

## Guideline for upgrading or degrading health facilities existing level

### Introduction

Government health facilities in the Maldives are graded according to the services that they give. This grading mainly depends on health service need of that population with the intention of referral where further services are required. The main aim of such a grading is to give essential/primary health services that are efficient and safe in line with accessibility and affordability. Furthermore, cost-benefit is calculated in the ratio that best fits in either maintaining higher end services at that level or timely referral to a higher center.

Criteria for grading of health facilities were developed in 2009, which had been revised since then, in order to give a baseline for establishing and maintaining the required level of services and evaluating health facilities in order to match the services that they are giving.

The 3 main components that are reviewed include, population, patient load and average bed occupancy. Furthermore, other areas that are looked into includes, population migration, development of industrial facilities within or nearby the island. .

### Aim

Public demand for better and improved services in each island exerts pressure on the ministry to upgrade available health facility or start new services.

By mandate Quality Assurance Division is the main technical party to evaluate the need for upgrading services.

Services are evaluated on two accounts:

1. Requests from parties
2. Where such need arises or where clinical inspections by the division decide that there is a need for either upgrading or degrading the available facilities.

This guideline aims to take relevant statistics into consideration to make an informed and evidence based decision.

### Objectives

1. Service available at the facility is in accordance to the patient demand
2. Cost effectiveness of services provided
3. Reduce misuse of services
4. Utilization of available services

### Data and statistical records required

The following data and statistics should be available for evaluating the grading for upgrading of any health facility. Statistical records should be of minimum 1 year.

#### **1. Number of laboratory test done**

Total number of laboratory tests performs in the facility for the past 1 year should be available.

The data should be with the details of which tests were performed in laboratory. Also this should

include how many tests per patient was requested and number of patients sent for laboratory investigation

2. **Number of OPD consultations**

Number of consultations done during Official working hours. A health facility grade 3 will be 8 hours therefore official hours are between 8 to 3pm, where a 16 hours health facility will be from 8 am to 10pm in the evening.

Number of consultations done during off hours should also be recorded. For health facilities grade 3 it would be consultations done after 3 pm till next day morning 8pm.

3. **Number of Referrals from resorts / other industrial islands**

Number of patient referred to the health facilities from the resorts near the island, if any. Please also notify which kind of service was provided to these patients.

4. **Number of referrals made by the facility to other centers**

Referrals made to other higher centers, hospitals or regional hospital from the facility

5. **Number of Admissions**

- Total number of admissions made for more than 6 hours and admissions made for less 6 hours should be recorded separately.
- Include admissions that required overnight stay
- Admissions during the night for more than 2 hour

6. **Cost benefit**

These should include all utility costs per month separately and an average of a year's data. Also staff overtime cost per month should be available.

7. **Staff availability**

A record of number of staffs available and the required amount of staffs for upgrading.

8. **Infrastructure**

Space availability and an estimate cost for any infrastructural changes or extensions if required.

9. **Reason for upgrading or degrading**

- Including or discontinuing service(s).
- Extending or reducing operating timings

MOH-QA/F/15/058-1

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**PROPOSAL FOR UPGRADING OR DEGRADING HEALTH FACILITIES EXISTING LEVEL****Facility General Information**

Name:

Living Population:  Grading:  Service Hours:

**Statistical Data's****OPD consultation**

Number of consultation

Number of consultations done During official hours\*\*

Number of consultations done During off hours\*\*

**Laboratory Investigations**

Number of \*laboratory Investigations

Number of Patients for Laboratory investigations

*\*Attach details of laboratory investigations performed*

**Admissions**

Admissions done for < 6 hours

Admissions done for > 6 hours

Number of Admissions done < 6 hours

**Referrals**

Number of Aasandha Referrals

Number of Referrals from resorts

Number of referrals from health center to Atoll / Regional hospital

Number of referrals from health center to IGMH

**Staff Availability**

Administrative staffs

Technical / professional staffs

**Details to be attached \***

1. Overtime Sheets of all Staffs
2. Copies of all Utility, telephone, internet bill costs
3. Copy of monthly income reports
4. Copy of Aasandha Monthly report (credit report)
5. Copy of Monthly Expenditure reports
6. Copy of cost report
7. Estimate cost for infrastructural changes if required

*\*All reports attached should be of past one year*

**\*\*HC Gr1 – official hours 8am – 3pm**

**\*\*HC Gr 2 – official hours 8am – 10pm**

**HC Gr 1 – unofficial hours 3pm – 8am**

**HC Gr 2 – unofficial hours 10pm – 8am**

Please justify why an upgrading is required

Submitted by:

Name:

Date:

Signature