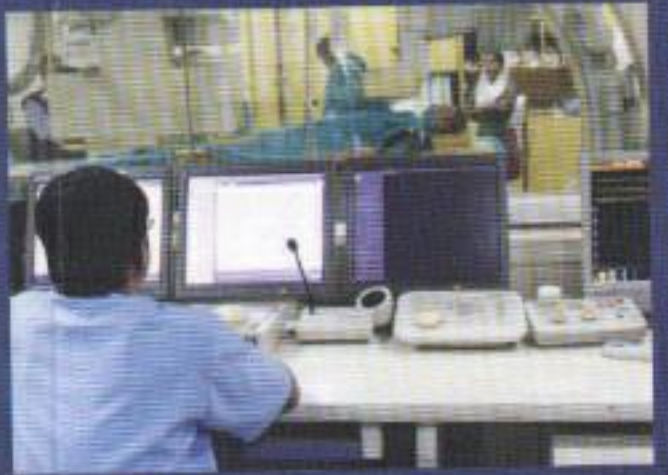


Minimum Service Delivery Standards Reference Manual 2013



HOSPITALS



Punjab Healthcare Commission

Striving for Quality Healthcare in Punjab

**A Reference Manual Providing Details and
Explanations for Implementation of the Minimum
Service Delivery Standards (MSDS) in the Hospitals
in Punjab**

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ACRONYMS and ABBREVIATIONS

A&E	Accident and Emergency
AAC	Access, Assessment, and Continuity of Care
ABG	Arterial Blood Gas (test)
ACR	Annual Confidential Report
ACLS	Advanced Cardiac Life Support
ADL	Activities of Daily Living
ADR	Adverse Drug Reaction
AGPR	Accountant General of Pakistan Revenues
AIN	Asset Identification Number
ANC	Ante- Natal Care
APPM	Accounting Policies and Procedures Manual
AST	Aspartate Amino Transferase
ATLS	Advanced Trauma Life Support
AWP	Annual Work Plan
BCF	Bromo Chloride Fluoromethane
BHU	Basic Health Unit
BoM	Board of Management
BTS	Blood Transfusion Service
BLS	Basic Life Support
C&W	Communication and Works Department
CABG	Coronary-Artery Bypass Grafting
CCBs	Citizen Community Boards
CDC	Centers for Disease Control and Prevention (US government)
C-EmOC	Comprehensive Emergency Obstetric Care
CFAO	Chief Finance and Accounts Officer
CFO	Chief Financial Officer
CIs	Confidence Intervals
CMC	Complaint Management Committee
CMO	Causality Medical Officer
CME	Continued Medical Education
CNIC	Computerized National Identity Card
CoA	Chart of Accounts
COMS	Clinical Outcomes Measurement System
CPOE	Computerized Prescriber Order Entry

CQI	Continuous Quality Improvement
CRP	C-Reactive Protein
CSOs	Civil Society Organization
CSSD	Central Sterilization Services Department
CT	Computerized Tomography
DDO	Drawing and Disbursing Officer
DG	Diesel Generator
DGHS	Directorate General of Health Services
DHIS	District Health Information System
DHMT	District Health Management Team
DHQH	District Headquarter Hospital
DoB	Date of Birth
DoH	Department of Health
DRA	Drug Regulatory Authority
DVT	Deep Venous (Vein) Thrombosis
ECG	Electro Cardiography
ED	Emergency Department
EDL	Essential Drug List
EMO	Emergency Medical Officer
EMR	Electronic Medical Record
EMS	Emergency Medical Services
ENC	Essential Newborn Care/ Emergency Neonatal Care
EmOC	Emergency Obstetric Care
EmONC	Emergency Obstetric and Neonatal Care
EQA	External Quality Assessment
FAR	Fixed Asset Register
FFP	Fresh Frozen Plasma
FGI	Facility Guideline Institute
FHT	Family Health Team
FMS	Facility Management and Safety
FP	Family Planning
GAAP	Generally Accepted Accounting Principles
GATHER	Greet, Ask, Tell, Help, Explain, Return
HAOP	Hospital Annual Operational Plan
HCE	Health Care Establishment
HCP	Health Care Provider
HEPA	High Efficiency Particulate Air

HIC	Hospital Infection Control
HID	Health Institute Database
HMIS	Health Management Information System
HOD	Head of Department
HRD	Human Resource Development
HRM	Human Resource Management
HTC	Hospital Transfusion Committee
HVAC	Heating, Ventilation, And Air Conditioning (System)
IBC	International Building Code
IC	Infection Control
ICC	Infection Control Committee
ICD	International Classification of Diseases
ICN	Infection Control Nurse
ICO	Infection Control Officer
ICP	Infection Control Practitioner
ICT	Information and Communication Technology
ICT	Infection Control Team
ICU	Intensive Care Unit
IEC	Information, Education and Communication
IFRS	International Financial Reporting Standards
IMNCI	Integrated Management of Neonatal and Childhood Illnesses
IMPAC	Integrated Management of Pregnancy and Childbirth
IMS	Information Management Systems
IPD	Inpatient Department
IPM	Integrated Pest Management
ISMP	Institution for Safe Medication Practices
JCAHO	Joint Commission on Accreditation of Healthcare Organizations
JD	Job Description
KCl	Potassium Chloride
KPIs	Key Performance Indicators
LAMA	Left/Leaving Against Medical Advice
LASA	Look-Alike, Sound-Alike
LDH	Lactate Dehydrogenase
LHV	Lady Health Visitor
LHW	Lady Health Worker
LSC	Liquid Scintillation Counting
MAR	Medication Administration Record

MCH	Maternal and Child Health
MD	Medical Director
MDR	Multiple Drug Resistance
MIS	Management Information System
MLC	Medico-Legal Cases
MLR	Medico-Legal Report
MOM	Management of Medication
MRI	Magnetic Resonance Imaging
MRSA	Methicillin Resistant Staph Aureus
MS	Medical Superintendent
MSDS	Minimum Service Delivery Standards
N.B.	Nota Bene (Note well)
NFPA	National Fire Protection Agency
NGO	Non-Government Organization
NICU	Neonatal Intensive Care Unit
NMNCHP	National Maternal Newborn and Child Health Promotion
OEM	Original Equipment Manufacturer
OPD	Outpatient Department
OR	Operating Room
OSHA	Occupational Safety and Health Administration
OT	Operation Theater
OTA	Operation Theatre Assistant
OTMC	Operation Theatre Management Committee
PACS	Picture Archiving and Communication System
PACU	Post Anaesthesia Care Unit
PALS	Paediatrics Advanced Life Support
PAR	Post Anaesthesia Recovery
PEPP	Payment Error Prevention Program
PGD	Patient Group Direction
PHC	Punjab Healthcare Commission
PIP	Patient Identification Procedure
PMDC	Pakistan Medical & Dental Council
PNC	Pakistan Nursing Council
PNC	Post -Natal Care
PNRA	Pakistan Nuclear Regulatory Authority
PO	Purchase Order
POD	Patients Own Drugs

PPE	Personal Protective Equipment
PPRA	Punjab Procurement Regulatory Authority
PRE	Patient Rights and Education
PTBA	Punjab Blood Transfusion Authority
QA	Quality Assurance
QC	Quality Control
QI	Quality Improvement
RBS	Random Blood Sugar
RHC	Rural Health Centre
RIS	Radiology Information System
ROM	Responsibilities of Management
RTAT	Radiology Turn Around Time
RTI	Reproductive Tract Infection
SAM	Self-Administration of Medicine
SMPs	Standard Management Protocols
SOPs	Standard Operating Procedure
SPSS	Statistical Package of Social Sciences
SSI	Surgical Site Infection
SSIS	Surgical Site Infection Surveillance
STI	Sexually Transmitted Infections
SVD	Spontaneous Vaginal Delivery
SWOT	Strengths, Weaknesses, Opportunities, Threats
TAC	Technical Advisory Committee
THQH	Tehsil Headquarter Hospital
TNCC	Trauma Nursing Care Course
V/Q	Ventilation/Perfusion
WHO	World Health Organization
WM	Waste Management
WMO	Woman Medical Officer
WMT	Waste Management Team
ZBB	Zero-Based Budgeting

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ACKNOWLEDGEMENTS

The Minimum Service Delivery Standards (MSDS) Reference Manual has been developed through the collaborative efforts of the Consultant of the Technical Resource Facility (TRF) and the team at the Directorate of Clinical Governance and Organizational Standards of the Punjab Healthcare Commission (PHC). This Reference Manual provides explanations and guidelines for all the 30 Standards and 162 indicators prescribed in the MSDS for hospitals earlier developed and disseminated by the Commission and will facilitate their implementation.

The collective efforts of the consultant and the PHC team who prepared this Reference Manual are commendable because such an exhaustive document could not have been developed without their professional commitment and perseverance. The dedication and diligence of the PHC Staff who edited and designed this document is also appreciated.

My profound thanks are due to the DFID/TRF for providing technical, logistic and financial support for this important assignment. I am also indebted to all the technical experts consulted during the meetings and workshops for finalizing this document, for providing their valuable advice and suggestions. I would also express my gratitude to the Secretary Health, Government of the Punjab, for his support and to the PHC Board of Commissioners for their guidance and facilitation in the development and improvement of this Reference Manual.

The PHC would also like to acknowledge the valuable contribution to this Manual from review and adaption of a similar Manual developed and implemented by the Health Department, Government of Khyber Pakhtunkhwa.

I hope this Reference Manual will provide the much needed assistance to all concerned in the successful implementation of the MSDS and pave the way for improving the quality of healthcare service delivery in Punjab.

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