting times for elective operations	Hospital Database	BCH	Time from booking to operation does not exceed 16 weeks in 90% of operations performed
13	Polypharmacy: average number of drugs per patient per visit	Hospital Database	BCH	Average number of drugs/patient/visit less than or equal to 2.0 in 10/12 months
14	Clinical quality: history and examination skills, communication skills, decision- making, information- sharing and prescribing	Random checks once per month	Nominated bataka leader with HOCS with mystery patient.	At least 80% score in 8/12 months
15	Epilepsy: % of people on database with epilepsy seen at least three times in a year	Database	BCH	50% of people on database with epilepsy seen at least three times in a year
16	Diabetes: % of people on register with diabetes seen at least three times in a year	Database	BCH	80% of people on register with diabetes seen at least three times in a year
17	Evidence of internal quality control in surgery, OPD and inpatient wards	Audits of adherence to internal clinical guidelines	Monthly audits performed by BCH and monitored by Nominated bataka leader representative	Audits conducted in 11/12 months. Evidence of re-audit where quality falls below standards set.
18	Accountability: Hospital produces	Audited accounts	Annual set of audited	Audited accounts to stake holders by

	independently audited accounts		accounts	December 15th
19	Service-delivery: provision of dental clinics at the Hospital on at least eight days a month	Checks from Nominated bataka leaders representative	HOCS and Nominated bataka leaders representative	This level of service-delivery on 11/12 months
20	Service-delivery: provision of mental health, surgery and eye clinics at the Hospital on at least two days a month	Checks from Nominated bataka leaders representative	HOCS and Nominated bataka leaders representative	This level of service-delivery on 11/12 months
21	Service-delivery: provision of diabetes, hypertension, skin, STI and epilepsy clinics on at least one day a month	Checks from Nominated bataka leaders representatives	HOCS and Nominated bataka leaders representative	This level of service-delivery on 11/12 months
22	Malaria prevention: ITN coverage as measured by household survey >70% in under 5's	Database/Household survey	BCH	>70% in 2010 >80% in 2011 >90% in 2012 survey
23	Contraceptive Prevalence rate (modern methods and LAM) is >32% in household survey	Database/Household survey	BCH	>32% in 2010 >35% in 2011 >40% in 2012 survey
24	Vaccination: measles immunization coverage of children aged 12 months to 5 years. >90%	Database/Household survey	BCH	>90% level maintained
25	Proportion of births attended by skilled attendants >70%	Database/Household survey	BCH	>70% in 2010, >80% in 2011, >90% in 2012 survey