The Balanced Scorecard Report

Basic Package of Health Services 2015

September 2015

KIT | The Royal Tropical Institute

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ABBREVIATIONS

ANPHI	Afghanistan National Public Health Institute
BPHS	Basic Package of Health Services
BHC	Basic Health Center
BSC	Balanced Scorecard
CHC	Comprehensive Health Center
CI	Concentration index
DH	District hospital
EPHS	Essential Package of Hospital Services
KIT	The Royal Tropical Institute
LB	Lower Benchmark
MoPH	Ministry of Public Health
NRVA	National Risk and Vulnerability Assessment
SHC	Sub-health Center
SRTRO	Silk Route Training and Research Organization
UBM	Upper Benchmark

DEFINITION OF COMMON TERMS USED IN BSC

The definition of the BPHS BSC domains, indices and indicators are given in the body of the report. The description of the items or questions used to calculate the indices and indicators is given in annex V.

Benchmark	Benchmark is a standard or point of reference against which things may be compared.
Composite	Composite means something is made of different part or components.
Concentration Index	In health economics, a concentration index is a means of quantifying the degree of income-related inequality in health or utilization of health services.
Domain	Domain is a specified are of knowledge or activity. In case of the BSC, it is a specified set of related indicators.
Index	An index is sometimes a scaled composite variable or a summary measure designed to capture some property in a single number.
Indicator	Indicators are statistics or concepts used to measure current conditions as well as to forecast trends of counted or measured variables.
Lower Benchmark	In the case of the BSC, the lower benchmarks are determined by finding the cut-off point between the lowest 20th percentile (quintile) of provinces and the rest of the provinces for each indicator. For example, in this report the lower benchmark for Health Worker Motivation Index is 66.7, which means the six best worst provinces (or provinces in the bottom quintile) scored 66.7 or lower in 2011. If a province scores 66.7 or lower for this indicator, it will look red on the BSC.
Mean	The "mean" is the same as "average". It is calculated by adding up all the figures and then dividing the total by the number of figures.

Median	The "median" is the "middle" value in the list of numbers. To find the median, the numbers have to be listed in numerical order.
Percent	Percent means parts per hundred.
Score	Score is the number of points achieved.
Upper Benchmark	In the case of the BSC, the upper benchmarks are determined by finding the cut-off point between the top 20th percentile (quintile) of provinces and the rest of the provinces for each indicator. For example, in this report the upper benchmark for Health Worker Motivation Index is 72.8, which means the six best performing provinces (or provinces in the top quintile) scored 72.8 or above in 2011. If a province scores 72.8 or higher for this indicator, it will look green on the BSC. The provinces that score in between 66.7 and 72.8 look yellow on the BSC.
Weight	In statistics, a factor or coefficient which helps represent the relative importance of a given term or value.

HOW TO READ THE BSC EXPLAINED IN LAY LANGUAGE

The BSC is similar to the transcript of a student with scores for various subjects. The scores range from zero to one hundred. Like a student, if a province scores low for an indicator, it means it is not doing well. Likewise, if it scores high, it means it is performing well. Similarly, the BSC scores can be compared across provinces to see how the provinces are performing relative to other provinces. There is also an overall mean score, which is similar to the total score of a student. It is the average of scores achieved by a province and it shows the overall performance of a province.

To make the reading of the BSC even easier, color codes have been used. If a province has green color for an indicator, it means it performs very well compared to other provinces for that indicator. If a province has red color for an indicator, it means it performs poorly compared to other provinces for that indicator. If a province achieves yellow color for an indicator, it means its performance is okay compared to other provinces for that indicator.

It should be noted that a province may achieve green color for an indicator because it is performing very well compared to other province for that indicator, but the actual score might be very low, showing an overall poor performance across all provinces – and vice versa.

EXECUTIVE SUMMARY

The Balanced Scorecard (BSC) has been used since 2004 as a means to measure performance in the delivery of Basic Package of Health Services (BPHS) throughout Afghanistan. This is the ninth BSC since 2004 for the BPHS in Afghanistan. It is based on 783 facility assessments of Comprehensive Health Centers (CHC), Basic Health Centers (BHC) and Sub-Health Centers (SHC) in the 34 province of Afghanistan. This number of facilities surveyed is the largest ever since 2004. Observations included 7,048 patient-provider interactions and patient exit interviews, and 2,689 interviews with health workers.

In 2015, the estimate of the national median score for the composite average score fell between Zabul (60.5) and Saripul (60.3) and equaled 60.4. This year Zabul met 26.1 percent of upper benchmarks and Saripul met 39.1 percent of upper benchmarks. The national median score for the composite average score increased from 55.0 percent in 2011/12 to 56.0 percent in 2012/13, and to 60.4 percent in 2015. On average, 34.8 percent of upper and 91.3 percent of lower benchmarks have been achieved this year.

Overall, the 2015 national BSC results demonstrated overall progress in the health sector with nearly two thirds (12 out of 23) of indicators showing an increase of minimum five percent meeting the lower and upper benchmarks. On the other hand, comparing the upper benchmarks with those of 2012/13, there were considerable declines nationally for the provider knowledge score and in the patient satisfaction concentration index. Overall, there are significant variations in levels of performance and changes in performance across provinces and domains of the BSC. These suggest areas of focus that will require further resources and attention of national policy-makers, implementing agencies and the international community.

Nationally, the 2015 BSC results show good performance in the domain of Client and Community Responsiveness, with high levels for the Client Satisfaction and Perceived Quality of Care Index (national median score 81%), as well as a high level of Community Involvement in Decision making at BPHS facilities (median score 84.5%). The domain of Human Resources shows some improvement over time. The Health Worker Motivation Index remains high (median score 72%), and there are improvements in the timeliness of salary payments (from 72% in 2012/13 to 79% in 2015). Despite some improvement, health facilities are still struggling to meet the minimum staffing guidelines (median score 32%) and provide regular training opportunities for their staff (median score 17%). The Health Worker Satisfaction Index remains relatively

high (median score 65%); however, the Provider Knowledge Score is relatively low as compared to previous assessment period (median score 69% in 2012/13 and 62% this year). The domain of Physical Capacity at BPHS facilities shows relatively high results overall. The Equipment Functionality Index (median 85%), Pharmaceuticals and Vaccines Availability Index (median 83%), Laboratory Functionality Index (median 80%), Clinical Guidelines Index (median 84%) show some improvement compared to 2012/13. The only indicator with some deficiencies is the Health Facility Infrastructure (median score 62%). The domain of Quality of Service Provision shows progressive improvement as compared to the previous period of assessment. While health providers are following good practices in assessing patients (median score of 83% for the Clinical Background and Physical Exam Index), the scores for the Client Counseling Index (median score 52%) and Time Spent with Clients (median score 12%) have yet to improve. The Universal Precaution Index indicates positive improvement (median score 73% this year versus 62% in 2012/13). The Management Systems' Indicators remain relatively high in the HMIS Use Index (median score 79%) and in the Health Facility Management Index (median score 50%); however, the Financial System Index is still very low (median score 5%). With respect to the domain on Overall Mission, there were no major changes in comparison to previous periods.

In 2015, Baghlan is the highest performing province with respect to meeting the highest number of upper benchmarks (17), followed by Nangarhar (15), and Bamyan (14), which was among the poorest performers in 2012/13 with only 2 upper benchmarks achieved then. Nangarhar (11) was among the top performers in both 2012/13 and 2015. In 2012/13 Laghman was the lead (13), followed by Wardak and Kunar (12 each). This year, Parwan (1), Daykundi (2), and Kabul (3) were the bottom three provinces, while in 2012/13, Daykundi, Khost, Saripul, and Uruzgan achieved the fewest number of upper benchmarks (1), followed by Bamyan, Ghor, Samangan and Zabul (2).

The highest overall score in 2015 was found for Baghlan (70.8), the second highest score was for Nangarhar (68.6), and the third highest score was identified for Logar (67.9). In 2012/13, the highest overall score was found for Wardak (69.2), the second highest score was for Kunar (67.7), and the third highest score was found for Nangarhar (67.2). The lowest overall score this year was found for Daykundi (49.2), followed by Parwan (51.2) which was followed by Nuristan (54.1). In 2012/13, the lowest overall score was found in Ghor (48.0), followed by Samangan (49.1), and Khost (49.4).

While indicating the level of performance of the health services in a user-friendly manner, the BSC reports generally have not given specific

recommendations on how the performance should be improved. Such decisions are left to the MoPH and its stakeholder to make through a consultative process and using other sources of information including knowledge of local conditions best known to local managers. General recommendations solely on the basis of the findings of the BSC would be mechanistic and even misguiding. While indicators that fall below a certain arbitrary limit, say 60, may need immediate attention, it will not mean that the MoPH and its partners should not strive to achieve a better score for an indicator such as Universal Precautions, a score that is close to 100.

Therefore, the BSC should be seen as a tool that can improve the discourse for quality improvement through a quality improvement management process, such as the one presented in this report, rather than a mere prescription.

There are no recommendations given at the provincial or sub-provincial levels because the tables and their accompanying write-ups are self-explanatory. As a general rule, the provinces can consider prioritize their performance improvement efforts in the following order: 1) areas of concern; 2) falling trends; 3) rising trends; and 4) areas of achievement. In other words, they should try to maintain their achievements and improve their weaknesses highlighted in their BSC tables. It is worth mentioning that, as stated earlier, such prioritization needs to be made through a consultative process and considering the overall context and local circumstances.

BACKGROUND

Created in 1992 by Robert S. Kaplan and David P. Norton, the Balanced Scorecard (BSC) is a revolutionary way to handle strategy management (1). The BSC is a management system to convert mission, vision and overall strategy of organizations or systems into a plan that links strategies to measurable targets and actions. It is made up of domains and indicators derived from the strategic vision of organizations or systems aimed at measuring their performance (1).

In 1999, Wachtel, Hartford, and Hughes examined whether BSC method is suitable for the management of medical organizations. The method was implemented in Burn Centre of the University of Colorado Health Sciences Centre and the study concluded that the BSC method can be implemented in the management of healthcare organizations and may bring many benefits (2). Originally the Balanced Scorecard (BSC) approach is based on four different perspectives of equal weight: learning and growth, internal processes, customer satisfaction, and financial performance. However, when applied to the healthcare sector, the four traditional perspectives need further modification to better reflect the particular functions of the public health sector (3).

In 2003, the Ministry of Public Health of Afghanistan developed the Basic Package of Health Services (BPHS), which outlined the primary health care system delivered at health posts, basic health centers, comprehensive health centers, and district hospitals (11). Recognizing the need for high quality hospital care as a complement to the BPHS, in 2005, the Ministry of Public Health of Afghanistan developed the Essential Package of Hospital Services (EPHS), which defined the role and services of the hospitals, specifically for the district, provincial and regional hospitals (12).

The MoPH, in partnership with key stakeholders, began supporting the activities of the Third Party Monitoring and Evaluation of the BPHS and EPHS services in 2004. In the absence of a routine system to collect information on health services, the MOPH chose to initiate a program to monitor health services through household surveys and annual surveys of health facilities, and to use the Balanced Scorecards (BSC) to benchmark progress. In 2004, the Ministry of Public Health (MoPH) of Afghanistan, adopted the Balanced Scorecard (BSC) as a performance measurement and management tool for

the Basic Package of Health Services in Afghanistan (BPHS). Since 2007, the hospital sector has also undergone annual monitoring through the BSC on specific domains related to the main elements of the EPHS guidelines.

The purpose of the Afghanistan Health Sector Balanced Scorecard (BSC) is to summarize the performance of Afghanistan's provinces in the delivery of the Basic Package of Health Services (BPHS), as well as, the Essential Package of Hospital Services (EPHS) and to provide policymakers, health managers and other decision makers with evidence on areas of strength and weakness.

The BSC provides a framework to efficiently look at several key areas or domains of the health sector. Each domain is made up of several indicators that provide information about performance in that domain. The provincial results are color coded in a "traffic light" pattern to draw attention to strong performance (green), weak performance (red), and in-between (yellow), with benchmarks based on the performance found across the provinces in Afghanistan. This allows the Ministry of Public Health (MoPH) and other stakeholders in the health sector to quickly visualize the performance of each province for each indicator relative to benchmarks and other provinces.

The BSC is used by the MoPH to clarify its vision and strategies, and to manage change through a set of indicators that reflect the policies and strategies of the MoPH. It is intended to provide a basis for problem-solving, programmatic change, or for rewarding good performance; the BSC is not simply a tool used for measurement. The province is the main unit of analysis, so the BSC report is largely organized to show how each province performs.

In 2009, WHO launched a report on health systems strengthening emphasizing the need for close monitoring using system-wide approaches like Balanced Scorecard (BSC) system (4). The Balanced Scorecard (BSC) which has been used mostly in healthcare monitoring and evaluation of high income countries (5,6) was, eventually, endorsed by WHO as a monitoring and evaluation tool of the health systems in low income countries (7). Bangladesh and Zambia together with Afghanistan are the three developing countries where BSC has been used as a tool for monitoring and evaluation of their healthcare systems (8–10).

The BPHS BSC was revised substantially in 2011 to reflect the changing policies and conditions in the country. Six domains comprising 23 indicators, plus three summary indicators, were identified to summarize the performance

of health providers across the country to deliver the BPHS (Figure 1). In 2015, a new indicator, Health Post Status Index, was added to the BPHS Balanced Scorecard.

The BPHS BSC domains summarize the health services from the following six perspectives:

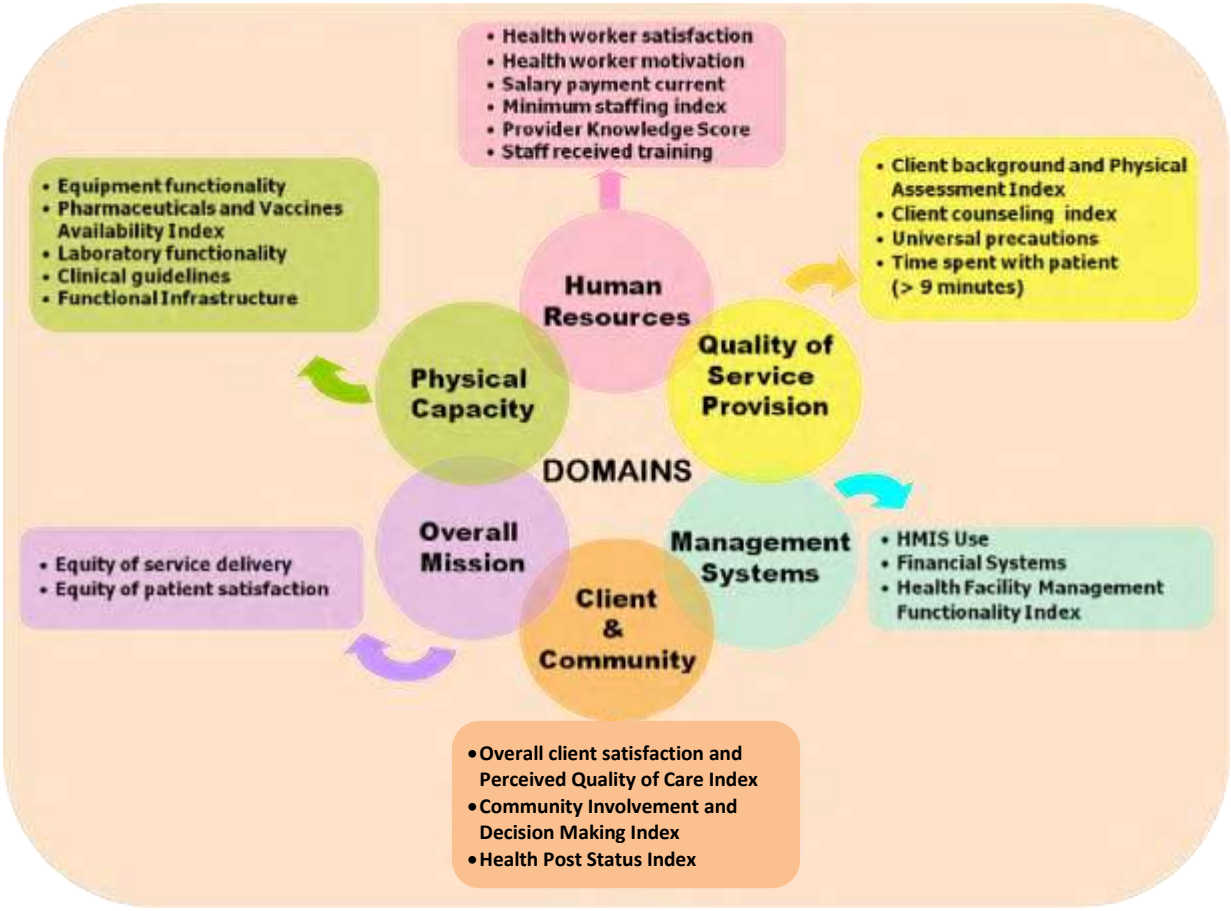
- Client and Community
- Human Resources
- Physical Capacity
- Quality of Service Provision
- Management Systems
- Overall Mission

The EPHS BSC indicators were revised in 2010/11, but to the extent possible remained comparable to previous years in the following domains:

- Domain A: Clients and Community
- Domain B: Human Resources
- Domain C: Physical Capacity
- Domain D: Quality of Service Provision
- Domain E: Management Systems
- Domain F: Functionality Indicators
- Domain G: Ethics and Values

The 2015 results of BPHS and EPHS Balanced Scorecards are reported through two separate documents.

Figure 1: Domains and Indicators Framework of the Revised BPHS BSC



METHODOLOGY

Sampling Frame

Data for the BSC are collected under the National Health Services Performance Assessment (NHSPA), which has been conducted annually, using a stratified random sample of health facilities providing the BPHS from each provinces, and random samples of patients and health workers. The 2004 NHSPA included all provinces except Daykundi, which was newly formed and had no BPHS facilities when the 2004 NHSPA was conducted. In 2005, 2006, and 2007, the NHSPA included Daykundi, but did not include Kandahar, Helmand, Zabul and Uruzgan since security conditions prevented assessment teams from reaching facilities in these provinces. In 2008, the NHSPA also did not include Farah province, in addition to Kandahar, Helmand, Zabul and Uruzgan due to poor security conditions at the time. In 2009/10, the NHSPA included all 34 provinces. In 2011/12, except for Nuristan, all provinces were included. Nuristan could not be surveyed due to security-related reasons. In 2012/2013, all 34 provinces were included. In 2015, all 34 provinces of Afghanistan are included in the survey.

A sampling frame of BPHS health facilities was created for each province by compiling a list of health facilities from MoPH in Kabul and updating them with the help of Provincial Public Health Directors (PPHD), HMIS officers and key informants from NGOs and the MoPH in each province. After finalizing the list of functional facilities, a stratified random sample of up to 25 facilities providing BPHS services was taken from each province. Facilities were stratified into three groups: Comprehensive Health Centers (CHC), Basic Health Centers (BHC) and Sub-Health Centers (SHC). For each province, facilities were then randomly selected from each stratum according to the following distribution by facility type: five CHCs, fifteen BHCs and five SHCs. If fewer than the above number of a particular facility type were available for survey in any province, other facility types were substituted.

From 2004 to 2008, District Hospitals were included in the sample for the BPHS BSC, and SHCs were not included in the sample. Starting in 2009/10, SHCs were included in the BPHS sample, and District Hospitals were excluded from the BSC BPHS, and included in the Essential Package of Hospital Services (EPHS) Balanced Scorecard. Further details about the samples for NHSPA 2004, 2005, 2006, 2007, 2008, 2009-10, 2011/12, 2012/13, and 2015 for

each province are presented in Appendix I and II. Appendix III presents a summary of the BPHS facility types surveyed in each province for the 2015 annual round.

A summary of the national sample for NHSPA 2004, 2005, 2006, 2007, 2008 and 2009-10, 2011/12, 2012/13, and 2015 annual rounds is shown in Table 1.

Table 1: National NHSPA Sample, 2004 - 2015

UNIT	2004	2005	2006	2007	2008	2009-10	2011-12	2012-13	2015
Number of Provinces	33	30	30	30	29	34	33	34	34
Number of Facilities	617	629	630	636	618	726	738	725	783
Number of Observations of Patient-Provider Interactions	5719	5856	5964	6089	5970	7979	6826	6930	7046
Number of Exit Interviews	5597	5862	5964	6087	5950	7979	6826	6930	7021
Number of Health Workers Interviewed	1553	1452	1723	1940	2233	2281	2393	2403	2687
Number of CHWs Interviewed	-	-	-	-	-	670	436	489	729

Data Collection

Data were collected from health facilities through two mechanisms – deployment of surveyors from Kabul, and training of local school teachers in provinces. For the relatively secure provinces, surveyors who were recruited and trained by SRTRO in Kabul were deployed to provinces to collect data from the sampled facilities. In the potentially insecure provinces a community-based method, which was piloted in 2009/10 and used since, was employed. According to this method local school teachers were trained on a concise version of NHSPA data collection instruments. The trained school teachers collected data while other school teachers were trained to do supervision and monitoring of the data collection. Therefore, in 2015, despite potential security concerns, local school teachers who were based in the respective community collected data in the potentially insecure provinces. In 2009/10, the community-based approach was conducted in eight provinces, including Badghis, where both methods were used to test for reliability of the new approach. It was found that the community-based approach is reliable and can be employed in insecure provinces.

Revisions to BPHS Balanced Scorecard over time

For the 2011/12 Balanced Scorecard, changes were made in the set of domains and indicators selected for inclusion. There were also changes in the benchmarks for the new indicators. This comprehensive revision exercise of the Balanced Scorecard was led by the Ministry of Public Health, and has resulted in a substantially different BPHS BSC for 2011/12 compared to previous rounds. The original BSC in 2004 was comprised of six domains and 29 indicators, in addition to three summary indicators. The revised BSC also has six domains, but they have been restructured, and each domain has indicators which have either undergone revision or are completely new. The questions used during data collection in 2011/12 were used in 2012/13 and 2015 so comparability of results for these periods is possible. See Appendix IV for an overview of indicators over time.

For 2015, a new indicator concerning the status of health posts is included in the BSC. For this indicator no historical data is available for comparison.

Description of domains, instruments, scoring

Since the measurement of many indicators was changed in 2011/12, new benchmarks were created for each of them, as the 2004 benchmarks were no longer relevant. For each indicator of the BSC, upper and lower benchmarks were set to indicate levels that are currently achievable in Afghanistan. The upper level of performance was set at the benchmark level achieved by the top 20th percentile (quintile) of provinces, whereas the lower benchmark was set at the level achieved by the bottom quintile (both equivalent to 6/33 provinces in 2011/12). For four indicators exceptions were made in setting the benchmarks during the 2011/12 round. Two Indicators – Salary Payments (Indicator 6) and Time Spent with Client (Indicator 18) – remain exactly the same as the earlier versions of the Balanced Scorecard. The benchmarks for these two indicators are kept the same as those established in 2004, so the baseline year for these two indicators is 2004. The two concentration indices – Outpatient Visit Concentration Index (Indicator 22) and Client Satisfaction Concentration Index (Indicator 23) were revised during the 2009/10 BPHS BSC and have been kept the same since. For all other indicators, the benchmarks that were established in 2011/12 have been kept for the 2015 BSC. It is worth mentioning that despite the methodology remaining the same, these scores may not be perfectly comparable across the years because of

changes in the population level and their wealth status. The benchmark for the new Health post status indicator will be determined by the 2015 results.

Provincial BSC tables are color-coded to be easier to read. Green color-coded cells show that the score is above the upper benchmark (e.g., the score would have placed the province among the top quintile in the baseline year). Red color-coded cells indicate that the score is below the lower benchmark (e.g., the score would have placed the province among the bottom quintile of performers in the baseline year). Yellow color-coded cells demonstrate that the score is between the upper and lower benchmarks, and the province with a score in the yellow zone falls in the middle three quintiles.

Each of the six domains contains several indicators. Each indicator works as a score ranging from 0 to 100. In some cases, the indicator shows the percentage of results in a province that meets a certain standard. For example, the revised staffing index (indicator 7) presents the percentage of health facilities meeting the staffing requirement of BPHS for the particular facility type. For some other indicators such as equipment functionality index (indicator 10), the score shows the percentage of items in the index that were present and functional at the time of observation.

Most of the 23 indicators are composed of several related items or questions. However, a few indicators, such as the Salary Payment Current contain only one question. A complete list of items for each indicator is provided in Appendix V. Items within a scale are weighted equally, and for most of the provincial scores they are weighted according to the sampling frame that is stratified by each type of facility (CHC, BHC, and SHC) so that comparison can be made across provinces, even when some provinces do not have the full set of each type of facility. A few indicators are weighted on the basis of number of health workers by category and sex.

The two concentration indicators (indicators 22 and 23) assess how well an attribute is distributed across the population with respect to wealth status. These were converted into 100-point scales to make the interpretation easier. In the converted scale, a score of 0 equals to a score of (+ 1) on the original concentration index, indicating an extreme pro-rich orientation, and a score of 100 equals to a score of (-1) on the original scale, showing an extreme pro-poor orientation of the attribute (e.g. services). A score of 50 on the converted scale equals a score of (0) on the concentration index, indicating complete

equality between the poor and rich in service utilization or satisfaction. On the converted index, scores above 50 represent a positive (pro-poor), and scores below 50 show a negative (pro-rich) interpretation. As a result of the conversion of indices, all indicators in the BSC are now based on a scale of 0-100 with a higher score representing a more positive result from the perspective of MoPH.

The last 3 indicators are composite measures of performance. The first is the percent of upper benchmarks achieved, the second one is the percent of lower benchmarks achieved, and the third one is mean of the average composite scores. The first indicator shows how well provinces have met the upper benchmarks across the 23 indicators, and this can be interpreted as the percentage of indicators for which the province is achieving a high level of performance relative to the level of service performance in all provinces. The second indicator indicates how well provinces have done with achieving the lower benchmarks across the 23 indicators. For those provinces which score below the lower benchmark, the province can be viewed as a low performer relative to other provinces at the baseline. The indicator in such cases get red color-code and is meant to attract urgent attention of managers and policy makers to address the issue. The third indicator is an overall mean score, and is computed as average of composite scores in each province weighted by type of facilities or health worker categories.

In the next section, we describe the main findings for the national level. The first column on the left is the serial number of the indicator. The next column to the right is the name of indicator under the six domains. The next nine columns are the median values from 2004 through 2015, and these represent the middle values among the provinces with half of the provinces having results above the median, and half others having results below the median. The second table shows the percentage of provinces meeting the lower benchmarks, and the third table represents the percentage of provinces meeting the upper benchmarks from 2004 through 2015.

Ethical approval

Ethical approval to conduct this survey was obtained from the Afghanistan Institutional Review Board of the Ministry of Public Health. A waiver was issued by the Royal Tropical Institute of Amsterdam Research Ethics Committee.

NATIONAL RESULTS

Afghanistan Health Sector BPHS Balanced Scorecard 2015 - National Medians

	AFGHANISTAN HEALTH SECTOR			National Medians								
	BPHS Balanced Scorecard 2015	**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**
	Domain A: Client and Community											
	Overall Patient Satisfaction	66.4	90.9	83.1	86.3	86.0	77.7	81.0	76.0	-	-	-
	Patient Perception of Quality Index	66.2	83.9	76.0	76.2	80.3	77.6	77.5	77.2	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	77.2	75.3	81.0
	Written Shura-e-sehie activities in community	18.1	66.5	34.2	54.5	66.4	86.0	94.3	82.9	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	80.4	86.3	84.5
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	73.3
	Domain B: Human Resources											
	Health Worker Satisfaction Index	56.1	67.9	63.5	64.1	68.1	69.0	69.1	68.4	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	64.5	63.5	64.8
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	69.3	72.1	72.4
6	Salary Payment Current	52.4	92.0	76.7	90.0	81.3	90.7	82.7	70.8	64.5	71.9	79.0
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	39.3	58.0	66.9	63.9	72.1	90.2	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	25.4	24.4	31.9
	Provider Knowledge Score	44.8	62.3	53.5	69.0	68.7	68.7	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	79.3	-	-	-	-
	Revised Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	70.6	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	64.4	69.5	62.4
	Staff received training in last year	30.1	56.3	39.0	74.3	68.9	68.5	71.1	47.2	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	11.1	8.8	16.6
	Domain C: Physical Capacity											
	Equipment Functionality Index	61.3	90.0	65.7	67.0	78.7	83.8	88.4	86.6	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	74.5	81.2	85.5
	Drug Availability Index	53.3	81.8	71.1	83.7	85.7	81.0	86.3	90.0	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	76.6	78.6	82.6
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	18.3	36.3	43.3	58.5	64.5	63.0	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	66.3	71.2	80.3
	Clinical Guidelines Index	22.5	51.0	34.8	48.9	61.6	78.3	83.9	80.3	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	70.3	78.9	83.7
	Infrastructure Index	49.3	63.2	55.0	44.6	48.7	54.6	54.1	64.1	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	55.6	62.1	61.7
	Domain D: Quality of Service Provision											

	AFGHANISTAN HEALTH SECTOR			National Medians								
	BPHS Balanced Scorecard 2015	**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**
	Patient History and Physical Exam Index	55.1	83.5	70.6	73.5	82.2	83.1	83.9	74.3	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	73.8	80.2	83.3
	Patient Counseling Index	23.3	48.9	29.6	35.1	36.6	48.7	48.0	30.0	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	30.0	33.4	52.2
	Proper sharps disposal	34.1	85.0	62.2	52.0	77.5	84.4	75.4	71.3	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	61.6	62.1	72.9
18	Time Spent with Client	3.5	31.2	18.0	6.2	7.0	18.4	19.7	9.6	16.1	11.8	12.1
	Domain E: Management Systems											
	HMIS Use Index	49.6	80.7	67.7	65.8	74.9	91.5	92.4	77.3	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	75.1	82.9	79.5
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	3.8	2.7	5.2
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	50.4	48.0	49.7
	Domain F: Overall Mission											
	Outpatient visit concentration index	48.0	52.7	50.5	50.6	51.2	50.0	50.0	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	49.4	44.5	43.8	49.7
	Patient satisfaction concentration index	49.0	50.9	49.9	49.8	49.8	49.6	49.6	-	-	-	-
23	New Patient satisfaction concentration index*	49.6	50.8	-	-	-	-	-	50.0	49.9	49.6	50.0
	Composite Scores											
24	Percent of Upper Benchmarks Achieved			16.4	33.5	40.1	49.7	51.7	42.2	17.9	24.3	34.8
25	Percent of Lower Benchmarks Achieved			78.6	85.0	87.5	93.9	92.2	88.7	77.8	75.0	91.3
26	Overall Mean Score			52.0	59.9	62.4	68.7	71.9	67.5	55.0	56.0	60.4

*Notes: * Lower and upper benchmark for indicator 3 is set based on 2015 results, using the usual BSC method the rest of the benchmarks are from 2011*

Afghanistan Health Sector BPHS Balanced Scorecard 2015 - Provinces Meeting Lower Benchmark

	AFGHANISTAN HEALTH SECTOR			Provinces meeting lower benchmark (%)								
	BPHS Balanced Scorecard 2015	**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**
	Domain A: Client and Community											
	Overall Patient Satisfaction	66.4	90.9	81.3	96.7	96.7	93.3	93.1	97.1	-	-	-
	Patient Perception of Quality Index	66.2	83.9	81.8	96.7	96.7	96.7	100.0	94.1	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	81.8	64.7	79.4
	Written Shura-e-sehie activities in community	18.1	66.5	81.8	83.3	93.3	100.0	100.0	100.0	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	81.8	85.3	79.4
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	82.4
	Domain B: Human Resources											
	Health Worker Satisfaction Index	56.1	67.9	81.8	86.7	93.3	93.3	96.6	94.1	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	81.8	73.5	88.2
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	81.8	94.1	94.1
6	Salary Payment Current	52.4	92.0	81.8	96.7	83.3	83.3	82.8	67.6	60.6	67.6	67.6
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	81.8	93.3	96.7	100.0	100.0	100.0	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	81.8	70.6	91.2
	Provider Knowledge Score	44.8	62.3	81.8	100.0	100.0	100.0	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	82.7	-	-	-	-
	Revised Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	-	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	81.8	97.1	76.5
	Staff received training in last year	30.1	56.3	81.8	93.3	96.7	100.0	96.6	82.4	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	81.8	61.8	94.1
	Domain C: Physical Capacity											
	Equipment Functionality Index	61.3	90.0	81.8	73.3	86.7	100.0	100.0	97.1	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	81.8	94.1	100.0
	Drug Availability Index	53.3	81.8	81.8	100.0	100.0	96.7	100.0	94.1	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	81.8	85.3	79.4
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	81.8	100.0	100.0	100.0	100.0	100.0	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	81.8	91.2	100.0
	Clinical Guidelines Index	22.5	51.0	81.8	93.3	100.0	100.0	100.0	97.1	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	81.8	91.2	94.1
	Infrastructure Index	49.3	63.2	81.8	33.3	46.7	70.0	69.0	88.2	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	81.8	79.4	79.4
	Domain D: Quality of Service Provision											

	AFGHANISTAN HEALTH SECTOR			Provinces meeting lower benchmark (%)								
	BPHS Balanced Scorecard 2015	**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**
	Patient History and Physical Exam Index	55.1	83.5	81.8	100.0	96.7	100.0	96.6	100.0	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	81.8	97.1	94.1
	Patient Counseling Index	23.3	48.9	81.8	90.0	93.3	96.7	96.6	73.5	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	81.8	52.9	91.2
	Proper sharps disposal	34.1	85.0	81.8	76.7	73.3	90.0	93.1	88.2	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	81.8	79.4	97.1
18	Time Spent with Client	3.5	31.2	81.8	70.0	80.0	83.3	86.2	73.5	90.9	61.8	76.5
	Domain E: Management Systems											
	HMIS Use Index	49.6	80.7	81.8	70.0	76.7	100.0	100.0	97.1	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	81.8	82.4	76.5
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	81.8	50.0	76.5
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	81.8	91.2	88.2
	Domain F: Overall Mission											
	Outpatient visit concentration index	48.0	52.7	81.8	79.3	86.2	82.8	82.1	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	82.4	36.4	29.4	76.5
	Patient satisfaction concentration index	49.0	50.9	81.8	96.6	82.8	96.6	89.3	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	82.4	72.7	50.0	97.1
	Composite Scores											
24	Percent of Upper Benchmarks Achieved											
25	Percent of Lower Benchmarks Achieved											
26	Overall Mean Score											

Afghanistan Health Sector BPHS Balanced Scorecard 2015 - Provinces Meeting Upper Benchmark

	AFGHANISTAN HEALTH SECTOR BPHS Balanced Scorecard 2015	LB	UB	Provinces meeting upper benchmark (UB) (%) 2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
	Domain A: Client and Community											
	Overall Patient Satisfaction	66.4	90.9	18.8	26.7	20.0	3.3	20.7	0.0	-	-	-
	Patient Perception of Quality Index	66.2	83.9	18.2	10.0	33.3	10.0	44.8	23.5	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	18.2	23.5	44.1
	Written Shura-e-sehie activities in community	18.1	66.5	18.2	26.7	50.0	90.0	93.1	79.4	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	18.2	32.4	38.2
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	23.5
	Domain B: Human Resources											
	Health Worker Satisfaction Index	56.1	67.9	18.2	33.3	53.3	56.7	62.1	55.9	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	18.2	29.4	44.1
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	18.2	44.1	47.1
6	Salary Payment Current	52.4	92.0	18.2	43.3	33.3	46.7	41.4	29.4	27.3	23.5	38.2
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	18.2	60.0	76.7	76.7	79.3	100.0	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	18.2	14.7	47.1
	Provider Knowledge Score	44.8	62.3	18.2	86.7	76.7	80.0	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	20.7	-	-	-	-
	Revised Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	-	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	18.2	61.8	8.8
	Staff received training in last year	30.1	56.3	18.2	90.0	70.0	73.3	72.4	41.2	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	18.2	8.8	64.7
	Domain C: Physical Capacity											
	Equipment Functionality Index	61.3	90.0	0.0	0.0	3.3	30.0	41.4	29.4	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	18.2	29.4	52.9
	Drug Availability Index	53.3	81.8	18.2	56.7	53.3	46.7	58.6	76.5	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	18.2	14.7	20.6
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	18.2	66.7	83.3	100.0	96.6	97.1	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	18.2	14.7	70.6
	Clinical Guidelines Index	22.5	51.0	18.2	46.7	70.0	93.3	100.0	94.1	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	18.2	35.3	38.2
	Infrastructure Index	49.3	63.2	18.2	10.0	6.7	16.7	24.1	52.9	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	18.2	38.2	14.7
	Domain D: Quality of Service Provision											

	AFGHANISTAN HEALTH SECTOR			Provinces meeting upper benchmark (UB) (%)								
	BPHS Balanced Scorecard 2015	**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**
	Patient History and Physical Exam Index	55.1	83.5	18.2	26.7	43.3	50.0	51.7	14.7	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	18.2	41.2	58.8
	Patient Counseling Index	23.3	48.9	18.2	16.7	13.3	46.7	44.8	8.8	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	18.2	5.9	32.4
	Proper sharps disposal	34.1	85.0	18.2	10.0	33.3	50.0	31.0	23.5	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	18.2	23.5	58.8
18	Time Spent with Client	3.5	31.2	18.2	3.3	3.3	23.3	41.4	14.7	15.2	2.9	11.8
	Domain E: Management Systems											
	HMIS Use Index	49.6	80.7	18.2	16.7	43.3	70.0	82.8	44.1	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	18.2	35.3	26.5
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	18.2	23.5	14.7
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	18.2	20.6	23.5
	Domain F: Overall Mission											
	Outpatient visit concentration index	48.0	52.7	18.2	31.0	27.6	27.6	89.3	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	17.6	9.1	5.9	2.9
	Patient satisfaction concentration index	49.0	50.9	18.2	3.4	3.5	0.0	7.1	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	17.6	15.2	5.9	0.0
	Composite Scores											
24	Percent of Upper Benchmarks Achieved											
25	Percent of Lower Benchmarks Achieved											
26	Overall Mean Score											

Afghanistan Health Sector BPHS Balanced Score Card 2015 by Province

Afghanistan Health Sector		Benchmarks		Badakshan	Badghis	Baghlan	Balkh	Bamyan	Daykundi	Farah	Faryab	Ghazni	Ghor	Helmand
BPHS Balanced Score Card 2015		**LB**	**UB**											
Domain A: Client and Community														
1	Client Satisfaction & Perceived Quality of Care Index	73.3	81.3	76.1	76.8	85.1	79.6	88.5	62.2	90.1	85.5	82.7	78.6	80.8
2	Community Involvement and Decision Making Index	72.4	90.0	89.9	91.2	97.6	98.2	95.1	67.8	74.6	88.7	62.0	85.9	76.8
3	Health Post Status Index **(New)***	**67.1**	**77.8**	68.5	87.4	85.4	78.8	74.9	54.5	74.8	84.0	77.8	73.8	73.0
Domain B: Human Resources														
4	Health Worker Satisfaction Index	61.7	66.6	67.7	63.1	73.8	64.1	70.9	64.0	69.6	69.6	63.4	60.0	61.8
5	Health Worker Motivation Index	66.7	72.8	74.1	70.3	77.0	69.0	73.9	72.3	72.4	76.0	74.4	65.9	70.6
6	Salary Payment Current	52.4	92.0	16.7	65.0	89.3	96.0	55.0	16.4	15.6	19.9	34.2	61.9	27.4
7	Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	22.9	37.1	32.3	34.4	30.5	36.3	30.5	38.9	39.8	29.6	30.1
8	Provider Knowledge Score	59.4	67.6	63.0	60.1	68.5	62.6	64.9	64.9	62.0	64.9	60.0	61.1	42.7
9	Staff Received Training (in the past 12 months)	7.1	14.9	14.4	25.3	34.2	16.7	26.8	11.4	16.0	22.8	42.1	29.7	18.5
Domain C: Physical Capacity														
10	Equipment Functionality Index	67.4	85.0	75.6	74.9	97.1	79.4	86.6	80.9	81.9	86.2	91.0	74.1	81.8
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	77.0	78.1	92.9	78.9	86.0	49.8	90.0	88.9	85.2	71.4	86.6
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	75.0	62.5	88.7	86.3	87.5	92.2	91.7	78.8	92.5	81.3	84.4
13	Clinical Guidelines Index	64.3	85.9	83.9	88.5	97.2	91.6	90.5	57.4	73.4	92.7	84.2	67.3	73.3
14	Infrastructure Index	48.9	73.4	44.1	61.8	79.2	45.2	73.8	32.4	71.7	50.2	24.2	53.9	58.5
Domain D: Quality of Service Provision														
15	Client Background and Physical Assessment Index	66.7	81.2	86.1	78.5	90.4	84.3	90.2	69.1	77.7	92.0	88.0	85.7	73.3
16	Client Counselling Index	31.7	58.5	71.1	38.3	63.2	60.3	54.6	39.1	46.1	49.5	44.8	52.7	53.5
17	Universal Precautions	51.8	70.4	65.9	58.3	89.9	55.1	87.9	51.9	79.9	70.9	91.3	67.1	74.6
18	Time Spent with Client	3.5	31.2	10.5	18.3	12.7	48.7	7.6	3.8	0.6	46.4	1.1	23.2	4.1
Domain E: Management Systems														
19	HMIS Use Index	66.1	86.2	77.5	79.0	97.6	90.1	90.3	56.4	78.8	69.5	91.4	59.7	59.6
20	Financial Systems	2.2	20.3	2.5	0.0	13.9	4.9	2.5	14.0	14.8	4.6	0.0	6.2	21.5
21	Health Facility Management Functionality Index	40	57.6	62.5	54.5	65.9	48.1	59.2	34.5	36.2	43.9	45.0	39.4	50.0
Domain F: Overall Mission														
22	Outpatient visit concentration index	46.2	56.9	49.6	50.0	47.3	52.3	50.0	49.4	50.0	46.0	45.6	50.0	50.0
23	Patient satisfaction concentration index	49.6	50.8	50.0	50.0	50.0	49.3	50.0	49.9	50.0	50.1	50.1	50.0	50.0
COMPOSITE SCORES														
Percent of Upper Benchmarks Achieved				21.7	21.7	73.9	47.8	56.5	8.7	26.1	56.5	43.5	13.0	17.4
Percent of Lower Benchmarks Achieved				91.3	95.7	100.0	91.3	100.0	60.9	87.0	91.3	73.9	78.3	87.0
Overal Mean (Provincial)				57.6	59.5	70.8	64.1	65.1	49.2	58.6	61.7	59.6	57.8	56.6

Notes:
* Lower and upper benchmark for indicator 3 is set based on 2015 results, using the usual BSC method. The rest of the benchmarks are from 2011

Afghanistan Health Sector		Benchmarks		Herat	Jawzjan	Kabul	Kandahar	Kapisa	Khost	Kunar	Kunduz	Laghman	Logar	Nangrahar	Nimroz
BPHS Balanced Score Card 2015		**LB**	**UB**												
Domain A: Client and Community															
1	Client Satisfaction & Perceived Quality of Care Index	73.3	81.3	81.5	77.3	81.1	81.2	86.0	71.0	68.3	76.3	70.5	83.4	84.9	79.2
2	Community Involvement and Decision Making Index	72.4	90.0	87.0	93.5	67.5	70.8	92.6	92.6	80.4	90.0	75.2	98.3	75.1	83.1
3	Health Post Status Index **(New)***	**67.1**	**77.8**	75.3	72.1	73.0	70.9	72.2	71.7	73.7	74.4	73.5	73.5	73.5	66.8
Domain B: Human Resources															
4	Health Worker Satisfaction Index	61.7	66.6	71.7	64.4	66.8	67.4	64.9	63.1	65.1	62.8	63.0	68.7	67.9	69.6
5	Health Worker Motivation Index	66.7	72.8	74.2	68.7	74.1	74.2	72.1	70.7	73.4	69.2	74.8	73.6	75.0	67.8
6	Salary Payment Current	52.4	92.0	89.1	27.8	45.1	73.4	81.7	10.2	98.8	95.5	98.8	98.0	98.9	100.0
7	Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	4.6	42.9	29.2	30.5	33.4	0.0	17.8	41.4	29.5	40.3	16.9	39.8
8	Provider Knowledge Score	59.4	67.6	65.7	57.4	59.1	62.2	69.0	57.8	59.9	58.4	63.3	67.5	69.7	64.0
9	Staff Received Training (in the past 12 months)	7.1	14.9	28.6	21.2	16.2	17.2	5.9	24.6	16.5	15.1	9.2	14.5	5.5	18.3
Domain C: Physical Capacity															
10	Equipment Functionality Index	67.4	85.0	85.0	87.9	74.0	95.2	83.6	97.2	81.9	79.9	86.3	91.4	93.6	91.6
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	81.3	82.7	68.6	89.7	63.6	89.3	73.6	79.9	87.7	88.8	88.7	82.9
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	73.8	91.3	72.5	79.3	70.8	84.5	73.8	82.5	67.5	77.5	76.3	76.7
13	Clinical Guidelines Index	64.3	85.9	75.2	80.8	81.3	90.2	89.3	99.3	84.9	83.5	81.3	90.2	90.4	90.2
14	Infrastructure Index	48.9	73.4	66.6	49.0	68.9	73.6	75.8	38.9	64.6	61.6	69.1	63.8	73.7	66.4
Domain D: Quality of Service Provision															
15	Client Background and Physical Assessment Index	66.7	81.2	87.0	93.7	74.6	63.5	94.4	82.5	95.7	87.5	74.3	76.1	94.5	73.4
16	Client Counselling Index	31.7	58.5	78.3	80.4	45.5	54.4	62.8	48.0	50.0	67.4	31.5	25.7	63.0	46.7
17	Universal Precautions	51.8	70.4	67.3	83.0	60.8	78.5	72.7	88.2	59.5	78.4	72.8	89.4	72.9	81.2
18	Time Spent with Client	3.5	31.2	41.5	11.5	5.9	0.7	13.9	11.0	3.3	22.5	15.2	2.9	56.4	4.6
Domain E: Management Systems															
19	HMIS Use Index	66.1	86.2	79.9	81.7	61.9	59.7	81.4	91.5	75.2	78.8	83.1	88.0	72.7	85.7
20	Financial Systems	2.2	20.3	26.5	8.2	4.6	3.3	2.1	0.0	12.9	4.6	3.1	97.6	92.8	7.7
21	Health Facility Management Functionality Index	40	57.6	62.3	55.6	42.1	43.2	48.3	79.2	43.7	54.3	68.3	57.2	42.9	49.3
Domain F: Overall Mission															
22	Outpatient visit concentration index	46.2	56.9	56.9	40.2	42.0	49.7	49.2	50.0	50.0	56.4	47.0	46.3	43.4	46.1
23	Patient satisfaction concentration index	49.6	50.8	50.3	50.3	49.6	50.0	50.0	50.0	50.0	50.1	50.0	50.0	50.0	50.6
COMPOSITE SCORES															
Percent of Upper Benchmarks Achieved				47.8	34.8	13.0	39.1	39.1	43.5	17.4	34.8	21.7	56.5	65.2	34.8
Percent of Lower Benchmarks Achieved				95.7	87.0	73.9	82.6	87.0	73.9	91.3	95.7	91.3	91.3	91.3	91.3
Overal Mean (Provincial)				65.6	61.8	55.0	59.9	62.4	59.6	59.7	63.9	60.7	67.9	68.6	62.7

Notes:
* Lower and upper benchmark for indicator 3 is set based on 2015 results, using the usual BSC method. The rest of the benchmarks are from 2011

Afghanistan Health Sector BPHS Balanced Score Card 2015		Benchmarks LB	 UB	Nuristan	Paktika	Paktya	Panjsher	Parwan	Samangan	Saripul	Takhar	Uruzgan	Wardak	Zabul
Domain A: Client and Community														
1	Client Satisfaction & Perceived Quality of Care Index	73.3	81.3	59.9	81.8	74.5	91.2	77.8	81.6	65.8	81.9	83.1	71.2	90.3
2	Community Involvement and Decision Making Index	72.4	90.0	58.3	95.7	91.2	64.1	77.0	82.3	92.6	74.9	90.9	79.3	56.7
3	Health Post Status Index **(New)***	**67.1**	**77.8**	61.2	79.3	77.8	66.7	67.1	61.7	68.6	70.9	78.3	61.2	69.0
Domain B: Human Resources														
4	Health Worker Satisfaction Index	61.7	66.6	61.8	63.0	62.9	68.7	61.4	68.0	67.6	64.6	56.9	58.8	69.2
5	Health Worker Motivation Index	66.7	72.8	70.2	68.9	70.8	74.1	71.1	75.5	72.9	69.1	64.4	67.3	76.9
6	Salary Payment Current	52.4	92.0	100.0	69.3	51.5	98.1	95.8	80.2	92.2	3.6	77.8	98.8	100.0
7	Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	30.5	20.9	10.8	43.5	31.4	39.0	33.6	47.5	30.6	38.2	45.3
8	Provider Knowledge Score	59.4	67.6	52.2	60.3	63.5	61.8	64.4	65.2	59.7	64.3	56.5	58.1	67.1
9	Staff Received Training (in the past 12 months)	7.1	14.9	12.4	18.8	17.4	11.2	12.0	10.9	17.3	15.8	21.2	9.5	11.5
Domain C: Physical Capacity														
10	Equipment Functionality Index	67.4	85.0	72.3	88.2	92.0	78.6	70.4	73.7	89.7	85.9	86.0	87.6	79.4
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	86.3	86.6	82.5	69.0	34.0	58.6	75.3	79.6	85.8	82.6	79.0
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	83.3	59.4	83.8	87.5	67.7	78.1	86.0	81.3	82.8	70.0	78.8
13	Clinical Guidelines Index	64.3	85.9	54.4	94.2	78.3	70.6	65.3	74.4	82.8	92.7	83.8	74.7	80.7
14	Infrastructure Index	48.9	73.4	32.4	60.8	71.4	61.9	63.2	51.1	35.3	58.0	69.0	55.0	49.5
Domain D: Quality of Service Provision														
15	Client Background and Physical Assessment Index	66.7	81.2	72.2	85.4	78.4	81.3	58.5	78.6	82.8	87.8	83.8	90.8	79.6
16	Client Counselling Index	31.7	58.5	55.7	67.5	44.0	57.5	21.4	38.7	51.7	40.0	65.4	61.1	51.3
17	Universal Precautions	51.8	70.4	58.6	85.1	82.5	52.3	48.5	52.1	57.8	80.5	80.6	78.0	69.5
18	Time Spent with Client	3.5	31.2	15.9	19.9	17.8	19.6	0.0	12.8	22.9	10.4	23.8	1.0	0.0
Domain E: Management Systems														
19	HMIS Use Index	66.1	86.2	55.0	94.8	93.3	66.1	48.0	61.5	76.4	100.0	84.4	85.6	82.0
20	Financial Systems	2.2	20.3	17.8	5.0	10.4	0.0	0.0	0.0	5.4	0.0	9.2	64.6	9.0
21	Health Facility Management Functionality Index	40	57.6	34.0	68.9	58.8	53.2	42.4	42.4	50.3	47.7	53.1	57.5	47.4
Domain F: Overall Mission														
22	Outpatient visit concentration index	46.2	56.9	50.0	50.0	48.9	47.9	49.8	45.8	49.7	47.3	50.0	45.9	50.0
23	Patient satisfaction concentration index	49.6	50.8	50.0	50.0	50.0	50.0	50.0	49.9	50.0	49.9	50.0	50.6	50.0
COMPOSITE SCORES														
Percent of Upper Benchmarks Achieved				8.7	47.8	34.8	30.4	4.3	21.7	39.1	39.1	39.1	30.4	26.1
Percent of Lower Benchmarks Achieved				65.2	100.0	91.3	82.6	65.2	78.3	91.3	91.3	87.0	73.9	91.3
Overal Mean (Provincial)				54.1	64.1	61.4	59.8	51.2	55.7	60.3	58.9	63.8	62.9	60.5

Notes:
* Lower and upper benchmark for indicator 3 is set based on 2015 results, using the usual BSC method. The rest of the benchmarks are from 2011

NATIONAL LEVEL FINDINGS

Domain A: Client and Community

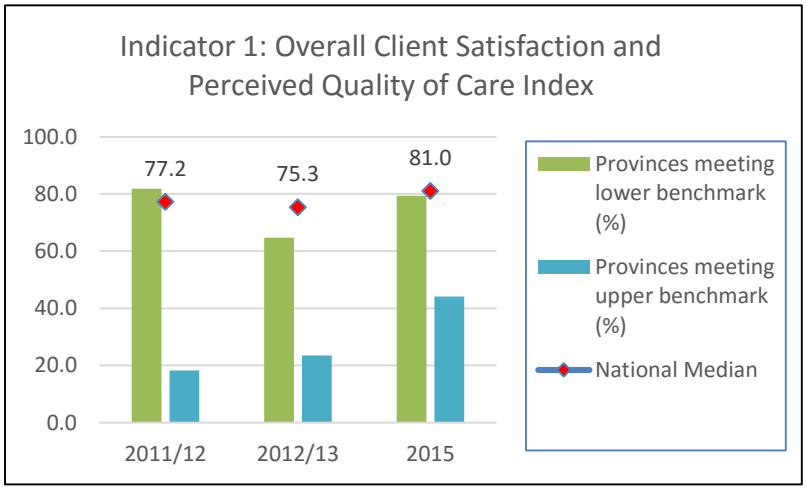
This domain measures the perception of clients of BPHS facilities through three indicators which are composed of several related items:

- Overall Client Satisfaction and Perceived Quality of Care Index
- Community Involvement and Decision Making Index
- Health Post Status Index

The last index is new, while the first two indices are from the start of BSC in 2004. The questions used for the current round are those from the revision of the facilities assessment in 2011. Therefore, results for the first two indices can be compared over time since the NHSPA 2011/12.

Indicator 1: Overall Client Satisfaction and Perceived Quality of Care Index

This indicator is composed of twelve items measuring overall client satisfaction and perception of quality of different aspects of care and services they received at a particular visit in a BPHS facility. The items which intend to measure viewpoints of clients are: cleanliness of the facility, cleanliness of the toilets in this HF, convenience of getting the prescribed medicine, privacy of the patient, waiting time in the facility, the hours the facility is open, cost of the visit, respectful behavior of health workers, satisfaction with the way health workers explain the patient's illness, satisfaction with the way health workers explain treatments, satisfaction with the amount of time health workers spend with patients, and overall satisfaction.

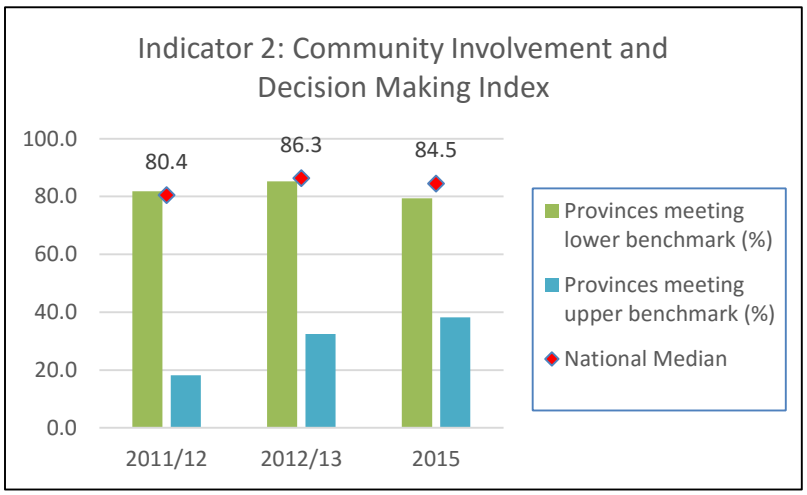


The national median score for the indicator was 81, compared to 75.3 in 2012/13 and 77.2 in 2011/12. The proportion of provinces meeting the lower benchmark (LB) has increased from 64.7 percent in 2012/13 to 79.4 percent in 2015.

However, in comparison to 2011/12 there was a slight reduction in the proportion of provinces meeting the LB (81.8% in 2011/12 versus 79.4% in 2015). The proportion of provinces meeting the upper benchmark (UB) has increased over the last four years: from 18.2 percent in 2011/12 to 23.5 percent in 2012/13 and to 44.1 percent in 2015. In 2015 the three provinces with the highest scores were Panjshir (91.2), Zabul (90.3), and Farah (90.1) whereas the highest scores in 2012/13 were seen for Nuristan (89.1), and Laghman (87.0) provinces. On the other hand, in 2015, the three provinces with the lowest scores were Nuristan (59.9), Daykundi (62.2), and Saripul (65.8) whereas in 2012/13 the lowest scores were seen for Paktya (63.2) and Khost (66.0) provinces.

Indicator 2: Community Involvement and Decision Making Index

This indicator is composed of five items which measure the level of community involvement in the decision making processes about activities related to the health facility. The items are: whether there is a Shura-e-sehie (health committee) in the area, whether the facility has written records of activities carried out by the shura in the past 12 months, whether there exists a list of the shura members' names and contact information, whether there was at least one person from the community participating in the shura meetings held in the past 6 months, and whether the shura provides any support to community health workers (CHWs).

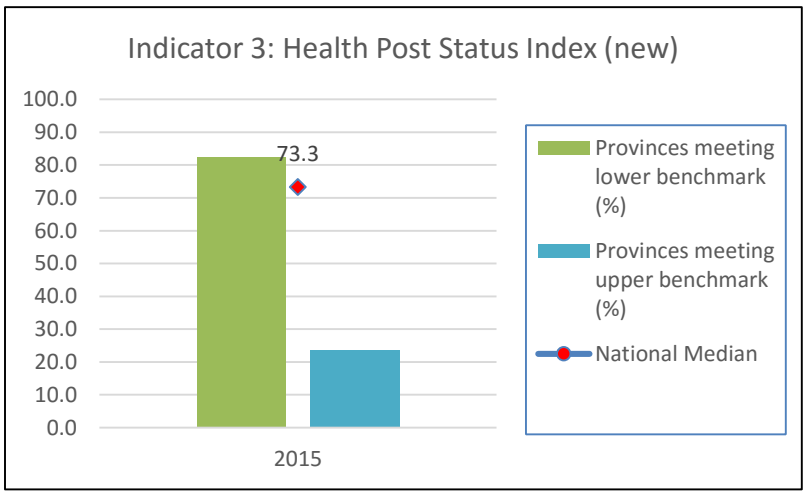


The national median score for the indicator shows a slight reduction between 2012/13 and 2015 (from 86.3 in 2012/13 to 84.5 in 2015); however, compared to 2011/12 there is an increase of 4.1 percent (from 80.4 in 2011/12 to 84.5 in 2015). The proportion of provinces meeting the LB was 79.4 percent in 2015 which shows a reduction of 4.9 percentage points as compared to 2012/13 (85.3). However, in comparison to 2011/12 the reduction in the proportion of provinces meeting the LB was slim (81.8% in 2011/12 versus 79.4% in 2015). On the contrary, the proportion of provinces meeting the UB shows a steady increase over the

four years, starting at 18.2 percent in 2011/12 to 32.4 percent in 2012/13, and to 38.2 percent in 2015. The three provinces with the highest scores of community involvement and decision making in 2015 were Logar (98.3), Balkh (98.2), and Baghlan (97.6) whereas in 2012/13 the provinces with the highest scores were Nangarhar (98.1) and Kunar (96.8). Zabul (56.7), Nuristan (58.3) and Ghazni (62) provinces had the lowest scores in 2015. In 2012/13, Paktika (55.5) and Kabul (56.2) had the lowest scores for this indicator.

Indicator 3: Health Post Status Index

Indicator 3: Health post status index is a new indicator for 2015. This indicator is comprised of three sub-indices consisting of health post functionality as part of the health system, community health worker (CHW) functionality, and CHW satisfaction and motivation. The health post functionality includes five items measuring health post staffing, repairs, existence of Shura-e-sehi, supervision, and HMIS reporting. The CHW functionality sub-index includes five items: CHW kit, CHW equipment, CHW medical supply, protocols and guidelines, and CHW activeness. Lastly, CHW satisfaction and motivation are also included as a final measure.



The national median score for the indicator was 73.3. The proportion of provinces meeting the LB was 82.4 percent, and proportion of provinces meeting the UB was 23.5 percent. The three provinces with the highest scores were Badghis (87.4), Baghlan (85.4), and Faryab (84), and four provinces with the lowest scores were Daykundi (54.5), Nuristan (61.2), Wardak (61.2), and Samangan (61.7).

Domain B: Human Resources

This domain covers the most important part of the healthcare system: human resources. The domain is composed of indicators measuring working environment and attributes related to job satisfaction and motivation of health

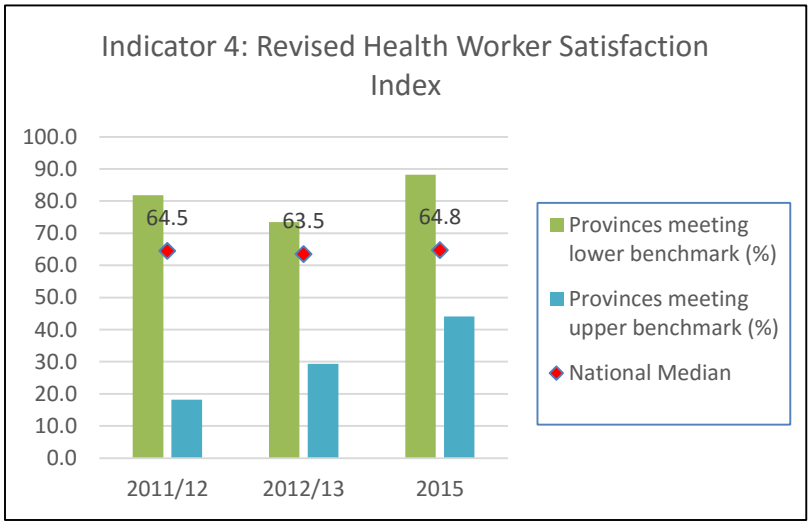
workers, and key administrative and technical support provided to health workers. The indicators are:

- Health Worker Satisfaction Index
- Health Worker Motivation Index
- Salary Payment Index
- Minimum Staffing Index
- Provider Knowledge Index
- Staff Training Index

Among the above six indicators, the salary payment index is the only indicator which has remained unchanged since the start of the BSC in 2004. For the other five indicators, the components were revised in 2011. In this report we will compare the trend since the NHSPA 2011/12, as the trends in these indicators are valid only for this time period.

Indicator 4: Revised Health Worker Satisfaction Index

This indicator attempts to measure health worker job satisfaction: the various aspects of the job health workers might value in their workplace. Measuring these aspects can shed light on important managerial decisions to improve performance of health workers and health facilities. The health worker satisfaction index is composed of 36 items, and the items are mainly focused on determinants of job satisfaction.

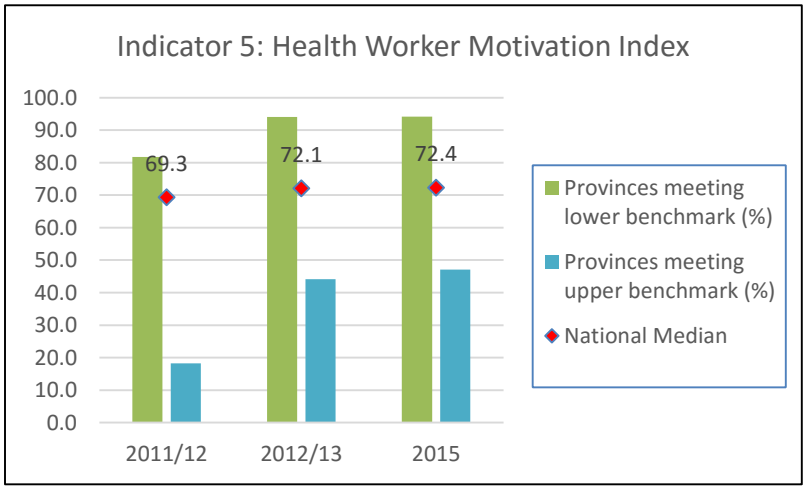


The national median score for the indicator was 64.8 which is slightly higher than the scores in 2011/12 (64.5) and in 2012/13 (63.5). The proportion of provinces meeting the LB shows some variation over the four years: from 81.8 percent in 2011/12 to 73.5% in 2012/13, and to 88.2 percent in 2015. Improvement in the proportion of provinces meeting the UB is impressive. That is, the trend shows a steady progress: from 18.2 percent in 2011/12 to 29.4 percent in 2012/13, and to 44.1 percent in 2015.

In other words, there was an increase of 14.7 percentage points between 2012/13 and 2015, and an increase of 25.9 percentage points between 2011/12 and 2015. The three provinces with the highest scores in 2015 were Baghlan (73.8), Herat (71.7), and Bamyan (70.9) while in 2012/13, the two provinces with the highest scores were Wardak and Baghlan, both with a score of 72.0. In 2015 the three provinces with the lowest scores were Uruzgan (56.9), Wardak (58.8), and Ghor (60), while in 2012/13 Khost (54.6) and Paktya (55.3) were the lowest performing provinces with respect to this indicator.

Indicator 5: Health Worker Motivation Index

This indicator aims to measure health worker motivation, which is defined as the willingness of health workers to perform their jobs. The 20 items included in the indicator attempt to measure various factors that potentially can influence health worker motivation.

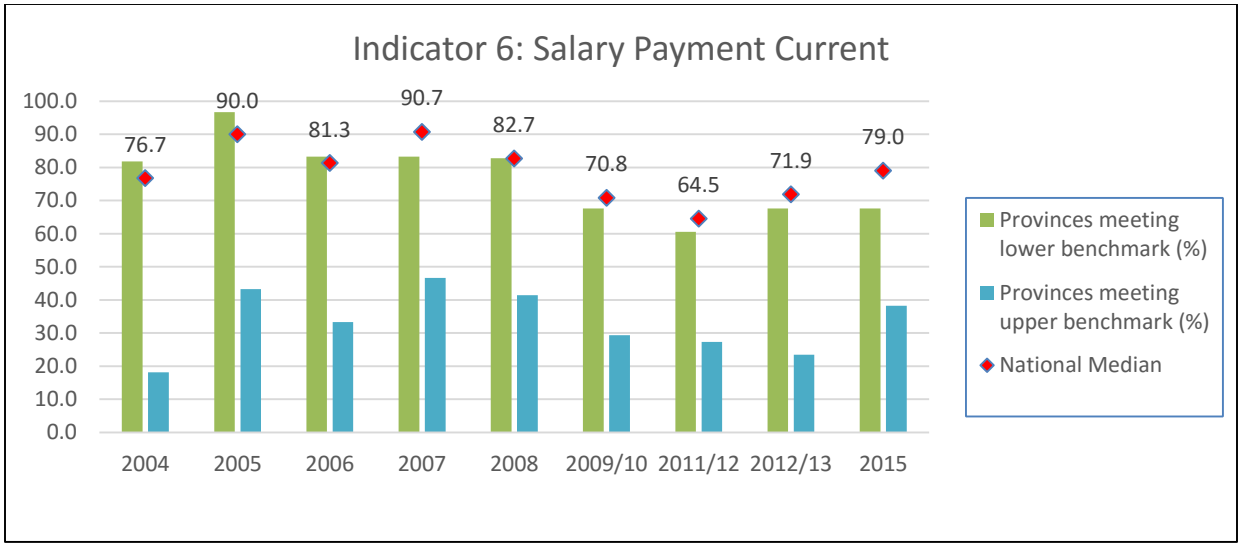


The national median score for this indicator was 72.4 which was not much different from the one in 2012/13 (72.1), but was slightly higher than the national median score in 2011/12 (69.3). Similarly, the proportion of provinces meeting the LB did not differ from 2012/13 to 2015, as in both periods of assessment the percentage was 94.1. However, compared to 2011/12 there was an increase of 12.3 percentage points (81.8% in 2011/12 and 94.1% in 2015). The trend in proportion of provinces meeting the UB shows remarkable improvement between 2011/12 and 2015, and some improvement between 2012/13 and 2015. This is indicated by the increase of 28.9 percentage points between 2011/12 and 2015 (from 18.2% in 2011/12 to 47.1% in 2015), and an increase of 3 percentage points between 2012/13 and 2015 (from 44.1% in 2012/13 to 47.1% in 2015). This year three provinces with the highest scores were Baghlan (77.0), Zabul (76.9), and Faryab (76.0) whereas in 2012/13 the highest scores were seen for Wardak (84.0), Nangarhar (77.5) and Faryab (77.4) provinces. As can be seen Faryab was among the high performers in

both periods of assessment. This year three province with the lowest scores were Uruzgan (64.4), Ghor (65.9), and Wardak (67.3), while in 2012/13 the lowest scores were found in Khost (63.9) and Bamyan (66.5) provinces.

Indicator 6: Salary Payment Current

This indicator is believed to represent health worker job satisfaction and motivation, and it covers the on-time payment of salary to health workers. However, unlike the questions on health worker satisfaction and motivation which measure level of satisfaction and motivation, this indicator is a binary response to whether or not the health worker was paid his/her salary on time.



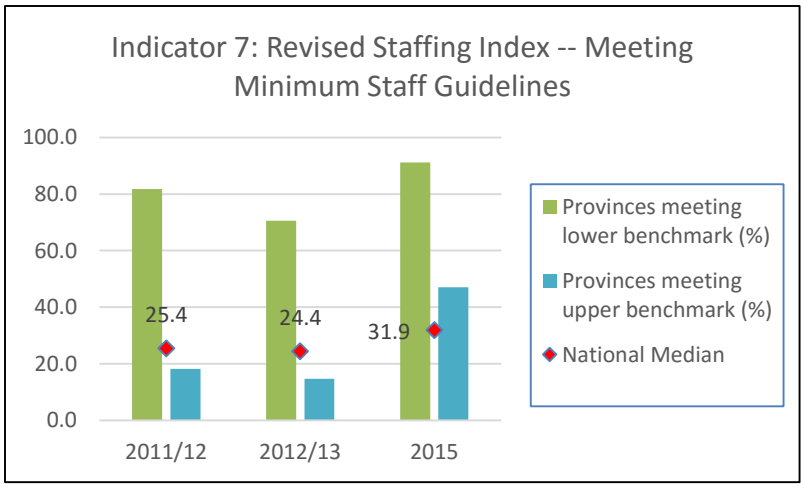
The national median score for this indicator was 79.0 in 2015. This represents some improvement as compared to 2012/13 (71.9), and to 2011/12 (64.5). However, compared to the earliest BSC reports, there is considerable reduction in this indicator. For example in 2005 the national median score was 90.0 and until 2008 it did not drop below 82. After a low in 2011/12, the trend over the last four years once more shows progressive improvement in the national median score of the salary payment index.

This year the proportion of provinces meeting the LB was the same as 2012/13, with 67.6 percent in both periods. Compared to 2011/12 there was an increase of 7 percentage points, and the proportion of provinces meeting the UB increased considerably this year. In 2012/13 for example, it measured 23.8 percent and in 2015 it increased to 38.2 percent (an increase of 14.4 percentage points). Comparison of provinces with the highest and lowest scores shows considerable differences between years. Provinces with the

highest scores in 2015 were Zabul, Nimroz, and Nuristan (each with a score of 100), followed by Nangarhar, Wardak, Kunar, and Laghman (each with a score of 98.9), and Panjshir (98.1) and Logar (98). In 2012/13 the highest scores were found for Nuristan and Wardak (each with 100), followed by Kunduz (98.8) and Laghman (98.5). The lowest scores in 2015 were measured for Takhar (3.6), Khost (10.2), Farah (15.6), Daykundi (16.4) and Badkhshan (16.7), where only a very small number of health workers received their salaries on time. In 2012/13 the provinces with the lowest scores were Ghor (6.1), Bamyan (22.1) and Jawzjan (24.0).

Indicator 7: Revised Staffing Index

This indicator intends to assess whether the actual staffing of health facilities met the BPHS guidelines. For example, the BPHS prescribes that a Sub Health Centre (SHC) must have both a nurse and a midwife (or community midwife), while staff for a Basic Health Centre (BHC) should include a nurse, a midwife (or community midwife), a community health supervisor, a physician, and two vaccinators. A Comprehensive Health Centre (CHC) the staffing requirement consists of two nurses, two midwives (or community midwives), two vaccinators, two physicians, a community health supervisor, a laboratory technician, and a pharmacy technician (or pharmacist).



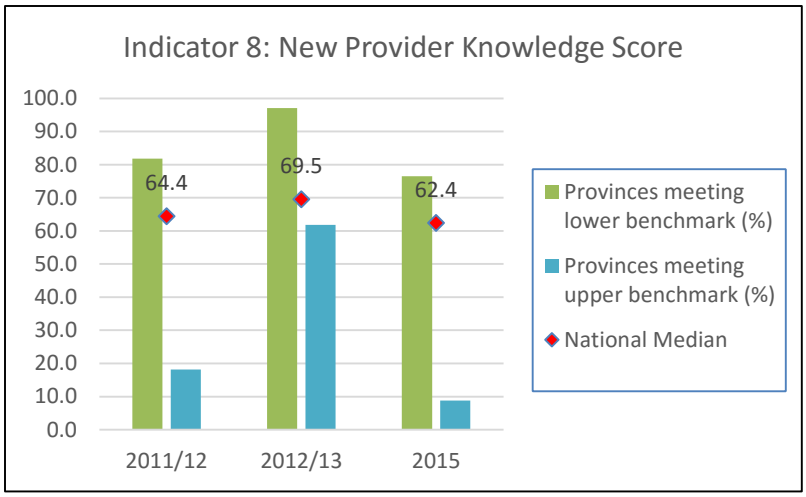
The national median score for this indicator in 2015 was 31.9 which shows some improvement compared to 2012/13 (24.4) and 2011/12 (25.4). This year, the proportion of provinces meeting the LB was 91.2 which shows an increase of 20.6 percentage points as compared to 2012/13, and an increase of 9.4 percentage points as compared to 2011/12.

A related trend was observed in the proportion of provinces meeting the UB. In 2015, the proportion of provinces meeting the UB was 47.1 percent, versus 14.7 percent in 2012/13 and 18.2 percent in 2011/12. A considerable increase in the proportion of provinces meeting the UB was observed over the

last four years (almost a three-fold increase between 2012/13 and 2015). The three provinces with the highest scores in 2015 were Takhar (47.5), Zabul (45.3), and Panjshir (43.5), while in 2012/13 the highest scores were found for Parwan (56.4), Kunduz (44.8) and Farah (44.5). This year three provinces with the lowest scores were Khost (0.0), Herat (4.6) and Paktya (10.8). Among these provinces Khost was the lowest performer in terms of staffing as no health facility met the BPHS requirements. In 2012/13 the lowest performers were Badghis (0.0) and Khost (2.1) – the last province has consistently been among the poorest performers in the past four years.

Indicator 8: Provider Knowledge Score

This indicator assesses the knowledge of health workers through the use of self-administered questionnaires for each health worker, which ask about practical knowledge and skills concerning management of common health conditions specified in the BPHS. The questions included in this indicator are mainly about childhood illnesses, nutrition, maternal health, vaccination, and infectious diseases including malaria, tuberculosis, and HIV/AIDS. It also covers major aspects of infection control at facility level. For each round of facility assessment, a new set of questions is selected from an existing question bank and included in the questionnaires.



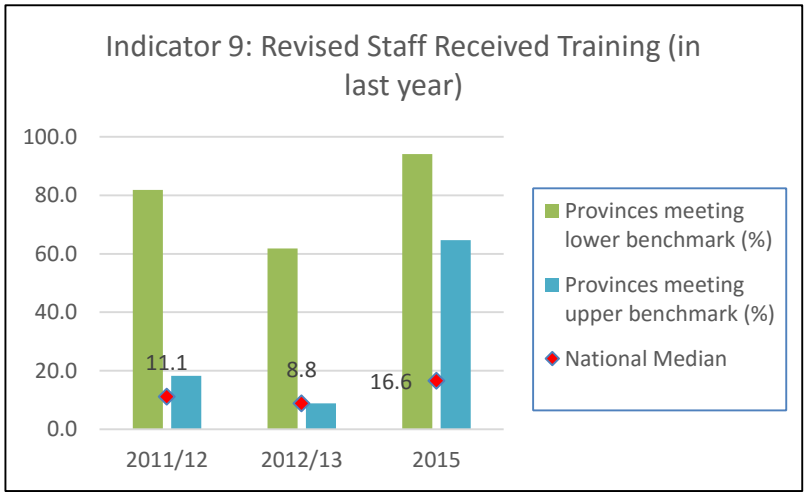
This year, the national median score for the indicator was 62.4, which is lower than in 2012/13 (69.5) and 2011/12 (64.4). This year, the proportion of provinces meeting the LB (76.5%) decreased in comparison to 2012/13 (97.1%) and 2011/12 (81.8%).

The proportion of provinces meeting the UB also dropped considerably when compared to previous years. In 2012/13, the proportion of provinces meeting the UB was 61.8%, while this year it was 8.8%. For 2015, the highest scores for this indicator were found for Nangarhar (69.7), Kapisa (69), and Baghlan (68.5) while in 2012/13 the highest scores were found for Kunar (79.7), Nangarhar (79.0), and Wardak (78.9) provinces. This year, the poorest

performers were Helmand (42.7), Nuristan (52.2) and Uruzgan (56.5) whereas in 2012/13 the lowest score was found for Helmand (55.9) province.

Indicator 9: Revised Staff Training Score

This indicator assesses whether health workers received job-related training in the past 12 months. The items used in this indicator are related to diagnosis and management of common illnesses, including areas such as integrated management of childhood illnesses (IMCI), maternal and child health, family planning methods, malaria, HIV/AIDS, nutrition, tuberculosis, and infection prevention.



The national median score was 16.6 this year which shows a nearly two-fold increase in comparison to 2012/13 when the national median was 8.8. Also this year the national median is higher than the one in 2011/12 (16.6 versus 11.1), while the proportion of provinces meeting the LB was 94.1 percent, an improvement from 2012/13 (61.8%), and 2011/12 (81.8%). The proportion of provinces meeting the UB is significantly higher this year in comparison to the last two assessment periods. It was 64.7 percent this year versus 8.8 percent in 2012/13, and 18.2 percent in 2011/12. This year the highest scores were found for Ghazni (42.1), Baghlan (34.2), and Ghor (29.7), while in 2012/13 the highest performers were Kunar (27.8), Nuristan (16.7) and Farah (16.4) provinces. The lowest scores this year were found for Nangarhar (5.5), Kapisa(5.9), and Laghman (9.2), whereas in 2012/13 the poorest performers were Ghazni (1.9), Bamyan (2.2), and Takhar (4.2) provinces.

Domain C: Physical capacity

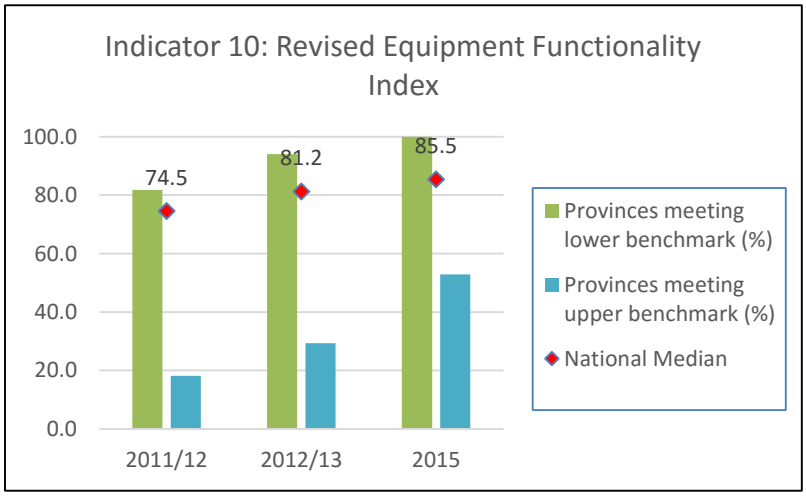
This domain covers indicators measuring the physical capacity of BPHS facilities, including infrastructure, availability of equipment, medicine,

vaccines, and laboratory equipment. The domain contains the following five indicators:

- Equipment Functionality Index
- Pharmaceutical and Vaccines Availability Index
- Laboratory Functionality Index
- Clinical Guidelines Index
- Infrastructure Index

Indicator 10: Equipment Functionality Index

This indicator assesses availability and functionality of various types of equipment which are required according to the BPHS guidelines. Included in the indicator are 23 items for SHCs and BHCs, and 26 items for CHCs. Major items include children's scale, thermometer, stethoscope, sterilizer, vaccine refrigerator, delivery kit and other basic equipment. A microscope, centrifuge and hemoglobinometer are included for CHCs.

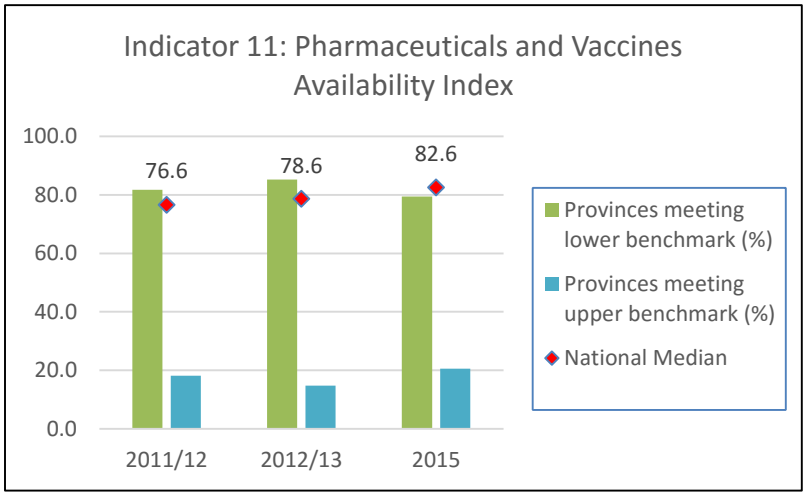


The national median score for the indicator this year was 85.5, showing some improvement over the preceding four years. The national median score in 2011/12 was 74.5, and it increased to 81.2 in 2012/13, with a further increase to 85.5 in 2015. This year the proportion of provinces meeting the LB was 100 percent which implies that all health facilities visited met the LB. This represents a steady upward trend, as in 2011/12 the proportion of provinces meeting the LB was 81.8 percent, in 2012/13 it was 94.1 percent, and now it is 100 percent. The trend in the proportion of provinces meeting the UB similarly shows a steady progress over the preceding four years, from 2011/12 (18.2%) to 2012/13 (29.4%) to 2015 (52.9%). Although consistent and steady progress has been made, with over half of the health facilities meeting the UB in 2015, there is still a huge gap to be addressed in terms of functionality of equipment in health facilities in the coming years. This year the provinces with the highest scores were Khost (97.2), Baghlan (97.1), Kandahar (95.2), and Nangarhar (93.6), while in

2012/13 the provinces with the highest scores were Kunar (97.0), Wardak (95.5), and Laghman (94.7). On the other hand, the provinces with the lowest scores were Parwan (70.4), Nuristan (72.3), Samangan (73.7), Ghor (74.1) and Kabul (74.0). In 2012/13 the provinces with the lowest scores were Kabul (63.8), Parwan (67.3), and Ghor (68.3).

Indicator 11: Pharmaceutical and Vaccines Availability Index

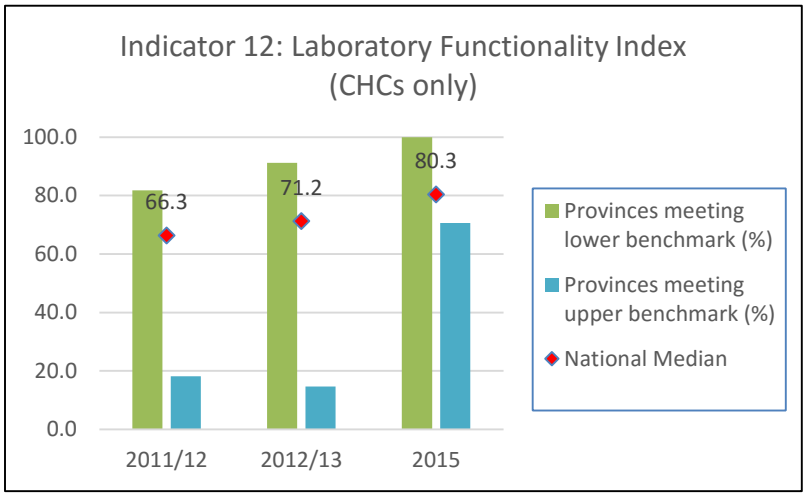
This indicator assesses availability and usability of pharmaceuticals and vaccines. Usability refers to the expiry dates of pharmaceutical and vaccines: the items in question should not be expired or near expiration. This indicator is composed of 31 important pharmaceutical items and vaccines that are included in the BPHS essential drugs list. Items include paracetamol, anti-malarial drugs, common antibiotics, oral contraceptive pills, oxytocin, and childhood vaccines, amongst others.



The national median score for the indicator was 82.6 which shows some improvement over the four years, as in 2011/12 the national median score was 76.6, and in 2012/13 it was 78.6. This year, the of provinces meeting the LB was 79.4 percent which is slightly lower than the results in 2012/13 (85.3%) and 2011/12 (81.8%). Unlike the trend in proportion of provinces meeting the LB, the trend in proportion of provinces meeting the UB shows some improvement in 2015. In 2011/12, the proportion of provinces meeting the UB was 18.2 percent, in 2012/13 it decreased to 14.7 percent, while in 2015 it increased to 20.6 percent. This year provinces with the highest scores were Baghlan (92.9), Farah (90), Kandahar (89.7), Khost (89.3), Faryab (88.9), Logar (88.8), and Nangarhar (88.7) whereas in 2012/13 the highest performers were Logar (95.3), Kunar (93.6), and Nangarhar (91.1). Provinces with the lowest scores in 2015 were Parwan (34), Daykundi (49.8), and Samangan (58.6), while in 2012/13 the poorest performers were Parwan (59.9), Farah (62.1), and Nimroz (65.0). Parwan remains among the lowest performers.

Indicator 12: Laboratory Functionality Index

This indicator is composed of 16 laboratory tests required for diagnosis of common illnesses and conditions in Afghanistan, including pregnancy testing, tuberculosis smears, and HIV testing. This indicator is implemented only in CHCs as SHCs and BHCs are not required to perform any laboratory tests.

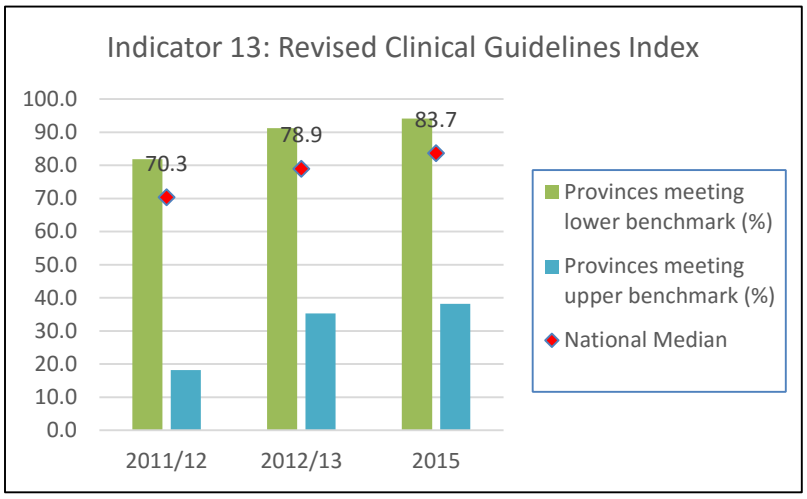


This year, the national median score for this indicator was 80.3, reflecting a steady improvement over the last four years, as in 2011/12 the national median score was 66.3, and in 2012/13 it had increased to 71.2. Likewise, the trend in the proportion of provinces meeting the LB has improved over the past 4 years. In 2011/12, the proportion of provinces meeting the LB was 81.8 percent, increasing to 91.2 percent in 2012/13. This year it has reached 100 percent, implying that all health facilities surveyed reached the LB. A similar trend can be seen for the proportion of provinces meeting the UB. In 2011/12, the proportion of provinces meeting the UB was 18.2 percent. In 2012/13 it decreased to 14.7 percent, but in 2015 it increased to 70.6 percent, showing an almost five-fold increase as compared to 2012/13. This year provinces with the highest performance were Ghazni (92.5), Daykundi (92.2), Farah (91.7), Jawzjan (91.3), Baghlan (88.7), Bamyan (87.5), Panjshir (87.5), Balkh (86.3), and Saripul (86.0) while in 2015 the highest scores were found for Bamyan (85.0), Paktika (78.1), Helmand (77.5), and Takhar (77.5) provinces. In 2015 the lowest performers were Paktika (59.4), Badghis (62.5), Laghman (67.5), and Parwan (67.7) provinces, while in 2012/13 the poorest performers were Uruzgan (43.8), Parwan (46.3), and Nimroz (53.1) provinces.

Indicator 13: Clinical Guidelines Index

This indicator assesses the presence of clinical guidelines which are required for the proper management of common illnesses and conditions. The items included in the indicator are clinical guidelines on IMCI, tuberculosis (TB), malaria, immunization, family planning methods, and HIV counselling and

testing. The latter clinical guideline is only required for CHCs, as SHCs and BHCs are not required to have it.

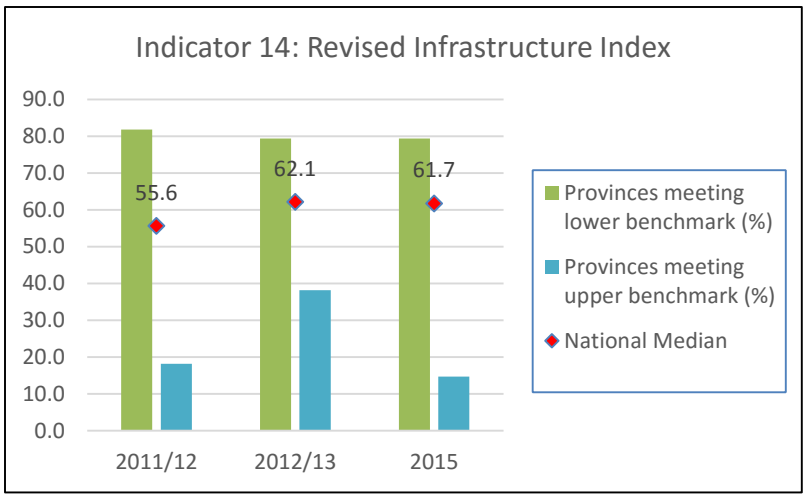


The national median score for this indicator was 83.7 for 2015. This represents some improvement over the past four years, as in 2011/12 the national median score was 70.3, and in 2012/13 it had increased to 78.9. Similarly, the trend in proportion of provinces meeting the LB shows progressive improvement over the four years. In 2011/12, the proportion of provinces meeting the LB was 81.8 percent, in 2012/13 it increased to 91.2 percent, and this year it reached 94.1 percent. The trend in proportion of provinces meeting the UB also indicates progressive improvement. In 2011/12, the proportion of provinces meeting the UB was 18.2 percent, in 2012/13 it nearly doubled to 35.3 percent, and this year it was 38.2 percent. The top performers this year were Khost (99.3), Baghlan (97.2), and Paktika (94.2), while in 2012/13 the highest performers were Nangarhar (96.4), Baghlan (96.3), and Laghman (95.4) provinces. The lowest performers this year were Nuristan (54.4), Daykundi (57.4), and Parwan (65.3) provinces while in 2012/13 the worst performers were Ghor (44.5), Uruzgan (61.6), and Kabul (63.9) provinces.

Indicator 14: Infrastructure Index

This indicator assesses whether health facilities have the basic infrastructure. This index includes 10 items assessing the functional condition of windows, doors, roof, interior walls, exterior walls, grounds, water source, heating, electricity, and toilets. For a health facility to receive a full score in this indicator, all 10 items need to be present and functional.

The national median score for this indicator was 61.7, which is not much different from the one in 2012/13 (62.1), although it is higher than for 2011/12 (55.6). This year the proportion of provinces meeting the LB was 79.4 percent, which is the same as in 2012/13 (79.4%) but slightly lower than



in 2011/12 (81.8%). The pattern with respect to proportion of provinces meeting the UB fluctuates heavily. In 2011/12, the proportion of provinces meeting the UB was 18.2 percent, in 2012/13 it increased to 38.2 percent, but in 2015 it dropped again to 14.7 percent. This year the highest performers were Baghlan (79.2), Kapisa (75.8), Bamyan (73.8) and Nangarhar (73.7), while in 2012/13 the highest scores were found for Wardak (89.9), Herat (87.6), and Kunar (85.7). The poorest performers this year were Ghazni (24.2), Nuristan (32.4), Daykundi (32.4), and Saripul (35.3), while in 2012/13 the lowest scores were found for Samangan (28.6), Balkh (28.6), and Khost (38.9) provinces.

Domain D: Quality of service provision

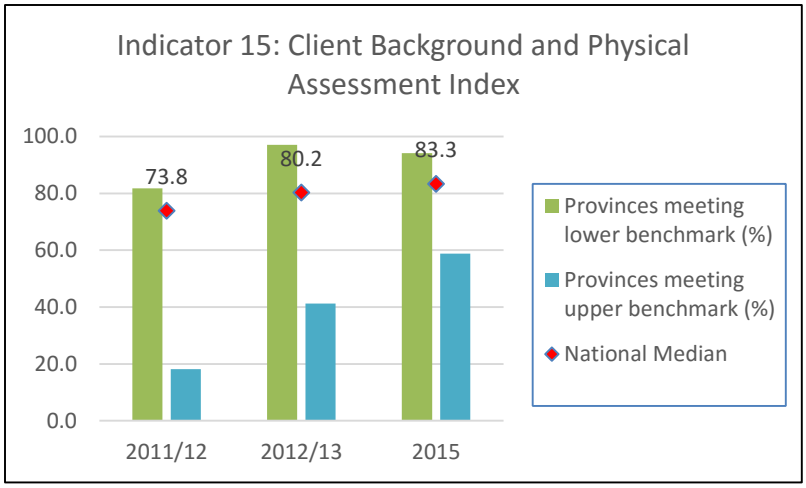
This domain covers the technical aspects of service provision and the patient provider interaction, and is composed of four indicators:

- Client Background and Physical Assessment
- Client Counselling
- Universal Precaution
- Time Spent with Clients (patients)

Indicator 15: Client Background and Physical Assessment

This indicator assesses the basic communication and technical skills a health worker is required to demonstrate during patient visits. The indicator is composed of 7 items. Observed is whether the health worker greets the patient, asks their age, asks the reason for the visit, asks for nature and duration of a complaint, asks about previous treatment, performs physical examination, and ensures privacy.

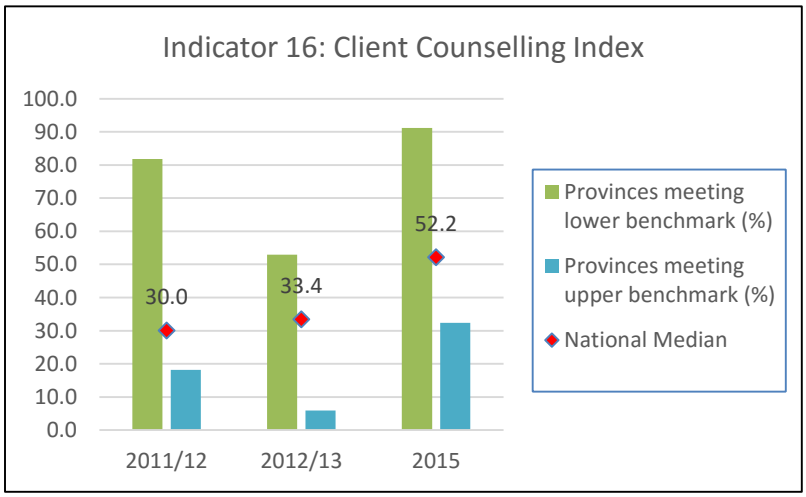
The trend in the national median scores for this indicator shows gradual improvement over the four years. The national median score was 73.8 in



2011/12, 80.2 in 2012/13, and 83.3 in 2015. This year the proportion of provinces meeting the LB was 94.1 percent, which represents a slight reduction from 2012/13 (97.1%), while it is higher than in 2011/12 (81.8%). On the other hand, the trend in proportion of provinces meeting the UB indicates a steady improvement in this indicator. In 2011/12, the proportion of provinces meeting the UB was 18.2 percent, in 2011-13 it increased to 41.2 percent, and this year it increased to 58.8 percent. This year the highest scores were found for Kunar (95.7), Nangarhar (94.5), Kapisa (94.4), Jawzjan (93.7), and Faryab (92.0) provinces, while in 2012/13 high-ranking provinces were Nuristan (97.4), Herat (93.2), and Nangarhar (92.6). Provinces in the lowest rank this year were Parwan (58.5), Kandahar (63.5), and Daykundi (69.1) while in 2012/13 the poorest performers were Bamyan (63.8), Khost (67.3), and Saripul (70.7) provinces.

Indicator 16: Client Counselling Index

This indicator intends to measure skills of health workers with respect to counselling of patients. It is composed of 8 items which are meant to capture how well a health worker communicates with the patient and provides important information concerning their condition, including home care, precautions, proper ways of taking the drugs, potential drugs side effects, and follow up visits.

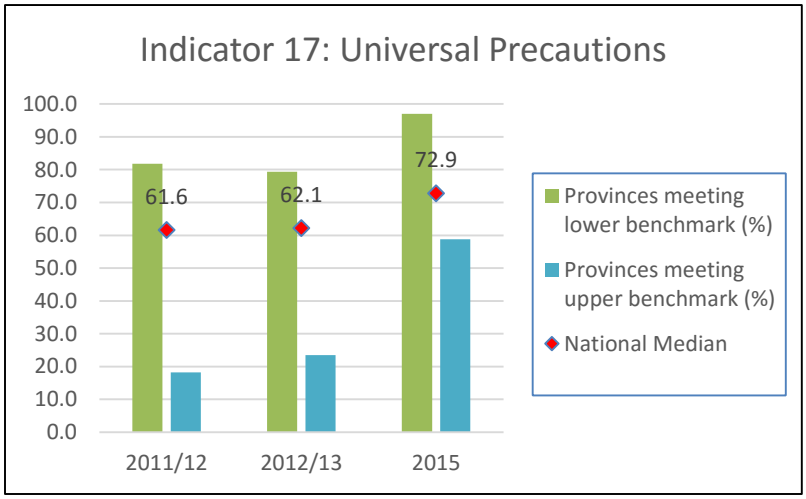


The national median score for this indicator was 52.2 which is a considerable improvement from previous years, with the national median in 2011/12 at 30.3, while in 2012/13 it was 33.4. The trend in proportion of provinces meeting the LB

shows considerable improvement between 2012/13 and 2015. In 2011/12, the proportion of provinces meeting the LB was 81.8 percent, but in 2012/13 it decreased to 52.9 percent. In 2015 it increased to 91.2 percent. A similar trend can be seen with respect to proportion of provinces meeting the UB. In 2011/12, the proportion of provinces meeting the UB was 18.2 percent, it dropped to 5.9 percent in the following year but increased to 32.4 percent this year – a sizable improvement. The highest performers in 2015 were Jawzjan (80.4), Herat (78.3), and Badakhshan (71.1) while in 2012/13 the highest scores were found for Nuristan (72.2), Nangarhar (60.0), and Kunar (57.2). The poorest performers this year were Parwan (21.4), Logar (25.7), and Laghman (31.5), while in 2012/13 the lowest scores were found for Paktya (16.4), Daykundi (20.3), and Khost (20.5) provinces.

Indicator 17: Universal Precautions

This indicator assesses the safety and precaution measures recommended by the BPHS to prevent infections and ensure safety in the workplace both for patients and health workers. The indicator includes 9 items, including to the use of disposable syringes for injections, presence of clean water and soap, regular use of sterilizers, disinfectants and incinerators, and proper disposal of sharps.

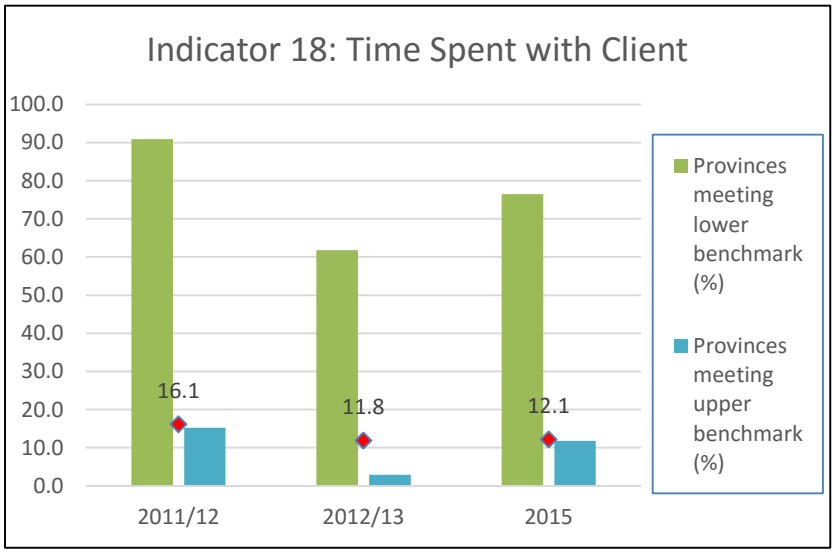


The national median for this indicator was 72.9 which is higher than the values reported for the previous four years: in 2011/12 the national median score was 61.6, and in the following year it was 62.1. A similar trend can be seen with respect to the proportion of provinces meeting the LB. In 2011/12, the proportion of provinces meeting the LB was 81.8 percent, in 2012/13 there was not much change as the proportion was 79.4 percent; but in 2015 it increased to 97.1 percent. The trend in the proportion of provinces meeting the UB for this indicator also shows a steady improvement over the past four years. In 2011/12, the proportion was 18.2 percent, in 2012/13 it increased to 23.5 percent, and in 2015 it increased to 58.8 percent, which is over two and half times of the

value reported in 2012/13. This year the top ranked provinces were Ghazni (91.3), Baghlan (89.9), Logar (89.4), Khost (88.2), and Bamyan (87.9), while in 2012/13 the highest performers were Kunar (95.1) and Nangarhar (92.2) provinces. The poorest performers in 2015 were Parwan (48.5), Daykundi (51.9), Samangan (52.1), and Panjshir (52.3) provinces.

Indicator 18: Time Spent with Clients

This indicator assesses whether a health provider spends nine minutes during patient visit. The question included in the survey forms collects data on how much time a health provider spends with each patient during their visit, but for analysis the data were recorded as binary (at least 9 minutes equals one, and less than 9 minutes equals zero). The 9 minutes is the minimum time required for a health provider to complete a patient history, perform physical examination, make diagnosis and do the counselling and prescribe the treatment.



The national median score for the indicator was 12.1 this year, which is not much different from 2012/13 (11.8) but lower than the score reported in 2011/12 (16.1). With respect to the proportion of provinces meeting the LB, this year's score (76.5%) represents a slight improvement as compared to 2012/13 (61.8%) but the score remains considerably lower than in 2011/12 (90.9%). A similar trend can be seen with respect to proportion of provinces meeting the UB. In 2011/12, the proportion of provinces meeting the UB was 15.2 percent; but it dropped to 2.9 percent in the following year, and in 2015 it increased to 11.8 percent. This year the provinces with the highest scores were Nangarhar (56.4), Balkh (48.7), and Faryab (46.4), while in 2012/13 the highest ranked provinces were Baghlan (47.8), Panjshir (30.1), and Nangarhar (24.6). The lowest ranked provinces this year were Zabul (0.0), Parwan (0.0), Farah (0.6), Kandahar (0.7), Wardak (1.0), Ghazni (1.1), Logar (2.9) and Kunar (3.3), while in 2012/13 the poorest performers were

Kabul (0.0) and Paktya (0.0). Scores of 0.0 indicate that no health workers in the facilities surveyed spent enough time with patients.

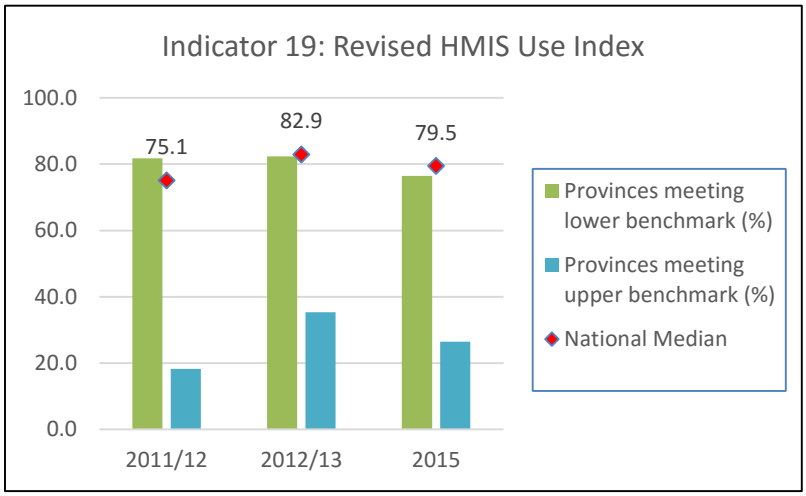
Domain E: Management systems

This domain covers various aspects of management and administration in health facilities, and it is composed of three indicators:

- HMIS Use Index
- Financial System
- Health Facility Management Functionality

Indictor 19: Revised HMIS Use Index

This indicator assesses availability and use of HMIS in health facilities, and it includes 5 questions related to various HMIS forms used in health facilities.

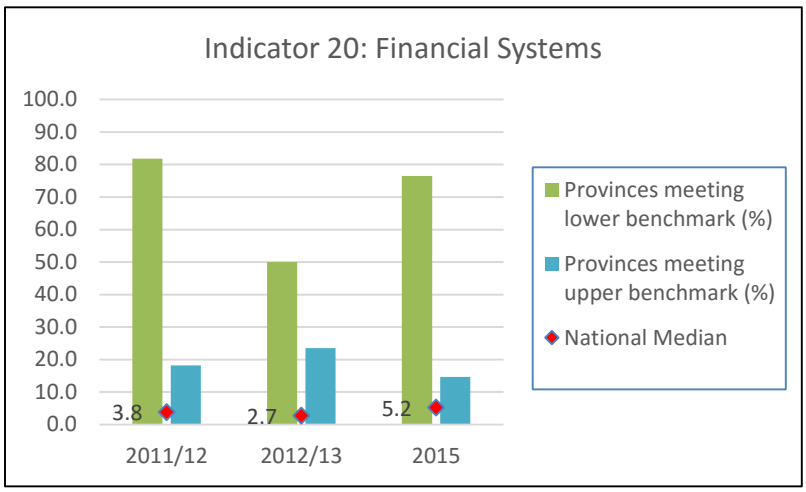


The national median score was 79.5 this year, which is not much different from the score in 2012/13 when it was 82.9. The national median score this year is, however, slightly higher than the one reported in 2011/12 (75.1). The proportion of provinces meeting the LB was slightly lower this year as compared to the previous four years. In 2011/12, the proportion was 81.8 percent, in 2012/13 it was 82.4 percent, and in 2015 it was 76.5 percent. With respect to proportion of provinces meeting the UB, there is some improvement between 2011/12 and 2012/13 but some reduction between 2012/13 and 2015. In 2011/12, the proportion of provinces meeting the UB was 18.2 percent, in 2012/13 it increased to 35.3 percent, and in 2015 it decreased to 26.5 percent. Provinces with the highest scores this year were Takhar (100), Baghlan (97.6), and Paktika (94.8) whereas in 2012/13 the top ranked provinces were Farah (96.5), Baghlan (94.3), and Takhar (94.0). This year, the worst performers were Parwan (48), Nuristan (55), Daykundi (56.4), Helmand (59.6), Ghor (59.7), and Kandahar

(59.7) provinces, while in 2012/13 the poorest performers were Kabul (44.7), Uruzgan (47.5), and Helmand (49.9) provinces.

Indicator 20: Financial System Index

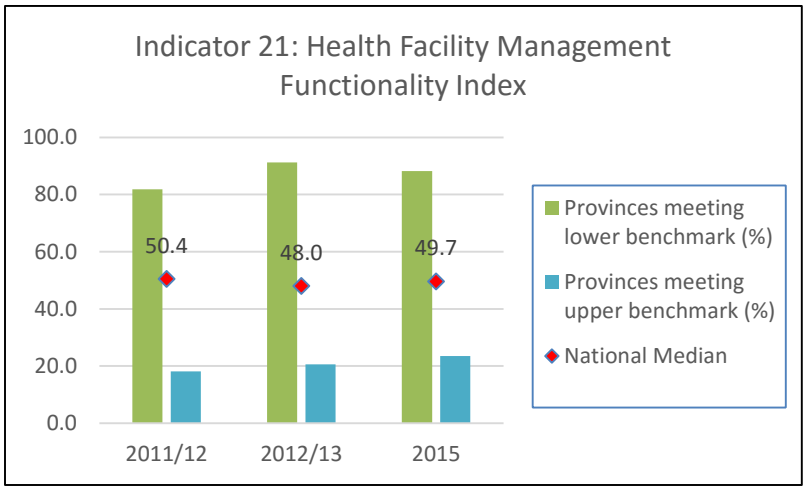
This indicator assesses the presence and functionality of a financial system in the visited health facilities. It is composed of 3 items related to existence and functionality of a petty cash system, availability of petty cash, and maintenance of expenditures in health facilities in last month.



The national median score was 5.2 which, despite being the lowest among all national median scores, is higher than previous four years, as in 2011/12 the national median was 3.8, while in 2012/13 it was 2.7. The proportion of provinces meeting the LB was higher this year as compared to 2012/13 but lower in comparison to 2011/12. In 2011/12, the proportion of provinces meeting the LB was 81.8 percent, in 2012/13 it was 50.0 percent, and in 2015 it was 76.5 percent. The proportion of provinces meeting the UB was lower this year as compared to the last two periods of assessment. In 2011/12, the proportion of provinces meeting the UB was 18.2 percent, in 2012/13 it was 23.5 percent, and in 2015 it was 14.7 percent. Provinces with the highest scores this year were Logar (97.6), and Nangarhar (92.8). Provinces with the lowest scores were Takhar, Panjshir, Khost, Samangan, Parwan, Ghazni, and Badghis where the scores were (0.0), followed by Kapisa (2.1), Badakhshan (2.5), Bamyan (2.5), Laghman (3.1) and Kandahar (3.3) provinces.

Indicator 21: Health Facility Management Functionality Index

This indicator assesses various administrative and managerial functions and mechanisms present in health facilities. It includes 9 items mainly related to staff meetings, supervisory visits, up to date inventory of drugs, furniture and equipment, and the use of the national monitoring checklist to improve the functioning of health facilities.



The national median score for this indicator was 49.7 this year. This is not much different from the scores in the previous two assessment periods. In 2011/12 the national median score was 50.4, while in 2012/13 it was 48.0. The proportion of provinces meeting the LB was 88.2 percent this year which is similar to the measures from previous two periods, with 81.8 percent in 2011/12 and 91.2 percent in 2012/13. On the other hand, the proportion of provinces meeting the UB was 23.5 percent, which is slightly higher than the other two periods. In 2011/12 it was 18.2 percent, in 2012/13 it was 20.6 percent. This year, the top ranked provinces were Khost (79.2), Paktya (68.9), and Laghman (68.3) whereas in 2012/13 the highest performers were Nuristan (77.6), Logar (65.3), and Nangarhar (63.5) provinces. The poorest performers this year were Nuristan (34), Daykundi (34.5), and Farah (36.2), while in 2012-12 the worst performers were Samangan (36.2), Balkh (36.6), and Daykundi (37.2). Daykundi was among the bottom three in both periods of assessment, but Nuristan was one of the top performers in the previous period of assessment.

Domain F: Overall mission

This domain assesses the mission of the Ministry of Public Health to promote equity and protect individual rights to healthcare. The domain is composed of two indicators:

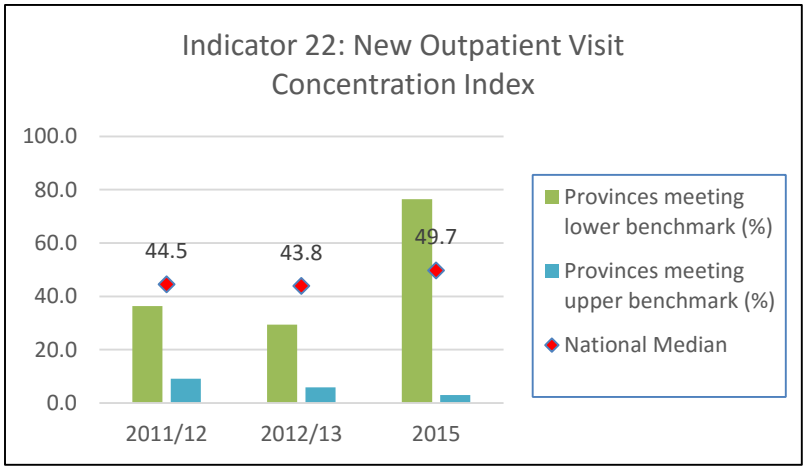
- Outpatient Visit Concentration Index
- Client Satisfaction Concentration Index

A concentration index is a measure of socioeconomic-related inequality in accessing healthcare. It is bounded between – 1 and + 1. A negative value means a particular health variable is higher among the poor, while a positive value means the opposite. A zero value for the concentration index implies perfect equality. To match the scale of other indicators of the BSC, the index

has been rescaled. A score of 50 shows perfect equality, while a score of over 50 shows that a particular health variable is higher among the poor, and a score of below 50 indicates that the health variable is higher among the rich.

Indicator 22: New Outpatient Visit Concentration Index

This indicator assesses equity in access to outpatient services through measuring the wealth status of clients in health facilities. Data on the wealth status of clients were collected during exit interviews through asking a series of questions about household assets, sources of income, access to water, electricity, and other necessities.

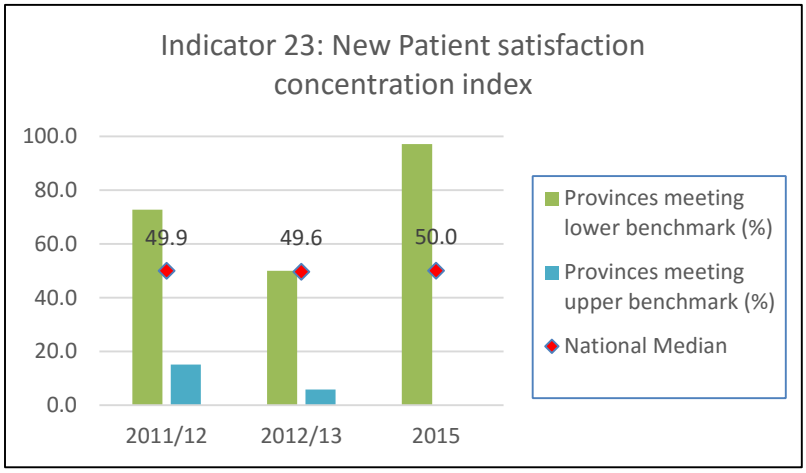


The national median score for this indicator was 49.7 in 2015. This is higher than for the previous two periods. In 2011/12 the national median score was 44.5, while in 2012/13 it was 43.8. The proportion of provinces meeting the LB this year was 76.5 percent, which is much higher than the previous two periods of assessment. In 2011/12, the proportion of provinces meeting the LB was 36.4 percent, in 2012/13 it was 29.4 percent. On the other hand, the proportion of provinces meeting the UB followed a downward trend over the last four years. In 2011/12 this was 9.1 percent, in the following year it dropped to 5.9 percent, and in 2015 it decreased further to 2.9 percent. This year the highest performers were Herat (56.9), Kunduz (56.4), and Balkh (52.3) all showing pro-poor equity. The highest scores in 2012/13 were reported for Logar (60.1), Ghazni (57.0), and Kabul (55.9) provinces. This year, the lowest scores were found for Jawzjan (40.2), Kabul (42.0), and Nangarhar (43.4) provinces, implying the richer groups used the services more than the poor in these provinces. In 2012/13 the lowest performers were Kapisa (34.9), Saripul (35.3), and Nuristan (36.6) provinces.

Indicator 23: Client Satisfaction Concentration Index

This indicator intends to measure equity through measuring wealth status of clients, with a focus on satisfaction among those who have used the services.

It measures whether the poor are more satisfied than the non-poor groups of service users, and is expressed in the overall satisfaction measure.



The national median score this year was 50.0 which is not significantly different from the previous two periods, with measures of 49.9 in 2011/12 and 49.6 in 2012/13. The proportion of provinces meeting the LB this year was much higher than those found in previous two periods. In 2011/12, the proportion of provinces meeting the LB was 72.7 percent, in 2012/13 it was 50.0 percent, and in 2015 it was 97.1 percent. With respect to the proportion of provinces meeting the UB, this trend is downward. In 2011/12, the proportion of provinces meeting the UB was 15.2 percent, in the following year it was 5.9 percent, and in 2015 it was 0.0 percent, implying that no health facilities surveyed met the UB criteria. This year, provinces with the highest scores were Nimroz (50.6), Herat (50.3) and Jawzjan (50.3) while in 2012/13 the top performers were Kunduz (51.1), Samangan (50.8), and Farah (50.6). With respect to the lowest performers in terms of pro-poor satisfaction, Balkh (49.3) and Kabul (49.6) were the two provinces with the lowest scores in 2015. In 2012/13, the lowest performers were Faryab (48.7), Kabul (48.8), and Jawzjan (49.0) provinces. In these provinces, the richer groups were slightly more likely to express satisfaction than the poor groups.

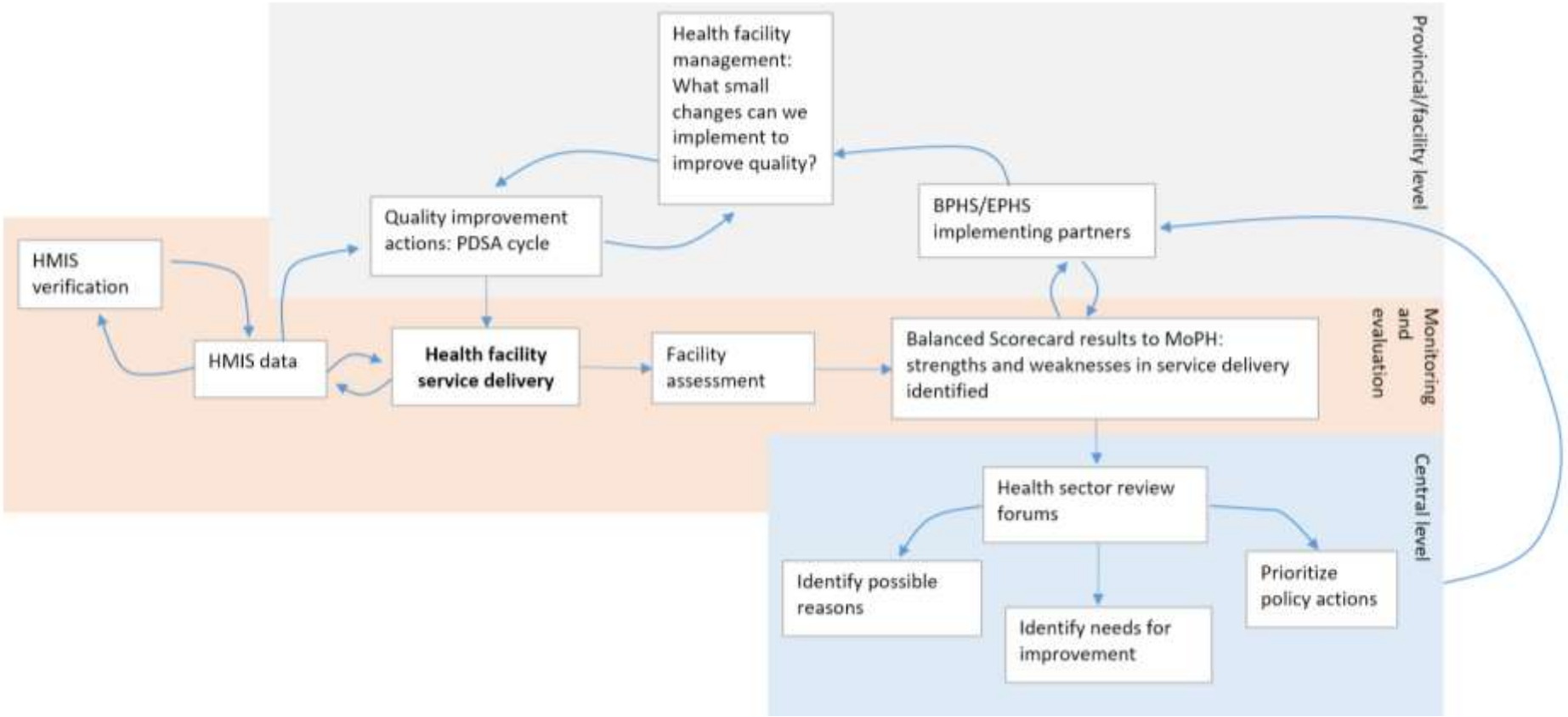
Recommendations at the National Level

While indicating the level of performance of the health services in a user-friendly manner, the BSC reports generally have not given specific recommendations on how the performance should be improved. Such decisions are left to the MoPH and its stakeholder to make through a consultative process and using other sources of information including knowledge of local conditions best known to local managers. General recommendations solely on the basis of the findings of the BSC would be mechanistic and even misguiding. For example, the table below ranks the level of achievement for each indicators from lowest to highest. While indicators that fall below a certain arbitrary limit, say 60, may need immediate attention, it will not mean that the MoPH and its partners should not strive to achieve a better score for an indicator such as Universal Precautions, a score that is close to 100.

AFGHANISTAN HEALTH SECTOR		**National Medians**
BPHS Balanced Scorecard		**2015**
20	Financial Systems	5.2
18	Time Spent with Client	12.1
9	Revised Staff Received Training (in last year)	16.6
7	Revised Staffing Index -- Meeting minimum staff guidelines	31.9
21	Health Facility Management Functionality Index	49.7
16	Client Counselling Index	52.2
14	Revised Infrastructure Index	61.7
8	New Provider Knowledge Score	62.4
4	Revised Health Worker Satisfaction Index	64.8
5	Health Worker Motivation Index	72.4
17	Universal Precautions	72.9
3	Health Post Status Index (New)*	73.3
6	Salary Payment Current	79.0
19	Revised HMIS Use Index	79.5
12	Laboratory Functionality Index (CHCs only)	80.3
1	Overall Client Satisfaction and Perceived Quality of Care Index	81.0
11	Pharmaceuticals and Vaccines Availability Index	82.6
15	Client Background and Physical Assessment Index	83.3
13	Revised Clinical Guidelines Index	83.7
2	Community Involvement and Decision Making Index	84.5
10	Revised Equipment Functionality Index	85.5
22	New Outpatient visit concentration index	49.7
23	New Patient satisfaction concentration index*	50.0

Therefore, the BSC should be seen as a tool that can improve the discourse for quality improvement through a quality improvement management process, such as the one on the next page, rather than a mere prescription.

Figure 2: Linking the Balanced Scorecard to Quality Improvement of Health Services



PROVINCIAL LEVEL FINDINGS

The write-up on each provincial level results table is divided into four sections:

Summary: The summary describes the percentage of indicators that attained the upper benchmark in a province. All 34 provinces were surveyed in 2015.

Areas of Achievement: These are indices that are in the green zone for the 2015 round.

Rising Trend: These are indices that have transitioned from the red zone to the yellow or green zone or from the yellow zone to the green zone between the two rounds. They also include other indices that have increased by 20 percent or more compared to the last round.

Falling Trend: These are indices that have transitioned from the green zone to the yellow zone or from the yellow zone to the red zone between the two rounds. They also include indices that have fallen by 20 percent or more compared to the last round.

Areas of Concern: These are indices that are in the red zone for the 2015 round.

Scores are provided since 2004 or since when they become available.

Recommendations: There are no recommendations given at the provincial or sub-provincial levels because the tables and their accompanying write-ups are self-explanatory. As a general rule, the provinces can consider prioritizing their performance improvement efforts in the following order: 1) areas of concern; 2) falling trends; 3) rising trends; and 4) areas of achievement. In other words, they should try to maintain their achievements and improve their weaknesses highlighted in their BSC tables. It is worth mentioning that, as stated earlier, such prioritization needs to be made through a consultative process and considering the overall context and local circumstances.

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		BADAKHSHAN								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
1	Overall Patient Satisfaction	66.4	90.9	86.4	94.2	86.8	87.6	85.5	67.5	-	-	-
	Patient Perception of Quality Index	66.2	83.9	77.6	82.9	77.5	86.1	76.6	70.3	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	73.3	76.1	76.1
2	Written Shura-e-sehie activities in community	18.1	66.5	35.6	8.4	73.4	96.0	95.6	51.4	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	85.0	90.0	89.9
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	68.5
Domain B: Human Resources												
4	Health Worker Satisfaction Index	56.1	67.9	63.5	64.8	70.6	73.0	68.0	67.7	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	63.5	62.6	67.7
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	68.8	71.7	74.1
6	Salary Payment Current	52.4	92.0	54.9	83.0	75.2	98.8	58.8	45.5	84.6	77.3	16.7
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	38.0	37.2	66.3	73.4	86.9	85.5	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	22.8	29.5	22.9
8	Provider Knowledge Score	44.8	62.3	48.6	67.3	61.8	60.3	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	79.2	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	71.2	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	63.0	68.0	63.0
9	Staff received training in last year	30.1	56.3	68.9	87.3	53.7	70.0	71.1	40.0	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	6.0	7.3	14.4
Domain C: Physical Capacity												
10	Equipment Functionality Index	61.3	90.0	69.6	49.5	73.3	82.3	93.3	76.9	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	72.8	82.1	75.6
11	Drug Availability Index	53.3	81.8	52.9	81.5	74.0	75.3	78.3	49.4	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	63.9	79.1	77.0
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	31.7	32.3	38.2	62.9	76.6	24.1	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	62.5	75.0	75.0
13	Clinical Guidelines Index	22.5	51.0	18.3	40.2	48.1	78.1	85.4	60.6	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	66.1	77.9	83.9
14	Infrastructure Index	49.3	63.2	63.2	35.5	38.9	42.0	41.1	43.9	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	54.2	44.1	44.1
Domain D: Quality of Service Provision												
15	Patient History and Physical Exam Index	55.1	83.5	54.2	67.7	72.6	86.7	73.9	70.8	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	60.8	77.9	86.1
16	Patient Counseling Index	23.3	48.9	23.3	31.1	35.0	55.8	34.3	20.8	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	25.8	30.9	71.1
17	Proper sharps disposal	34.1	85.0	64.4	34.4	75.6	88.4	70.5	43.2	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	-	42.1	34.2	65.9
18	Time Spent with Client	3.5	31.2	21.0	12.0	23.1	16.9	3.4	10.4	7.8	13.2	10.5
Domain E: Management Systems												
19	HMIS Use Index	49.6	80.7	60.9	27.6	72.0	83.7	96.0	51.6	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	77.4	89.8	77.5
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	1.6	2.5
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	50.6	47.2	62.5
Domain F: Overall Mission												
22	Outpatient visit concentration index	48.0	52.7	48.9	49.0	49.8	46.7	48.2	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	56.9	40.1	36.7	49.6
23	Patient satisfaction concentration index	49.0	50.9	50.9	50.0	50.0	49.6	49.5	-	-	-	-
	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	49.8	47.8	50.2	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			20.0	20.0	20.0	60.0	40.0	15.0	0.0	13.6	21.7
25	Percent of Lower Benchmarks Achieved			85.0	80.0	95.0	90.0	90.0	80.0	63.6	77.3	91.3
26	Overall Mean Score			51.6	51.8	60.8	70.7	68.6	52.9	51.8	55.6	57.6

BADAKSHAN PROVINCE FINDINGS

Summary

Badakhshan province attained the upper benchmarks for five of the twenty-three BSC indicators in 2015. In the overall BSC ranking, the province has dropped from the 20th place in 2012-2013 to the 27th place in 2015 among the 34 provinces.

Areas of achievement

4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
21. Health Facility Management Functionality Index

Rising trend

4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
20. Financial Systems
22. New Outpatient visit concentration index

Falling trend

2. Community Involvement and Decision Making Index
8. New Provider Knowledge Score
19. Revised HMIS Use Index

Areas of concern

6. Salary Payment Current
14. Revised Infrastructure Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		Badakhshan Provincial	Badakhshan C1	Badakhshan C2
BPHS Balanced Scorecard by Contract 2015		**LB**	**UB**	**2015**	**2015**	**2015**
Domain A: Client and Community						
1	Overall Client Satisfaction & Perceived Quality of Care Index	73.3	81.3	76.1	73.2	82.9
2	Community Involvement and Decision Making Index	72.4	90.0	89.9	84.9	93.9
3	Health Post Status Index (New)*	**67.1**	**77.8**	68.5	69.7	67.6
Domain B: Human Resources						
4	Revised Health Worker Satisfaction Index	61.7	66.6	67.7	68.2	65.7
5	Health Worker Motivation Index	66.7	72.8	74.1	74.0	75.3
6	Salary Payment Current	52.4	92.0	16.7	14.3	22.2
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	22.9	30.5	20.3
8	Revised Provider Knowledge Score	59.4	67.6	63.0	62.6	67.4
9	Staff Received Training (in the past 12 months)	7.1	14.9	14.4	16.5	5.3
Domain C: Physical Capacity						
10	Revised Equipment Functionality Index	67.4	85.0	75.6	74.2	72.9
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	77.0	73.9	79.8
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	75.0	83.3	62.5
13	Revised Clinical Guidelines Index	64.3	85.9	83.9	84.2	85.9
14	Infrastructure Index	48.9	73.4	44.1	48.7	45.8
Domain D: Quality of Service Provision						
15	Client Background and Physical Assessment Index	66.7	81.2	86.1	79.7	93.8
16	Client Counselling Index	31.7	58.5	71.1	66.1	81.1
17	Universal Precautions	51.8	70.4	65.9	68.5	57.3
18	Time Spent with Client	3.5	31.2	10.5	1.1	29.0
Domain E: Management Systems						
19	Revised HMIS Use Index	66.1	86.2	77.5	88.6	77.6
20	Financial Systems	2.2	20.3	2.5	0.0	3.4
21	Health Facility Management Functionality Index	40	57.6	62.5	65.8	62.3
Domain F: Overall Mission						
22	New Outpatient Visit Concentration Index	46.2	56.9	49.6	49.5	49.8
23	New Patient Satisfaction Concentration Index	49.6	50.8	50.0	50.0	50.0
COMPOSITE SCORES						
Percent of Upper Benchmarks Achieved				21.7	30.4	26.1
Percent of Lower Benchmarks Achieved				91.3	78.3	87.0
Overall Mean Score				57.6	57.7	58.8

Contracts	Contract ID	Implementer
Badakhshan C1	AFG/MoPH/GCMU/SEHAT/67	CAF-BARAN
Badakhshan C2	AFG/MoPH/GCMU/SEHAT/72	AKF/AKHS

BADAKSHAN PROVINCE FINDINGS BY CONTRACT

Badakhshan CONTRACT 1: CAF-BARAN

Summary
CAF-BARAN in Badakhshan province attained the upper benchmarks for six of the twenty-three BSC indicators in 2015.

Areas of achievement
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
9. Staff Received Training (in the past 12 months)
12. Laboratory Functionality Index (CHCs only)
16. Client Counselling Index
19. HMIS Use Index
21. Health Facility Management Functionality Index

Areas of concern
1. Client Satisfaction & Perceived Quality of Care Index
6. Salary Payment Current
14. Infrastructure Index
18. Time Spent with Client
20. Financial Systems

Badakhshan CONTRACT 1: AKF/AKHS

Summary
CAF-BARAN in Badakhshan province attained the upper benchmarks for six of the twenty-three BSC indicators in 2015.

Areas of achievement
1. Client Satisfaction & Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
5. Health Worker Motivation Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
21. Health Facility Management Functionality Index

Areas of concern
6. Salary Payment Current
9. Staff Received Training (in the past 12 months)
3. Infrastructure Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		BADGHIS								
BPHS Balanced Scorecard 2004 – 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
1	Overall Patient Satisfaction	66.4	90.9	76.9	71.3	42.7	78.9	75.1	66.8	-	-	-
	Patient Perception of Quality Index	66.2	83.9	66.2	69.8	55.6	71.7	74.4	63.3	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	72.6	71.9	76.8
2	Written Shura-e-sehie activities in community	18.1	66.5	0.0	48.8	62.8	100.0	93.4	79.9	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	78.0	83.8	91.2
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	87.4
Domain B: Human Resources												
4	Health Worker Satisfaction Index	56.1	67.9	57.6	54.7	51.5	82.7	64.0	66.4	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	62.6	59.7	63.1
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	68.7	67.1	70.3
6	Salary Payment Current	52.4	92.0	91.8	96.2	88.1	100.0	72.2	26.6	60.9	77.7	65.0
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	22.4	52.3	44.4	59.3	41.6	100.0	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	14.2	0.0	36.3
8	Provider Knowledge Score	44.8	62.3	41.6	66.6	56.0	67.4	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	70.4	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	61.9	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	57.6	65.5	60.1
9	Staff received training in last year	30.1	56.3	50.9	73.5	53.6	96.9	79.0	53.9	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	13.1	13.4	25.3
Domain C: Physical Capacity												
10	Equipment Functionality Index	61.3	90.0	62.2	66.4	60.8	94.5	85.2	92.8	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	61.7	71.4	74.9
11	Drug Availability Index	53.3	81.8	50.1	92.3	62.0	100.0	61.9	94.1	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	78.8	79.1	78.1
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	3.8	25.0	18.2	81.8	67.0	27.3	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	59.4	61.3	62.5
13	Clinical Guidelines Index	22.5	51.0	25.5	59.6	39.9	98.2	95.9	75.4	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	64.3	70.2	88.5
14	Infrastructure Index	49.3	63.2	49.7	46.0	35.5	63.5	45.2	60.5	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	55.4	46.8	61.8
Domain D: Quality of Service Provision												
15	Patient History and Physical Exam Index	55.1	83.5	71.7	87.7	77.8	81.0	68.0	72.8	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	58.8	82.3	78.5
16	Patient Counseling Index	23.3	48.9	40.4	63.6	20.3	58.2	30.2	49.6	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	43.2	54.7	38.3
17	Proper sharps disposal	34.1	85.0	34.1	73.3	76.4	94.6	83.2	91.5	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	-	53.1	55.1	58.3
18	Time Spent with Client	3.5	31.2	30.7	4.5	4.8	55.4	37.6	24.5	49.9	15.7	18.3
Domain E: Management Systems												
19	HMIS Use Index	49.6	80.7	62.7	80.2	44.8	100.0	78.2	61.3	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	67.6	76.2	79.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	3.2	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	51.4	45.8	54.5
Domain F: Overall Mission												
22	Outpatient visit concentration index	48.0	52.7	48.8	46.3	53.6	54.0	46.5	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	55.9	41.4	45.8	50.0
23	Patient satisfaction concentration index	49.0	50.9	50.0	49.5	47.0	49.4	48.2	-	-	-	-
	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	50.0	49.7	49.0	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			5.0	35.0	5.0	80.0	25.0	35.0	4.5	4.5	21.7
25	Percent of Lower Benchmarks Achieved			80.0	80.0	55.0	100.0	80.0	90.0	72.7	72.7	95.7
26	Overall Mean Score			46.9	61.4	49.8	79.4	65.9	63.7	52.8	54.4	59.5

BADGHIS PROVINCE FINDINGS

Summary

Badghis province attained the upper benchmarks for five of the twenty-three BSC indicators in 2015. In the overall BSC ranking, the province has fallen from the 23rd place in 2012/13 to the 24th place in 2015 among the 34 provinces.

Areas of achievement

2. Community Involvement and Decision Making Index
3. Health Post Status Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
13. Revised Clinical Guidelines Index

Rising trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

Falling trend

20. Financial Systems

Areas of concern

20. Financial Systems

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		BAGHLAN								
BPHS Balanced Scorecard 2004 – 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
1	Overall Patient Satisfaction	66.4	90.9	90.9	91.9	89.2	78.4	91.1	85.3	-	-	-
	Patient Perception of Quality Index	66.2	83.9	82.2	74.5	82.4	78.2	90.3	85.6	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	76.3	77.2	85.1
2	Written Shura-e-sehie activities in community	18.1	66.5	34.2	76.2	84.1	69.4	91.7	95.5	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	78.3	93.5	97.6
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	85.4
Domain B: Human Resources												
4	Health Worker Satisfaction Index	56.1	67.9	67.9	62.4	69.0	69.5	76.4	73.3	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	65.6	72.0	73.8
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	69.1	76.7	77.0
6	Salary Payment Current	52.4	92.0	45.8	84.6	38.4	92.2	82.7	62.4	29.7	56.0	89.3
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	42.7	64.4	69.8	55.5	79.4	93.2	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	26.2	37.5	35.2
8	Provider Knowledge Score	44.8	62.3	49.3	68.3	72.3	66.3	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	86.0	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	73.3	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	66.7	67.8	68.5
9	Staff received training in last year	30.1	56.3	39.0	74.5	85.3	73.2	75.5	49.5	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	5.9	9.4	34.2
Domain C: Physical Capacity												
10	Equipment Functionality Index	61.3	90.0	57.5	65.6	83.9	81.3	91.8	92.1	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	77.6	92.4	97.1
11	Drug Availability Index	53.3	81.8	72.8	82.0	65.9	74.7	78.5	90.8	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	76.6	84.3	92.9
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	15.2	36.3	43.0	53.7	69.4	70.8	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	37.5	74.1	88.7
13	Clinical Guidelines Index	22.5	51.0	29.9	48.9	78.7	72.2	90.5	95.7	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	66.8	96.3	97.2
14	Infrastructure Index	49.3	63.2	50.0	38.7	45.7	27.3	62.3	77.7	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	47.2	77.4	79.2
Domain D: Quality of Service Provision												
15	Patient History and Physical Exam Index	55.1	83.5	55.1	81.6	81.8	76.7	88.5	90.1	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	73.8	86.2	90.4
16	Patient Counseling Index	23.3	48.9	29.3	40.3	36.2	33.1	71.1	48.8	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	40.1	43.8	63.2
17	Proper sharps disposal	34.1	85.0	76.9	58.1	96.2	63.4	85.5	93.2	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	-	44.1	77.6	89.9
18	Time Spent with Client	3.5	31.2	1.2	4.1	1.6	11.5	67.4	30.8	7.5	47.8	12.7
Domain E: Management Systems												
19	HMIS Use Index	49.6	80.7	40.0	68.7	86.9	81.4	96.3	81.6	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	86.2	94.3	97.6
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	11.4	13.9
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	68.0	58.2	65.9
Domain F: Overall Mission												
22	Outpatient visit concentration index	48.0	52.7	51.9	50.8	51.7	50.7	48.2	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	51.2	46.9	45.5	47.3
23	Patient satisfaction concentration index	49.0	50.9	49.8	50.2	50.1	50.1	49.7	-	-	-	-
	New Patient satisfaction concentration index*	49.6	50.8	-	-	-	-	-	51.0	49.3	50.2	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			5.0	35.0	45.0	45.0	75.0	70.0	9.1	59.1	78.3
25	Percent of Lower Benchmarks Achieved			80.0	90.0	85.0	95.0	100.0	100.0	68.2	95.5	100.0
26	Overall Mean Score			49.1	61.1	65.6	62.9	78.6	74.6	51.8	65.0	71.0

BAGHLAN PROVINCE FINDINGS

Summary

Baghlan province attained the upper benchmarks for seventeen of the twenty-three BSC indicators in 2015. In the overall BSC ranking, the province has risen significantly from the 6th place in 2012-2013 to the 1st place in 2015 among the 34 provinces, as it has seen an improvement in fifteen of the twenty-three indicators.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
Community Involvement and Decision Making Index
Health Post Status Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
8. New Provider Knowledge Score
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

Rising trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
9. Revised Staff Received Training (in last year)
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
16. Client Counselling Index
22. New Outpatient visit concentration index

Falling trend

18. Time Spent with Client

Areas of concern

None

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		BALKH								
BPHS Balanced Scorecard 2004 - 2015		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**
Domain A: Client and Community												
1	Overall Patient Satisfaction	66.4	90.9	84.7	78.4	74.1	92.8	73.5	83.5	-	-	-
	Patient Perception of Quality Index	66.2	83.9	80.0	74.8	80.5	87.0	77.4	79.2	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	81.0	74.6	79.6
2	Written Shura-e-sehie activities in community	18.1	66.5	17.7	92.2	87.8	100.0	100.0	91.0	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	90.4	73.0	98.2
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	78.8
Domain B: Human Resources												
4	Health Worker Satisfaction Index	56.1	67.9	68.3	72.9	73.6	84.5	59.5	66.2	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	66.0	64.7	64.1
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	69.9	71.1	69.0
6	Salary Payment Current	52.4	92.0	53.3	90.3	78.9	89.9	60.2	47.9	97.2	78.0	96.0
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	45.8	77.9	81.7	83.0	84.3	95.0	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	25.7	26.2	40.6
8	Provider Knowledge Score	44.8	62.3	54.0	70.9	71.3	69.9	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	85.6	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	74.2	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	66.4	73.6	62.6
9	Staff received training in last year	30.1	56.3	52.4	84.1	68.8	57.2	69.3	48.1	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	17.6	9.8	16.7
Domain C: Physical Capacity												
10	Equipment Functionality Index	61.3	90.0	67.3	86.1	86.4	95.6	81.9	80.6	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	83.7	72.4	79.4
11	Drug Availability Index	53.3	81.8	56.1	84.0	63.8	94.3	82.2	80.1	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	77.6	72.3	78.9
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	0.0	63.6	67.3	71.4	74.4	57.0	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	51.3	63.8	86.3
13	Clinical Guidelines Index	22.5	51.0	16.4	79.3	86.3	96.0	83.9	81.4	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	75.1	75.8	91.6
14	Infrastructure Index	49.3	63.2	58.3	53.2	48.8	54.9	56.6	64.2	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	59.1	28.6	45.2
Domain D: Quality of Service Provision												
15	Patient History and Physical Exam Index	55.1	83.5	85.4	71.3	80.0	82.1	83.2	79.6	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	77.1	78.7	84.3
16	Patient Counseling Index	23.3	48.9	55.3	28.9	37.0	54.3	60.5	26.6	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	58.5	31.0	60.3
17	Proper sharps disposal	34.1	85.0	75.1	96.1	95.9	100.0	6.7	60.7	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	-	63.7	54.2	55.1
18	Time Spent with Client	3.5	31.2	27.3	1.6	5.5	32.6	49.5	7.3	35.0	15.4	48.7
Domain E: Management Systems												
19	HMIS Use Index	49.6	80.7	72.9	90.6	88.6	100.0	90.1	76.1	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	91.0	77.4	90.1
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	2.2	4.9
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	57.6	36.6	48.1
Domain F: Overall Mission												
22	Outpatient visit concentration index	48.0	52.7	48.7	49.6	49.5	50.1	48.2	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	54.3	51.8	52.3	52.3
23	Patient satisfaction concentration index	49.0	50.9	50.4	48.9	48.9	50.3	49.6	-	-	-	-
	New Patient satisfaction concentration index*	49.6	50.8	-	-	-	-	-	49.5	48.4	49.4	49.3
Composite Scores												
24	Percent of Upper Benchmarks Achieved			15.0	50.0	45.0	75.0	45.0	25.0	31.8	4.5	48.8
25	Percent of Lower Benchmarks Achieved			85.0	90.0	85.0	100.0	95.0	85.0	86.4	77.3	91.3
26	Overall Mean Score			53.5	69.7	68.7	77.3	68.8	65.1	61.1	53.7	64.4

BALKH PROVINCE FINDINGS

Summary
Balkh province attained the upper benchmarks for ten indicators of the twenty-three BSC indicators in 2015. In the overall BSC performance ranking, the province has moved up from the 24th place in 2012/13 to the 6th place in 2015 among the 34 provinces.

Areas of achievement
2. Community Involvement and Decision Making Index
3. Health Post Status Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
18. Time Spent with Client

Rising trend
2. Community Involvement and Decision Making Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
18. Time Spent with Client
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

Falling trend
8. New Provider Knowledge Score

Areas of concern
14. Revised Infrastructure Index
23. New Patient satisfaction concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		BAMYAN								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
1	Overall Patient Satisfaction	66.4	90.9	97.9	90.6	87.8	84.1	90.3	71.1	-	-	-
	Patient Perception of Quality Index	66.2	83.9	84.4	78.4	74.2	80.8	87.0	74.2	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	78.1	72.3	88.5
2	Written Shura-e-sehie activities in community	18.1	66.5	34.5	34.2	64.9	92.5	79.9	95.2	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	67.9	76.4	95.1
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	74.9
Domain B: Human Resources												
4	Health Worker Satisfaction Index	56.1	67.9	61.4	66.2	68.0	64.6	71.0	68.8	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	64.1	61.4	70.9
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	72.8	66.5	73.9
6	Salary Payment Current	52.4	92.0	91.4	80.2	81.8	64.1	98.2	68.2	23.2	22.1	55.0
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	53.0	88.2	61.0	78.6	77.7	81.2	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	19.0	28.3	30.5
8	Provider Knowledge Score	44.8	62.3	69.0	74.6	73.2	74.3	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	83.7	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	70.1	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	70.5	60.7	64.9
9	Staff received training in last year	30.1	56.3	35.5	76.8	72.2	50.3	79.0	26.4	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	7.1	2.2	26.8
Domain C: Physical Capacity												
10	Equipment Functionality Index	61.3	90.0	75.8	82.5	76.8	92.5	88.4	91.0	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	69.6	72.6	86.6
11	Drug Availability Index	53.3	81.8	85.6	97.7	87.1	76.9	86.7	86.4	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	79.0	76.3	86.0
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	37.0	58.4	57.0	70.3	58.7	80.3	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	54.7	85.0	87.5
13	Clinical Guidelines Index	22.5	51.0	41.9	72.8	75.7	78.5	70.2	88.2	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	66.0	68.5	90.5
14	Infrastructure Index	49.3	63.2	57.9	50.2	39.3	59.1	50.5	54.1	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	46.9	60.2	73.8
Domain D: Quality of Service Provision												
15	Patient History and Physical Exam Index	55.1	83.5	83.6	83.5	73.9	82.1	90.6	75.6	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	62.2	63.8	90.2
16	Patient Counseling Index	23.3	48.9	33.2	31.3	30.7	39.5	59.3	25.2	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	40.5	22.9	54.6
17	Proper sharps disposal	34.1	85.0	85.0	58.5	96.0	92.5	63.2	5.0	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	-	57.4	36.6	87.9
18	Time Spent with Client	3.5	31.2	12.8	6.5	5.8	17.1	28.1	11.1	20.1	1.3	7.6
Domain E: Management Systems												
19	HMIS Use Index	49.6	80.7	67.7	85.0	77.7	98.8	80.0	91.8	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	83.1	87.5	90.3
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	2.2	0.0	2.5
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	37.9	42.0	59.2
Domain F: Overall Mission												
22	Outpatient visit concentration index	48.0	52.7	53.8	53.7	51.8	46.6	46.1	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	42.0	37.5	40.7	50.0
23	Patient satisfaction concentration index	49.0	50.9	50.2	49.6	49.3	49.0	49.5	-	-	-	-
	New Patient satisfaction concentration index*	49.6	50.8	-	-	-	-	-	49.6	50.0	49.6	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			40.0	45.0	40.0	40.0	55.0	40.0	9.1	9.1	56.5
25	Percent of Lower Benchmarks Achieved			100.0	95.0	90.0	95.0	95.0	85.0	68.2	45.5	100.0
26	Overall Mean Score			60.6	65.9	65.2	69.6	71.9	62.8	50.4	49.8	65.1

BAMYAN PROVINCE FINDINGS

Summary
Bamyan province attained the upper benchmarks for thirteen of the twenty-three BSC indicators in 2015. In the overall BSC performance ranking, the province has moved up from the 31st place in 2012/13 to the 5th place in 2015 among the 34 provinces.

Areas of Achievement
1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
17. Universal Precautions
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

Rising Trend
1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
18. Time Spent with Client
20. Financial Systems
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Falling trend
None

Areas of concern
None

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		Bamyan Provincial	Bamyan C1	Bamyan C2
BPHS Balanced Scorecard by Contract 2015		**LB**	**UB**	**2015**	**2015**	**2015**
Domain A: Client and Community						
1	Overall Client Satisfaction & Perceived Quality of Care Index	73.3	81.3	88.5	87.7	90.1
2	Community Involvement and Decision Making Index	72.4	90.0	95.1	95.9	92.0
3	Health Post Status Index (New)*	**67.1**	**77.8**	74.9	73.0	78.8
Domain B: Human Resources						
4	Revised Health Worker Satisfaction Index	61.7	66.6	70.9	70.0	73.1
5	Health Worker Motivation Index	66.7	72.8	73.9	74.7	72.7
6	Salary Payment Current	52.4	92.0	55.0	41.2	85.5
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	30.5	30.5	39.7
8	Revised Provider Knowledge Score	59.4	67.6	64.9	64.4	66.1
9	Staff Received Training (in the past 12 months)	7.1	14.9	26.8	36.7	9.5
Domain C: Physical Capacity						
10	Revised Equipment Functionality Index	67.4	85.0	86.6	83.7	93.0
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	86.0	82.0	94.1
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	87.5	87.5	
13	Revised Clinical Guidelines Index	64.3	85.9	90.5	86.7	94.0
14	Infrastructure Index	48.9	73.4	73.8	72.1	83.0
Domain D: Quality of Service Provision						
15	Client Background and Physical Assessment Index	66.7	81.2	90.2	88.1	93.5
16	Client Counselling Index	31.7	58.5	54.6	48.6	65.0
17	Universal Precautions	51.8	70.4	87.9	86.9	88.9
18	Time Spent with Client	3.5	31.2	7.6	9.1	7.3
Domain E: Management Systems						
19	Revised HMIS Use Index	66.1	86.2	90.3	86.7	95.0
20	Financial Systems	2.2	20.3	2.5	0.0	6.6
21	Health Facility Management Functionality Index	40	57.6	59.2	59.6	59.5
Domain F: Overall Mission						
22	New Outpatient Visit Concentration Index	46.2	56.9	50.0	50.0	50.0
23	New Patient Satisfaction Concentration Index	49.6	50.8	50.0	50.0	50.0
COMPOSITE SCORES						
Percent of Upper Benchmarks Achieved				56.5	47.8	60.9
Percent of Lower Benchmarks Achieved				100.0	91.3	100.0
Overall Mean Score				65.1	63.7	67.6

Contracts	Contract ID	Implementer
Bamyan C1	AFG/MOPH/GCMU/SEHAT/73	BARAN
Bamyan C2	AFG/MoPH/GCMU/SEHAT/74	MOVE Welfare Organization

BAMYAN PROVINCE FINDINGS

BAMYAN PROVINCE FINDINGS - BARAN

Summary
BARAN in Bamyan province attained the upper benchmarks for eleven out of the twenty-three BSC indicators in 2015.

Areas of Achievement
1. Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
17. Universal Precautions
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

Areas of concern
6. Salary Payment Current
20. Financial Systems

BAMYAN PROVINCE FINDINGS - MOVE Welfare Organization

Summary
MOVE Welfare Organization in Bamyan province attained the upper benchmarks for fourteen out of the twenty-three BSC indicators in 2015.

Areas of Achievement
1. Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
3. Health Post Status Index
4. Revised Health Worker Satisfaction Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
14. Infrastructure Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		DAYKUNDI							
BPHS Balanced Scorecard 2004 - 2015		**LB**	**UB**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**
Domain A: Client and Community											
1	Overall Patient Satisfaction	66.4	90.9	81.9	81.1	71.6	80.5	72.3	-	-	-
	Patient Perception of Quality Index	66.2	83.9	69.7	68.5	66.8	77.5	65.2	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	80.1	72.1	62.2
2	Written Shura-e-sehie activities in community	18.1	66.5	0.0	0.0	67.4	79.2	68.8	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	78.9	92.9	67.8
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	54.5
Domain B: Human Resources											
4	Health Worker Satisfaction Index	56.1	67.9	61.4	66.1	48.7	53.6	58.4	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	65.6	62.0	64.0
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	75.1	71.3	72.3
6	Salary Payment Current	52.4	92.0	100.0	82.4	27.4	17.4	8.9	1.7	57.1	16.4
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	93.2	91.4	85.9	72.9	94.6	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	28.5	7.1	39.3
8	Provider Knowledge Score	44.8	62.3	63.1	64.5	61.9	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	79.0	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	59.9	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	66.9	61.6	64.9
9	Staff received training in last year	30.1	56.3	13.0	72.2	46.8	71.9	18.7	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	7.5	13.8	11.4
Domain C: Physical Capacity											
10	Equipment Functionality Index	61.3	90.0	73.6	80.5	64.0	81.6	72.3	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	69.3	74.3	80.9
11	Drug Availability Index	53.3	81.8	84.6	88.9	57.6	76.2	54.0	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	71.7	78.1	49.8
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	25.3	40.9	52.7	41.9	39.3	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	59.4	70.8	92.2
13	Clinical Guidelines Index	22.5	51.0	64.0	51.2	47.6	70.3	55.7	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	56.9	73.6	57.4
14	Infrastructure Index	49.3	63.2	71.0	50.2	31.5	46.6	81.7	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	56.2	46.6	32.4
Domain D: Quality of Service Provision											
15	Patient History and Physical Exam Index	55.1	83.5	84.5	72.5	66.9	74.4	73.7	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	72.7	76.0	69.1
16	Patient Counseling Index	23.3	48.9	25.5	25.9	34.1	37.8	20.5	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	52.2	20.3	39.1
17	Proper sharps disposal	34.1	85.0	93.2	82.0	83.7	77.9	70.8	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	56.2	31.9	51.9
18	Time Spent with Client	3.5	31.2	11.6	12.3	20.1	5.8	0.8	16.9	0.9	3.8
Domain E: Management Systems											
19	HMIS Use Index	49.6	80.7	63.4	18.2	65.9	84.7	62.2	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	73.6	79.6	56.4
20	Financial Systems	2.2	20.3	-	-	-	-	-	0.0	0.0	14.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	40.0	37.2	34.5
Domain F: Overall Mission											
22	Outpatient visit concentration index	48.0	52.7	-	-	-	-	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	50.5	36.6	39.9	49.4
23	Patient satisfaction concentration index	49.0	50.9	-	-	-	-	-	-	-	-
	New Patient satisfaction concentration index*	49.6	50.8	-	-	-	-	50.5	49.2	49.4	49.9
Composite Scores											
24	Percent of Upper Benchmarks Achieved			44.4	33.3	16.7	33.3	25.0	4.5	4.5	8.7
25	Percent of Lower Benchmarks Achieved			88.9	88.9	83.3	77.8	70.0	72.7	54.5	60.9
26	Overall Mean Score			59.9	58.3	55.6	62.7	53.9	50.7	50.8	49.3

DAYKUNDI PROVINCE FINDINGS

Summary
Daykundi province attained the upper benchmarks for two of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has dropped from the 30th in 2012/13 to the 34th place in 2015 among the 34 provinces.

Areas of achievement
7. Revised Staffing Index -- Meeting minimum staff guidelines
12. Laboratory Functionality Index (CHCs only)

Rising trend
7. Revised Staffing Index -- Meeting minimum staff guidelines
12. Laboratory Functionality Index (CHCs only)
16. Client Counselling Index
17. Universal Precautions
18. Time Spent with Client
20. Financial Systems
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

Falling trend
2. Community Involvement and Decision Making Index
6. Salary Payment Current
11. Pharmaceuticals and Vaccines Availability Index
13. Revised Clinical Guidelines Index
19. Revised HMIS Use Index

Areas of concern
1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
3. Health Post Status Index
6. Salary Payment Current
11. Pharmaceuticals and Vaccines Availability Index
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		FARAH							
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2009/10	2011/12	2012/13	2015
Domain A: Client and Community											
1	Overall Patient Satisfaction	66.4	90.9	82.8	81.9	74.5	87.8	81.6	-	-	-
	Patient Perception of Quality Index	66.2	83.9	69.4	81.4	77.4	84.9	81.2	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	70.2	81.7	90.1
2	Written Shura-e-sehie activities in community	18.1	66.5	73.2	31.0	11.5	80.0	82.8	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	85.6	80.2	74.6
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	74.8
Domain B: Human Resources											
4	Health Worker Satisfaction Index	56.1	67.9	54.4	69.3	55.9	82.8	69.2	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	68.1	65.5	69.6
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	68.9	71.8	72.4
6	Salary Payment Current	52.4	92.0	97.7	94.5	100.0	92.0	54.9	64.5	81.9	15.6
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	57.1	41.9	77.0	92.6	88.7	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	22.8	44.5	30.5
8	Provider Knowledge Score	44.8	62.3	45.5	71.9	60.3	78.0	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	74.7	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	59.4	77.8	62.0
9	Staff received training in last year	30.1	56.3	37.2	76.4	69.0	100.0	78.5	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	19.1	16.4	16.0
Domain C: Physical Capacity											
10	Equipment Functionality Index	61.3	90.0	66.3	63.5	53.1	89.6	92.9	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	85.0	88.9	81.9
11	Drug Availability Index	53.3	81.8	9.8	83.7	91.7	100.0	97.0	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	86.2	62.1	90.0
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	0.0	42.4	47.0	95.6	59.1	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	73.6	55.2	91.7
13	Clinical Guidelines Index	22.5	51.0	59.5	52.2	45.5	82.9	83.3	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	82.4	92.9	73.4
14	Infrastructure Index	49.3	63.2	76.7	53.0	33.6	88.5	68.6	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	74.4	80.5	71.7
Domain D: Quality of Service Provision											
15	Patient History and Physical Exam Index	55.1	83.5	52.0	65.6	56.7	84.2	69.7	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	68.6	80.4	77.7
16	Patient Counseling Index	23.3	48.9	16.0	32.4	10.3	48.7	32.6	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	33.5	29.5	46.1
17	Proper sharps disposal	34.1	85.0	67.8	51.9	17.3	80.0	81.5	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	70.4	66.3	79.9
18	Time Spent with Client	3.5	31.2	18.0	1.6	3.9	27.1	21.9	8.7	3.2	0.6
Domain E: Management Systems											
19	HMIS Use Index	49.6	80.7	72.4	68.0	26.9	77.9	88.7	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	73.1	96.5	78.8
20	Financial Systems	2.2	20.3	-	-	-	-	-	0.0	0.0	14.8
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	52.1	61.1	36.2
Domain F: Overall Mission											
22	Outpatient visit concentration index	48.0	52.7	51.8	49.2	48.3	54.6	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	44.9	40.6	39.3	50.0
23	Patient satisfaction concentration index	49.0	50.9	49.0	48.9	50.5	49.5	-	-	-	-
	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	50.9	49.0	50.6	50.0
Composite Scores											
24	Percent of Upper Benchmarks Achieved			25.0	35.0	25.0	65.0	55.0	22.7	40.9	26.1
25	Percent of Lower Benchmarks Achieved			75.0	90.0	60.0	100.0	95.0	77.3	77.3	87.0
26	Overall Mean Score			52.8	58.0	50.5	78.8	70.1	57.1	60.3	58.6

FARAH PROVINCE FINDINGS

Summary

Farah province attained the upper benchmarks for six of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has fallen from 11th place in 2012/13 to the 26th place in 2015 among the 34 provinces.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
9. Revised Staff Received Training (in last year)
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
17. Universal Precautions

Rising trend

4. Revised Health Worker Satisfaction Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
16. Client Counselling Index
17. Universal Precautions
20. Financial Systems
22. New Outpatient visit concentration index

Falling trend

6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
8. New Provider Knowledge Score
10. Revised Equipment Functionality Index
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
19. Revised HMIS Use Index

Areas of concern

6. Salary Payment Current
18. Time Spent with Client
21. Health Facility Management Functionality Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		FARYAB								
BPHS Balanced Scorecard 2004 - 2015		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**
Domain A: Client and Community												
1	Overall Patient Satisfaction	66.4	90.9	69.5	90.7	79.8	67.6	91.8	76.3	-	-	-
	Patient Perception of Quality Index	66.2	83.9	54.2	78.0	81.3	70.3	87.3	74.5	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	72.1	70.9	85.5
2	Written Shura-e-sehie activities in community	18.1	66.5	32.5	42.8	59.8	96.0	100.0	81.9	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	91.7	88.0	88.7
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	84.0
Domain B: Human Resources												
4	Health Worker Satisfaction Index	56.1	67.9	52.6	68.7	68.2	65.9	79.8	57.9	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	66.4	67.1	69.6
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	70.2	77.4	76.0
6	Salary Payment Current	52.4	92.0	22.4	87.6	78.9	93.5	96.9	55.5	37.5	70.3	19.9
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	10.1	32.2	41.4	64.3	72.8	90.8	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	43.6	21.1	38.9
8	Provider Knowledge Score	44.8	62.3	58.7	68.3	63.5	60.7	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	87.6	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	71.1	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	62.1	71.1	64.9
	Staff received training in last year	30.1	56.3	52.3	82.7	71.9	59.1	60.7	41.3	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	12.7	9.2	22.8
Domain C: Physical Capacity												
10	Equipment Functionality Index	61.3	90.0	68.0	72.4	77.6	90.3	89.4	92.4	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	74.5	79.0	86.2
11	Drug Availability Index	53.3	81.8	42.0	86.2	67.4	85.6	63.6	79.2	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	77.5	74.1	88.9
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	6.8	30.6	43.2	65.0	63.5	75.0	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	70.8	73.8	78.8
13	Clinical Guidelines Index	22.5	51.0	34.5	51.7	60.5	80.0	80.0	77.1	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	77.0	71.8	92.7
14	Infrastructure Index	49.3	63.2	42.6	38.2	44.3	38.6	63.0	56.5	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	48.9	63.3	50.2
Domain D: Quality of Service Provision												
15	Patient History and Physical Exam Index	55.1	83.5	76.1	78.5	83.4	92.5	85.6	80.7	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	73.7	77.4	92.0
16	Patient Counseling Index	23.3	48.9	37.0	47.4	46.2	52.5	53.8	36.6	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	54.5	35.1	49.5
17	Proper sharps disposal	34.1	85.0	34.0	83.0	16.3	92.0	79.5	53.3	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	-	72.3	58.9	70.9
18	Time Spent with Client	3.5	31.2	5.2	44.6	12.8	23.2	38.7	41.2	57.8	17.1	46.4
Domain E: Management Systems												
19	HMIS Use Index	49.6	80.7	73.2	78.3	62.0	98.7	100.0	83.0	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	71.0	86.7	69.5
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	3.8	0.0	4.6
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	56.9	54.7	43.9
Domain F: Overall Mission												
22	Outpatient visit concentration index	48.0	52.7	58.5	56.0	53.5	57.2	56.2	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	46.0	44.5	45.0	46.0
23	Patient satisfaction concentration index	49.0	50.9	51.1	50.7	49.2	49.6	50.1	-	-	-	-
	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	50.6	49.6	48.7	50.1
Composite Scores												
24	Percent of Upper Benchmarks Achieved			10.0	35.0	30.0	65.0	75.0	35.0	18.2	18.2	56.5
25	Percent of Lower Benchmarks Achieved			65.0	95.0	90.0	95.0	100.0	95.0	86.4	81.8	91.3
26	Overall Mean Score			44.1	63.4	58.1	70.1	75.0	66.0	58.6	57.3	61.7

FARYAB PROVINCE FINDINGS

Summary
Faryab province attained the upper benchmarks for thirteen of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has fallen from the 13th place in 2012/13 to the 14th place in 2012/13 among the 34 provinces.

Areas of achievement
1. Overall Client Satisfaction and Perceived Quality of Care Index
3. Health Post Status Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
17. Universal Precautions
18. Time Spent with Client

Rising trend
1. Overall Client Satisfaction and Perceived Quality of Care Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
17. Universal Precautions
18. Time Spent with Client
20. Financial Systems
23. New Patient satisfaction concentration index

Falling Trend
6. Salary Payment Current
8. New Provider Knowledge Score
19. Revised HMIS Use Index

Areas of Concern
6. Salary Payment Current
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		GHAZNI								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
1	Overall Patient Satisfaction	66.4	90.9	85.0	85.8	79.4	71.3	86.6	85.7	-	-	-
	Patient Perception of Quality Index	66.2	83.9	79.9	75.1	77.0	77.0	88.0	84.0	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	77.0	80.3	82.7
2	Written Shura-e-sehie activities in community	18.1	66.5	53.8	74.8	54.1	73.5	87.5	76.8	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	63.1	85.2	62.0
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	77.8
Domain B: Human Resources												
4	Health Worker Satisfaction Index	56.1	67.9	73.0	63.8	65.9	67.6	67.2	68.4	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	61.2	66.9	63.4
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	65.4	77.5	74.4
6	Salary Payment Current	52.4	92.0	83.0	89.8	79.8	76.6	77.3	33.5	40.7	31.3	34.2
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	5.8	57.5	55.3	50.7	57.2	93.2	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	27.0	5.7	39.8
8	Provider Knowledge Score	44.8	62.3	63.0	71.2	71.6	62.3	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	71.2	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	58.7	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	54.2	66.8	60.0
9	Staff received training in last year	30.1	56.3	12.1	64.7	62.9	43.3	40.7	37.0	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	11.0	1.9	42.1
Domain C: Physical Capacity												
10	Equipment Functionality Index	61.3	90.0	65.1	74.9	72.7	83.4	88.3	77.8	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	77.6	82.9	91.0
11	Drug Availability Index	53.3	81.8	80.7	84.9	87.0	85.3	81.2	97.7	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	78.3	86.2	85.2
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	22.2	43.8	36.7	56.7	52.2	49.6	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	70.3	73.4	92.5
13	Clinical Guidelines Index	22.5	51.0	38.3	52.1	59.7	69.7	77.8	73.5	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	65.3	88.4	84.2
14	Infrastructure Index	49.3	63.2	68.9	58.0	67.4	68.6	65.8	69.7	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	43.3	83.0	24.2
Domain D: Quality of Service Provision												
15	Patient History and Physical Exam Index	55.1	83.5	86.2	90.0	86.0	86.6	78.2	69.3	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	73.7	76.1	88.0
16	Patient Counseling Index	23.3	48.9	40.0	36.3	37.0	30.5	29.5	41.4	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	50.2	23.2	44.8
17	Proper sharps disposal	34.1	85.0	94.2	63.8	66.0	51.9	95.6	71.8	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	-	51.8	63.4	91.3
18	Time Spent with Client	3.5	31.2	1.8	5.0	1.9	3.3	19.7	31.2	37.5	0.9	1.1
Domain E: Management Systems												
19	HMIS Use Index	49.6	80.7	82.5	71.6	85.8	100.0	93.1	75.8	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	65.5	81.5	91.4
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	38.1	45.7	45.0
Domain F: Overall Mission												
22	Outpatient visit concentration index	48.0	52.7	50.5	47.6	50.4	50.0	47.6	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	50.9	59.5	57.0	45.6
23	Patient satisfaction concentration index	49.0	50.9	50.0	50.2	50.0	50.3	50.4	-	-	-	-
	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	47.3	49.9	50.2	50.1
Composite Scores												
24	Percent of Upper Benchmarks Achieved			30.0	40.0	45.0	40.0	40.0	45.0	9.1	22.7	43.5
25	Percent of Lower Benchmarks Achieved			85.0	90.0	95.0	95.0	90.0	85.0	59.1	72.7	73.9
26	Overall Mean Score			56.8	63.0	62.3	62.9	67.8	64.7	52.8	55.8	59.6

GHAZNI PROVINCE FINDINGS

Summary

Ghazni province attained the upper benchmarks for ten of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has fallen from the 19th place in 2012/13 to the 23rd place in 2015 among the 34 provinces.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
3. Health Post Status Index
5. Health Worker Motivation Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
17. Universal Precautions
19. Revised HMIS Use Index

Rising trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
16. Client Counselling Index
18. Time Spent with Client
19. Revised HMIS Use Index

Falling trend

2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction Index
13. Revised Clinical Guidelines Index
22. New Outpatient visit concentration index

Areas of concern

2. Community Involvement and Decision Making Index
6. Salary Payment Current
14. Revised Infrastructure Index
18. Time Spent with Client
20. Financial Systems
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		Ghazni Provincial	Ghazni C1	Ghazni C2
BPHS Balanced Scorecard by Contract 2015		**LB**	**UB**	**2015**	**2015**	**2015**
Domain A: Client and Community						
1	Overall Client Satisfaction & Perceived Quality of Care Index	73.3	81.3	82.7	85.0	81.2
2	Community Involvement and Decision Making Index	72.4	90.0	62.0	63.1	63.3
3	Health Post Status Index (New)*	**67.1**	**77.8**	77.8	78.2	77.2
Domain B: Human Resources						
4	Revised Health Worker Satisfaction Index	61.7	66.6	63.4	64.7	56.8
5	Health Worker Motivation Index	66.7	72.8	74.4	75.7	71.4
6	Salary Payment Current	52.4	92.0	34.2	48.9	8.9
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	39.8	30.5	45.9
8	Revised Provider Knowledge Score	59.4	67.6	60.0	61.2	54.8
9	Staff Received Training (in the past 12 months)	7.1	14.9	42.1	39.9	32.5
Domain C: Physical Capacity						
10	Revised Equipment Functionality Index	67.4	85.0	91.0	90.6	94.4
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	85.2	86.2	89.8
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	92.5	93.8	91.7
13	Revised Clinical Guidelines Index	64.3	85.9	84.2	80.6	95.7
14	Infrastructure Index	48.9	73.4	24.2	25.7	19.6
Domain D: Quality of Service Provision						
15	Client Background and Physical Assessment Index	66.7	81.2	88.0	87.6	90.0
16	Client Counselling Index	31.7	58.5	44.8	46.3	42.0
17	Universal Precautions	51.8	70.4	91.3	94.2	87.6
18	Time Spent with Client	3.5	31.2	1.1	1.7	1.2
Domain E: Management Systems						
19	Revised HMIS Use Index	66.1	86.2	91.4	92.8	96.9
20	Financial Systems	2.2	20.3	0.0	0.0	0.0
21	Health Facility Management Functionality Index	40	57.6	45.0	53.0	39.5
Domain F: Overall Mission						
22	New Outpatient Visit Concentration Index	46.2	56.9	45.6	46.3	45.2
23	New Patient Satisfaction Concentration Index	49.6	50.8	50.1	50.0	50.1
COMPOSITE SCORES						
Percent of Upper Benchmarks Achieved				43.5	39.1	39.1
Percent of Lower Benchmarks Achieved				73.9	78.3	60.9
Overall Mean Score				59.6	60.7	58.1

Contracts	Contract ID	Implementer
Ghazni C1	AFG/MoPH/GCMU/SEHAT/64	ORCD
Ghazni C2	AFG/MoPH/GCMU/SEHAT/69	MMRCA

GHAZNI PROVINCE FINDINGS

GHAZNI PROVINCE FINDINGS - ORCD

Summary

ORCD in Ghazni province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2015.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
3. Health Post Status Index
5. Health Worker Motivation Index
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
17. Universal Precautions
19. Revised HMIS Use Index

Areas of concern

2. Community Involvement and Decision Making Index
6. Salary Payment Current
14. Revised Infrastructure Index
18. Time Spent with Client
20. Financial Systems

GHAZNI PROVINCE FINDINGS - MMRCA

Summary

MMRCA in Ghazni province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2015.

Areas of achievement

7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Clinical Guidelines Index
15. Client Background and Physical Assessment Index
17. Universal Precautions
19. Revised HMIS Use Index

Areas of concern

2. Community Involvement and Decision Making Index
4. Health Worker Satisfaction Index
6. Salary Payment Current

8. Provider Knowledge Score
14. Revised Infrastructure Index
18. Time Spent with Client
20. Financial Systems
21. Health Facility Management Functionality Index
22. New Outpatient Visit Concentration Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		GHOR								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
1	Overall Patient Satisfaction	66.4	90.9	64.1	80.2	87.7	80.8	74.0	75.6	-	-	-
	Patient Perception of Quality Index	66.2	83.9	66.7	72.7	84.3	77.1	69.8	74.1	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	77.2	70.7	78.6
2	Written Shura-e-sehie activities in community	18.1	66.5	18.7	43.6	47.5	76.0	76.7	91.0	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	78.0	80.0	85.9
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.8
Domain B: Human Resources												
4	Health Worker Satisfaction Index	56.1	67.9	56.1	56.4	67.7	76.3	70.8	57.4	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	61.4	60.3	60.0
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	67.4	76.6	65.9
6	Salary Payment Current	52.4	92.0	38.4	42.0	90.6	51.8	35.1	15.4	48.3	6.1	61.9
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	0.0	44.6	42.1	55.9	42.7	81.9	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	7.1	15.2	24.5
8	Provider Knowledge Score	44.8	62.3	41.6	69.3	66.0	64.9	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	65.1	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	63.7	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	52.6	72.7	61.1
9	Staff received training in last year	30.1	56.3	36.4	59.4	60.4	61.9	53.0	35.0	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	8.5	4.3	29.7
Domain C: Physical Capacity												
10	Equipment Functionality Index	61.3	90.0	59.0	61.2	75.4	74.2	82.0	88.9	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	68.0	68.3	74.1
11	Drug Availability Index	53.3	81.8	73.2	89.0	91.4	75.5	98.4	85.0	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	65.9	74.1	71.4
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	0.8	25.0	33.8	33.8	65.3	72.7	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	39.7	60.9	81.3
13	Clinical Guidelines Index	22.5	51.0	19.6	53.2	62.5	70.8	56.9	61.2	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	58.7	44.5	67.3
14	Infrastructure Index	49.3	63.2	49.3	55.5	59.3	53.0	48.2	62.0	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	28.3	57.4	53.9
Domain D: Quality of Service Provision												
15	Patient History and Physical Exam Index	55.1	83.5	69.1	74.2	86.0	78.7	67.6	67.3	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	82.5	74.6	85.7
16	Patient Counseling Index	23.3	48.9	48.9	35.7	42.8	47.7	35.3	10.9	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	63.5	25.1	52.7
17	Proper sharps disposal	34.1	85.0	81.3	89.1	20.3	29.4	57.5	77.4	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	-	58.4	53.3	67.1
18	Time Spent with Client	3.5	31.2	6.7	28.2	18.4	13.8	9.7	3.1	11.5	3.6	23.2
Domain E: Management Systems												
19	HMIS Use Index	49.6	80.7	81.0	68.2	46.8	59.0	67.6	73.1	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	46.9	62.3	59.7
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	14.8	5.8	6.2
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	47.7	47.3	39.4
Domain F: Overall Mission												
22	Outpatient visit concentration index	48.0	52.7	46.2	41.1	46.0	49.2	44.9	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	53.0	36.4	43.4	50.0
23	Patient satisfaction concentration index	49.0	50.9	49.3	49.0	50.3	49.6	51.0	-	-	-	-
	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	49.7	51.3	49.9	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			5.0	25.0	35.0	35.0	30.0	25.0	13.6	9.1	13.0
25	Percent of Lower Benchmarks Achieved			55.0	85.0	85.0	90.0	80.0	85.0	54.5	63.6	78.3
26	Overall Mean Score			45.3	56.9	59.0	59.0	58.6	59.9	48.8	48.0	57.5

GHOR PROVINCE FINDINGS

Summary
Ghor province attained the upper benchmarks for three of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has increased from the 34th place in 2012/13 to the 28th place in 2015 among the 34 provinces.

Areas of achievement
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index

Rising trend
1. Overall Client Satisfaction and Perceived Quality of Care Index
6. Salary Payment Current
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
22. New Outpatient visit concentration index

Falling trend
5. Health Worker Motivation Index
8. New Provider Knowledge Score
11. Pharmaceuticals and Vaccines Availability Index
21. Health Facility Management Functionality Index

Areas of concern
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
11. Pharmaceuticals and Vaccines Availability Index
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		HELMAND				
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2009/10	2011/12	2012/13	2015
Domain A: Client and Community								
1	Overall Patient Satisfaction	66.4	90.9	66.4	53.4	-	-	-
	Patient Perception of Quality Index	66.2	83.9	70.4	63.4	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	73.6	73.4	80.8
2	Written Shura-e-sehie activities in community	18.1	66.5	8.1	53.8	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	81.3	88.4	76.8
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	73.0
Domain B: Human Resources								
4	Health Worker Satisfaction Index	56.1	67.9	61.4	50.9	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	61.9	63.2	61.8
5	Health Worker Motivation Index	66.7	72.8	-	-	66.8	74.9	70.6
6	Salary Payment Current	52.4	92.0	80.9	7.4	47.9	44.9	27.4
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	40.3	66.4	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	25.4	28.3	32.6
8	Provider Knowledge Score	44.8	62.3	46.4	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	48.8	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	62.0	55.9	42.7
9	Staff received training in last year	30.1	56.3	36.1	29.0	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	19.7	14.6	18.5
Domain C: Physical Capacity								
10	Equipment Functionality Index	61.3	90.0	40.9	65.4	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	62.5	72.7	81.8
11	Drug Availability Index	53.3	81.8	81.6	88.0	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	71.8	81.6	86.6
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	14.2	62.3	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	75.9	77.5	84.4
13	Clinical Guidelines Index	22.5	51.0	12.5	13.9	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	73.1	70.5	73.3
14	Infrastructure Index	49.3	63.2	28.5	49.0	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	50.4	48.7	58.5
Domain D: Quality of Service Provision								
15	Patient History and Physical Exam Index	55.1	83.5	52.6	56.4	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	74.0	89.7	73.3
16	Patient Counseling Index	23.3	48.9	16.7	6.5	-	-	-
	Client Counselling Index	31.7	58.5	-	-	48.3	23.6	53.5
17	Proper sharps disposal	34.1	85.0	12.1	10.2	-	-	-
	Universal Precautions	51.8	70.4	-	-	69.5	61.2	74.6
18	Time Spent with Client	3.5	31.2	11.7	0.0	24.8	3.4	4.1
Domain E: Management Systems								
19	HMIS Use Index	49.6	80.7	30.6	44.5	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	78.4	49.9	59.6
20	Financial Systems	2.2	20.3	-	-	7.3	0.0	21.5
21	Health Facility Management Functionality Index	40.0	57.6	-	-	51.3	53.1	50.0
Domain F: Overall Mission								
22	Outpatient visit concentration index	48.0	52.7	50.2	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	47.3	39.1	43.4	50.0
23	Patient satisfaction concentration index	49.0	50.9	50.7	-	-	-	-
	New Patient satisfaction concentration index	49.6	50.8	-	49.8	50.8	49.9	50.0
Composite Scores								
24	Percent of Upper Benchmarks Achieved			0.0	15.0	9.1	13.6	17.4
25	Percent of Lower Benchmarks Achieved			60.0	40.0	86.4	63.6	87.0
26	Overall Mean Score			40.6	43.3	55.3	53.1	56.8

HELMAND PROVINCE FINDINGS

Summary
Helmand province attained the upper benchmarks for four of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has dropped from the 28th place in 2012/13 to the 29th place in 2015 among the 34 provinces.

Areas of achievement
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)
17. Universal Precautions
20. Financial Systems

Rising trend
9. Revised Staff Received Training (in last year)
14. Revised Infrastructure Index
16. Client Counselling Index
17. Universal Precautions
18. Time Spent with Client
20. Financial Systems
22. New Outpatient visit concentration index

Falling trend
5. Health Worker Motivation Index
15. Client Background and Physical Assessment Index

Areas of concern
6. Salary Payment Current
8. New Provider Knowledge Score
19. Revised HMIS Use Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		HERAT								
BPHS Balanced Scorecard 2004 - 2015		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**
Domain A: Client and Community												
1	Overall Patient Satisfaction	66.4	90.9	63.6	87.9	84.7	83.5	81.0	73.1	-	-	-
	Patient Perception of Quality Index	66.2	83.9	73.6	72.8	75.8	77.2	68.3	78.7	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	73.4	79.2	81.5
2	Written Shura-e-sehie activities in community	18.1	66.5	27.5	52.7	64.1	97.5	95.8	81.9	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	72.4	91.6	87.0
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	75.3
Domain B: Human Resources												
4	Health Worker Satisfaction Index	56.1	67.9	65.1	63.9	65.1	68.6	61.8	68.4	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	62.1	69.2	71.7
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	64.3	76.0	74.2
6	Salary Payment Current	52.4	92.0	87.2	92.4	74.7	96.2	91.6	61.5	32.3	75.6	89.1
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	43.2	48.5	58.8	73.7	73.9	88.9	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	33.0	27.5	10.7
8	Provider Knowledge Score	44.8	62.3	59.9	62.2	61.7	66.5	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	81.4	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	71.6	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	65.6	77.0	65.7
9	Staff received training in last year	30.1	56.3	39.0	56.8	68.0	67.9	61.2	74.1	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	6.9	13.5	28.6
Domain C: Physical Capacity												
10	Equipment Functionality Index	61.3	90.0	65.7	54.2	68.6	81.3	77.9	86.7	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	73.0	88.6	85.0
11	Drug Availability Index	53.3	81.8	71.1	57.1	72.1	76.2	72.3	87.0	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	74.7	84.3	81.3
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	18.3	31.8	39.0	52.6	72.2	73.3	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	66.3	66.3	73.8
13	Clinical Guidelines Index	22.5	51.0	34.7	36.1	45.3	68.3	76.4	85.9	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	65.9	72.9	75.2
14	Infrastructure Index	49.3	63.2	55.0	44.3	45.6	58.5	49.9	77.9	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	61.1	87.6	66.6
Domain D: Quality of Service Provision												
15	Patient History and Physical Exam Index	55.1	83.5	74.5	83.2	63.0	94.5	40.2	79.8	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	74.0	93.2	87.0
16	Patient Counseling Index	23.3	48.9	45.7	34.4	23.7	60.9	12.0	29.7	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	46.5	48.8	78.3
17	Proper sharps disposal	34.1	85.0	42.5	18.7	35.0	55.6	30.3	86.3	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	-	69.7	73.7	67.3
18	Time Spent with Client	3.5	31.2	21.1	1.3	6.6	10.1	5.9	25.1	21.9	12.3	41.5
Domain E: Management Systems												
19	HMIS Use Index	49.6	80.7	42.9	54.4	60.5	91.0	94.5	96.9	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	75.1	80.8	79.9
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	4.6	0.0	26.5
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	42.2	48.2	62.3
Domain F: Overall Mission												
22	Outpatient visit concentration index	48.0	52.7	51.8	57.3	54.3	51.5	52.2	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	48.2	46.8	49.7	56.9
23	Patient satisfaction concentration index	49.0	50.9	48.3	49.9	50.4	49.2	50.0	-	-	-	-
	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	50.2	49.1	50.3	50.3
Composite Scores												
24	Percent of Upper Benchmarks Achieved			0.0	20.0	20.0	55.0	30.0	50.0	0.0	36.4	47.8
25	Percent of Lower Benchmarks Achieved			85.0	80.0	90.0	100.0	80.0	100.0	81.8	95.5	95.7
26	Overall Mean Score			51.5	53.0	55.9	69.0	62.4	71.3	53.7	62.1	65.9

HERAT PROVINCE FINDINGS

Summary

Herat province attained the upper benchmarks for eleven of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has risen from the 9th place in 2012/13 to the 4th place in 2015 among the 34 provinces.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
18. Time Spent with Client
20. Financial Systems
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Rising trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
9. Revised Staff Received Training (in last year)
16. Client Counselling Index
18. Time Spent with Client
20. Financial Systems
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Falling trend

2. Community Involvement and Decision Making Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
8. New Provider Knowledge Score
14. Revised Infrastructure Index
17. Universal Precautions

Areas of concern

7. Revised Staffing Index -- Meeting minimum staff guidelines

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		JAWZJAN								
BPHS Balanced Scorecard 2004 – 2015		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**
Domain A: Client and Community												
1	Overall Patient Satisfaction	66.4	90.9	64.8	92.5	89.3	75.2	96.3	80.9	-	-	-
	Patient Perception of Quality Index	66.2	83.9	61.3	89.3	88.8	81.4	97.3	78.2	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	81.7	86.6	77.3
2	Written Shura-e-sehie activities in community	18.1	66.5	27.3	56.4	64.1	100.0	100.0	90.3	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	78.7	81.1	93.5
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	72.1
Domain B: Human Resources												
4	Health Worker Satisfaction Index	56.1	67.9	54.8	65.6	72.1	73.6	93.7	68.2	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	65.8	66.9	64.4
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	72.7	75.2	68.7
6	Salary Payment Current	52.4	92.0	78.2	63.4	96.1	83.0	100.0	73.4	42.4	24.0	27.8
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	34.9	57.4	73.3	100.0	75.1	90.0	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	21.3	28.3	42.9
8	Provider Knowledge Score	44.8	62.3	58.8	59.9	60.2	71.6	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	85.1	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	72.4	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	61.2	63.2	57.4
9	Staff received training in last year	30.1	56.3	55.8	75.4	31.9	83.2	59.3	37.2	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	11.1	5.6	21.2
Domain C: Physical Capacity												
10	Equipment Functionality Index	61.3	90.0	61.3	67.6	59.8	97.5	98.1	93.0	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	83.2	81.5	87.9
11	Drug Availability Index	53.3	81.8	65.3	83.7	67.6	85.6	98.2	89.3	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	74.3	73.0	82.7
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	0.9	8.3	29.8	68.3	77.3	72.8	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	63.5	76.0	91.3
13	Clinical Guidelines Index	22.5	51.0	22.3	57.6	37.4	92.2	97.9	90.3	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	84.3	67.5	80.8
14	Infrastructure Index	49.3	63.2	47.8	65.4	45.5	67.0	76.9	66.2	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	69.6	72.0	49.0
Domain D: Quality of Service Provision												
15	Patient History and Physical Exam Index	55.1	83.5	83.5	72.9	85.1	84.7	90.1	77.4	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	73.2	71.4	93.7
16	Patient Counseling Index	23.3	48.9	45.1	37.4	39.9	64.1	47.2	30.3	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	47.6	26.9	80.4
17	Proper sharps disposal	34.1	85.0	36.6	34.5	14.9	89.5	100.0	70.9	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	-	62.9	66.6	83.0
18	Time Spent with Client	3.5	31.2	2.4	1.5	2.3	26.6	17.3	4.8	23.0	12.7	11.5
Domain E: Management Systems												
19	HMIS Use Index	49.6	80.7	53.4	52.8	52.1	100.0	97.0	78.6	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	83.9	81.5	81.7
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	8.2
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	46.4	43.8	55.6
Domain F: Overall Mission												
22	Outpatient visit concentration index	48.0	52.7	49.8	49.5	49.7	49.0	49.7	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	52.7	52.3	53.0	40.2
23	Patient satisfaction concentration index	49.0	50.9	50.9	50.1	51.2	49.6	49.8	-	-	-	-
	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	49.6	50.6	49.0	50.3
Composite Scores												
24	Percent of Upper Benchmarks Achieved			10.0	35.0	30.0	70.0	75.0	40.0	4.5	13.6	34.8
25	Percent of Lower Benchmarks Achieved			65.0	95.0	80.0	100.0	100.0	95.0	90.9	77.3	87.0
26	Overall Mean Score			47.8	57.1	55.6	77.1	80.3	68.3	56.8	54.8	61.8

JAWZJAN PROVINCE FINDINGS

Summary

Jawzjan province attained the upper benchmarks for eight of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has improved from the 21st place in 2012/13 to the 13th place in 2015 among the 34 provinces.

Areas of achievement

2. Community Involvement and Decision Making Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions

Rising trend

2. Community Involvement and Decision Making Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
20. Financial Systems
23. New Patient satisfaction concentration index

Falling trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
8. New Provider Knowledge Score
22. New Outpatient visit concentration index

Areas of concern

6. Salary Payment Current
8. New Provider Knowledge Score
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KABUL								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
1	Overall Patient Satisfaction	66.4	90.9	84.8	75.6	94.8	76.3	82.6	81.9	-	-	-
	Patient Perception of Quality Index	66.2	83.9	86.9	72.8	86.5	80.9	71.6	82.7	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	76.0	74.7	81.1
2	Written Shura-e-sehie activities in community	18.1	66.5	33.3	80.1	59.8	53.7	29.6	39.2	-	-	-
	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	44.3	56.2	67.5
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.0
Domain B: Human Resources												
4	Health Worker Satisfaction Index	56.1	67.9	68.8	66.1	78.4	62.3	60.2	61.2	-	-	-
	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	61.7	62.4	66.8
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	71.3	71.1	74.1
6	Salary Payment Current	52.4	92.0	52.4	91.4	94.8	93.3	50.3	62.9	62.7	89.5	45.1
7	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	54.0	79.7	85.3	77.2	73.4	94.8	-	-	-
	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	11.4	10.9	29.2
8	Provider Knowledge Score	44.8	62.3	59.1	73.8	78.5	73.3	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	82.2	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	65.4	-	-	-
	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	67.1	72.3	59.1
9	Staff received training in last year	30.1	56.3	36.6	76.5	68.0	66.8	45.0	46.4	-	-	-
	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	7.1	4.5	16.2
Domain C: Physical Capacity												
10	Equipment Functionality Index	61.3	90.0	75.6	80.8	80.8	83.2	74.3	84.9	-	-	-
	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	61.0	63.8	74.0
11	Drug Availability Index	53.3	81.8	76.8	71.3	86.8	69.6	66.5	91.7	-	-	-
	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	67.4	69.8	68.6
12	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	30.4	44.1	43.7	41.6	51.7	42.4	-	-	-
	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	52.1	61.3	72.5
13	Clinical Guidelines Index	22.5	51.0	38.4	64.9	60.7	77.7	62.3	63.4	-	-	-
	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	59.3	63.9	81.3
14	Infrastructure Index	49.3	63.2	56.5	55.1	53.4	41.2	39.5	76.8	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	71.3	77.6	68.9
Domain D: Quality of Service Provision												
15	Patient History and Physical Exam Index	55.1	83.5	70.6	79.7	92.4	92.6	63.6	80.1	-	-	-
	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	66.7	89.8	74.6
16	Patient Counseling Index	23.3	48.9	37.5	52.0	64.8	65.4	35.0	35.0	-	-	-
	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	28.8	35.3	45.5
17	Proper sharps disposal	34.1	85.0	54.4	59.7	66.1	65.9	44.6	89.6	-	-	-
	Universal Precautions	51.8	70.4	-	-	-	-	-	-	44.1	40.9	60.8
18	Time Spent with Client	3.5	31.2	31.2	19.0	25.1	5.9	0.7	3.3	0.8	0.0	5.9
Domain E: Management Systems												
19	HMIS Use Index	49.6	80.7	80.7	63.6	62.8	61.0	60.3	71.1	-	-	-
	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	53.7	44.7	61.9
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	10.0	10.1	4.6
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	32.1	42.2	42.1
Domain F: Overall Mission												
22	Outpatient visit concentration index	48.0	52.7	51.9	50.6	50.0	49.9	55.3	-	-	-	-
	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	62.6	61.1	55.9	42.0
23	Patient satisfaction concentration index	49.0	50.9	49.9	50.9	50.6	50.0	49.3	-	-	-	-
	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	49.9	50.4	48.8	49.6
Composite Scores												
24	Percent of Upper Benchmarks Achieved			20.0	35.0	60.0	40.0	20.0	35.0	4.5	13.6	13.0
25	Percent of Lower Benchmarks Achieved			100.0	100.0	100.0	90.0	85.0	95.0	54.5	54.5	73.9
26	Overall Mean Score			56.5	65.4	69.2	64.4	54.9	64.3	48.2	52.1	55.0

KABUL PROVINCE FINDINGS

Summary
Kabul province attained the upper benchmarks for four of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has dropped from the 29th place in 2012/13 to the 31st place in 2015 among the 34 provinces.

Areas of achievement
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
9. Revised Staff Received Training (in last year)

Rising trend
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
13. Revised Clinical Guidelines Index
17. Universal Precautions
18. Time Spent with Client
23. New Patient satisfaction concentration index

Falling trend
6. Salary Payment Current
8. New Provider Knowledge Score
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index

Areas of concern
2. Community Involvement and Decision Making Index
6. Salary Payment Current
8. New Provider Knowledge Score
11. Pharmaceuticals and Vaccines Availability Index
19. Revised HMIS Use Index
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		Kabul Provincial	Kabul Urban	Kabul Rural
BPHS Balanced Scorecard - Kabul Urban/Rural 2015		**LB**	**UB**		**2015**	**2015**
Domain A: Client and Community						
1	Overall Client Satisfaction & Perceived Quality of Care Index	73.3	81.3	81.1	86.8	79.0
2	Community Involvement and Decision Making Index	72.4	90.0	67.5	48.9	70.9
3	Health Post Status Index **(New)***	**67.1**	**77.8**	73.0		73.0
Domain B: Human Resources						
4	Revised Health Worker Satisfaction Index	61.7	66.6	66.8	63.7	67.7
5	Health Worker Motivation Index	66.7	72.8	74.1	72.8	74.7
6	Salary Payment Current	52.4	92.0	45.1	91.0	32.3
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	29.2	12.1	34.6
8	Revised Provider Knowledge Score	59.4	67.6	59.1	57.6	59.4
9	Staff Received Training (in the past 12 months)	7.1	14.9	16.2	16.7	17.2
Domain C: Physical Capacity						
10	Revised Equipment Functionality Index	67.4	85.0	74.0	59.8	77.1
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	68.6	60.8	72.9
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	72.5	59.4	81.3
13	Revised Clinical Guidelines Index	64.3	85.9	81.3	70.5	83.4
14	Infrastructure Index	48.9	73.4	68.9	55.1	70.8
Domain D: Quality of Service Provision						
15	Client Background and Physical Assessment Index	66.7	81.2	74.6	69.9	75.2
16	Client Counselling Index	31.7	58.5	45.5	52.0	44.5
17	Universal Precautions	51.8	70.4	60.8	54.2	62.4
18	Time Spent with Client	3.5	31.2	5.9	5.3	6.1
Domain E: Management Systems						
19	Revised HMIS Use Index	66.1	86.2	61.9	55.6	65.5
20	Financial Systems	2.2	20.3	4.6	0.0	7.7
21	Health Facility Management Functionality Index	40	57.6	42.1	31.4	47.1
Domain F: Overall Mission						
22	New Outpatient Visit Concentration Index	46.2	56.9	42.0	39.8	48.2
23	New Patient Satisfaction Concentration Index	49.6	50.8	49.6	50.1	50.0
COMPOSITE5SCORES						
Percent of Upper Benchmarks Achieved				13.0	8.7	21.7
Percent of Lower Benchmarks Achieved				73.9	60.9	82.6
Overall Mean Score				55.0	50.1	56.6

KABUL PROVINCE FINDINGS

KABUL PROVINCE FINDINGS - URBAN

Summary

Urban Kabul province attained the upper benchmarks for two of the twenty-three BSC indicators in 2015.

Areas of achievement

1. Overall Client Satisfaction & Perceived Quality of Care Index
9. Revised Staff Received Training (in last year)

Areas of concern

2. Community Involvement and Decision Making Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
8. Revised Provider Knowledge Score
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
19. Revised HMIS Use Index
20. Financial Systems
21. Health Facility Management Functionality Index
22. New Outpatient Visit Concentration Index

KABUL PROVINCE FINDINGS - RURAL

Summary

Rural Kabul province attained the upper benchmarks for five of the twenty-three BSC indicators in 2015.

Areas of achievement

4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
5. Laboratory Functionality Index (CHCs only)

Areas of concern

2. Community Involvement and Decision Making Index
8. Revised Provider Knowledge Score
10. Revised Equipment Functionality Index
19. Revised HMIS Use Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KANDAHAR				
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2009/10	2011/12	2012/13	2015
Domain A: Client and Community								
	Overall Patient Satisfaction	66.4	90.9	87.6	69.0	-	-	-
1	Patient Perception of Quality Index	66.2	83.9	84.3	76.8	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	73.5	86.5	81.2
	Written Shura-e-sehie activities in community	18.1	66.5	24.5	22.3	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	81.9	79.8	70.8
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	70.9
Domain B: Human Resources								
	Health Worker Satisfaction Index	56.1	67.9	67.8	58.6	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	66.6	69.4	67.4
5	Health Worker Motivation Index	66.7	72.8	-	-	73.7	71.8	74.2
6	Salary Payment Current	52.4	92.0	85.6	95.3	93.6	94.5	73.4
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	43.6	89.1	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	31.5	30.6	33.8
	Provider Knowledge Score	44.8	62.3	40.8	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	74.0	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	71.0	66.8	62.2
	Staff received training in last year	30.1	56.3	33.0	90.8	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	12.4	6.3	17.2
Domain C: Physical Capacity								
	Equipment Functionality Index	61.3	90.0	63.2	79.7	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	85.8	85.0	95.2
	Drug Availability Index	53.3	81.8	84.3	88.7	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	88.8	80.9	89.7
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	37.0	64.9	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	81.7	75.0	79.3
	Clinical Guidelines Index	22.5	51.0	38.8	44.4	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	99.7	88.4	90.2
	Infrastructure Index	49.3	63.2	53.7	53.9	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	79.7	82.9	73.6
Domain D: Quality of Service Provision								
	Patient History and Physical Exam Index	55.1	83.5	56.0	67.6	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	81.2	81.1	63.5
	Patient Counseling Index	23.3	48.9	16.9	23.6	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	32.9	30.4	54.4
	Proper sharps disposal	34.1	85.0	47.6	74.1	-	-	-
17	Universal Precautions	51.8	70.4	-	-	70.7	62.9	78.5
18	Time Spent with Client	3.5	31.2	2.0	5.7	0.3	16.9	0.7
Domain E: Management Systems								
	HMIS Use Index	49.6	80.7	44.2	51.9	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	87.5	83.2	59.7
20	Financial Systems	2.2	20.3	-	-	6.5	6.2	3.3
21	Health Facility Management Functionality Index	40.0	57.6	-	-	50.4	46.8	43.2
Domain F: Overall Mission								
	Outpatient visit concentration index	48.0	52.7	50.5	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	46.3	46.5	45.3	49.7
	Patient satisfaction concentration index	49.0	50.9	48.8	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	51.4	49.7	49.5	50.0
Composite Scores								
24	Percent of Upper Benchmarks Achieved			15.0	30.0	54.5	22.7	43.5
25	Percent of Lower Benchmarks Achieved			75.0	95.0	95.5	81.8	82.6
26	Overall Mean Score			50.5	61.4	62.1	60.9	60.1

KANDAHAR PROVINCE FINDINGS

Summary
Kandahar province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2012-2013. For the overall BSC ranking, the province has dropped from the 10th place in 2012/13 to the 20th place in 2015 among the 34 provinces.

Areas of achievement
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
17. Universal Precautions

Rising trend
5. Health Worker Motivation Index
9. Revised Staff Received Training (in last year)
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
16. Client Counselling Index
17. Universal Precautions
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

Falling trend
1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
6. Salary Payment Current
15. Client Background and Physical Assessment Index
18. Time Spent with Client
19. Revised HMIS Use Index

Areas of concern
2. Community Involvement and Decision Making Index
15. Client Background and Physical Assessment Index
18. Time Spent with Client
19. Revised HMIS Use Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KAPISA								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	95.7	92.4	99.6	79.0	84.0	88.2	-	-	-
	Patient Perception of Quality Index	66.2	83.9	83.2	80.7	86.6	77.6	86.5	85.1	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	81.3	84.0	86.0
	Written Shura-e-sehie activities in community	18.1	66.5	84.7	74.2	91.9	95.0	80.9	79.2	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	79.6	87.5	92.6
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	72.2
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	65.8	68.5	73.2	78.9	80.0	72.6	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	65.3	65.4	64.9
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	71.4	75.0	72.1
6	Salary Payment Current	52.4	92.0	49.0	76.7	57.4	100.0	100.0	90.2	81.8	36.7	81.7
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	50.7	58.5	67.8	63.6	65.8	95.0	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	16.1	36.6	33.4
	Provider Knowledge Score	44.8	62.3	71.1	78.8	90.7	85.0	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	87.4	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	76.0	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	67.0	68.0	69.0
	Staff received training in last year	30.1	56.3	30.1	87.8	83.0	95.5	89.2	29.5	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	7.7	6.4	5.9
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	48.8	71.3	85.4	82.2	93.5	85.1	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	69.5	79.0	83.6
	Drug Availability Index	53.3	81.8	30.8	65.4	78.4	80.7	100.0	92.6	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	64.6	67.2	63.6
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	12.6	27.5	50.1	48.4	56.0	61.0	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	59.3	62.5	70.8
	Clinical Guidelines Index	22.5	51.0	22.5	35.6	72.4	88.3	94.6	83.8	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	70.6	88.3	89.3
	Infrastructure Index	49.3	63.2	57.5	47.9	46.6	47.5	72.2	70.7	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	58.4	73.2	75.8
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	79.9	88.3	91.1	81.2	98.2	84.6	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	77.9	81.9	94.4
	Patient Counseling Index	23.3	48.9	29.6	56.8	66.9	61.8	76.0	32.3	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	55.8	33.9	62.8
	Proper sharps disposal	34.1	85.0	82.5	35.8	83.7	85.0	100.0	90.1	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	63.6	67.8	72.7
18	Time Spent with Client	3.5	31.2	21.3	12.1	61.9	45.4	34.1	36.5	49.5	0.4	13.9
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	88.6	71.2	98.6	82.0	95.4	93.4	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	80.2	78.4	81.4
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	2.3	0.0	2.1
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	53.9	56.4	48.3
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	49.9	50.8	50.7	48.7	50.2	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	41.7	44.5	34.9	49.2
	Patient satisfaction concentration index	49.0	50.9	50.0	49.8	50.0	48.9	48.7	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	50.5	50.9	50.5	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			20.0	40.0	65.0	60.0	85.0	60.0	13.6	27.3	39.1
25	Percent of Lower Benchmarks Achieved			85.0	95.0	95.0	90.0	95.0	90.0	90.9	72.7	87.0
26	Overall Mean Score			55.2	61.5	74.3	73.7	79.6	71.9	57.8	56.1	62.4

KAPISA PROVINCE FINDINGS

Summary
Kapisa province attained the upper benchmarks for 9 of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has moved up from the 17th place in 2012/13 to the 12th place in 2015 among the 34 provinces.

Areas of achievement
1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
8. New Provider Knowledge Score
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions

Rising trend
2. Community Involvement and Decision Making Index
6. Salary Payment Current
14. Revised Infrastructure Index
16. Client Counselling Index
17. Universal Precautions
18. Time Spent with Client
22. New Outpatient visit concentration index

Falling trend
5. Health Worker Motivation Index

Areas of concern
9. Revised Staff Received Training (in last year)
11. Pharmaceuticals and Vaccines Availability Index
19. Revised HMIS Use Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KHOST								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	62.4	65.9	90.4	84.6	74.9	86.3	-	-	-
	Patient Perception of Quality Index	66.2	83.9	59.9	58.0	77.9	79.5	67.5	85.6	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	80.4	66.0	71.0
	Written Shura-e-sehie activities in community	18.1	66.5	68.2	51.3	24.2	35.3	63.5	77.6	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	80.8	66.6	92.6
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	71.7
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	49.7	55.2	61.6	67.2	67.8	71.9	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	58.4	54.6	63.1
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	64.5	63.9	70.7
6	Salary Payment Current	52.4	92.0	47.7	62.3	75.6	91.5	34.9	83.4	25.6	39.6	10.2
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	0.0	29.3	32.7	25.9	28.3	92.5	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	3.6	2.1	13.1
	Provider Knowledge Score	44.8	62.3	48.5	70.5	72.3	72.2	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	70.3	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	80.0	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	59.6	77.4	57.8
	Staff received training in last year	30.1	56.3	42.6	85.5	18.5	90.7	74.9	65.3	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	11.0	5.8	24.6
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	65.5	55.9	59.1	63.1	69.1	84.3	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	65.7	72.7	97.2
	Drug Availability Index	53.3	81.8	67.7	92.4	88.6	89.0	78.4	94.6	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	77.0	86.3	89.3
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	20.7	30.9	19.1	66.1	66.9	55.6	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	85.0	72.7	84.5
	Clinical Guidelines Index	22.5	51.0	25.3	43.5	52.7	68.4	54.0	76.8	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	70.3	67.6	99.3
	Infrastructure Index	49.3	63.2	59.7	38.9	36.6	54.4	47.4	43.8	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	49.7	38.9	38.9
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	50.5	64.9	91.7	87.6	88.1	86.2	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	77.9	67.3	82.5
	Patient Counseling Index	23.3	48.9	23.4	34.4	28.9	45.4	40.6	63.8	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	60.8	20.5	48.0
	Proper sharps disposal	34.1	85.0	40.1	49.1	46.5	100.0	40.3	52.3	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	54.0	47.2	88.2
18	Time Spent with Client	3.5	31.2	35.0	1.6	3.3	1.3	21.0	28.9	28.5	11.3	11.0
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	79.0	43.9	100.0	100.0	85.1	64.5	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	66.1	74.9	91.5
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	8.1	8.1	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	44.7	54.7	79.2
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	47.8	50.2	52.2	49.0	49.7	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	52.1	48.6	39.6	50.0
	Patient satisfaction concentration index	49.0	50.9	49.9	49.6	49.1	49.2	49.1	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	49.6	49.9	49.4	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			10.0	15.0	25.0	40.0	25.0	60.0	9.1	4.5	45.3
25	Percent of Lower Benchmarks Achieved			65.0	65.0	80.0	95.0	85.0	95.0	77.3	45.5	78.3
26	Overall Mean Score			47.2	51.7	54.1	66.0	58.6	69.8	53.2	49.4	60.2

KHOST PROVINCE FINDINGS

Summary

Khost province attained the upper benchmarks for ten of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has moved up from the 32nd place in 2012-2013 to the 19th place in 2015 among the 34 provinces.

Areas of achievement

2. Community Involvement and Decision Making Index
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
17. Universal Precautions
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

Rising trend

2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

Falling trend

8. New Provider Knowledge Score

Areas of concern

1. Overall Client Satisfaction and Perceived Quality of Care Index
6. Salary Payment Current
8. New Provider Knowledge Score
14. Revised Infrastructure Index
20. Financial Systems

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KUNAR								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	61.9	76.0	75.2	67.3	85.0	87.4	-	-	-
	Patient Perception of Quality Index	66.2	83.9	64.0	69.0	73.7	81.9	84.9	85.8	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	85.4	72.7	68.3
	Written Shura-e-sehie activities in community	18.1	66.5	66.5	79.4	100.0	100.0	95.2	96.0	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	100.0	96.8	80.4
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.7
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	59.7	61.7	66.9	67.2	69.1	71.7	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	64.8	63.7	65.1
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	69.3	74.7	73.4
6	Salary Payment Current	52.4	92.0	84.6	100.0	100.0	93.9	100.0	93.4	100.0	58.6	98.8
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	29.9	66.2	60.3	58.6	67.3	100.0	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	27.3	32.8	20.1
	Provider Knowledge Score	44.8	62.3	59.0	71.4	69.3	73.5	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	75.5	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	77.7	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	64.4	79.7	59.9
	Staff received training in last year	30.1	56.3	56.3	63.3	84.2	52.2	93.7	63.0	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	32.0	27.8	16.5
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	64.5	64.1	92.8	88.4	90.7	86.7	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	98.9	97.0	81.9
	Drug Availability Index	53.3	81.8	65.5	68.0	87.3	77.6	87.9	93.5	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	97.2	93.6	73.6
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	16.3	38.3	43.4	56.3	50.5	47.7	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	83.3	71.5	73.8
	Clinical Guidelines Index	22.5	51.0	43.4	45.4	76.9	88.5	80.3	91.6	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	99.3	94.0	84.9
	Infrastructure Index	49.3	63.2	50.7	36.1	55.5	58.9	46.4	52.7	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	78.3	85.7	64.6
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	43.3	56.8	73.5	77.2	83.9	83.3	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	90.5	90.4	95.7
	Patient Counseling Index	23.3	48.9	25.3	17.7	25.5	28.5	44.6	25.6	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	77.5	57.2	50.0
	Proper sharps disposal	34.1	85.0	49.6	8.0	58.7	92.1	73.5	74.3	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	84.3	95.1	59.5
18	Time Spent with Client	3.5	31.2	15.1	1.5	9.2	15.4	9.5	0.0	1.9	17.6	3.3
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	64.9	43.3	97.1	100.0	92.4	96.0	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	95.9	89.8	75.2
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	85.8	36.1	12.9
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	71.0	60.8	43.7
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	48.8	57.4	59.3	58.0	60.7	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	44.8	41.3	43.5	50.0
	Patient satisfaction concentration index	49.0	50.9	48.8	51.2	49.0	49.9	49.6	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	50.1	50.0	49.9	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			10.0	40.0	55.0	45.0	65.0	55.0	68.2	59.1	17.4
25	Percent of Lower Benchmarks Achieved			80.0	75.0	100.0	100.0	95.0	90.0	90.9	90.9	91.3
26	Overall Mean Score			50.9	53.8	67.9	69.3	72.0	71.1	72.7	67.7	59.8

KUNAR PROVINCE FINDINGS

Summary
Kunar province attained the upper benchmarks for four of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has dropped considerably, from the 2nd place in 2012/13 to the 21st place in 2015 among the 34 provinces.

Areas of achievement
5. Health Worker Motivation Index
6. Salary Payment Current
9. Revised Staff Received Training (in last year)
15. Client Background and Physical Assessment Index

Rising trend
6. Salary Payment Current
22. New Outpatient visit concentration index

Falling trend
2. Community Involvement and Decision Making Index
8. New Provider Knowledge Score
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
17. Universal Precautions
18. Time Spent with Client
19. Revised HMIS Use Index
20. Financial Systems
21. Health Facility Management Functionality Index

Areas of concern
1. Overall Client Satisfaction and Perceived Quality of Care Index
18. Time Spent with Client

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KUNDUZ								
BPHS Balanced Scorecard 2004 – 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	81.6	86.7	85.7	72.8	81.0	73.2	-	-	-
	Patient Perception of Quality Index	66.2	83.9	71.7	81.2	77.4	72.2	74.9	74.0	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	78.7	70.0	76.3
	Written Shura-e-sehie activities in community	18.1	66.5	21.5	66.3	65.3	54.1	100.0	84.1	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	88.8	89.8	90.0
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	74.4
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	66.3	69.2	64.6	70.1	76.6	74.4	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	67.4	67.9	62.8
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	70.5	72.5	69.2
6	Salary Payment Current	52.4	92.0	66.3	93.8	49.6	37.5	97.5	90.2	97.0	98.8	95.5
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	39.3	76.4	89.6	73.7	73.7	91.2	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	37.6	44.8	41.4
	Provider Knowledge Score	44.8	62.3	62.3	66.4	68.0	67.2	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	67.6	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	65.1	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	68.2	71.7	58.4
	Staff received training in last year	30.1	56.3	49.5	88.3	76.6	69.2	66.5	65.5	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	11.5	7.4	15.1
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	76.1	62.0	82.2	78.0	90.6	88.2	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	82.6	93.7	79.9
	Drug Availability Index	53.3	81.8	94.3	94.6	64.0	44.9	89.2	89.2	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	87.6	89.9	79.9
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	24.2	33.6	41.8	53.7	66.4	69.5	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	76.3	72.9	82.5
	Clinical Guidelines Index	22.5	51.0	51.0	48.8	43.0	59.6	91.6	72.7	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	79.0	88.2	83.5
	Infrastructure Index	49.3	63.2	58.1	48.9	55.0	46.9	72.2	66.1	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	52.7	57.4	61.6
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	78.1	72.2	73.6	79.3	86.2	67.5	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	69.3	80.4	87.5
	Patient Counseling Index	23.3	48.9	25.3	33.7	32.2	36.2	52.8	20.8	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	28.8	50.0	67.4
	Proper sharps disposal	34.1	85.0	85.7	69.6	96.5	68.4	84.5	80.5	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	61.6	75.7	78.4
18	Time Spent with Client	3.5	31.2	1.1	5.5	6.9	20.3	40.2	14.4	16.9	17.3	22.5
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	84.5	54.6	53.3	69.3	97.4	65.6	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	78.9	93.9	78.8
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	5.2	0.0	4.6
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	40.7	52.6	54.3
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	47.8	43.3	43.3	48.7	42.9	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	49.0	53.2	44.9	56.4
	Patient satisfaction concentration index	49.0	50.9	49.5	49.9	49.3	49.6	51.6	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	48.5	49.9	51.1	50.1
Composite Scores												
24	Percent of Upper Benchmarks Achieved			25.0	35.0	25.0	30.0	75.0	40.0	22.7	45.5	34.8
25	Percent of Lower Benchmarks Achieved			90.0	85.0	85.0	85.0	90.0	90.0	95.5	86.4	95.7
26	Overall Mean Score			56.7	62.3	60.9	58.6	75.2	67.5	59.2	63.2	63.9

KUNDUZ PROVINCE FINDINGS

Summary
Kunduz province attained the upper benchmarks for eight of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has moved from the 7th place in 2012/13 to the 8th place in 2015 among the 34 provinces.

Areas of achievement
2. Community Involvement and Decision Making Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions

Rising trend
1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
16. Client Counselling Index
20. Financial Systems
22. New Outpatient visit concentration index

Falling trend
4. Revised Health Worker Satisfaction Index
8. New Provider Knowledge Score
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
13. Revised Clinical Guidelines Index
19. Revised HMIS Use Index

Areas of concern
8. New Provider Knowledge Score

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		LAGHMAN								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	79.9	71.8	74.9	66.7	76.7	82.7	-	-	-
	Patient Perception of Quality Index	66.2	83.9	76.3	70.2	74.1	67.1	84.1	84.8	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	80.4	87.0	70.5
	Written Shura-e-sehie activities in community	18.1	66.5	58.5	68.7	95.9	78.7	95.5	94.8	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	90.0	93.5	75.2
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.5
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	64.9	64.3	69.6	64.2	81.7	65.4	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	63.7	64.3	63.0
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	70.4	74.8	74.8
6	Salary Payment Current	52.4	92.0	70.3	93.5	80.8	96.6	98.5	98.5	92.9	98.5	98.8
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	3.9	81.3	81.6	55.3	74.6	89.6	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	26.0	14.6	36.9
	Provider Knowledge Score	44.8	62.3	50.8	71.1	68.1	67.4	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	88.0	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	78.4	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	70.3	68.5	63.3
	Staff received training in last year	30.1	56.3	25.2	80.9	77.6	82.3	96.2	65.0	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	12.2	10.7	9.2
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	71.9	74.1	79.7	75.8	96.7	88.3	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	80.5	94.7	86.3
	Drug Availability Index	53.3	81.8	53.3	80.2	73.5	78.0	97.3	92.7	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	92.1	91.1	87.7
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	36.0	52.5	44.3	62.8	46.6	50.0	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	67.5	76.6	67.5
	Clinical Guidelines Index	22.5	51.0	58.1	54.7	65.8	57.6	96.1	95.9	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	85.9	95.4	81.3
	Infrastructure Index	49.3	63.2	55.8	44.3	61.8	61.1	60.1	85.9	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	53.2	81.5	69.1
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	66.1	69.2	66.2	65.5	94.0	84.8	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	83.1	86.7	74.3
	Patient Counseling Index	23.3	48.9	22.5	19.7	25.4	20.6	73.2	47.9	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	62.2	40.8	31.5
	Proper sharps disposal	34.1	85.0	83.8	52.1	79.1	42.4	73.9	89.6	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	68.4	80.2	72.8
18	Time Spent with Client	3.5	31.2	21.2	9.9	3.9	1.2	44.9	21.7	15.8	1.3	15.2
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	57.9	80.8	49.2	60.9	97.0	94.8	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	87.3	85.5	83.1
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	5.4	40.0	3.1
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	57.0	62.7	68.3
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	48.0	42.3	44.4	50.7	47.3	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	47.0	55.0	52.6	47.0
	Patient satisfaction concentration index	49.0	50.9	49.4	49.7	49.8	50.0	49.5	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	50.0	50.9	50.2	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			10.0	40.0	35.0	35.0	75.0	65.0	40.9	63.6	26.1
25	Percent of Lower Benchmarks Achieved			85.0	85.0	85.0	90.0	95.0	100.0	100.0	95.5	91.3
26	Overall Mean Score			52.7	61.6	63.3	60.2	78.6	75.4	62.3	65.9	61.0

LAGHMAN PROVINCE FINDINGS

Summary
Laghman province attained the upper benchmarks for five of the twenty-three BSC indicators in 2012-2013. For the overall BSC ranking, the province has dropped from the 5th place in 2012/13 to the 16th place in 2015 among the 34 provinces.

Areas of achievement
5. Health Worker Motivation Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
10. Revised Equipment Functionality Index
17. Universal Precautions
21. Health Facility Management Functionality Index

Rising trend
18. Time Spent with Client

Falling trend
1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
8. New Provider Knowledge Score
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
20. Financial Systems

Areas of concern
1. Overall Client Satisfaction and Perceived Quality of Care Index
16. Client Counselling Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		LOGAR								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	95.1	83.4	98.8	72.4	80.0	84.5	-	-	-
	Patient Perception of Quality Index	66.2	83.9	83.9	67.3	87.3	68.8	66.5	81.2	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	80.9	68.4	83.4
	Written Shura-e-sehie activities in community	18.1	66.5	51.5	40.5	67.5	88.0	94.3	93.2	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	95.1	96.3	98.3
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.5
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	77.6	68.9	75.5	64.9	71.0	71.9	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	61.4	57.4	68.7
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	62.9	71.0	73.6
6	Salary Payment Current	52.4	92.0	38.6	87.1	90.0	60.5	89.3	98.5	58.5	59.6	98.0
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	52.4	67.8	55.4	50.4	72.1	91.1	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	11.4	11.3	40.3
	Provider Knowledge Score	44.8	62.3	40.8	69.3	79.5	80.0	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	98.2	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	71.1	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	59.7	72.4	67.5
	Staff received training in last year	30.1	56.3	31.3	60.2	86.7	37.8	79.2	61.5	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	15.3	10.0	14.5
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	63.0	61.5	75.3	79.1	84.2	91.1	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	85.0	89.8	91.4
	Drug Availability Index	53.3	81.8	71.4	84.7	80.8	81.0	90.0	94.1	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	90.9	95.3	88.8
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	16.3	31.0	53.6	57.9	64.5	74.4	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	68.8	75.0	77.5
	Clinical Guidelines Index	22.5	51.0	41.3	46.5	66.3	74.9	80.0	91.4	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	86.9	89.1	90.2
	Infrastructure Index	49.3	63.2	57.6	45.1	56.2	61.4	71.0	61.5	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	73.4	78.2	63.8
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	63.2	74.8	94.5	94.0	94.2	72.3	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	72.6	72.9	76.1
	Patient Counseling Index	23.3	48.9	34.9	56.5	66.7	65.2	49.5	23.1	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	40.7	27.4	25.7
	Proper sharps disposal	34.1	85.0	50.0	30.1	82.8	96.0	67.6	60.2	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	65.2	69.4	89.4
18	Time Spent with Client	3.5	31.2	7.9	12.7	29.4	37.3	89.3	12.2	13.3	0.4	2.9
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	61.8	75.9	84.4	100.0	90.7	93.6	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	69.9	92.5	88.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	58.8	60.6	97.6
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	58.5	65.3	57.2
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	52.1	50.9	47.4	48.2	50.1	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	60.5	57.9	60.1	46.3
	Patient satisfaction concentration index	49.0	50.9	49.5	49.5	50.1	49.8	50.1	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	49.6	48.9	49.3	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			15.0	30.0	65.0	45.0	65.0	55.0	40.9	45.5	56.5
25	Percent of Lower Benchmarks Achieved			90.0	90.0	95.0	100.0	100.0	95.0	86.4	72.7	91.3
26	Overall Mean Score			52.0	58.2	71.4	68.4	76.6	71.8	60.7	62.3	67.9

LOGAR PROVINCE FINDINGS

Summary

Logar province attained the upper benchmarks for thirteen of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has moved up, from the 8th position in 2012/13 to the 3rd place in 2012/13 among the 34 provinces.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
17. Universal Precautions
19. Revised HMIS Use Index
20. Financial Systems

Rising trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
12. Laboratory Functionality Index (CHCs only)
17. Universal Precautions
23. New Patient satisfaction concentration index

Falling trend

8. New Provider Knowledge Score
14. Revised Infrastructure Index
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Areas of concern

16. Client Counselling Index
18. Time Spent with Client

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		NANGARHAR								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	85.5	75.5	70.0	60.4	66.3	71.0	-	-	-
	Patient Perception of Quality Index	66.2	83.9	76.0	73.8	67.5	64.1	75.2	70.7	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	84.5	80.6	84.9
	Written Shura-e-sehie activities in community	18.1	66.5	46.9	15.7	36.4	80.0	95.8	95.2	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	98.0	98.1	75.1
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.5
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	64.1	62.3	64.5	68.1	66.2	62.3	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	71.3	66.8	67.9
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	76.9	74.0	75.0
6	Salary Payment Current	52.4	92.0	66.0	85.2	39.9	97.4	53.2	95.3	71.8	69.8	98.9
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	59.8	57.4	64.4	71.5	76.6	90.4	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	33.8	31.1	16.9
	Provider Knowledge Score	44.8	62.3	58.3	62.8	76.9	74.6	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	79.3	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	80.9	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	66.4	79.0	69.7
	Staff received training in last year	30.1	56.3	42.0	53.5	56.4	74.8	55.9	68.7	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	8.9	5.7	5.5
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	74.1	53.3	76.7	85.1	85.9	91.6	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	94.8	92.7	93.6
	Drug Availability Index	53.3	81.8	65.3	68.4	55.1	76.8	76.5	98.2	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	88.6	91.1	88.7
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	33.9	36.2	52.0	62.4	69.9	83.4	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	73.8	75.0	76.3
	Clinical Guidelines Index	22.5	51.0	58.6	42.7	82.8	72.3	89.0	95.7	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	94.4	96.4	90.4
	Infrastructure Index	49.3	63.2	53.2	44.9	48.6	53.5	51.1	74.4	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	82.3	73.1	73.7
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	55.6	56.0	76.4	84.8	80.7	77.7	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	84.6	92.6	94.5
	Patient Counseling Index	23.3	48.9	21.2	17.3	32.6	46.6	60.4	32.3	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	57.7	60.0	63.0
	Proper sharps disposal	34.1	85.0	64.0	8.7	100.0	71.8	63.2	34.1	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	80.3	92.2	72.9
18	Time Spent with Client	3.5	31.2	22.5	3.8	6.9	27.4	13.0	5.2	11.4	24.6	56.4
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	54.7	42.2	82.5	92.0	91.7	79.1	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	88.2	85.5	72.7
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	75.5	39.5	92.8
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	82.9	63.5	42.9
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	47.9	48.1	48.1	47.7	49.9	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	49.1	43.3	37.5	43.4
	Patient satisfaction concentration index	49.0	50.9	49.3	49.3	49.7	49.8	49.0	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	49.5	49.9	50.1	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			15.0	15.0	35.0	50.0	30.0	50.0	63.6	54.5	65.2
25	Percent of Lower Benchmarks Achieved			90.0	65.0	85.0	85.0	95.0	90.0	95.5	90.9	91.3
26	Overall Mean Score			54.9	47.9	59.4	68.1	67.4	70.2	69.1	67.2	68.6

NANGARHAR PROVINCE FINDINGS

Summary

Nangarhar province attained the upper benchmarks for fifteen of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has risen from the 3rd place in 2012/13 to the 2nd place in 2015 among the 34 provinces.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current
8. New Provider Knowledge Score
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
18. Time Spent with Client
20. Financial Systems

Rising trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
6. Salary Payment Current
12. Laboratory Functionality Index (CHCs only)
14. Revised Infrastructure Index
18. Time Spent with Client

Falling trend

2. Community Involvement and Decision Making Index
21. Health Facility Management Functionality Index

Areas of concern

9. Revised Staff Received Training (in last year)
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		NIMROZ								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	88.9	85.4	99.3	84.6	96.2	73.2	-	-	-
	Patient Perception of Quality Index	66.2	83.9	79.2	85.2	96.0	81.5	85.1	77.6	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	79.8	78.3	79.2
	Written Shura-e-sehie activities in community	18.1	66.5	0.0	0.0	43.3	76.0	84.4	56.8	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	64.7	75.3	83.1
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	66.8
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	64.9	58.3	61.5	72.6	77.4	70.8	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	66.4	65.0	69.6
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	69.7	70.5	67.8
6	Salary Payment Current	52.4	92.0	100.0	100.0	80.3	100.0	80.2	96.6	94.0	95.4	100.0
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	57.1	0.0	18.9	43.3	69.3	100.0	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	11.4	23.6	39.8
	Provider Knowledge Score	44.8	62.3	53.5	47.8	63.1	60.0	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	71.5	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	49.4	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	67.2	66.6	64.0
	Staff received training in last year	30.1	56.3	15.4	56.4	43.6	82.2	80.8	28.9	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	12.1	10.2	18.3
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	69.6	63.6	62.1	79.0	96.4	97.6	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	82.5	75.2	91.6
	Drug Availability Index	53.3	81.8	68.6	79.5	98.7	96.1	93.9	97.3	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	74.4	65.0	82.9
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	0.0	72.7	20.0	81.8	31.6	54.5	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	53.1	53.1	76.7
	Clinical Guidelines Index	22.5	51.0	21.7	14.0	39.1	81.9	85.4	73.9	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	70.2	76.1	90.2
	Infrastructure Index	49.3	63.2	33.7	39.0	61.9	59.1	56.2	58.1	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	80.3	74.9	66.4
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	69.7	64.1	82.5	79.7	86.7	73.5	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	89.5	87.8	73.4
	Patient Counseling Index	23.3	48.9	49.7	34.2	56.8	62.0	58.4	38.2	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	66.1	33.0	46.7
	Proper sharps disposal	34.1	85.0	16.3	48.8	100.0	100.0	100.0	100.0	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	54.6	55.8	81.2
18	Time Spent with Client	3.5	31.2	72.6	3.3	23.5	57.2	66.8	19.0	16.1	15.7	4.6
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	49.6	24.8	100.0	96.0	100.0	86.5	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	81.8	92.6	85.7
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	7.6	0.0	7.7
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	59.4	44.9	49.3
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	48.8	46.3	53.6	54.0	46.5	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	46.2	42.2	53.1	46.1
	Patient satisfaction concentration index	49.0	50.9	50.0	49.5	47.0	49.4	48.2	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	50.5	50.0	49.0	50.6
Composite Scores												
24	Percent of Upper Benchmarks Achieved			20.0	20.0	40.0	60.0	70.0	45.0	22.7	18.2	34.8
25	Percent of Lower Benchmarks Achieved			70.0	65.0	95.0	100.0	90.0	90.0	90.9	81.8	91.3
26	Overall Mean Score			50.5	48.6	62.6	74.8	75.7	67.4	58.8	57.3	62.7

NIMROZ PROVINCE FINDINGS

Summary

Nimroz province attained the upper benchmarks for eight of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has improved from the 12th place in 2012/13 to the 10th place in 2012/13 among the 34 provinces.

Areas of achievement

4. Revised Health Worker Satisfaction Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
17. Universal Precautions

Rising trend

4. Revised Health Worker Satisfaction Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
17. Universal Precautions
20. Financial Systems
23. New Patient satisfaction concentration index

Falling trend

14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
22. New Outpatient visit concentration index

Areas of concern

3. Health Post Status Index
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		NURISTAN							
BPHS Balanced Scorecard 2004 – 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2012/13	2015
Domain A: Client and Community											
	Overall Patient Satisfaction	66.4	90.9	96.9	89.8	87.9	69.3	73.5	81.8	-	-
	Patient Perception of Quality Index	66.2	83.9	81.5	86.9	84.6	73.5	75.7	78.3	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	89.1	59.9
	Written Shura-e-sehie activities in community	18.1	66.5	58.7	11.6	71.9	83.8	80.9	87.3	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	89.6	58.3
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	61.2
Domain B: Human Resources											
	Health Worker Satisfaction Index	56.1	67.9	64.2	51.0	64.0	64.4	71.6	67.1	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	70.0	61.8
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	75.1	70.2
6	Salary Payment Current	52.4	92.0	54.8	53.3	0.0	34.4	100.0	97.3	100.0	100.0
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	17.5	0.0	90.6	91.9	100.0	100.0	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	26.3	39.8
	Provider Knowledge Score	44.8	62.3	67.0	68.8	50.3	82.6	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	74.2	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	66.7	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	67.0	52.2
	Staff received training in last year	30.1	56.3	15.0	27.3	51.1	96.3	46.6	84.8	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	16.7	12.4
Domain C: Physical Capacity											
	Equipment Functionality Index	61.3	90.0	62.9	33.2	68.5	78.8	66.8	86.5	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	84.3	72.3
	Drug Availability Index	53.3	81.8	80.9	73.6	84.6	96.5	100.0	95.7	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	88.4	86.3
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	16.8	19.3	66.7	59.1	63.6	65.0	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	65.6	83.3
	Clinical Guidelines Index	22.5	51.0	38.1	10.2	52.0	63.2	61.6	91.3	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	84.9	54.4
	Infrastructure Index	49.3	63.2	54.1	31.1	40.6	67.8	64.1	67.7	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	49.9	32.4
Domain D: Quality of Service Provision											
	Patient History and Physical Exam Index	55.1	83.5	87.4	67.5	88.4	82.0	74.1	81.8	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	97.4	72.2
	Patient Counseling Index	23.3	48.9	55.9	31.2	48.5	32.4	38.5	55.3	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	72.2	55.7
	Proper sharps disposal	34.1	85.0	53.0	5.8	11.5	16.2	42.6	79.6	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	73.0	58.6
18	Time Spent with Client	3.5	31.2	50.1	0.6	10.7	14.9	10.5	48.8	16.5	15.9
Domain E: Management Systems											
	HMIS Use Index	49.6	80.7	70.2	4.9	26.4	75.6	84.9	83.2	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	85.9	55.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	56.2	17.8
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	77.6	34.0
Domain F: Overall Mission											
	Outpatient visit concentration index	48.0	52.7	46.1	63.2	54.4	51.8	55.3	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	61.0	36.6	50.0
	Patient satisfaction concentration index	49.0	50.9	49.8	50.0	48.8	49.6	50.1	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	52.0	49.4	50.0
Composite Scores											
24	Percent of Upper Benchmarks Achieved			25.0	15.0	40.0	40.0	50.0	65.0	45.5	13.0
25	Percent of Lower Benchmarks Achieved			90.0	50.0	75.0	90.0	100.0	100.0	90.9	65.2
26	Overall Mean Score			56.1	39.0	55.1	64.2	66.7	76.6	66.9	54.5

NURISTAN PROVINCE FINDINGS

Summary

Nuristan province attained the upper benchmarks for two of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has fallen dramatically, from 4th place in 2012/13 to the 32nd position in 2015 among the 34 provinces.

Areas of achievement

6. Salary Payment Current
12. Laboratory Functionality Index (CHCs only)
7. Revised Staffing Index -- Meeting minimum staff guidelines

Rising trend

22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

Falling Trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
8. New Provider Knowledge Score
9. Revised Staff Received Training (in last year)
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
19. Revised HMIS Use Index
20. Financial Systems
21. Health Facility Management Functionality Index

Areas of Concern

1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
3. Health Post Status Index
8. New Provider Knowledge Score
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		PAKTIKA								
BPHS Balanced Scorecard 2004 - 2015		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	67.6	71.7	86.4	66.3	60.1	83.8	-	-	-
	Patient Perception of Quality Index	66.2	83.9	65.3	76.1	85.6	75.1	69.9	84.7	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	74.4	75.7	81.8
	Written Shura-e-sehie activities in community	18.1	66.5	45.3	32.7	37.2	72.3	94.8	79.4	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	73.2	55.6	95.7
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	79.3
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	59.9	60.6	70.1	55.7	56.7	78.5	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	64.7	56.4	63.0
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	67.0	67.1	68.9
6	Salary Payment Current	52.4	92.0	100.0	63.5	100.0	87.7	63.1	96.3	95.2	91.9	69.3
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	0.0	29.3	6.1	20.0	44.0	87.5	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	32.3	4.9	25.4
	Provider Knowledge Score	44.8	62.3	59.7	70.1	66.7	54.3	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	76.6	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	67.4	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	59.4	71.5	60.3
	Staff received training in last year	30.1	56.3	9.1	61.5	42.8	72.2	20.4	78.5	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	14.0	11.5	18.8
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	43.7	40.7	66.6	66.9	78.8	86.7	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	63.7	83.3	88.2
	Drug Availability Index	53.3	81.8	48.0	79.4	90.7	80.9	84.4	91.3	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	73.9	86.8	86.6
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	19.3	35.0	28.3	76.0	49.6	38.3	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	62.5	78.1	59.4
	Clinical Guidelines Index	22.5	51.0	22.6	25.8	42.5	50.6	70.3	75.8	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	53.8	82.8	94.2
	Infrastructure Index	49.3	63.2	47.8	29.6	63.0	51.3	53.2	68.7	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	48.9	50.4	60.8
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	62.9	70.8	50.0	68.7	77.5	74.0	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	66.4	92.3	85.4
	Patient Counseling Index	23.3	48.9	28.4	45.7	24.6	43.7	52.4	50.9	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	30.8	45.7	67.5
	Proper sharps disposal	34.1	85.0	100.0	38.4	29.7	51.7	94.8	80.7	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	64.8	64.9	85.1
18	Time Spent with Client	3.5	31.2	4.1	1.7	1.3	3.2	1.1	28.0	10.0	3.4	19.9
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	70.0	30.6	22.6	58.8	77.6	75.5	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	64.5	82.0	94.8
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	5.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	37.0	45.9	68.9
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	40.6	53.2	50.9	45.1	51.3	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	50.9	42.6	44.0	50.0
	Patient satisfaction concentration index	49.0	50.9	49.4	49.2	49.8	49.2	49.3	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	48.4	49.2	50.4	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			10.0	20.0	25.0	15.0	30.0	55.0	4.5	13.6	47.8
25	Percent of Lower Benchmarks Achieved			60.0	80.0	75.0	80.0	85.0	95.0	59.1	72.7	100.0
26	Overall Mean Score			47.2	48.3	50.7	57.5	61.3	71.3	52.2	56.6	64.3

PAKTIKA PROVINCE FINDINGS

Summary

Paktika province attained the upper benchmarks for eleven of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has moved up considerably, from the 16th position in 2012/13 to the 7th place in 2015 among the 34 provinces.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
3. Health Post Status Index
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
19. Revised HMIS Use Index
20. Financial Systems

Rising trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
13. Revised Clinical Guidelines Index
16. Client Counselling Index
17. Universal Precautions
18. Time Spent with Client
19. Revised HMIS Use Index
20. Financial Systems
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Falling trend

8. New Provider Knowledge Score
12. Laboratory Functionality Index (CHCs only)

Areas of concern

None

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		PAKTYA								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	80.9	70.8	78.1	80.5	73.6	70.3	-	-	-
	Patient Perception of Quality Index	66.2	83.9	75.4	68.4	80.3	83.6	84.5	72.4	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	83.3	63.2	74.5
	Written Shura-e-sehie activities in community	18.1	66.5	63.9	62.1	75.2	84.0	85.6	78.4	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	83.9	94.1	91.2
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	77.8
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	52.5	53.8	63.8	63.9	65.4	58.1	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	62.6	55.3	62.9
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	70.8	69.5	70.8
6	Salary Payment Current	52.4	92.0	92.0	97.6	94.1	78.6	73.1	84.0	14.2	40.6	51.5
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	14.8	39.5	67.5	43.9	56.9	69.2	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	11.4	10.6	10.1
	Provider Knowledge Score	44.8	62.3	44.8	74.8	60.5	61.3	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	76.5	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	69.4	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	64.2	74.9	63.5
	Staff received training in last year	30.1	56.3	36.6	74.0	71.5	58.0	30.3	26.6	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	6.6	6.4	17.4
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	70.5	72.9	87.0	88.3	81.4	81.0	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	79.4	80.9	92.0
	Drug Availability Index	53.3	81.8	76.5	91.3	92.2	78.0	64.8	51.2	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	73.7	73.3	82.5
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	23.2	46.2	32.9	64.3	72.1	63.6	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	83.8	70.8	83.8
	Clinical Guidelines Index	22.5	51.0	34.8	45.4	68.1	77.1	69.4	83.8	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	78.6	83.8	78.3
	Infrastructure Index	49.3	63.2	50.6	31.8	61.3	56.9	52.5	55.0	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	61.2	74.7	71.4
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	52.9	69.7	96.0	92.6	78.4	73.1	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	73.8	72.5	78.4
	Patient Counseling Index	23.3	48.9	17.4	33.6	42.2	54.8	38.5	32.4	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	46.0	16.4	44.0
	Proper sharps disposal	34.1	85.0	19.0	0.0	78.5	17.7	82.1	69.2	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	76.7	60.9	82.5
18	Time Spent with Client	3.5	31.2	14.1	18.2	3.0	2.9	0.7	7.1	24.4	0.0	17.8
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	67.2	45.3	79.0	84.0	91.7	66.7	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	67.2	82.9	93.3
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	10.4	4.9	10.4
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	43.7	49.8	58.8
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	52.0	50.2	48.3	47.3	50.3	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	44.7	36.7	37.4	48.9
	Patient satisfaction concentration index	49.0	50.9	51.9	49.8	49.4	49.8	49.2	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	51.4	50.8	50.3	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			5.0	25.0	40.0	35.0	30.0	25.0	18.2	13.6	34.8
25	Percent of Lower Benchmarks Achieved			80.0	80.0	95.0	85.0	95.0	80.0	86.4	63.6	91.3
26	Overall Mean Score			49.6	54.8	66.4	63.4	63.9	60.4	54.7	53.3	61.4

PAKTIYA PROVINCE FINDINGS

Summary

Paktiya province attained the upper benchmarks for eight of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has moved up from the 27th position in 2012/13 to the 15th place in 2015 among the 34 provinces.

Areas of achievement

2. Community Involvement and Decision Making Index
3. Health Post Status Index
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
17. Universal Precautions
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

Rising trend

4. Revised Health Worker Satisfaction Index
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
16. Client Counselling Index
17. Universal Precautions
18. Time Spent with Client
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index
22. New Patient satisfaction concentration index

Falling trend

8. New Provider Knowledge Score
14. Revised Infrastructure Index

Areas of concern

6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		PANJSHER								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	N/A	92.5	94.4	84.4	83.6	75.0	-	-	-
	Patient Perception of Quality Index	66.2	83.9	81.1	82.9	80.5	77.6	81.3	76.5	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	79.9	75.4	91.2
	Written Shura-e-sehie activities in community	18.1	66.5	9.9	58.1	91.8	100.0	100.0	63.2	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	74.7	69.9	64.1
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	66.7
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	60.0	62.5	68.1	77.8	75.7	72.1	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	65.1	64.9	68.7
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	73.1	69.4	74.1
6	Salary Payment Current	52.4	92.0	64.1	100.0	100.0	85.3	98.0	37.0	81.8	95.3	98.1
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	0.0	62.8	65.5	56.6	50.2	80.2	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	33.1	10.1	43.5
	Provider Knowledge Score	44.8	62.3	70.9	75.2	84.5	82.9	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	74.8	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	52.9	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	66.0	64.5	61.8
	Staff received training in last year	30.1	56.3	14.9	84.7	71.8	64.1	100.0	60.1	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	13.0	6.8	11.2
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	62.5	72.1	85.4	92.9	94.8	85.7	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	73.6	69.1	78.6
	Drug Availability Index	53.3	81.8	74.4	76.4	81.0	93.5	98.3	72.6	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	75.9	76.9	69.0
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	32.1	48.5	48.5	51.5	57.6	57.1	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	68.8	68.8	87.5
	Clinical Guidelines Index	22.5	51.0	27.1	46.5	76.2	88.4	80.8	71.9	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	63.5	79.9	70.6
	Infrastructure Index	49.3	63.2	57.8	66.7	62.1	60.0	63.4	59.9	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	73.1	74.1	61.9
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	86.3	83.7	85.8	96.7	89.4	72.3	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	64.8	81.2	81.3
	Patient Counseling Index	23.3	48.9	86.1	44.3	45.3	67.7	48.0	25.7	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	27.4	33.9	57.5
	Proper sharps disposal	34.1	85.0	70.9	64.8	100.0	67.7	74.9	60.4	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	47.9	52.7	52.3
18	Time Spent with Client	3.5	31.2	32.6	28.7	7.1	67.2	52.4	19.2	18.5	30.1	19.6
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	77.7	100.0	100.0	96.1	93.5	63.4	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	68.4	88.3	66.1
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	46.9	47.5	53.2
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	53.0	49.7	51.2	53.7	50.9	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	49.8	45.3	46.6	47.9
	Patient satisfaction concentration index	49.0	50.9	50.0	49.2	49.9	50.0	49.2	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	50.2	50.0	49.6	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			31.6	50.0	60.0	70.0	60.0	25.0	4.5	18.2	30.4
25	Percent of Lower Benchmarks Achieved			84.2	100.0	95.0	100.0	100.0	90.0	72.7	77.3	82.6
26	Overall Mean Score			53.2	67.5	72.4	75.7	75.8	60.3	55.0	57.0	59.8

PANJSHIR PROVINCE FINDINGS

Summary
Panjshir province attained the upper benchmarks for six of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has dropped down from the 15th place in 2012/13 to the 22nd place in 2015 among the 34 provinces.

Areas of achievement
1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
12. Laboratory Functionality Index (CHCs only)

Rising trend
1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)

Falling trend
11. Pharmaceuticals and Vaccines Availability Index
14. Revised Infrastructure Index
19. Revised HMIS Use Index

Areas of concern
2. Community Involvement and Decision Making Index
3. Health Post Status Index
11. Pharmaceuticals and Vaccines Availability Index
20. Financial Systems

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		PARWAN								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	91.6	87.1	97.9	84.0	70.6	87.4	-	-	-
	Patient Perception of Quality Index	66.2	83.9	83.3	79.2	84.0	79.3	69.1	83.3	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	81.8	82.1	77.8
	Written Shura-e-sehie activities in community	18.1	66.5	27.3	63.9	91.9	100.0	100.0	100.0	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	80.7	82.5	77.0
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	67.1
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	60.6	69.6	79.7	89.8	70.8	79.7	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	67.5	63.0	61.4
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	71.1	74.5	71.1
6	Salary Payment Current	52.4	92.0	59.5	98.3	100.0	98.7	81.3	88.8	75.0	76.6	95.8
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	52.1	62.8	67.8	70.9	67.0	95.0	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	34.1	56.4	34.5
	Provider Knowledge Score	44.8	62.3	51.7	79.1	86.0	84.4	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	82.8	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	73.5	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	65.7	70.6	64.4
	Staff received training in last year	30.1	56.3	51.6	82.5	71.8	82.4	76.8	41.2	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	11.6	5.5	12.0
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	50.9	54.5	86.6	84.1	96.7	91.5	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	71.0	67.3	70.4
	Drug Availability Index	53.3	81.8	68.8	79.7	95.4	92.2	100.0	77.1	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	76.2	59.9	34.0
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	20.8	19.3	59.3	39.8	45.5	37.1	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	40.0	46.3	67.7
	Clinical Guidelines Index	22.5	51.0	35.1	42.3	91.1	89.9	91.6	90.8	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	64.7	65.0	65.3
	Infrastructure Index	49.3	63.2	51.8	39.5	76.6	51.9	61.8	58.8	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	55.6	59.4	63.2
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	76.1	71.1	84.8	80.4	88.8	88.8	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	74.4	75.8	58.5
	Patient Counseling Index	23.3	48.9	59.2	38.7	47.3	45.5	55.6	37.9	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	44.7	37.1	21.4
	Proper sharps disposal	34.1	85.0	16.1	44.5	95.9	77.1	75.4	57.7	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	53.6	42.9	48.5
18	Time Spent with Client	3.5	31.2	22.9	21.6	16.4	19.6	32.5	35.7	28.5	14.0	0.0
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	46.3	71.0	95.1	80.5	90.4	91.4	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	76.1	65.4	48.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	52.4	45.1	42.4
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	50.6	52.0	51.9	48.9	47.6	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	47.2	45.0	38.3	49.8
	Patient satisfaction concentration index	49.0	50.9	53.1	49.3	50.1	50.3	49.9	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	49.6	50.2	49.5	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			15.0	25.0	75.0	45.0	60.0	45.0	13.6	18.2	8.7
25	Percent of Lower Benchmarks Achieved			85.0	90.0	100.0	100.0	95.0	100.0	86.4	59.1	65.2
26	Overall Mean Score			51.5	60.3	76.5	72.5	72.7	70.6	55.5	53.5	51.3

PARWAN PROVINCE FINDINGS

Summary

Parwan province attained the upper benchmarks for only one of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has dropped down considerably, from the 25th place in 2012/13 to the 33rd place in 2015 among the 34 provinces.

Areas of achievement

6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines

Rising trend

6. Salary Payment Current
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

Falling Trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
8. New Provider Knowledge Score
15. Client Background and Physical Assessment Index
16. Client Counselling Index
18. Time Spent with Client

Areas of Concern

4. Revised Health Worker Satisfaction Index
11. Pharmaceuticals and Vaccines Availability Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
18. Time Spent with Client
19. Revised HMIS Use Index
20. Financial Systems

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		SAMANGAN								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	87.2	94.1	68.7	80.9	93.8	77.6	-	-	-
	Patient Perception of Quality Index	66.2	83.9	74.9	79.4	67.5	83.1	90.2	72.5	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	77.1	73.7	81.6
	Written Shura-e-sehie activities in community	18.1	66.5	18.1	36.8	71.4	82.5	100.0	92.5	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	86.9	78.1	82.3
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	61.7
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	69.1	68.6	68.3	75.5	68.3	65.2	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	71.0	55.4	68.0
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	79.0	70.0	75.5
6	Salary Payment Current	52.4	92.0	57.2	97.7	100.0	100.0	100.0	93.4	70.7	52.1	80.2
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	26.2	63.5	70.9	40.6	62.3	80.7	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	34.0	28.3	39.0
	Provider Knowledge Score	44.8	62.3	49.4	61.6	71.2	76.9	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	80.1	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	67.0	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	71.9	72.4	65.2
	Staff received training in last year	30.1	56.3	57.1	68.7	81.1	74.5	78.1	37.1	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	9.7	7.4	10.9
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	74.4	73.2	80.7	93.7	80.9	91.1	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	90.1	74.9	73.7
	Drug Availability Index	53.3	81.8	74.4	95.1	89.3	97.4	100.0	84.4	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	90.1	77.6	58.6
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	5.6	48.4	50.2	40.5	76.1	52.5	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	62.5	60.0	78.1
	Clinical Guidelines Index	22.5	51.0	64.4	42.6	65.7	96.7	85.0	89.1	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	95.7	74.5	74.4
	Infrastructure Index	49.3	63.2	65.0	26.8	33.0	36.9	28.4	61.2	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	45.3	28.6	51.1
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	67.2	86.6	81.3	89.0	99.2	74.6	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	74.4	75.5	78.6
	Patient Counseling Index	23.3	48.9	29.6	45.4	30.0	48.6	96.4	28.2	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	41.4	24.3	38.7
	Proper sharps disposal	34.1	85.0	62.2	27.9	100.0	100.0	100.0	100.0	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	64.8	41.2	52.1
18	Time Spent with Client	3.5	31.2	38.7	18.9	19.7	29.4	82.4	0.0	4.4	0.5	12.8
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	69.4	40.9	92.2	93.2	98.3	95.1	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	78.3	54.0	61.5
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	54.1	36.2	42.4
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	57.0	57.5	51.3	52.7	52.2	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	51.9	43.9	44.7	45.8
	Patient satisfaction concentration index	49.0	50.9	48.5	49.9	48.9	49.1	50.1	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	50.0	50.0	50.8	49.9
Composite Scores												
24	Percent of Upper Benchmarks Achieved			30.0	45.0	55.0	70.0	75.0	45.0	31.8	9.1	21.7
25	Percent of Lower Benchmarks Achieved			95.0	85.0	90.0	95.0	95.0	95.0	86.4	54.5	78.3
26	Overall Mean Score			54.8	59.2	67.1	72.1	81.1	68.2	58.9	49.1	55.7

SAMANGAN PROVINCE FINDINGS

Summary

Samangan province attained the upper benchmarks for five of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has moved up from the 33rd position in 2012/13 to the 30th place in 2015 among the 34 provinces.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
12. Laboratory Functionality Index (CHCs only)

Rising trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
12. Laboratory Functionality Index (CHCs only)
14. Revised Infrastructure Index
16. Client Counselling Index
17. Universal Precautions
18. Time Spent with Client
21. Health Facility Management Functionality Index

Falling trend

8. New Provider Knowledge Score
11. Pharmaceuticals and Vaccines Availability Index
23. New Patient satisfaction concentration index

Areas of concern

3. Health Post Status Index
11. Pharmaceuticals and Vaccines Availability Index
19. Revised HMIS Use Index
20. Financial Systems
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		SARIPUL								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	77.4	91.8	86.4	77.0	93.5	74.8	-	-	-
	Patient Perception of Quality Index	66.2	83.9	62.3	76.4	87.4	79.5	87.9	75.8	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	69.8	68.7	65.8
	Written Shura-e-sehie activities in community	18.1	66.5	30.1	65.4	67.5	95.7	91.1	87.7	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	80.9	87.9	92.6
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	68.6
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	51.2	68.6	71.9	70.3	70.3	69.5	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	61.8	62.8	67.6
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	68.4	70.1	72.9
6	Salary Payment Current	52.4	92.0	80.4	76.0	31.2	58.7	98.7	21.6	69.1	73.6	92.2
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	31.1	60.3	67.7	54.9	61.7	78.2	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	9.5	22.6	33.6
	Provider Knowledge Score	44.8	62.3	53.5	66.6	63.9	66.5	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	88.9	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	66.0	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	63.4	71.6	59.7
	Staff received training in last year	30.1	56.3	38.5	72.9	53.4	51.2	70.3	45.2	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	7.6	9.8	17.3
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	62.3	88.3	81.6	90.4	92.9	82.3	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	76.0	78.5	89.7
	Drug Availability Index	53.3	81.8	58.1	98.4	76.6	90.7	95.0	94.9	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	75.7	77.9	75.3
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	18.8	47.3	62.7	57.0	73.5	68.8	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	70.0	56.3	86.0
	Clinical Guidelines Index	22.5	51.0	33.4	53.7	41.0	84.5	87.2	79.1	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	65.0	73.5	82.8
	Infrastructure Index	49.3	63.2	51.3	23.6	35.2	29.2	37.2	35.3	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	50.4	54.1	35.3
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	73.8	70.0	86.9	84.9	91.2	73.1	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	66.7	70.7	82.8
	Patient Counseling Index	23.3	48.9	46.9	25.2	44.2	53.9	47.4	19.0	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	44.5	28.2	51.7
	Proper sharps disposal	34.1	85.0	45.4	77.7	32.2	95.7	100.0	32.1	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	61.5	67.8	57.8
18	Time Spent with Client	3.5	31.2	18.5	6.6	8.6	11.9	6.4	1.8	21.3	3.8	22.9
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	53.8	75.1	72.1	87.4	92.8	86.6	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	69.3	75.9	76.4
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	20.3	25.4	5.4
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	44.5	40.9	50.3
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	52.8	56.5	56.2	54.4	52.9	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	47.7	45.1	35.3	49.7
	Patient satisfaction concentration index	49.0	50.9	51.5	50.1	49.6	49.5	49.6	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	49.1	50.0	49.6	50.0
Composite Scores												
24	Percent of Upper Benchmarks Achieved			10.0	45.0	40.0	65.0	80.0	35.0	4.5	9.1	39.1
25	Percent of Lower Benchmarks Achieved			90.0	90.0	85.0	95.0	90.0	70.0	86.4	81.8	91.3
26	Overall Mean Score			49.6	62.5	58.8	67.2	74.4	59.4	54.1	54.8	60.3

SARIPUL PROVINCE FINDINGS

Summary

Saripul province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has risen from the 22nd position in 2012/13 to the 18th place in 2015 among the 34 provinces.

Areas of achievement

2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index

Rising trend

2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
16. Client Counselling Index
22. New Outpatient visit concentration index

Falling trend

8. New Provider Knowledge Score
14. Revised Infrastructure Index
20. Financial Systems

Areas of concern

1. Overall Client Satisfaction and Perceived Quality of Care Index
14. Revised Infrastructure Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		TAKHAR								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	90.2	93.0	81.2	76.7	79.8	75.7	-	-	-
	Patient Perception of Quality Index	66.2	83.9	72.5	78.7	74.7	70.5	85.0	76.2	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	67.3	78.7	81.9
	Written Shura-e-sehie activities in community	18.1	66.5	67.8	64.4	92.4	100.0	100.0	95.5	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	80.4	93.6	74.9
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	70.9
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	58.9	62.2	70.4	72.4	61.0	75.0	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	64.5	63.0	64.6
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	68.8	72.6	69.1
6	Salary Payment Current	52.4	92.0	94.5	98.2	96.1	71.5	100.0	44.6	50.4	48.4	3.6
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	39.2	27.3	45.8	74.6	80.4	95.0	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	25.1	25.2	47.5
	Provider Knowledge Score	44.8	62.3	55.4	66.0	69.3	64.4	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	82.9	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	82.2	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	67.6	66.5	64.3
	Staff received training in last year	30.1	56.3	46.5	72.0	45.8	48.2	45.6	47.9	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	4.1	4.2	15.8
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	70.6	73.4	88.1	91.5	94.7	85.6	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	68.6	88.1	85.9
	Drug Availability Index	53.3	81.8	70.2	65.2	88.0	82.2	81.1	95.1	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	72.3	85.3	79.6
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	22.4	41.6	36.1	57.3	67.9	60.0	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	67.5	77.5	81.3
	Clinical Guidelines Index	22.5	51.0	33.7	61.6	77.1	89.7	96.5	82.4	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	76.3	90.3	92.7
	Infrastructure Index	49.3	63.2	39.3	35.3	33.2	49.8	56.3	75.6	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	42.1	61.0	58.0
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	76.0	79.8	75.1	93.0	83.0	80.4	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	60.8	74.6	87.8
	Patient Counseling Index	23.3	48.9	27.5	44.5	41.9	62.0	48.1	40.3	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	25.9	31.7	40.0
	Proper sharps disposal	34.1	85.0	82.5	62.6	64.8	96.0	95.8	81.0	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	43.3	55.5	80.5
18	Time Spent with Client	3.5	31.2	12.3	5.9	24.0	35.5	17.2	8.8	9.1	1.0	10.4
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	73.0	62.5	69.7	100.0	100.0	66.7	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	79.8	94.0	100.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	6.5	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	47.6	48.0	47.7
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	54.2	52.0	51.3	50.0	52.5	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	48.1	42.0	39.1	47.3
	Patient satisfaction concentration index	49.0	50.9	50.2	50.3	49.9	49.7	49.8	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	50.8	49.6	49.5	49.9
Composite Scores												
24	Percent of Upper Benchmarks Achieved			15.0	30.0	35.0	65.0	45.0	45.0	4.5	22.7	39.1
25	Percent of Lower Benchmarks Achieved			95.0	90.0	95.0	100.0	100.0	95.0	59.1	72.7	91.3
26	Overall Mean Score			56.8	59.8	63.7	71.7	73.9	68.3	50.6	57.0	58.9

TAKHAR PROVINCE FINDINGS

Summary
Takhar province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has dropped down from the 15th place in 2012/13 to the 25th place in 2015 among the 34 provinces.

Areas of achievement
1. Overall Client Satisfaction and Perceived Quality of Care Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
17. Universal Precautions
19. Revised HMIS Use Index

Rising trend
1. Overall Client Satisfaction and Perceived Quality of Care Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
15. Client Background and Physical Assessment Index
17. Universal Precautions
18. Time Spent with Client
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

Falling Trend
2. Community Involvement and Decision Making Index
20. Financial Systems

Areas of Concern
6. Salary Payment Current
20. Financial Systems

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		URUZGAN				
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2009/10	2011/12	2012/13	2015
Domain A: Client and Community								
	Overall Patient Satisfaction	66.4	90.9	65.6	89.8	-	-	-
	Patient Perception of Quality Index	66.2	83.9	91.9	85.4	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	77.6	75.2	83.1
	Written Shura-e-sehie activities in community	18.1	66.5	71.4	77.7	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	69.3	71.9	90.9
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	78.3
Domain B: Human Resources								
	Health Worker Satisfaction Index	56.1	67.9	65.6	81.3	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	63.4	58.8	56.9
5	Health Worker Motivation Index	66.7	72.8	-	-	66.7	69.9	64.4
6	Salary Payment Current	52.4	92.0	100.0	100.0	100.0	95.4	77.8
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	57.1	77.4	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	8.1	7.1	30.6
	Provider Knowledge Score	44.8	62.3	20.0	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	52.1	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	61.4	67.6	56.5
	Staff received training in last year	30.1	56.3	76.2	77.4	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	9.8	14.8	21.2
Domain C: Physical Capacity								
	Equipment Functionality Index	61.3	90.0	85.7	79.0	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	67.4	70.1	86.0
	Drug Availability Index	53.3	81.8	94.3	96.6	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	76.7	77.1	85.8
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	15.2	72.7	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	53.1	43.8	82.8
	Clinical Guidelines Index	22.5	51.0	76.2	70.1	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	66.4	61.6	83.8
	Infrastructure Index	49.3	63.2	66.7	62.5	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	52.5	57.8	69.0
Domain D: Quality of Service Provision								
	Patient History and Physical Exam Index	55.1	83.5	79.8	83.0	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	74.6	79.0	83.8
	Patient Counseling Index	23.3	48.9	33.5	39.1	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	54.9	36.3	65.4
	Proper sharps disposal	34.1	85.0	100.0	33.1	-	-	-
17	Universal Precautions	51.8	70.4	-	-	58.2	59.7	80.6
18	Time Spent with Client	3.5	31.2	0.0	7.5	13.5	3.8	23.8
Domain E: Management Systems								
	HMIS Use Index	49.6	80.7	76.2	100.0	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	50.8	47.5	84.4
20	Financial Systems	2.2	20.3	-	-	0.0	38.6	9.2
21	Health Facility Management Functionality Index	40.0	57.6	-	-	38.1	48.0	53.1
Domain F: Overall Mission								
	Outpatient visit concentration index	48.0	52.7	50.5	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	54.0	41.4	41.0	50.0
	Patient satisfaction concentration index	49.0	50.9	48.8	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	50.0	50.5	49.7	50.0
Composite Scores								
24	Percent of Upper Benchmarks Achieved			45.0	50.0	4.5	9.1	39.1
25	Percent of Lower Benchmarks Achieved			80.0	85.0	72.7	68.2	87.0
26	Overall Mean Score			63.7	69.4	52.5	53.4	63.8

URUZGAN PROVINCE FINDINGS

Summary

Uruzgan province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has moved up from the 26th place in 2012/13 to the 9th place in 2015 among the 34 provinces.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
3. Health Post Status Index
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions

Rising trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
19. Revised HMIS Use Index
22. New Outpatient visit concentration index

Falling trend

5. Health Worker Motivation Index
6. Salary Payment Current
8. New Provider Knowledge Score
20. Financial Systems

Areas of concern

4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
8. New Provider Knowledge Score

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		WARDAK								
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Domain A: Client and Community												
	Overall Patient Satisfaction	66.4	90.9	83.5	88.7	84.8	73.2	67.4	71.5	-	-	-
	Patient Perception of Quality Index	66.2	83.9	74.7	82.6	80.2	76.7	71.2	75.7	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	72.3	84.4	71.2
	Written Shura-e-sehie activities in community	18.1	66.5	49.1	87.5	100.0	91.3	93.8	89.6	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	74.5	92.2	79.3
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	61.2
Domain B: Human Resources												
	Health Worker Satisfaction Index	56.1	67.9	63.6	76.7	67.5	66.3	62.0	68.7	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	-	-	-	-	58.9	72.0	58.8
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	61.9	84.0	67.3
6	Salary Payment Current	52.4	92.0	76.7	55.6	65.1	15.7	36.1	74.1	100.0	100.0	98.8
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	60.3	68.0	72.5	68.9	60.7	70.2	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	5.7	19.2	38.2
	Provider Knowledge Score	44.8	62.3	51.9	65.7	70.9	71.0	-	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	78.7	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	-	-	-	-	83.1	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	-	-	-	-	55.8	78.9	58.1
	Staff received training in last year	30.1	56.3	57.7	76.7	76.3	54.8	79.5	77.6	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	13.9	12.5	9.5
Domain C: Physical Capacity												
	Equipment Functionality Index	61.3	90.0	67.4	83.9	88.4	85.7	88.4	87.9	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	80.3	95.5	87.6
	Drug Availability Index	53.3	81.8	88.6	99.0	94.7	79.0	86.3	79.6	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	-	-	-	-	82.8	84.1	82.6
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	24.6	71.0	71.1	68.5	57.2	65.6	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	82.5	71.9	70.0
	Clinical Guidelines Index	22.5	51.0	35.9	75.9	91.7	87.8	91.6	76.6	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	77.0	90.8	74.7
	Infrastructure Index	49.3	63.2	55.8	56.3	59.5	59.1	54.1	64.0	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	67.1	89.9	55.0
Domain D: Quality of Service Provision												
	Patient History and Physical Exam Index	55.1	83.5	66.1	84.8	86.0	81.4	77.5	70.6	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	75.5	86.4	90.8
	Patient Counseling Index	23.3	48.9	29.2	53.8	33.2	34.7	27.7	16.5	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	-	-	-	-	31.7	44.9	61.1
	Proper sharps disposal	34.1	85.0	28.5	72.6	91.9	100.0	71.5	34.1	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	65.1	77.3	78.0
18	Time Spent with Client	3.5	31.2	3.5	10.4	5.0	8.8	13.6	4.4	6.0	14.3	1.0
Domain E: Management Systems												
	HMIS Use Index	49.6	80.7	87.4	95.6	91.1	95.9	89.0	73.4	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	72.4	83.0	85.6
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	61.1	93.5	64.6
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	52.7	49.1	57.5
Domain F: Overall Mission												
	Outpatient visit concentration index	48.0	52.7	51.5	56.5	53.4	48.6	50.1	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	61.7	54.7	49.8	45.9
	Patient satisfaction concentration index	49.0	50.9	50.2	50.3	50.7	50.0	50.1	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	-	-	-	-	50.1	49.3	49.1	50.6
Composite Scores												
24	Percent of Upper Benchmarks Achieved			20.0	60.0	55.0	35.0	35.0	45.0	13.6	54.5	30.4
25	Percent of Lower Benchmarks Achieved			90.0	100.0	95.0	95.0	95.0	90.0	72.7	95.5	73.9
26	Overall Mean Score			55.3	70.6	71.7	65.9	65.3	64.8	59.2	69.2	62.9

WARDAK PROVINCE FINDINGS

Summary

Wardak province attained the upper benchmarks for six of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has dropped considerably, from the 1st position in 2012/13 to the 11th place in 2015 among the 34 provinces.

Areas of achievement

6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
10. Revised Equipment Functionality Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions

Rising trend

7. Revised Staffing Index -- Meeting minimum staff guidelines
16. Client Counselling Index
23. New Patient satisfaction concentration index

Falling trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
8. New Provider Knowledge Score
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
18. Time Spent with Client
22. New Outpatient visit concentration index

Areas of concern

1. Overall Client Satisfaction and Perceived Quality of Care Index
3. Health Post Status Index
4. Revised Health Worker Satisfaction Index
8. New Provider Knowledge Score
18. Time Spent with Client
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		ZABUL				
BPHS Balanced Scorecard 2004 - 2015		LB	UB	2004	2009/10	2011/12	2012/13	2015
Domain A: Client and Community								
	Overall Patient Satisfaction	66.4	90.9	81.2	75.4	-	-	-
1	Patient Perception of Quality Index	66.2	83.9	91.4	69.8	-	-	-
	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	73.9	72.6	90.3
	Written Shura-e-sehie activities in community	18.1	66.5	8.7	29.6	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	33.7	78.8	56.7
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	69.0
Domain B: Human Resources								
	Health Worker Satisfaction Index	56.1	67.9	60.0	55.7	-	-	-
4	Revised Health Worker Satisfaction Index	61.7	66.6	-	-	57.2	63.3	69.2
5	Health Worker Motivation Index	66.7	72.8	-	-	62.2	76.1	76.9
6	Salary Payment Current	52.4	92.0	86.6	37.4	40.5	35.3	100.0
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	52.4	100.0	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	33.3	15.4	45.3
	Provider Knowledge Score	44.8	62.3	40.2	-	-	-	-
	Revised Provider Knowledge Score	71.5	86.0	-	-	-	-	-
	Revised Provider Knowledge Score	61.9	77.7	-	62.6	-	-	-
8	New Provider Knowledge Score	59.4	67.6	-	-	45.5	64.3	67.1
	Staff received training in last year	30.1	56.3	72.0	45.7	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	14.9	8.4	11.5
Domain C: Physical Capacity								
	Equipment Functionality Index	61.3	90.0	69.3	50.0	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	59.0	84.9	79.4
	Drug Availability Index	53.3	81.8	81.8	93.2	-	-	-
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	-	-	65.1	77.9	79.0
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	7.9	66.6	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	48.8	64.6	78.8
	Clinical Guidelines Index	22.5	51.0	46.9	56.5	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	45.5	82.1	80.7
	Infrastructure Index	49.3	63.2	97.2	68.2	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	62.2	50.1	49.5
Domain D: Quality of Service Provision								
	Patient History and Physical Exam Index	55.1	83.5	74.8	63.7	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	67.0	80.1	79.6
	Patient Counseling Index	23.3	48.9	28.5	28.1	-	-	-
16	Client Counselling Index	31.7	58.5	-	-	36.5	44.7	51.3
	Proper sharps disposal	34.1	85.0	95.9	46.8	-	-	-
17	Universal Precautions	51.8	70.4	-	-	42.1	68.2	69.5
18	Time Spent with Client	3.5	31.2	20.9	0.5	4.5	15.5	0.0
Domain E: Management Systems								
	HMIS Use Index	49.6	80.7	14.5	53.6	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	37.5	87.1	82.0
20	Financial Systems	2.2	20.3	-	-	30.8	18.6	9.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	16.3	50.3	47.4
Domain F: Overall Mission								
	Outpatient visit concentration index	48.0	52.7	50.5	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	58.4	41.4	43.3	50.0
	Patient satisfaction concentration index	49.0	50.9	48.8	-	-	-	-
23	New Patient satisfaction concentration index	49.6	50.8	-	50.1	50.5	50.1	50.0
Composite Scores								
24	Percent of Upper Benchmarks Achieved			20.0	30.0	13.6	9.1	26.1
25	Percent of Lower Benchmarks Achieved			80.0	80.0	40.9	86.4	91.3
26	Overall Mean Score			56.5	55.6	44.0	56.0	60.5

ZABUL PROVINCE FINDINGS

Summary
Zabul province attained the upper benchmarks for six of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has risen from the 18th place in 2012/13 to the 17th place in 2012/13 among the 34 provinces.

Areas of achievement
1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
12. Laboratory Functionality Index (CHCs only)

Rising trend
4. Revised Health Worker Satisfaction Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
12. Laboratory Functionality Index (CHCs only)
22. New Outpatient visit concentration index

Falling trend
2. Community Involvement and Decision Making Index
18. Time Spent with Client
19. Revised HMIS Use Index

Areas of concern
2. Community Involvement and Decision Making Index
18. Time Spent with Client

APPENDIX I: NATIONAL HEALTH SERVICES PERFORMANCE ASSESSMENT SAMPLING FRAME, 2004 – 2015

Province	Number of Facilities									Number of Observations of Patient - Provider Interactions									Number of Exit Interviews									Number of Health Workers Interviewed								
	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Badakshan	24	25	24	25	25	25	25	25	24	216	247	212	232	246	249	22	262	237	204	248	212	232	246	249	222	262	237	74	46	69	75	94	71	85	82	91
Badghis	20	22	24	13	22	24	20	17	21	193	203	203	129	209	216	177	146	185	183	201	203	129	209	216	177	146	185	50	40	56	39	73	64	74	48	70
Baghlan	24	25	25	28	25	25	25	25	25	207	249	249	272	249	313	245	254	241	205	250	249	272	247	313	245	254	241	65	66	57	84	97	84	82	93	107
Balkh	27	25	25	27	25	25	23	25	24	245	249	248	263	243	299	190	265	145	240	250	248	263	243	299	190	265	143	85	82	81	106	98	87	77	86	78
Bamyan	24	25	25	25	25	25	24	25	24	224	232	244	244	219	306	213	233	216	229	233	244	244	219	306	213	233	216	72	53	75	72	76	81	80	84	88
Daykundi	NA	11	12	11	18	24	18	18	24	NA	10	117	98	174	240	148	130	139	NA	109	117	100	172	240	148	130	139	NA	30	34	37	58	72	57	52	76
Farah	11	9	7	9	NA	22	25	17	16	98	76	61	77	NA	219	247	153	143	100	66	61	77	NA	219	247	153	143	37	20	23	34	NA	67	71	55	35
Faryab	21	25	25	25	25	26	23	20	22	205	212	229	227	250	276	205	189	195	200	217	229	227	250	276	205	189	195	66	68	67	79	93	93	84	77	75
Ghazni	20	25	25	25	25	19	24	24	24	194	234	236	241	239	199	246	254	229	198	234	236	241	232	199	246	254	229	23	60	60	72	85	54	74	76	80
Ghor	17	19	19	21	25	24	23	18	24	157	184	177	189	240	269	146	175	234	142	180	177	189	240	269	146	175	234	27	34	36	44	82	67	45	54	80
Helmand	24	NA	NA	NA	NA	17	25	20	24	192	NA	NA	NA	NA	105	207	188	226	175	NA	NA	NA	NA	105	207	188	226	58	NA	NA	NA	NA	28	78	70	55
Herat	25	25	25	25	25	23	23	20	24	242	234	218	240	245	278	204	203	220	245	219	218	240	245	278	204	203	219	87	65	71	81	98	79	75	74	80
Jawzjan	21	25	25	22	22	20	25	20	25	206	231	212	215	219	246	219	194	239	207	233	212	215	218	246	219	194	239	50	62	64	71	75	71	85	79	81
Kabul	25	25	25	28	25	25	21	23	24	228	245	242	272	231	322	193	204	200	224	249	242	272	231	322	193	204	195	67	55	80	98	88	85	73	71	85
Kandahar	23	NA	NA	NA	NA	24	23	25	23	216	NA	NA	NA	NA	267	248	253	192	194	NA	NA	NA	NA	267	248	253	192	61	NA	NA	NA	NA	87	87	91	92
Kapisa	21	25	23	22	16	23	24	25	25	177	230	219	204	159	259	234	246	243	166	224	219	204	159	259	234	246	241	31	54	71	62	64	77	79	79	79
Khost	14	14	12	16	17	24	23	24	24	140	126	120	160	152	246	183	186	239	138	126	120	160	152	246	183	186	239	34	28	26	45	60	70	62	74	91
Kunar	14	24	24	24	23	15	25	25	25	130	250	228	238	230	167	275	268	249	127	240	228	238	230	167	275	268	249	33	63	65	65	76	51	89	89	87
Kunduz	16	25	25	25	25	25	25	25	25	154	241	250	250	250	294	245	249	245	155	222	250	250	249	294	245	249	244	41	66	70	68	97	90	85	89	93
Laghman	23	23	23	23	23	24	25	19	25	230	221	218	230	230	254	253	186	242	225	220	218	230	230	254	253	186	242	51	60	74	58	79	82	89	71	89
Logar	24	25	25	24	20	19	20	23	25	231	200	240	240	200	242	202	229	250	237	219	240	240	200	242	202	229	250	62	57	61	66	79	65	62	85	90
Nangarhar	24	25	25	25	25	24	24	25	25	234	237	249	246	250	295	252	257	249	233	252	249	246	243	295	252	257	249	55	61	67	84	94	77	87	95	112
Nimroz	8	8	7	7	6	11	11	13	12	80	64	59	62	58	129	98	117	114	77	64	59	60	58	129	98	117	114	23	13	15	23	24	36	35	40	39
Nuristan	13	11	10	10	9	18	NA	12	19	120	107	91	94	80	175	NA	120	179	121	107	91	94	80	175	NA	120	174	28	16	29	29	25	51	NA	34	59
Paktika	16	15	16	19	18	20	21	14	23	160	136	160	149	166	202	204	117	215	159	138	160	149	166	202	204	117	215	18	21	35	43	70	59	57	43	79
Paktya	16	21	24	24	21	19	24	24	23	161	206	236	235	201	198	211	233	174	151	202	236	235	201	198	211	233	171	49	42	67	76	78	53	77	72	91
Panjsher	14	14	11	11	11	20	17	17	19	138	122	107	110	97	167	124	144	126	128	122	107	110	97	167	124	144	126	34	28	35	37	38	53	50	47	55
Parwan	27	25	25	25	25	25	25	25	26	222	219	245	214	233	279	234	242	187	232	237	245	214	233	279	234	242	187	58	52	85	94	89	88	81	81	77
Samangan	7	18	20	20	18	21	22	24	23	68	163	189	200	177	255	208	206	215	70	163	189	200	177	255	208	206	215	26	51	48	67	64	62	64	71	70
Saripul	15	23	25	24	24	25	24	25	24	143	204	230	235	227	278	230	208	204	128	203	230	235	227	278	230	208	204	34	57	64	69	86	76	82	69	92
Takhar	25	25	25	25	25	25	25	25	24	203	246	237	245	250	280	247	238	220	207	256	237	245	250	280	247	238	220	57	55	59	80	97	78	92	83	101
Uruzgan	4	NA	NA	NA	NA	8	16	17	21	40	NA	NA	NA	NA	97	150	171	208	36	NA	NA	NA	NA	97	150	171	202	12	NA	NA	NA	NA	30	53	60	65
Wardak	26	25	25	27	25	20	24	25	25	226	208	246	259	246	216	206	250	242	222	207	246	259	246	216	206	250	242	70	57	79	85	96	60	75	82	89
Zabul	4	NA	NA	NA	NA	12	16	16	22	39	NA	NA	NA	NA	142	160	160	204	39	NA	NA	NA	NA	142	160	160	204	15	NA	NA	NA	NA	33	46	47	56
TOTAL	**617**	**629**	**630**	**636**	**618**	**726**	**738**	**725**	**783**	**5719**	**5856**	**5964**	**6089**	**5970**	**7979**	**6826**	**6930**	**7046**	**5597**	**5862**	**5964**	**6087**	**5950**	**7979**	**6826**	**6930**	**7021**	**1553**	**1452**	**1723**	**1940**	**2233**	**2281**	**2392**	**2403**	**2687**

APPENDIX II: NUMBER OF CHWS INTERVIEWED, 2004 – 2015

Province	Number of CHW Interviews								
	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015
Badakshan	NA	NA	NA	NA	NA	18	25	17	23
Badghis	NA	NA	NA	NA	NA	NA	4	6	21
Baghlan	NA	NA	NA	NA	NA	32	14	15	36
Balkh	NA	NA	NA	NA	NA	24	13	18	24
Bamyan	NA	NA	NA	NA	NA	32	23	20	20
Daykundi	NA	NA	NA	NA	NA	19	16	11	23
Farah	NA	NA	NA	NA	NA	7	7	8	3
Faryab	NA	NA	NA	NA	NA	30	4	9	29
Ghazni	NA	NA	NA	NA	NA	4	10	23	18
Ghor	NA	NA	NA	NA	NA	32	3	8	29
Helmand	NA	NA	NA	NA	NA	4	4	6	7
Herat	NA	NA	NA	NA	NA	42	7	22	28
Jawzjan	NA	NA	NA	NA	NA	17	16	16	35
Kabul	NA	NA	NA	NA	NA	23	8	3	19
Kandahar	NA	NA	NA	NA	NA	14	18	20	30
Kapisa	NA	NA	NA	NA	NA	43	19	27	22
Khost	NA	NA	NA	NA	NA	5	5	12	25
Kunar	NA	NA	NA	NA	NA	14	49	46	23
Kunduz	NA	NA	NA	NA	NA	29	33	22	27
Laghman	NA	NA	NA	NA	NA	44	13	28	20
Logar	NA	NA	NA	NA	NA	6	5	NA	20
Nangarhar	NA	NA	NA	NA	NA	46	26	30	25
Nimroz	NA	NA	NA	NA	NA	6	8	6	6
Nuristan	NA	NA	NA	NA	NA	NA	NA	NA	9
Paktika	NA	NA	NA	NA	NA	NA	1	7	15
Paktya	NA	NA	NA	NA	NA	22	5	6	21
Panjsher	NA	NA	NA	NA	NA	16	14	14	15
Parwan	NA	NA	NA	NA	NA	43	21	27	30
Samangan	NA	NA	NA	NA	NA	14	9	6	20
Saripul	NA	NA	NA	NA	NA	33	15	14	36
Takhar	NA	NA	NA	NA	NA	29	23	14	19
Uruzgan	NA	NA	NA	NA	NA	3	5	4	10
Wardak	NA	NA	NA	NA	NA	18	12	22	34
Zabul	NA	NA	NA	NA	NA	1	1	2	7
TOTAL	**NA**	**NA**	**NA**	**NA**	**NA**	**670**	**436**	**489**	**729**

APPENDIX III: BASIC PACKAGE OF HEALTH SERVICES SAMPLE, 2015

Province	BHC	CHC	Subcenter	Total
Badakshan	15	5	4	**24**
Badghis	16	1	4	**21**
Baghlan	15	5	5	**25**
Balkh	11	5	8	**24**
Bamyan	15	5	4	**24**
Daykundi	12	5	7	**24**
Farah	4	4	8	**16**
Faryab	14	5	3	**22**
Ghazni	15	5	4	**24**
Ghor	15	5	4	**24**
Helmand	16	2	6	**24**
Herat	14	5	5	**24**
Jawzjan	15	5	5	**25**
Kabul	15	5	4	**24**
Kandahar	15	7	1	**23**
Kapisa	12	6	7	**25**
Khost	6	11	7	**24**
Kunar	15	5	5	**25**
Kunduz	15	5	5	**25**
Laghman	15	5	5	**25**
Logar	13	5	7	**25**
Nangrahar	15	5	5	**25**
Nimroz	4	3	5	**12**
Nuristan	9	3	7	**19**
Paktika	14	4	5	**23**
Paktya	16	5	2	**23**
Panjsher	8	2	9	**19**
Parwan	12	6	8	**26**
Samangan	9	4	10	**23**
Saripul	15	5	4	**24**
Takhar	15	5	4	**24**
Uruzgan	8	4	9	**21**
Wardak	15	5	5	**25**
Zabul	7	5	10	**22**
Total	**430**	**162**	**191**	**783**

APPENDIX IV: COMPARISON OF BPHS BALANCED SCORECARD INDICATORS USED IN 2004 TO 2013 WITH INDICATORS USED IN 2015

I) Revision of Indicators in 2011/12

BPHS 2004-2010	Status in revised BSC in 2011/12 (on 2015 list)
1 Overall Patient Satisfaction	
2 Patient Perception of Quality Index	Similar. Merged together into new *Indicator 1. Overall Client Satisfaction and Perceived Quality of Care Index*
3 Written Shura-e-sehie activities in community	Similar to new *Indicator 2. Community Involvement and Decision Making Index*
4 Health Worker Satisfaction Index	Similar to new *Indicator 4. Revised Health Worker Satisfaction Index*
5 Salary payments current	Kept the same. Now indicator no. 6
6 Equipment Functionality Index	Similar to new *Indicator 10. Revised Equipment Functionality Index*
7 Drug Availability Index	Similar to new *Indicator 11. Pharmaceuticals and Vaccines Availability Index*
8 Family Planning Availability Index	Dropped
9 Laboratory Functionality Index (Hospitals & CHCs)	Similar to new *Indicator 12. Revised Laboratory Functionality Index (for CHCs only)*
10 Staffing Index -- Meeting minimum staff guidelines	Similar to new *Indicator 7. Revised Staffing Index*
11 Provider Knowledge Score*	Similar to new *Indicator 8. New Provider Knowledge Score*
12 Staff received training in last year	Similar to new *Indicator 9. Revised Staff Received Training (in last year)*
13 HMIS Use Index	Similar to new *Indicator 19. Revised HMIS Use Index*
14 Clinical Guidelines Index	Similar to new *Indicator 13. Revised Clinical Guidelines Index*
15 Infrastructure Index	Similar to new *Indicator 14. Revised Infrastructure Index*
16 Patient Record Index	Dropped
17 Facilities having TB register	Dropped
18 Patient History and Physical Exam Index	Similar to new *Indicator 15. Client Background and Physical Assessment Index*
19 Patient Counseling Index	Similar to new *Indicator 16. Client Counselling Index*
20 Proper sharps disposal	Similar to new *Indicator 17. Universal Precautions*
21 Average new outpatient visit per month (BHC > 750 visits)	Dropped
22 Time spent with patient (> 9 minutes)	Kept the same. Now indicator no. 17
23 BPHS facilities providing antenatal care	Dropped
24 Delivery care according to BPHS	Dropped
E. Financial Systems	Dropped
25 Facilities with user fee guidelines*	Dropped
26 Facilities with exemptions for poor patients*	Dropped

I) Revision of Indicators in 2011/12

BPHS 2004-2010	Status in revised BSC in 2011/12 (on 2015 list)
27 Females as % of new outpatients	Dropped
28 Outpatient visit concentration index	Reference population changed. Rest the same. Now indicator *22. New Outpatient visit concentration index*
29 Patient satisfaction concentration index	Reference population changed. Rest the same. Now indicator *23. New Patient satisfaction concentration index*
28b New Outpatient visit concentration index*	
29b New Patient satisfaction concentration index*	
Percent of Upper Benchmarks Achieved	Retained: Percent of Upper Benchmarks Achieved
Percent of Lower Benchmarks Achieved	Retained: Percent of Lower Benchmarks Achieved
Mean Score across 26 indicators	Retained: Overall Mean Score

II) New Indicators Introduced to Revised BPHS BSC in 2011/12 - No analogues in previous BPHS BSC

Indicator 5. Health Worker Motivation Index

Indicator 20. Financial Systems

Indicator 21. Health Facility Management Functionality Index

III) New Indicators Introduced to Revised BPHS BSC in 2015 - No analogues in previous BPHS BSC

Indicator 3. Health Post Status
Index

APPENDIX V: LIST OF ITEMS INCLUDED IN E ACH INDICATOR FOR THE 2015 BPHS BALANCED SCORECARD

S. No.	Indicator/Sub-item	Means/Proportions 2015	sd 2015
Indicator 1	**Overall Client Satisfaction and Perceived Quality of Care Index**		
SI # 1	How satisfied are you with cleanliness of the health facility?	81.3	22.2
SI # 2	How satisfied are you with respectfulness of health providers?	85.2	20.5
SI # 3	How satisfied are you with the way health workers explained your llness?	80.5	21.2
SI # 4	How satisfied are you with the way health workers explained your treatment?	80.4	21.1
SI # 5	How satisfied are you with the cost of this visit to the health facility?	77.5	25.3
SI # 6	How satisfied are you with privacy during your visit?	81.1	23.2
SI # 7	How satisfied are you with amount of time a health worker spent with you during your visit?	79.2	21.5
SI # 8	How satisfied are you with the hours during which the facility is open?	79.5	22.2
SI # 9	How satisfied are you with the amount of time you spent waiting to be seen by a health provider?	72.4	27.5
SI # 10	How satisfied are you with your visit to this health facility overall?	83.5	19.9
SI # 11	How satisfied are you with the cleanliness of the toilets in this HF?	70.0	27.9
SI # 12	How satisfied are you with the availability of the medicines that the health worker prescribed? - Include in analysis	77.6	24.1
Indicator 2	**Community Involvement and Decision Making Index**		
SI # 1	Is there a Shura -e -sehi in this area?	93.7	24.3
SI # 2	Does the facility have written records of the activit ies carried out by the Shura e Sehie in past 12 months?	93.7	24.3
SI # 3	Is a list of members and contact information of the Shura -e -Sehie available? (Documentation needs to be produced)	89.6	30.5
SI # 4	Were there at least one person from the community present in each Shura-e - Sehie meeting held in the past 6 months?	89.1	31.1
SI # 5	Does Shura-e - Sehie provide any support to CHWs?	76.9	42.2
Indicator 4	**Health Worker Satisfaction Index**		
SI # 1	I know what is expected of me in this job - WORK CONTENT	90.7	17.3
SI # 2	This job allows me to use all my skills - WORK CONTENT	91.0	17.1
SI # 3	I understand my daily duties at this job - WORK CONTENT	93.1	15.7
SI # 4	In this job management rarely interferes in my work - AUTONOMY	40.7	37.1
SI # 5	This job allows me to use my personal judgment in carrying out the work - AUTONOMY	69.3	34.5
SI # 6	There are unnecessary procedures in this job that take time away from my actual work - WORK DEMANDS	67.7	33.9
SI # 7	I am often asked to do things that are not my duties -WORK DEMANDS	67.5	35.4
SI # 8	I often have to work extra hours in this job -WORK DEMANDS	31.7	32.9
SI # 9	This job provides me with adequate opportunities to learn new skills - GROWTH & DEVELOPMENT	84.7	23.4
SI # 10	This job provides me with adequate opportunities to participate in training programs - GROWTH & DEVELOPMENT	83.3	23.5
SI # 11	I know how much I will get paid at the end of each month in this job - FINANCIAL REWARDS	83.4	24.1
SI # 12	I have to work extra to have enough money for my family - FINANCIAL REWARDS	32.2	33.6
SI # 13	The benefits we receive are as good as most other jobs offer in Afghanistan -FINANCIAL REWARDS	51.2	34.6

S. No.	Indicator/Sub-item	Means/Proportions 2015	sd 2015
SI # 14	I understand the types of benefits that I am supposed to receive in this job - FINANCIAL REWARDS	76.4	26.7
SI # 15	There are few rewards for those who work here - FINANCIAL REWARDS	37.6	31.9
SI # 16	There is really too little chance for promotion in this job - PROMOTION	47.7	34.7
SI # 17	People get ahead as fast here as they do in other organizations - PROMOTION	58.5	32.1
SI # 18	Those who do well on the job stand a fair chance of being promoted - PROMOTION	74.5	29.9
SI # 19	In this job work assignments are not fully explained - SUPERVISION & COMMUNICATION	63.9	35.4
SI # 20	I can get help from my supervisor when I need it - SUPERVISION & COMMUNICATION	82.6	23.9
SI # 21	My supervisor never gives me any feedback about how well I am doing in my job -SUPERVISION & COMMUNICATION	57.6	36.7
SI # 22	When I do a good job, I receive the recognition from my supervisor - SUPERVISION & COMMUNICATION	72.9	30.6
SI # 23	I have good working relationships with my colleagues - CO - WORKERS	91.4	17.6
SI # 24	I find I have to work harder at my job because of the incompetence of people I work with - CO -WORKERS	31.7	32.2
SI # 25	I have all the necessary equipment and tools to do my job well - RESOURCE AVAILABILITY & INFRASTRUCTURE	74.1	27.8
SI # 26	This facility/hospital provides adequate medicine to provide good quality of care - RESOURCE AVAILABILITY & INFRASTRUCTURE	69.6	29.1
SI # 27	Physical condition of the building I work in is adequate - RESOURCE AVAILABILITY & INFRASTRUCTURE	63.7	34.2
SI # 28	I worry a lot about my family's and my own security living in this community - PHYSICAL SECURITY	46.2	37.2
SI # 29	There is adequate security in the hospital/facility to do my job properly - PHYSICAL SECURITY	70.3	31.4
SI # 30	People in this facility/hospital do not have to worry often about getting fired - JOB SECURITY	57.5	34.5
SI # 31	I can keep this job as long as I want - JOB SECURITY	73.2	30.1
SI # 32	Staff in this facility/hospital have opportunities to participate in developing facility/hospital's budget - TRANSPARENCY &	51.9	35.4
SI # 33	Staff in this facility/hospital have opportunities to express their opinions - TRANSPARENCY & PERCEPTION OF EQUITY	77.5	25.5
SI # 34	The rules for salary payments are fair - TRANSPARENCY & PERCEPTION OF EQUITY	60.3	33.9
SI # 35	My supervisor is unfair to me - TRANSPARENCY & PERCEPTION OF EQUITY	67.8	35.4
SI # 36	I feel like I am rewarded fairly for the work I do - TRANSPARENCY &PERCEPTION OF EQUITY	67.4	29.9
Indicator 5	**Health Worker Motivation Index**		
SI # 1	I work in this job because I have a chance to help other people through my work	89.6	19.1
SI # 2	I work in this facility because it plays an important role in the community	86.4	22.0
SI # 3	I work here because it makes me feel important	74.6	30.6
SI # 4	I only work here to get so that I can get paid	65.0	33.3
SI # 5	I frequently think of quitting this job	70.7	32.8
SI # 6	I feel I should personally take the credit or blame for the results of my work on this job	78.8	22.8
SI # 7	I do this job because my family would be disappointed if I quit	43.4	34.9
SI # 8	I work here because of opportunities for promotion	76.0	25.8
SI # 9	I sometimes feel my work here is meaningless	77.5	31.1
SI # 10	I work in this job because it allows me to decide how my work is organized	77.9	22.0

S. No.	Indicator/Sub-item	Means/Proportions 2015	sd 2015
SI # 11	I work in this facility because it has sufficient resources I need to do my job (medicine, equipment, infrastructure)	67.9	29.4
SI # 12	I work in this job because it allows me to use my skills	83.4	21.9
SI # 13	I do this job because it gives me respect in the community	61.6	34.8
SI # 14	I work here because it is located in a safe area	61.7	32.4
SI # 15	I work here because of good benefits I receive (Note: all benefits – housing, transportation, anything else you receive – think overall)	39.5	32.6
SI # 16	I don't care much about the quality of work here	81.2	29.4
SI # 17	I work in this job because I can accomplish something worthwhile in this job	87.0	20.4
SI # 18	I work here because it provides long term security for me	73.3	27.1
SI # 19	I work here because I have no other choice	57.5	35.2
SI # 20	I feel a very high degree of personal responsibility for the work I do on this job	90.7	17.1
Indicator 6	**Salary Payment Current**		
SI # 1	If the payment of your salary is up to date	66.4	47.2
Indicator 7	**Staffing Index**		
Sub-Centers		**70.2**	**45.9**
SI # 1	Nurse (Male or Female)		
SI # 2	(Community) Midwife (Male or Female)		
BHC		**8.6**	**28.0**
SI # 1	Nurse (Male or Female)		
SI # 2	Community Midwife (Male or Female)		
SI # 3	Community Health Supervisor (Male or Female)		
SI # 4	Vaccinators (Male or Female)		
SI # 5	Physician (Male or Female)		
CHC		**31.5**	**46.6**
SI # 1	Nurse (Male or Female)		
SI # 2	Community Midwife (Male or Female)		
SI # 3	Community Health Supervisor (Male or Female)		
SI # 4	Vaccinators (Male or Female)		
SI # 5	Physician (Male or Female)		
SI # 6	Laboratory Technician (Male or Female)		
SI # 7	Pharmacy Technician (Male or Female)		
Indicator 9	**Staff Received Training (in last year)**		
SI # 1	IMCI	17.0	37.6
SI # 2	HIV/AIDS	13.7	34.4
SI # 3	Tuberculosis	17.1	37.7
SI # 4	Malaria	15.3	36.0
SI # 5	FP methods	19.5	39.6
SI # 6	Maternal and neonatal health	15.5	36.2
SI # 7	Universal Precautions	11.8	32.3

S. No.	Indicator/Sub-item	Means/Proportions 2015	sd 2015
SI # 8	Nutrition	30.5	46.0
SI # 9	CHW Refresher training	12.0	32.5
Indicator 10	**Equipment Functionality Index**		
SI # 1	Children' Scale	91.9	27.2
SI # 2	Height Measure	90.4	29.5
SI # 3	Adult scale	89.9	30.2
SI # 4	Sphygmomanometer	78.5	41.1
SI # 5	Thermometer	93.3	25.0
SI # 6	Stethoscope	99.2	8.7
SI # 7	Otoscope	81.1	39.2
SI # 8	Sterilizer	81.4	38.9
SI # 9	Suction/aspiration device	87.7	32.9
SI # 10	Vision chart	80.6	39.6
SI # 11	Minor surgical set - Include sub-items list	88.0	32.5
SI # 12	Fetoscope	97.9	14.5
SI # 13	Speculum	88.5	31.9
SI # 14	Watch (with seconds hand)	72.9	44.5
SI # 15	Flash light	60.3	49.0
SI # 16	Stretcher	74.1	43.8
SI # 17	Cold boxes[Separate from vaccine carrier]	93.3	25.0
SI # 18	Vaccine carriers - Cold chain equipment [Separate]	97.7	14.9
SI # 19	Vaccine refrigerator	96.1	19.5
SI # 20	Ambu bag	76.7	42.3
SI # 21	Delivery Kit	90.7	29.0
SI # 22	Oxygen Gauge & Cylinder	50.5	50.0
SI # 23	MUAC / Tape measure	91.8	27.5
SI # 24	Microscope (Only CHCs)	96.5	18.5
SI # 25	Centrifuge (Only CHCs)	80.6	39.7
SI # 26	Hemoglobinometer (Only CHCs)	82.2	38.3
Indicator 11	**Pharmaceuticals and Vaccines Availability Index**		
SI # 1	Tetracycline ophthalmic ointment	83.3	37.3
SI # 2	Paracetamol tabs	86.2	34.5
SI # 3	Amoxicillin / Ampicillin (syrup, tabs or capsule)	90.2	29.8
SI # 4	ORS packets	90.1	29.9
SI # 5	Iron tabs (with or without folic acid)	86.1	34.7
SI # 6	Cotrimoxazole	92.7	26.0
SI # 7	Salbutamol	84.6	36.2
SI # 8	Adrenaline	62.3	48.5
SI # 9	Folic Acid	76.1	42.7
SI # 10	Mebendazole	81.2	39.1
SI # 11	Metronidazole	85.2	35.5

S. No.	Indicator/Sub-item	Means/Proportions 2015	sd 2015
SI # 12	Sodium Lactate	74.8	43.4
SI # 13	Iodine	46.9	49.9
SI # 14	Retinol (Vitamin A)	83.0	37.6
SI # 15	Zinc	80.6	39.6
SI # 16	Vitamin K	70.5	45.6
SI # 17	Condoms	92.2	26.9
SI # 18	Oral contraceptive tablets	95.0	21.7
SI # 19	DMPA	93.2	25.1
SI # 20	IUD	85.9	34.9
SI # 21	Chloroquine	81.1	39.2
SI # 22	ACT (fansidar + artesunate)	71.3	45.3
SI # 23	Rifampin	45.0	49.8
SI # 24	INH	45.2	49.8
SI # 25	Magnesium Sulfate	79.9	40.1
SI # 26	Oxytocin	86.9	33.8
SI # 27	BCG	82.3	38.2
SI # 28	OPV	83.3	37.3
SI # 29	TT vaccine	83.3	37.3
SI # 30	DPT/HBV/Hib pentavalent	82.0	38.4
SI # 31	Measles	82.3	38.2
Indicator 12	**Laboratory Functionality Index (for CHCs only)**		
SI # 1	White cell and red cell counts	96.2	19.1
SI # 2	Malaria smears (thick and thin)	96.2	19.2
SI # 3	TB smears	98.1	13.6
SI # 4	Gram stains	55.1	49.9
SI # 5	Blood type and cross match	86.8	34.0
SI # 6	HIV testing	95.0	21.9
SI # 7	Liver function testing	22.3	41.8
SI # 8	Syphilis testing	85.4	35.4
SI # 9	Rapid diagnostic test for malaria	61.0	48.9
SI # 10	Urine dipstick tests	95.6	20.6
SI # 11	Pregnancy testing	98.1	13.6
SI # 12	Hepatitis B testing	96.9	17.5
SI # 13	Hepatitis C testing	92.5	26.5
SI # 14	Blood sugar	40.9	49.3
SI # 15	Stool tests for parasites	91.8	27.5
SI # 16	Stool tests for occult blood	62.3	48.6
Indicator 13	**Clinical Guidelines Index**		
SI # 1	IMCI	88.3	32.1
SI # 2	Tuberculosis	75.4	43.1
SI # 3	Malaria	80.8	39.4

S. No.	Indicator/Sub-item	Means/Proportions 2015	sd 2015
SI # 4	Immunization	83.3	37.3
SI # 5	Family planning	89.8	30.3
SI # 6	HIV Counseling and Testing guidelines - Only for CHCs	63.2	48.3
Indicator 14	**Functional Infrastructure Index**		
SI # 1	Heating in patient areas during winters	49.8	50.0
SI # 2	Reliable source of electricity	17.7	38.2
SI # 3	Functional water source	63.8	48.1
SI # 4	Windows - Few or no repairs needed	73.4	44.2
SI # 5	Doors - Few or no repairs needed	69.8	45.9
SI # 6	Interior Walls - Few or no repairs needed	71.3	45.3
SI # 7	Exterior Walls - Few or no repairs needed	66.4	47.3
SI # 8	Roof - Few or no repairs needed	72.9	44.5
SI # 9	Grounds condition satisfactory	57.4	49.5
SI # 10	Toilets condition satisfactory	42.0	49.4
Indicator 15	**Client Background and Physical Assessment Index**		
SI # 1	Consultations in which health worker greets the client	72.4	44.7
SI # 2	Consultations in which age was checked by the health worker (HW)	95.4	20.9
SI # 3	Consultations in which the reason for visit was registered by the HW	97.0	17.1
SI # 4	Consultations in which the details of the reason of visit was asked?	94.7	22.3
SI # 5	Consultations in which HW asked about previous intervention(s)	53.2	49.9
SI # 6	Consultations in which HW examined the client	80.3	39.8
SI # 7	Consultations in which privacy was observed	89.8	30.2
Indicator 16	**Client Counseling Index**		
SI # 1	Tell mother/caretaker the name of the disease	60.6	48.9
SI # 2	Explain about the disease, its causes and/or course	59.3	49.1
SI # 3	The health worker explains home care or precautions	58.4	49.3
SI # 4	The health worker says the names of pharmaceutical products to client (if applicable)	51.3	50.0
SI # 5	The health worker explains how to take medication (if applicable)	90.7	29.1
SI # 6	The health worker explains the potential adverse reactions (if applicable)	36.9	48.3
SI # 7	The health worker explains the signs and symptoms that should prompt re -visit	34.1	47.4
SI # 8	The health worker asks the client if s/he has any queries	39.2	48.8
Indicator 17	**Universal Precautions**		
SI # 1	Is there evidence that the safety boxes or closed containers are being used properly for disposal of used sharps?	92.0	27.1
SI # 2	Is there evidence that syringes are being disposed of WITHOUT being recapped?	76.2	42.6
SI # 3	Are there posted procedures for decontamination procedure steps?	68.9	46.3
SI # 4	Is a basin with a water source and soap available in this room?	74.2	43.8
SI # 5	Is there evidence that disinfectants are being used in the facility?	75.0	43.3
SI # 6	Is there evidence that the incinerator is being used regularly?	70.6	45.6
SI # 7	Is there evidence that the sterilizer is being used regularly?	78.5	41.1

S. No.	Indicator/Sub-item	Means/Proportions 2015	sd 2015
SI # 8	Are there used needles, sharps, syringes, and other medical waste lying on the ground inside or outside the facility?	21.0	40.8
SI # 9	Use of Syringes: Disposable syringes are being used for all injections	98.8	10.7
Indicator 18	**Time Spent with Client**		
SI # 1	How much time in total did the health worker spend in consultation with patient? (>=9 min)	14.7	35.4
Indicator 19	**HMIS Use Index**		
SI # 1	MIAR analysis - last month	89.5	30.7
SI # 2	MAAR analysis - last month	79.8	40.2
SI # 3	Facility Status Report (FSR)	83.5	37.1
SI # 4	Notifiable Diseases Report	65.0	47.7
SI # 5	Is there a TB register?	74.2	43.8
Indicator 20	**Financial Systems**		
SI # 1	Is there a petty cash system in this facility?	14.9	35.6
SI # 2	Is there any petty cash available for the facility expenses	50.3	50.1
SI # 3	Are there any records of expenditures for the last month?	76.8	42.4
Indicator 21	**Health Facility Management Functionality Index**		
SI # 1	Are there minutes from the health facility staff meeting in the last 3 months ?	85.2	35.6
SI # 2	Has there been at least one supervision visit received from the higher level (PHD or NGO office or CHS) in past 3 months?	77.4	41.9
SI # 3	Is there a CHW supervision schedule created by health facility staff?	55.3	49.7
SI # 4	Is there a summary scoring sheet for results from the NMC present in this facility? (Actual sighting needed)	87.5	33.1
SI # 5	Were recommendations written in a supervision book from last supervision?	92.6	26.1
SI # 6	Is there an up to date furniture inventory present?	19.9	40.0
SI # 7	Is there an up to date inventory of equipment?	23.6	42.5
SI # 8	Is there an up to date inventory record on essential drugs?	27.9	44.9
SI # 9	Has the national monitoring checklist been administered in this facility in the last 12 months?	22.1	41.5
Indicator 3	**Health Post Status (New)**		
HP Functionality		**85.4**	**13.3**
	HP staffing (1 male and 1 female at least)	94.9	15.2
	HP repairs	59.1	43.4
	Existence of Shora-e Sehi	102.2	14.7
	CHW supervision	91.6	19.3
	HMIS reporting	76.5	37.0
CHW Functionality		**69.1**	**19.4**
	CHW kit	81.5	38.8
	CHW equipment	60.4	30.2
	CHW medical supply	78.3	28.4
	Protocols and guidelines	67.6	34.4

S. No.	Indicator/Sub-item	Means/Proportions 2015	sd 2015
	CHW Activeness	57.5	26.3
CHW Satisfaction		**60.1**	**34.4**
	I am often asked to do things that are not my duties	77.8	24.6
	I often have to work extra hours in this job	35.5	29.7
	This job provides me with adequate opportunities to learn new skills	81.4	21.7
	This job provides me with adequate opportunities to participate in training programs	80.0	23.2
	I have to work extra to have enough money for my family	49.5	38.3
	The benefits we receive (such as transportation allowance and others) are good	28.3	33.6
	I understand the types of benefits that I am supposed to receive in this job	51.7	36.1
	There are few rewards for those who work here	40.3	38.2
	In this job work assignments are not fully explained	59.1	35.2
	I can get help from my supervisor when I need it	79.5	24.6
	My supervisor never gives me any feedback about how well I am doing in my job	58.3	35.6
	When I do a good job, I receive the recognition from my supervisor	77.1	26.6
	I have good working relationships with my colleagues	86.6	19.1
	I have all the necessary equipment and tools to do my job well	60.7	31.8
	My health post provides adequate medicine to provide good quality of care	57.6	32.7
	Physical condition of the health post I work in is adequate	52.2	34.4
	I worry a lot about my family's and my own security living in this community	48.9	36.9
	There is adequate security in the village to do my job properly	65.8	32.7
	I can keep this job as long as I want	76.5	25.1
	I have opportunities to express my opinions	76.8	24.8
	The rules for incentive payments are fair	30.0	36.2
	My supervisor is unfair to me	67.8	36.2
	I feel like I am rewarded fairly for the work I do	37.5	36.9
CHW Motivation		**63.9**	**10.4**
	I work in this job because it is part of the way in which I have chosen to live my life	71.1	30.2
	I work here because it makes me feel important	68.3	30.9
	I only work here so that I get incentives	74.0	34.0
	I frequently think of quitting this work	61.6	34.0
	I feel I should personally take the credit or blame for the results of my work	69.1	27.5
	I do this work because my family would be disappointed if I stop	52.4	35.6
	I work here because of opportunities for promotion	72.6	26.0
	I sometimes feel my work here is meaningless	70.4	33.2
	I work as a CHW because it allows me to decide how my work is organized	72.0	23.5
	I work in this health post because it has sufficient resources I need to do my work (medicine, equipment, infrastructure)	48.3	34.4
	I work as a CHW because it allows me to use my skills	77.2	23.6

S. No.	Indicator/Sub-item	Means/Proportions 2015	sd 2015
	I do this work because it gives me respect in the community	66.5	30.9
	I work here because it is located in a safe area	62.9	32.6
	I work here because of good benefits I receive (Note: all benefits – transportation, anything else you receive – think overall)	25.9	31.9
	It is hard for me to care very much about whether or not the work gets done right	49.2	30.6
	I work as a CHW because I can accomplish something worthwhile in this role	74.6	25.7
	I work here because it provides long term security for me	62.8	30.0
	Since I've heard about opportunities to receive performance-based payments I've been working harder than before	52.1	36.0
	I feel a very high degree of personal responsibility for the work I do on this role	82.7	21.5

APPENDIX VI: CHANGE IN RANK ORDER OF PROVINCES BETWEEN 2012/13 AND 2015, ON THE BASIS OF OVERALL MEAN SCORE

Province	Overall Mean Scores		Rank Order		Rank Order Change
	2012 /13	2015	2012 /13	2015	2015 minus 2012/13
Badakshan	55.6	57.6	20	27	-7
Badghis	54.4	59.5	23	24	-1
Baghlan	65	71.0	6	1	5
Balkh	53.7	64.4	24	6	18
Bamyan	49.8	65.1	31	5	26
Daykundi	50.8	49.3	30	34	-4
Farah	60.3	58.6	11	26	-15
Faryab	57.3	61.7	13	14	-1
Ghazni	55.8	59.6	19	23	-4
Ghor	48	57.5	34	28	6
Helmand	53.1	56.8	28	29	-1
Herat	62.1	65.9	9	4	5
Jawzjan	54.8	61.8	21	13	8
Kabul	52.1	55.0	29	31	-2
Kandahar	60.9	60.1	10	20	-10
Kapisa	56.1	62.4	17	12	5
Khost	49.4	60.2	32	19	13
Kunar	67.7	59.8	2	21	-19
Kunduz	63.2	63.9	7	8	-1
Laghman	65.9	61.0	5	16	-11
Logar	62.3	67.9	8	3	5
Nangrahar	67.2	68.6	3	2	1
Nimroz	57.3	62.7	12	10	2
Nuristan	66.9	54.5	4	32	-28
Paktika	56.6	64.3	16	7	9
Paktya	53.3	61.4	27	15	12
Panjsher	57	59.8	14	22	-8
Parwan	53.5	51.3	25	33	-8
Samangan	49.1	55.7	33	30	3
Saripul	54.8	60.3	22	18	4
Takhar	57	58.9	15	25	-10
Uruzgan	53.4	63.6	26	9	17
Wardak	69.2	62.5	1	11	-10
Zabul	56	60.5	18	17	1

Green **Improvement in rank**
Red **Drop in rank**

APPENDIX VII: NUTRITION COUNSELLING, NUTRITION KNOWLEDGE, HIV KNOWLEDGE, HIV ATTITUDE AND HCWM WEIGHTED PROPORTIONS - WIGHTED SIMILAR TO BPHS BSC INDICATORS: STAFF-RELATED INDICES BASED ON STAFF CATEGORY AND THE REST BASED ON FACILITY TYPE

Province	Nutrition Assessing and Counseling	Staff Knowledge of Nutrition	Staff Knowledge of HIV	Staff Attitude toward PLWHA	Proportion of health facility in which safety boxes or closed containers are being used properly for disposal of used sharps	Proportion of health facility in which syringes are being disposed of WITHOUT being recapped	Proportion of health facility with posted procedures for decontamination procedure steps	Proportion of health facility with a basin with a water source and soap available in this room	Proportion of health facility in which disinfectants are being used	Proportion of health facility in which evidence that the incinerator is being used regularly	Proportion of health facility that disposable syringes are being used for all injections	Proportion of health facility with evidence that the sterilizer is being used regularly	HCWM Composite Index
Badakshan	70.6	82.0	72.3	66.3	92.4	78.5	58.2	30.9	57.1	62.6	100.0	69.2	68.5
Badghis	36.3	80.5	61.7	59.7	78.5	83.9	59.8	69.8	56.8	58.7	100.0	56.8	66.4
Baghlan	63.5	80.8	71.2	63.8	100.0	100.0	93.8	93.8	96.9	93.8	100.0	96.9	96.9
Balkh	57.8	86.1	74.8	70.5	90.7	3.8	87.7	74.7	54.8	11.8	100.0	79.7	62.5
Bamyan	45.0	84.5	71.8	60.3	100.0	86.2	96.9	89.2	96.9	92.4	100.0	100.0	95.1
Daykundi	31.8	79.1	73.8	68.2	69.3	84.5	27.0	20.8	60.4	30.9	100.0	34.7	55.2
Farah	33.4	76.3	67.1	54.5	88.4	88.4	88.4	88.4	73.0	76.8	100.0	88.4	86.0
Faryab	27.7	85.0	72.2	68.5	90.7	9.3	37.1	34.7	100.0	86.5	100.0	96.7	84.5
Ghazni	24.0	86.5	64.0	60.2	100.0	95.4	100.0	86.2	100.0	96.9	100.0	96.9	96.9
Ghor	46.2	68.5	68.8	58.5	100.0	87.7	58.7	47.5	61.6	72.4	100.0	55.5	71.8
Helmand	45.8	61.2	61.9	47.1	87.8	84.5	77.1	81.2	73.2	69.3	69.1	75.3	74.7
Herat	69.9	79.7	70.5	67.3	89.3	56.1	67.6	83.2	68.1	76.0	100.0	55.1	75.0
Jawzjan	74.4	77.9	69.4	55.1	100.0	93.9	91.8	88.2	84.6	92.3	96.9	92.3	91.1
Kabul	28.6	76.5	67.9	65.1	87.1	50.3	60.4	53.8	61.7	47.8	100.0	60.0	67.0
Kandahar	15.7	67.7	70.5	56.0	100.0	100.0	21.5	100.0	96.9	80.8	100.0	96.7	87.4
Kapisa	32.5	86.4	73.8	65.2	96.1	83.6	50.7	80.2	84.1	59.4	100.0	91.8	80.7

Province	Nutrition Assessing and Counseling	Staff Knowledge of Nutrition	Staff Knowledge of HIV	Staff Attitude toward PLWHA	Proportion of health facility in which safety boxes or closed containers are being used properly for disposal of used sharps	Proportion of health facility in which syringes are being disposed of WITHOUT being recapped	Proportion of health facility with posted procedures for decontamination procedure steps	Proportion of health facility with a basin with a water source and soap available in this room	Proportion of health facility in which disinfectants are being used	Proportion of health facility in which evidence that the incinerator is being used regularly	Proportion of health facility that disposable syringes are being used for all injections	Proportion of health facility with evidence that the sterilizer is being used regularly	HCWM Composite Index
Khost	30.9	67.9	71.1	51.7	100.0	97.9	100.0	100.0	100.0	100.0	100.0	95.6	99.2
Kunar	57.8	87.8	67.5	52.0	77.5	77.5	43.2	79.0	31.9	31.9	100.0	91.1	66.7
Kunduz	50.8	76.2	65.6	59.5	93.9	81.2	80.7	87.8	70.7	81.6	100.0	80.1	84.3
Laghman	43.5	81.0	67.0	81.2	69.5	66.2	62.9	95.4	86.1	77.1	100.0	73.9	83.5
Logar	16.7	82.0	73.1	75.5	100.0	100.0	78.1	95.8	82.3	92.1	100.0	94.9	90.8
Nangrahar	54.2	82.8	77.5	84.7	92.3	90.8	66.3	96.9	93.8	44.7	100.0	70.9	82.2
Nimroz	27.0	86.5	73.6	73.0	100.0	100.0	30.8	84.5	100.0	100.0	100.0	93.9	90.4
Nuristan	27.3	67.4	60.6	67.9	80.1	81.7	71.5	37.0	39.6	66.3	92.3	38.8	59.9
Paktika	54.9	74.1	68.5	63.2	96.1	96.1	96.1	92.3	96.7	87.3	100.0	90.3	94.4
Paktya	41.7	76.7	70.6	57.6	100.0	78.6	100.0	79.0	100.0	76.6	100.0	97.3	91.3
Panjsher	24.2	82.5	67.7	63.2	100.0	0.0	43.4	47.8	56.5	33.3	100.0	73.9	58.5
Parwan	11.7	80.3	70.4	65.0	69.3	7.6	19.3	50.1	30.9	57.8	100.0	84.7	52.1
Samangan	27.3	83.0	69.2	70.4	82.0	51.6	39.2	55.8	27.3	46.5	100.0	34.1	54.6
Saripul	37.1	85.4	64.2	52.9	100.0	100.0	34.5	54.7	44.4	44.0	96.7	49.0	63.8
Takhar	24.6	83.1	72.9	74.8	100.0	96.9	73.8	56.9	96.9	100.0	100.0	96.9	90.2
Uruzgan	42.9	82.0	79.0	68.3	92.4	96.2	84.6	80.8	90.8	78.3	100.0	90.0	87.9
Wardak	46.0	70.2	68.5	66.7	96.9	58.3	96.9	51.5	100.0	93.8	100.0	87.7	85.9
Zabul	31.6	80.2	72.5	66.1	95.6	100.0	77.9	74.1	78.5	63.3	100.0	72.3	79.7
National	**41.6**	**76.9**	**69.7**	**63.9**	**91.8**	**75.7**	**68.2**	**73.9**	**74.2**	**69.9**	**98.9**	**77.8**	**78.3**

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