The Balanced Scorecard Report

Basic Package of Health Services 2016

August 2016

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 record 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 715 facility assessments of Comprehensive Health Centers (CHC), Basic Health Centers (BHC) and Sub-Health Centers (SHC) in the 34 province of Afghanistan. Observations included 6,824 patient-provider interactions and patient exit interviews, and 2,313 interviews with health workers.

In 2016, the concentration indices were calculated based on data from the socio-economic status module of Afghanistan National Health Survey 2016, whereas in the previous years the NRVA 2008 data were used. In addition, a few corrections were made in calculation of the concentration indices based on the technical team's best knowledge. As a results of this correction, contrary to what has been shown in the previous BSC reports, the use of BPHS services does not seem to be as equitably distributed between the poor and rich across provinces. Overall, in provinces with larger urban populations, BPHS services appear to be primarily used by poorer households, whereas in the provinces with larger rural populations, the BPHS seems to be used more by the richer households.

In 2016, the estimate of the national median score for the composite average score fell between Kunduz (62.5) and Helmand (62.1) and equaled 62.3. This year Kunduz met 43.5 percent of upper benchmarks and Helmand 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, 60.4 percent in 2015, and 63.1 percent in 2016. On average, 43.2% of upper benchmarks (it was 34.8% in 2015), and 84.5% of lower benchmarks (it was 91.3 % in 2015) were achieved this year.

Overall, the 2016 national BSC results demonstrated overall progress in the health sector with over two thirds (13 out of 23) of indices showing an increase of minimum five percent meeting the upper benchmarks. On the other hand, comparing the upper benchmarks with those of 2015, there were notable declines nationally for the overall client satisfaction and perceived quality of care, revised health worker satisfaction, health worker motivation, revised staff training index, and laboratory functionality 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 in comparison to 2015, the 2016 BSC results show good performance (more than 5% in national median score) in the indices of community involvement in decision making (median score 90%), on-time payment of salaries (median score 90%), revised staffing index (median score 40%), laboratory functionality index (median score 87%), client background and physical assessment index (median score 89.5%), client counselling index (median score 60.5%), universal precaution index (median score 79%), and health facility management functionality index (median score 55%).

Nationally in comparison to 2015, some other indices show some improvement in 2016 - between 1% to 5% in national median score, and these indices are: health post status index (median score 75%), revised health worker satisfaction index (65%), revised equipment functionality index (89%), revised clinical guidelines index (88%), and revised HMIS index (84%).

Despite the above improvement, two indices show considerable drop between 2015 and 2016. Time spent with client (for which a minimum of nine minutes spent with each client is the cutoff point) dropped from 12% in 2015 to 7% in 2016 in median score, and financial systems index dropped from 5% in 2015 to 1.5% in 2016 in median score. There were some drops in median score for staff training index (17% in 2015, and 14% in 2016), and some insignificant drops in overall client satisfaction and perceived quality of care (median score 81% in 2015, and 79% in 2016), in health worker motivation index (median score 72% in 2015, and 71% in 2016), and in pharmaceuticals and vaccines availability index (median score 83% in 2015, and 80% in 2016).

With respect to new outpatient concentration index, only 14.7% of upper benchmarks were met this, and with regard to patient satisfaction concentration index, there was no achievement in terms of meeting the upper benchmarks across the 34 provinces.

With respect to percentage of provinces meeting upper benchmarks, 16 indices show improvement while five indices show decline in comparison to 2015. In 2016, Nangarhar and Logar are the highest performing province with respect to meeting upper benchmarks (78.3% each), followed by Baghlan and Nuristan (73.9% each). Nangarhar also has the highest overall score (74.1%), followed by Baghlan (73.0%), followed by Nuristan (72.6%), Logar (71.4%) and Faryab

(70.7%) overall scores. In 2015, the provinces with highest overall score were Baghlan (70.8), Nangarhar (68.6), and Logar (67.9).

This year, on the other hand, the provinces at the bottom of rank in terms of achieving upper benchmarks are Badghis (4.1%), Bamyan and Parwan (8.7% each), and Kapisa, Kabul and Ghor (13.0% each). In 2015, Parwan, Daykundi, and Kabul were the provinces which achieved the least number of upper benchmarks. Daykundi, however, this year improved its place and is situated at 26th place median rank (with 34.8% achievement in terms of meeting upper benchmarks and 59.3% overall score). The lowest overall score concerns Badghis (49.8%), followed by Kapisa (53.1%) and Ghor (53.4%).

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. In 2016, the concentration indices were calculated based on data from the socio-economic status module of Afghanistan National Health Survey 2016, whereas in the previous years the NRVA 2008 data were used. In addition, a few corrections were made in calculation of the concentration indices based on the technical teams best knowledge. As a results of this correction, contrary to what has been shown in the previous BSC reports, the BPHS seems to be not equitably used by the poor and rich across provinces. In provinces with larger urban population, the BPHS seem to be more used by poorer households, whereas in the provinces with larger rural population, the BPHS seems to be more used by the richer households.

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

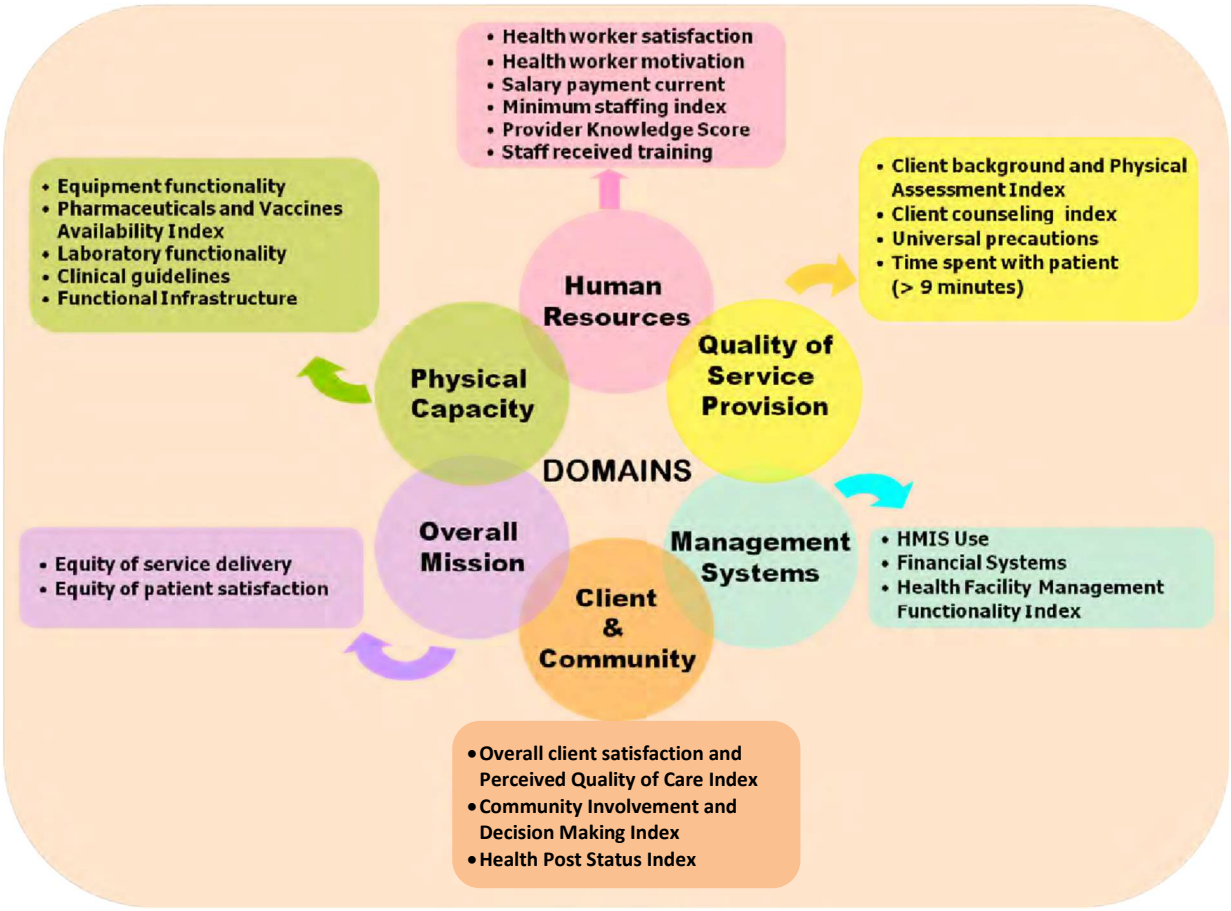
- Client and Community
- Human Resources
- Physical Capacity
- Quality of Service Provision
- Management Systems
- Overall Mission

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, and 2015 all 34 provinces were included. Likewise, this year all the 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 2016 annual round.

Table 1 shows a summary of the national sample for NHSPA 2004, 2005, 2006, 2007, 2008 and 2009-10, 2011/12, 2012/13, 2015 and 2016 annual rounds.

Table 1: National NHSPA Sample, 2004 - 2016

UNIT	2004	2005	2006	2007	2008	2009 /10	2011 /12	2012 /13	2015	2016
Number of Provinces	33	30	30	30	29	34	33	34	34	34
Number of Facilities	617	629	630	636	618	726	738	725	783	741
Number of Observations of Patient-Provider Interactions	5719	5856	5964	6089	5970	7979	6826	6930	7046	6818
Number of Exit Interviews	5597	5862	5964	6087	5950	7979	6826	6930	7021	6825
Number of Health Workers Interviewed	1553	1452	1723	1940	2233	2281	2393	2403	2687	2520
Number of CHWs Interviewed	-	-	-	-	-	670	436	489	729	918

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 2016, 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 2016.

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 2016 - National Medians

	AFGHANISTAN HEALTH SECTOR BPHS Balanced Scorecard 2011/12	LB	UB	National Medians 2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	79.1
	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	91.4
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	73.3	75.4
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	66.1
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	69.3	72.1	72.4	71.5
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	90.2
	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	34.8
	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	61.9
	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	14.7
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	88.8
	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	79.9
	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	78.7
	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	90.9

	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	66.7
Domain D: Quality of Service Provision													
	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	89.3
	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	59.8
	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	80.2
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	7.0
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	84.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	3.8	2.7	5.2	2.4
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	50.4	48.0	49.7	57.4
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	40.1
	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	49.9
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	39.1
25	Percent of Lower Benchmarks Achieved			78.6	85.0	87.5	93.9	92.2	88.7	77.8	75.0	91.3	87.0
26	Median for the average composite score			52.0	59.9	62.4	68.7	71.9	67.5	55.0	56.0	60.4	61.9

*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 2016 - Provinces Meeting Lower Benchmark

	AFGHANISTAN HEALTH SECTOR			Provinces meeting lower benchmark (LB) (%)									
	BPHS Balanced Scorecard 2011/12	**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
	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	76.5
	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	94.1
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	82.4	91.2
	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	91.2
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	81.8	94.1	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	76.5
	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	100.0
	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	67.6
	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	97.1
	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	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	88.2
	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	88.2
	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	97.1
	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	82.4

Domain D: Quality of Service Provision													
	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	11.8
	Patient Counselling 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	97.1
	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	91.2
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	64.7
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	85.3
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	81.8	50.0	76.5	50.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	81.8	91.2	88.2	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	44.1
	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	85.3
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	39.1
25	Percent of Lower Benchmarks Achieved			78.6	85.0	87.5	93.9	92.2	88.7	77.8	75.0	91.3	87.0
26	Median for the average composite score			52.0	59.9	62.4	68.7	71.9	67.5	55.0	56.0	60.4	61.9

Afghanistan Health Sector BPHS Balanced Scorecard 2016 - Provinces Meeting Upper Benchmark

	AFGHANISTAN HEALTH SECTOR BPHS Balanced Scorecard 2011/12	LB	UB	Provinces meeting upper benchmark (UB) (%) 2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
Domain A: Client and Community													
	Overall Patient Satisfaction	66.4	90.9	18.8	26.7	20	3.3	20.7	0	-	-	-	-
	Patient Perception of Quality Index	66.2	83.9	18.2	10	33.3	10	44.8	23.5	-	-	-	-
1	Overall Client Satisfaction and Perceived Quality of Care Index	73.3	81.3	-	-	-	-	-	-	18.2	23.5	44.1	38.2
	Written Shura-e-sehie activities in community	18.1	66.5	18.2	26.7	50	90	93.1	79.4	-	-	-	-
2	Community Involvement and Decision Making Index	72.4	90.0	-	-	-	-	-	-	18.2	32.4	38.2	58.8
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	23.5	35.3
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	44.1
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	18.2	44.1	47.1	41.2
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	47.1
	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	18.2	60	76.7	76.7	79.3	100	-	-	-	-
7	Revised Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	-	-	-	-	-	-	18.2	14.7	47.1	58.8
	Provider Knowledge Score	44.8	62.3	18.2	86.7	76.7	80	-	-	-	-	-	-
	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	11.8
	Staff received training in last year	30.1	56.3	18.2	90	70	73.3	72.4	41.2	-	-	-	-
9	Revised Staff Received Training (in last year)	7.1	14.9	-	-	-	-	-	-	18.2	8.8	64.7	44.1
Domain C: Physical Capacity													
	Equipment Functionality Index	61.3	90.0	0	0	3.3	30	41.4	29.4	-	-	-	-
10	Revised Equipment Functionality Index	67.4	85.0	-	-	-	-	-	-	18.2	29.4	52.9	70.6
	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	32.4
	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	18.2	66.7	83.3	100	96.6	97.1	-	-	-	-
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	-	-	-	-	-	-	18.2	14.7	70.6	55.9
	Clinical Guidelines Index	22.5	51.0	18.2	46.7	70	93.3	100	94.1	-	-	-	-
13	Revised Clinical Guidelines Index	64.3	85.9	-	-	-	-	-	-	18.2	35.3	38.2	67.6
	Infrastructure Index	49.3	63.2	18.2	10	6.7	16.7	24.1	52.9	-	-	-	-

14	Revised Infrastructure Index	48.9	73.4	-	-	-	-	-	-	18.2	38.2	14.7	20.6
Domain D: Quality of Service Provision													
	Patient History and Physical Exam Index	55.1	83.5	18.2	26.7	43.3	50	51.7	14.7	-	-	-	-
15	Client Background and Physical Assessment Index	66.7	81.5	-	-	-	-	-	-	18.2	41.2	58.8	76.5
	Patient Counselling 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	52.9
	Proper sharps disposal	34.1	85.0	18.2	10	33.3	50	31	23.5	-	-	-	-
17	Universal Precautions	51.8	70.4	-	-	-	-	-	-	18.2	23.5	58.8	73.5
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	17.6
Domain E: Management Systems													
	HMIS Use Index	49.6	80.7	18.2	16.7	43.3	70	82.8	44.1	-	-	-	-
19	Revised HMIS Use Index	66.1	86.2	-	-	-	-	-	-	18.2	35.3	26.5	44.1
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	18.2	23.5	14.7	23.5
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	18.2	20.6	23.5	47.1
Domain F: Overall Mission													
	Outpatient visit concentration index	48.0	52.7	18.2	31	27.6	27.6	89.3	-	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	-	-	-	-	17.6	9.1	5.9	2.9	14.7
	Patient satisfaction concentration index	49.0	50.9	18.2	3.4	3.5	0	7.1	-	-	-	-	-
23	New Patient satisfaction concentration index*	49.6	50.8	-	-	-	-	-	17.6	15.2	5.9	0	0.0
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	67
25	Percent of Lower Benchmarks Achieved			78.6	85.0	87.5	93.9	92.2	88.7	77.8	75.0	91.3	87.0
26	Median for the average composite score			52.0	59.9	62.4	68.7	71.9	67.5	55.0	56.0	60.4	61.9

Afghanistan Health Sector BPHS Balanced Score Card 2016 by Province

Afghanistan Health Sector		Benchmarks		Badakshan	Badghis	Baghlan	Balkh	Bamyan	Daykundi	Farah	Faryab	Ghazni	Ghor	Helmand
BPHS Balanced Score Card 2016		LB	UB											
Domain A: Client and Community														
1	Client Satisfaction & Perceived Quality of Care Index	73.3	81.3	63.8	68.0	78.1	80.1	86.7	70.9	73.4	78.3	72.2	60.0	87.9
2	Community Involvement and Decision Making Index	72.4	90.0	90.8	85.7	95.2	96.0	87.2	74.8	83.1	98.8	95.0	94.8	88.0
3	Health Post Status Index **(New)***	**67.1**	**77.8**	74.5	59.4	82.9	77.3	72.3	69.9	74.5	76.4	75.2	74.2	86.7
Domain B: Human Resources														
4	Health Worker Satisfaction Index	61.7	66.6	66.0	64.4	76.3	67.2	66.8	65.0	64.0	73.6	66.6	58.1	59.2
5	Health Worker Motivation Index	66.7	72.8	69.6	69.4	76.9	70.7	71.0	71.6	67.0	74.2	71.0	64.2	66.4
6	Salary Payment Current	52.4	92.0	100.0	4.7	95.8	87.6	68.4	91.1	9.4	100.0	80.5	4.3	23.9
7	Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	22.7	30.8	28.0	24.0	24.0	33.3	60.0	31.3	20.8	13.0	60.0
8	Provider Knowledge Score	59.4	67.6	63.9	56.2	68.0	61.4	62.5	64.5	55.1	73.4	63.0	60.9	47.4
9	Staff Received Training (in the past 12 months)	7.1	14.9	16.8	12.1	37.1	19.1	13.6	14.7	22.9	36.6	11.9	22.2	32.3
Domain C: Physical Capacity														
10	Equipment Functionality Index	67.4	85.0	86.1	74.8	92.0	88.2	85.3	79.9	89.6	97.5	88.5	81.6	93.0
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	89.1	73.6	89.2	79.5	78.6	76.0	80.4	97.0	90.2	78.6	94.3
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	78.1	0.0	88.5	76.3	46.3	85.9	83.3	37.5	90.0	66.3	60.9
13	Clinical Guidelines Index	64.3	85.9	90.9	69.0	86.5	92.9	85.5	86.5	98.5	100.0	83.5	79.3	93.3
14	Infrastructure Index	48.9	73.4	54.3	44.6	86.8	65.2	70.0	34.2	79.9	55.0	42.1	70.4	66.7
Domain D: Quality of Service Provision														
15	Client Background and Physical Assessment Index	66.7	81.2	86.2	90.3	93.6	91.4	82.2	86.5	92.2	95.2	91.2	75.5	73.0
16	Client Counselling Index	31.7	58.5	50.0	54.9	76.9	66.7	29.9	60.6	70.8	81.3	63.0	37.7	33.8
17	Universal Precautions	51.8	70.4	69.2	60.2	80.6	80.4	71.3	73.5	90.5	85.4	85.0	88.8	79.9
18	Time Spent with Client	3.5	31.2	10.8	34.2	16.0	38.4	9.3	31.9	61.8	68.3	2.2	0.0	7.4
Domain E: Management Systems														
19	HMIS Use Index	66.1	86.2	95.8	76.4	89.6	91.0	84.0	68.0	81.2	97.5	89.2	50.8	81.3
20	Financial Systems	2.2	20.3	4.2	0.0	89.3	1.3	0.0	4.3	0.0	4.2	0.0	6.7	6.7
21	Health Facility Management Functionality Index	40	57.6	57.5	38.4	57.9	66.2	58.8	42.4	60.4	69.0	43.8	55.8	69.3
Domain F: Overall Mission														
22	Outpatient visit concentration index	46.2	56.9	31.6	17.3	39.3	54.8	22.2	27.2	56.1	39.4	20.6	33.2	49.7
23	Patient satisfaction concentration index	49.6	50.8	50.4	49.8	49.6	49.7	49.9	48.9	50.0	50.2	50.2	49.8	49.9
COMPOSITE SCORES														
Percent of Upper Benchmarks Achieved				39.1	8.7	78.3	47.8	26.1	30.4	47.8	65.2	34.8	13.0	39.1
Percent of Lower Benchmarks Achieved				91.3	60.9	95.7	95.7	82.6	82.6	87.0	91.3	78.3	69.6	82.6
Overal Mean (Provincial)				61.8	49.3	72.8	66.3	57.6	59.2	65.4	70.4	60.7	53.3	61.3

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 2016		LB	UB												
Domain A: Client and Community															
1	Client Satisfaction & Perceived Quality of Care Index	73.3	81.3	85.9	87.6	75.6	82.3	79.2	77.2	76.1	89.7	79.0	82.6	85.2	72.6
2	Community Involvement and Decision Making Index	72.4	90.0	99.2	99.1	85.2	93.1	82.5	95.5	92.0	89.2	95.8	99.2	96.0	83.6
3	Health Post Status Index **(New)***	**67.1**	**77.8**	65.6	75.6	73.2	77.2	72.1	85.7	79.0	76.1	83.9	84.6	82.1	73.2
Domain B: Human Resources															
4	Health Worker Satisfaction Index	61.7	66.6	62.8	68.2	64.4	63.3	63.9	65.3	67.5	65.5	66.8	67.0	75.8	69.2
5	Health Worker Motivation Index	66.7	72.8	67.5	78.2	69.1	73.0	69.4	75.2	73.9	74.9	75.2	71.3	79.8	73.8
6	Salary Payment Current	52.4	92.0	89.3	29.4	83.7	42.5	35.8	87.1	100.0	95.4	100.0	93.6	100.0	93.9
7	Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	33.3	13.6	36.0	25.0	42.9	13.6	41.7	27.3	25.0	34.8	28.0	54.5
8	Provider Knowledge Score	59.4	67.6	64.1	65.0	63.3	54.6	60.4	57.7	68.2	64.9	59.1	61.5	63.9	62.4
9	Staff Received Training (in the past 12 months)	7.1	14.9	10.0	19.0	5.6	14.3	7.5	14.0	34.4	17.7	13.9	11.5	21.2	19.0
Domain C: Physical Capacity															
10	Equipment Functionality Index	67.4	85.0	88.2	89.2	72.6	94.7	79.6	95.3	96.5	83.3	97.9	95.0	98.1	90.7
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	75.9	84.0	77.0	90.1	52.7	88.0	79.1	64.5	95.6	94.8	92.3	75.4
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	87.5	80.2	76.3	58.4	62.5	87.5	63.5	85.4	61.4	78.8	86.3	84.4
13	Clinical Guidelines Index	64.3	85.9	87.1	82.7	65.1	98.4	86.0	90.2	96.8	90.8	96.7	91.8	95.2	92.3
14	Infrastructure Index	48.9	73.4	77.4	59.7	75.5	71.4	61.2	30.9	69.6	65.2	66.7	79.2	69.2	80.6
Domain D: Quality of Service Provision															
15	Client Background and Physical Assessment Index	66.7	81.2	93.1	79.7	74.0	76.3	84.4	88.2	96.6	84.4	89.1	89.6	93.5	95.1
16	Client Counselling Index	31.7	58.5	58.3	59.0	39.1	54.0	41.9	61.6	80.9	49.8	64.8	70.2	73.9	71.7
17	Universal Precautions	51.8	70.4	76.7	81.8	48.8	69.2	43.0	39.6	87.6	78.6	87.0	88.6	89.3	82.7
18	Time Spent with Client	3.5	31.2	1.0	3.1	1.8	23.3	6.0	20.5	15.2	8.9	21.1	3.5	25.6	1.7
Domain E: Management Systems															
19	HMIS Use Index	66.1	86.2	77.9	93.4	47.2	89.2	70.4	94.5	92.0	75.8	89.2	88.2	90.4	84.1
20	Financial Systems	2.2	20.3	8.7	0.0	0.0	0.0	0.0	4.5	40.0	0.0	0.0	44.4	84.0	9.1
21	Health Facility Management Functionality Index	40	57.6	71.1	50.1	42.0	58.6	51.2	49.6	57.3	34.8	54.9	58.1	61.7	64.2
Domain F: Overall Mission															
22	Outpatient visit concentration index	46.2	56.9	80.2	57.8	88.8	72.4	10.4	11.9	41.7	53.9	21.8	87.8	55.3	50.6
23	Patient satisfaction concentration index	49.6	50.8	49.7	50.2	50.1	49.9	50.0	49.9	49.9	49.8	49.3	50.1	49.7	49.6
COMPOSITE SCORES															
Percent of Upper Benchmarks Achieved				52.2	47.8	47.8	13.0	39.1	13.0	39.1	65.2	34.8	52.2	78.3	73.9
Percent of Lower Benchmarks Achieved				91.3	91.3	87.0	78.3	87.0	78.3	82.6	95.7	87.0	82.6	95.7	100.0
Overal Mean (Provincial)				66.1	65.7	61.2	57.1	62.2	52.7	60.2	69.5	62.0	65.0	70.7	73.8

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		Nuristan	Paktika	Paktya	Panjsher	Parwan	Samangan	Saripul	Takhar	Uruzgan	Wardak	Zabul
BPHS Balanced Score Card 2016		LB	UB											
Domain A: Client and Community														
1	Client Satisfaction & Perceived Quality of Care Index	73.3	81.3	80.0	82.6	69.1	83.7	74.0	78.7	86.9	81.3	69.6	90.6	87.2
2	Community Involvement and Decision Making Index	72.4	90.0	97.8	94.7	90.4	57.9	89.2	85.6	98.4	99.2	86.7	90.8	63.8
3	Health Post Status Index **(New)***	**67.1**	**77.8**	81.5	75.2	80.1	70.7	64.2	81.4	71.6	80.7	73.8	79.0	74.2
Domain B: Human Resources														
4	Health Worker Satisfaction Index	61.7	66.6	71.9	60.3	64.1	65.2	62.7	70.2	69.7	68.2	64.2	69.1	66.1
5	Health Worker Motivation Index	66.7	72.8	75.4	66.7	71.9	75.1	68.1	72.3	70.4	70.7	68.2	73.7	78.3
6	Salary Payment Current	52.4	92.0	100.0	20.0	76.5	97.3	81.1	96.1	99.1	98.2	81.1	100.0	95.9
7	Staffing Index -- Meeting minimum staff guidelines	11.4	33.3	57.1	36.8	36.0	47.4	34.8	52.0	44.0	34.8	66.7	38.5	56.3
8	Provider Knowledge Score	59.4	67.6	58.3	51.2	59.3	60.8	63.3	59.7	70.2	63.3	53.0	64.9	55.7
9	Staff Received Training (in the past 12 months)	7.1	14.9	14.9	13.4	10.4	8.7	15.6	13.6	10.1	14.8	21.0	13.6	15.8
Domain C: Physical Capacity														
10	Equipment Functionality Index	67.4	85.0	94.6	87.6	95.4	78.8	81.0	97.5	97.6	87.5	80.6	91.9	79.8
11	Pharmaceuticals and Vaccines Availability Index	71.8	88.6	87.1	89.7	89.3	55.5	49.2	85.5	79.0	75.4	77.3	81.3	74.8
12	Laboratory Functionality Index (CHCs only)	53.1	76.3	78.6	56.3	36.5	81.3	73.7	87.5	90.0	78.8	58.3	79.2	79.7
13	Clinical Guidelines Index	64.3	85.9	85.6	92.6	98.4	74.9	92.0	82.4	96.8	94.5	59.7	94.7	64.6
14	Infrastructure Index	48.9	73.4	73.1	71.1	63.6	73.1	66.2	64.4	66.0	70.4	44.5	75.1	46.3
Domain D: Quality of Service Provision														
15	Client Background and Physical Assessment Index	66.7	81.2	95.8	85.1	84.1	90.2	76.2	89.9	93.9	90.5	70.5	98.8	77.9
16	Client Counselling Index	31.7	58.5	83.8	48.0	47.5	78.4	33.0	55.9	70.6	70.1	44.3	82.0	54.4
17	Universal Precautions	51.8	70.4	85.1	86.4	78.2	64.6	70.7	70.7	89.2	82.2	67.3	86.3	56.6
18	Time Spent with Client	3.5	31.2	1.5	4.2	4.2	42.3	6.5	5.2	12.1	3.2	0.0	0.2	1.9
Domain E: Management Systems														
19	HMIS Use Index	66.1	86.2	71.9	90.5	90.4	57.9	80.0	78.0	77.4	93.4	56.0	84.6	59.4
20	Financial Systems	2.2	20.3	83.3	2.6	1.3	0.0	2.1	73.3	2.0	76.7	0.0	75.6	0.0
21	Health Facility Management Functionality Index	40	57.6	67.4	76.0	51.9	39.3	59.8	48.3	68.9	49.1	52.4	65.6	35.3
Domain F: Overall Mission														
22	Outpatient visit concentration index	46.2	56.9	46.9	50.3	47.8	15.1	40.9	48.0	12.7	24.3	17.8	11.5	19.5
23	Patient satisfaction concentration index	49.6	50.8	50.3	49.5	49.8	50.1	50.1	49.8	49.9	49.3	50.0	50.0	49.1
COMPOSITE SCORES														
Percent of Upper Benchmarks Achieved				73.9	56.5	43.5	39.1	34.8	26.1	39.1	56.5	56.5	8.7	69.6
Percent of Lower Benchmarks Achieved				91.3	91.3	82.6	82.6	73.9	82.6	100.0	91.3	87.0	65.2	91.3
Overal Mean (Provincial)				72.6	71.4	60.5	60.7	59.5	58.0	67.2	66.4	67.7	54.9	69.4

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

NATIONAL LEVEL FINDINGS

Domain A: Client and Community

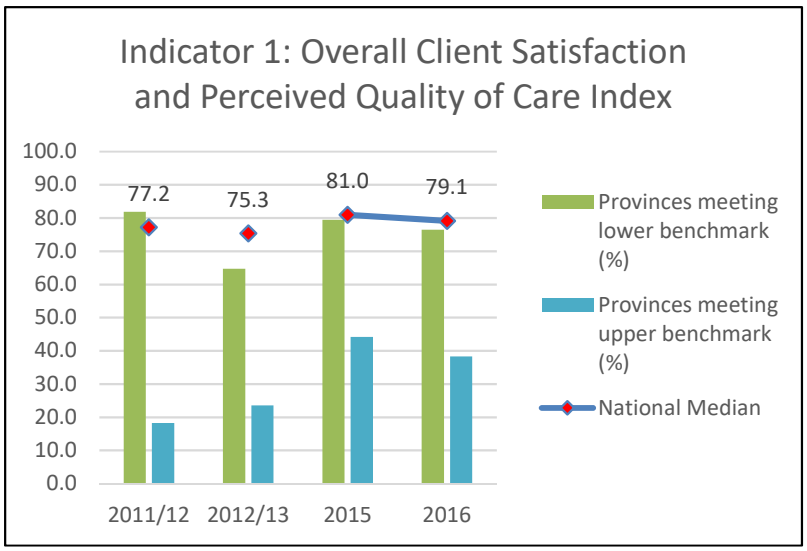
This domain measures the perception of clients of BPHS facilities through three indicators which are composed of several related items:

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

The last index was included in 2015, 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, and for the last index can be compared between 2015 and 2016.

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

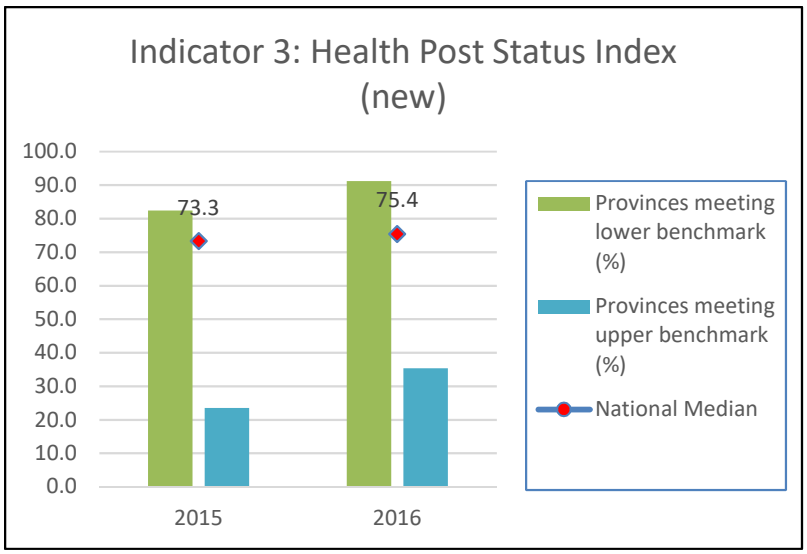
This indicator is composed of twelve items measuring overall client satisfaction and perception of quality of different aspects of care and services they received at a particular visit in a BPHS facility. The items which intend to measure viewpoints of clients are: cleanliness of the facility, cleanliness 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 79.1, compared to 81.0 in 2015, 75.3 in 2012/13, and 77.2 in 2011/12. The proportion of provinces meeting the lower benchmark (LB) has dropped from 79.4 percent in 2015 to 76.5 percent in 2016. In comparison to 2011/12 there was a slight reduction in the proportion of provinces meeting the LB (81.8% in 2011/12 versus 76.5% in 2016). The proportion of provinces meeting the upper benchmark (UB) increased over the last four years: from 18.2 percent in 2011/12 to 23.5 percent in 2012/13, 44.1 percent in 2015, and 38.2 percent in 2016. In 2016 the provinces with the highest scores were Wardak (90.6), Kunduz (89.7), Helmand (87.9), Jawzjan (87.6), and Zabul (87.2). In previous year, Panjshir (91.2), Zabul (90.3), and Farah (90.1) had the highest scores. On the other hand, the lowest scores were found for Ghor (60.0), Badakhshan (63.8) and Badghis (68.0). In 2015, the three provinces with the lowest scores were Nuristan (59.9), Daykundi (62.2), and Saripul (65.8).

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 steady improvement over time: from 80.4 in 2011/12 to 91.4 in 2016. The proportion of provinces meeting the LB was 94.1 percent versus 79.4 percent in 2015. In comparison to 2011/12 there was a steady progress in the proportion of provinces meeting the LB (from 80.4% in 2011/12 to 91.4% in 2016). Similarly, 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, 38.2 percent in 2015, and 58.8 percent in 2016. The provinces with highest scores were Takhar, Logar, Herat (99.2 each), Jawzjan (99.1), and Faryab (98.8). In 2015 the highest scores of community involvement and decision making were found for Logar (98.3), Balkh (98.2), and Baghlan (97.6). This year the provinces with lowest scores were Panjshir (57.9), Zabul (63.8), Daykundi (74.8) and Kapisa (82.5). Last year the lowest scores were reported for Zabul (56.7), Nuristan (58.3) and Ghazni (62).

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.

This year the national median score for the indicator was 75.4 in comparison to 73.3 in 2015. The proportion of provinces meeting the LB was 91.2 percent

this year which shows some progress as compared to last year (it was 82.4% in 2015). Likewise the proportion of provinces meeting the UB increased from 23.5 percent last year to 35.3 percent this year. The provinces with highest scores were Helmand (86.7), Khost (85.7), and Logar (84.6) this year, while last year provinces with highest scores were Baghlan (76.4), Nangarhar (75.8), and Faryab (73.6). This year provinces with the lowest scores were Badghis (59.4), Parwan (64.1), and Herat (65.6), while the lowest scores were reported for Ghor (57.6), Helmand (59.0) and Paktika (60.7).

Domain B: Human Resources

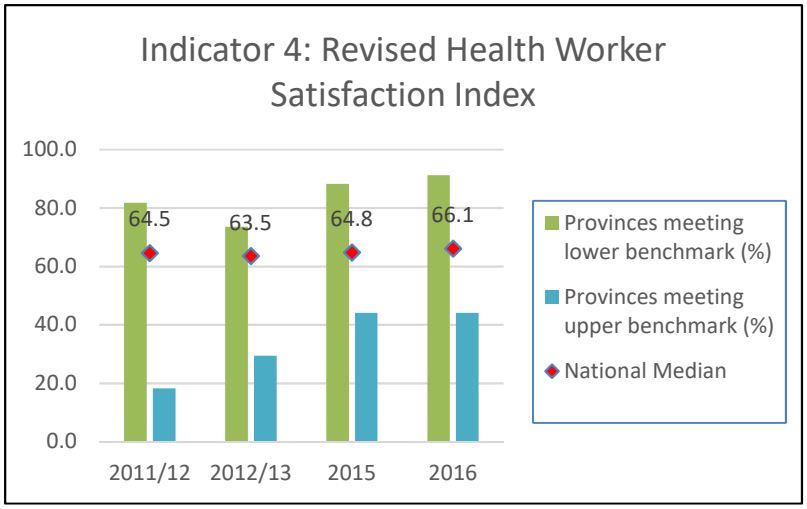
This domain covers the most important part of the healthcare system: human resources. The domain is composed of indicators measuring working environment and attributes related to job satisfaction and motivation of health workers, and key administrative and technical support provided to health workers.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

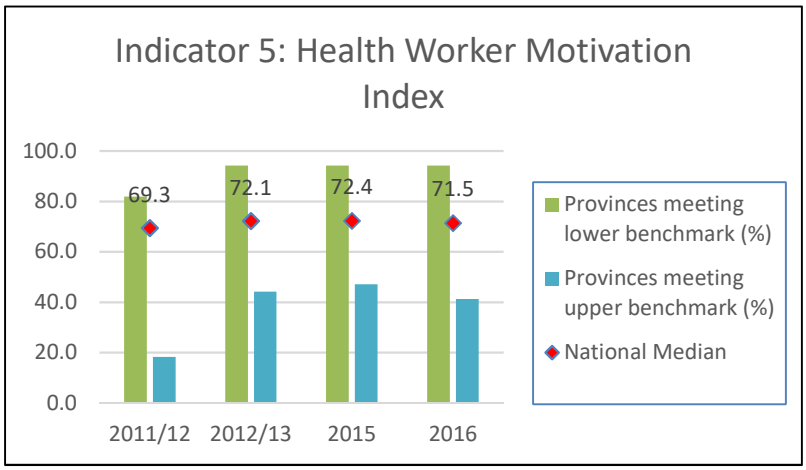
This indicator attempts to measure health worker job satisfaction: the various aspects of the job health workers might value in their workplace. Measuring these aspects can shed light on important managerial decisions to improve performance of health workers and health facilities. The health worker satisfaction 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 66.1 which is higher than last year (64.8 in 2015), and its trend shows no improvement in comparison to 2011/12 which was 64.5. 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, to 88.2 percent in 2015, and to 91.2 percent this year. 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, to 44.1 percent in 2015, and 44.1 percent in 2016. The provinces with highest scores were Baghlan (76.3), Nanagahar (75.8), and Faryab (73.6), while last year the highest scores were found for Baghlan (73.8), Herat (71.7), and Bamyan (70.9). The lowest scores were reported for Ghor (58.1), Helmand (59.2), Paktika (60.3), and Parwan (62.7) in 2016. Last year, the lowest scores were found for Uruzgan (56.9), Wardak (58.8), and Ghor (60).

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.

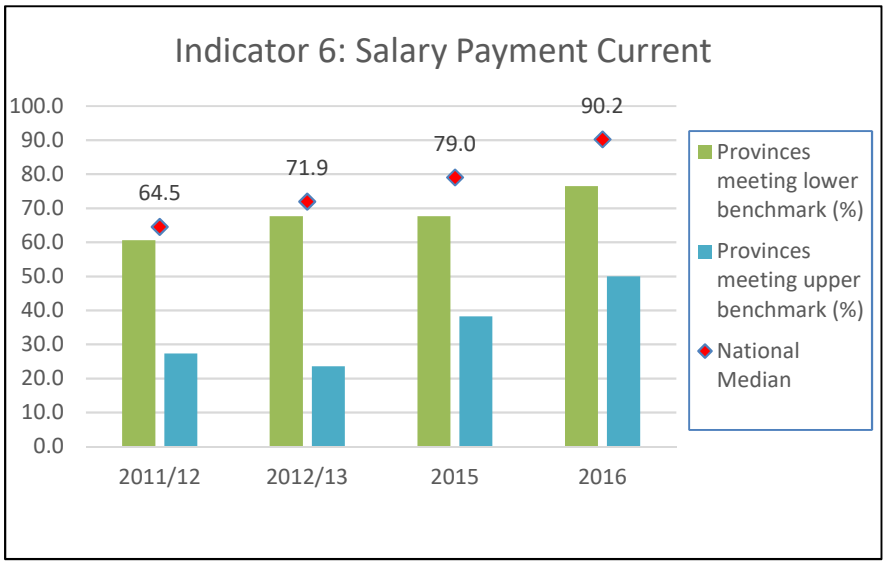


The national median score for this indicator was 71.5 this year (it was 72.4 last year). The proportion of provinces meeting the LB does not differ from last year – it is 94.1 in both 2015 and 2016. In comparison to 2011/12 there was improvement

with respect to the proportion of provinces meeting the LB - it was 81.8% in 2011/12 and 94.1 % in 2016. The trend in proportion of provinces meeting the UB shows some improvement between 2011/12 and 2016. It increased from 18.2% in 2011/12 to 47.1% in 2015, and 41.2% in 2016. The highest scores this year were found for Nangarhar (79.8), Zabul (78.3), Jawzjan (78.2), and Baghlan (76.9), while last year the highest scores were found for Baghlan (73.8), Herat (71.7), and Bamyan (70.9). The lowest scores were reported for Ghor (64.2), Helmand (66.4), Paktika (66.7), Farah (67.0) and Herat (67.5) in 2016. Last year, the lowest scores were found for Uruzgan (56.9), Wardak (58.8), and Ghor (60).

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.



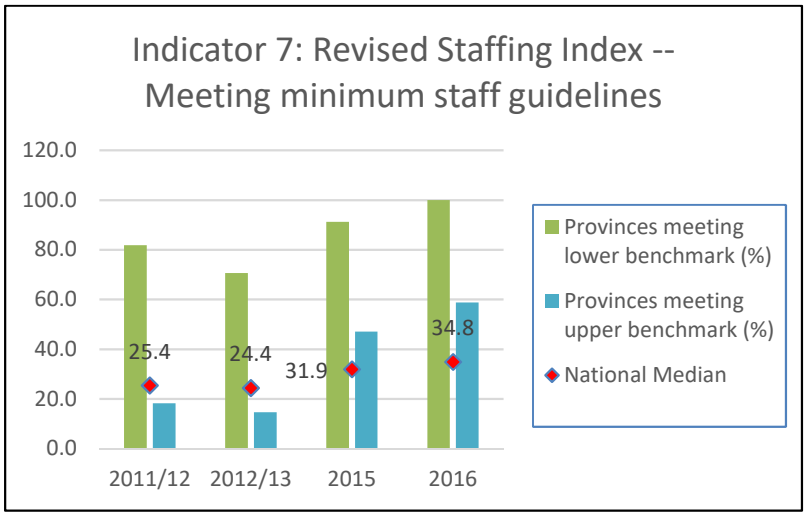
The national median score for this indicator was 90.2 this year, and it was 79.0 last year. This represents major improvement as compared to 2012/13 (71.9), and to 2011/12 (64.5).

This year the proportion of provinces meeting the LB was 76.5 and it shows some improvement as compared to 2012/13 (it was 60.8), and last year it was 67.6. Major improvement can be seen for proportion of provinces meeting the UB – it was 27.3% in 2011/12 which increased to 38.2% in 2015 and to 47.1% this year. The provinces with highest scores in 2016 were Wardak, Nangahar, Laghman, Kunar, Badakhshan, Faryab, and Nuristan (100% each), followed by Saripul (99.1) and Takhar (98.2). Last year the highest scores were reported for 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). The lowest scores in 2016 were found for Ghor (4.3), Badghis (4.7), Farah (9.4), and Paktika (20.0), while last year the provinces with lowest scores were Takhar (3.6), Khost (10.2), Farah (15.6), Daykundi (16.4) and Badkhshan (16.7). The lowest scores indicate that only a small number of health workers received their salaries on time.

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).



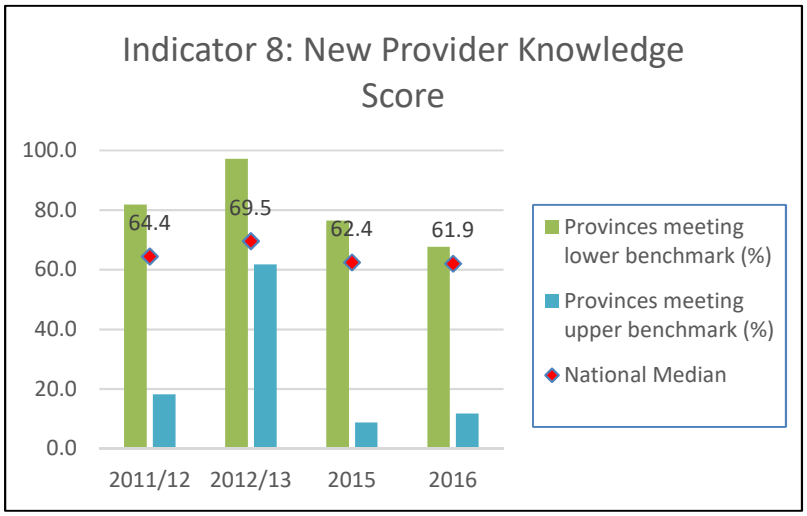
The national median score for this indicator in 2016 34.8 which shows noticeable improvement over time – it was (25.4) in 2011/12, and it increased to 31.9 last year and to 34.8 this year. The proportion of provinces meeting the LB was 100% as compared to 91.2% last year. Also in comparison to 2011/12 there is major improvement (it was 81.8% in 2011/12).

In 2016, the proportion of provinces meeting the UB was 58.8 percent verus 47.1 percent last year. The trend over time shows an improvement, with only 18.2% of provinces meeting the UB in 2011/12, to 47.1% in 2015 and 58.8 percent this year. Provinces with highest scores were Uruzgan (66.7), Farah and Helmand (60.0 each), Nuristan (57.1), and Zabul (68.3) in 2016, while last year the highest scores were reported for Takhar (47.5), Zabul (45.3),

and Panjshir (43.5). The lowest scores this year were found for Ghor (13.0) Khost and Jawzjan (13.6 each), Kandahar (20.0), Ghazni (20.8), and Badakhshan (22.7). Last year three provinces with the lowest scores were Khost (0.0), Herat (4.6) and Paktya (10.8). It worth mentioning that except for the provinces with highest scores, there are several other provinces meeting only 50% or lower in terms of staffing health facilities, and reviewing through the highest scores and higher percentage of provinces meeting the UB, it appears that from the beginning shortage of health workers has been problem. Though major improvement has taken place over time, still filling all required positions in health facilities remains a constant challenge.

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.



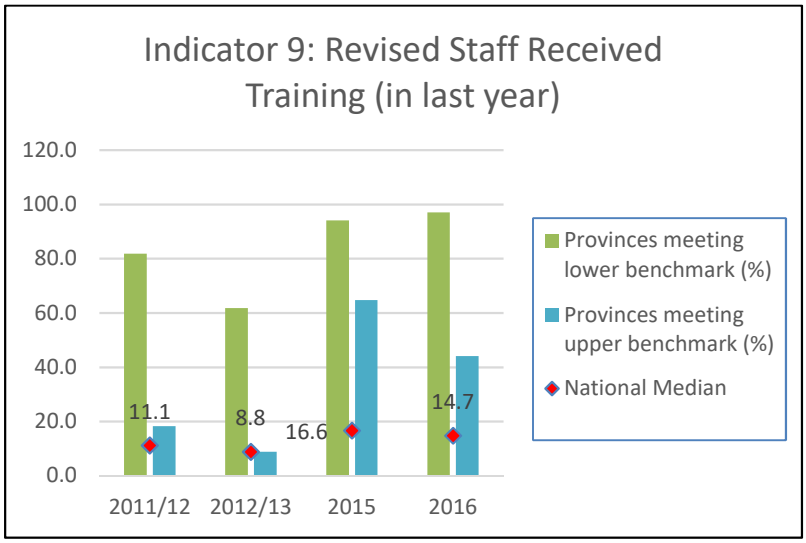
The national median score for the indicator was 61.9 versus 62.4 last year. The trend over time shows reduction in this index – from 69.5% in 2012/13, to 62.4% in 2015 and 61.9% this year. This year, the proportion of provinces meeting the LB decreased from last year and in comparison to 2012/13 when it was 97.1%, and it decreased to 76.5% and this year it dropped to 67.6 percent.

The proportion of provinces meeting the UB also dropped over time; though, it improved slightly as compared last year. In 2012/13, the proportion of

provinces meeting the UB was 61.8%, it declined to 8.8% in 2015; but slightly increased to 11.8% this year. The highest scores for this indicator were found for Faryab (73.4), Saripul (70.2), Kunar (68.1), and Baghlan (68.0), while in 2015 highest scores were reported for Nangarhar (69.7), Kapisa (69), and Baghlan (68.5). This year, the poorest performers were Helmand (47.4), Paktika (51.2), and Uruzgan (53.0), while in 2015 Helmand (42.7), Nuristan (52.2) and Uruzgan (56.5) were the provinces with lowest scores.

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 14.7 this year versus 16.6 last year. Despite this reduction, the trend over time shows some improvement – it was 11.1% in 2011/12, 8.8% in 2012/13, 16.6% in 2015 and 14.7% in 2016. Proportion of provinces meeting the LB was 97.1% in comparison to 94.1% last year, and in comparison to 2011/12 (81.8%) and 2012/13 (61.8%). Proportion of provinces meeting the UB declined this year in comparison to last year; though remained higher than 2011/12. It was 44.1% this year versus 18.2% in 2011/12, 8.8% in 2012/13, and 64.7% in 2015. This year the highest scores were found for Baghlan (37.1), Faryab (36.6), Kunar (34.4), and Helmand (32.3), while Ghazni (42.1), Baghlan (34.2), and Ghor (29.7) were the provinces with highest scores in 2015. The lowest scores this year were found for Kabul (5.6), Kapisa (7.5), Panjshir (8.7), and Herat (10.0).

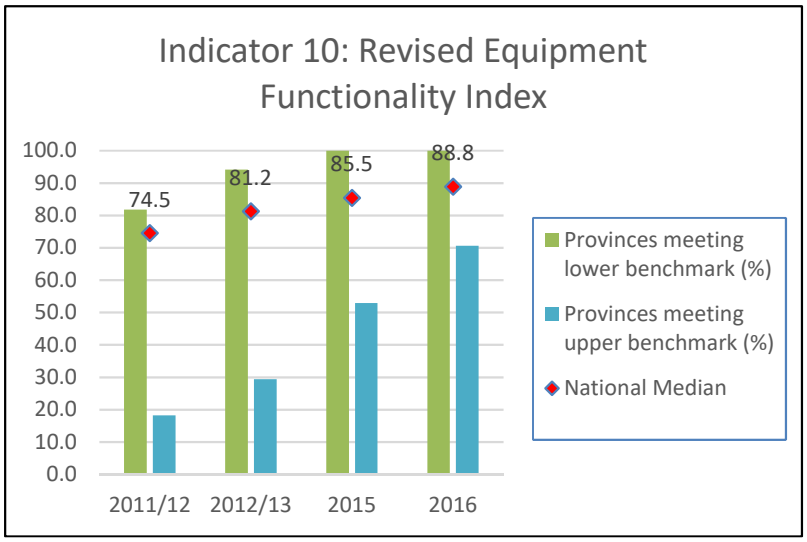
Domain C: Physical capacity

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.

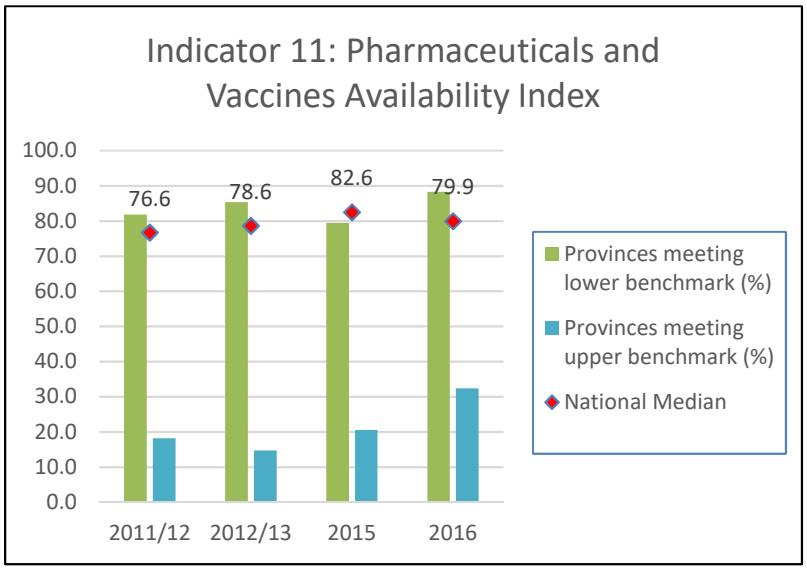


The national median score for the indicator this year was 88.8 versus 85.5 last year. It shows a steady improvement over time. It was 74.5 in 2011/12, and it increased to 81.2 in 2012/13, and 85.5% in 2015, and 88.8% this year. This year the proportion of provinces meeting the LB was 100 percent which implies that all health facilities surveyed met the LB (it was 100% last year too). 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 in 2015 and 2016 it was 100 percent. The trend in the proportion of provinces meeting the UB similarly shows a steady progress over the preceding four years, from 18.2% (in 2011/12) to 29.4% (in 2012/13) to 52.9% (in 2015) and to 70.6% in 2016. This year the provinces with the

highest scores were Nangahar (98.1), Laghman (97.9), Saripul (97.6), Faryab and Samangan (97.5 each), and Kunar (96.5), while last year Khost (97.2), Baghlan (97.1), Kandahar (95.2), and Nangarhar (93.6) were the provinces with highest scores. On the other hand, the provinces with the lowest scores were Kabul (72.6), Badghis (74.8), and Panjshir (78.8), while Parwan (70.4), Nuristan (72.3), Samangan (73.7), Ghor (74.1) and Kabul (74.0) were the provinces with lowest scores in 2015.

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.

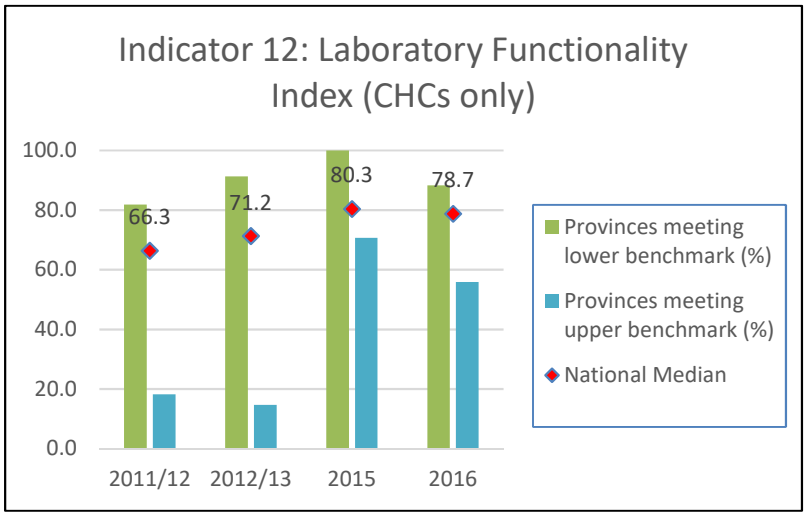


The national median score for the indicator was 79.9 versus 82.6 last year. The trend over time shows some improvement, as in 2011/12 the national median score was 76.6, in 2012/13 it was 78.6, and in 2015 and 2016 it was 82.6% and 80.2% respectively. Proportion of provinces meeting the LB was 88.2% in 2016 versus 79.4 percent in 2015. Similar to rend on national median, progress has been slow over time – from 81.8% in 2011/12 to 88.2% this year. Likewise, trend in proportion of provinces meeting the UB shows some improvement over time and in 2016. In 2011/12, it was 18.2 percent, in 2012/13 it decreased to 14.7 percent, while in 2015 it increased to 20.6 percent, and in 2016 it increased to 32.4 percent. This year provinces with the highest scores were Faryab (97.0), Laghman (95.6), Logar (94.8), Helmand (94.3), Nangarhar (92.3), and Ghazni (90.2), while in 2015 Baghlan (92.9), Farah (90), Kandahar (89.7), Khost (89.3), Faryab (88.9), Logar (88.8), and Nangarhar (88.7) were the provinces with highest scores.

Provinces with the lowest scores in 2016 were Parwan (49.2), Kapisa (52.7), Panjshir (55.5), and Kunduz (64.5), while in 2015 Parwan (34), Daykundi (49.8), and Samangan (58.6) were the provinces with lowest scores.

Indicator 12: Laboratory Functionality Index

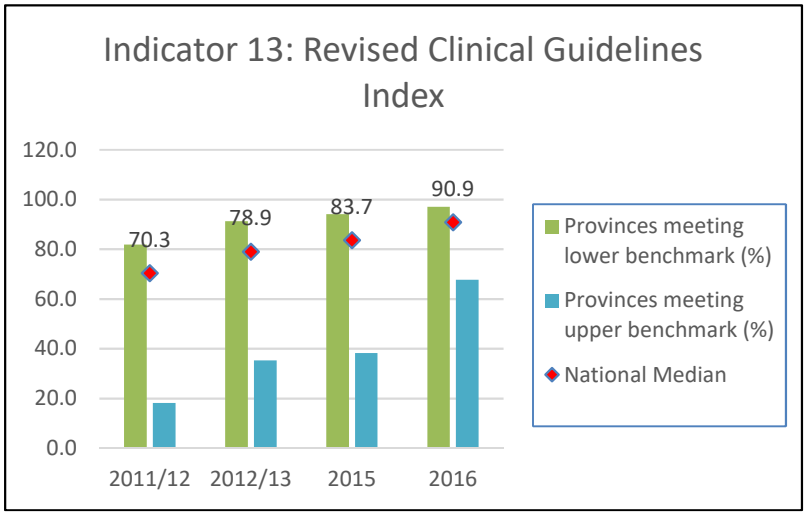
This indicator is composed of 16 laboratory tests required for diagnosis of common illnesses and conditions in Afghanistan, including pregnancy testing, tuberculosis smears, and HIV testing. This indicator is implemented only in CHCs as SHCs and BHCs are not required to perform any laboratory tests.



This year the national median score for this indicator was 78.7 versus 80.3 last year. It shows a steady progress over time – from 66.3 in 2011/12, to 71.2 in 2012/13, 80.3 in 2015 but a slight decrease this year (78.7). Proportion of provinces meeting the LB was 88.2 percent versus 100% last year. Comparison over time; however, shows some improvement. In 2011/12, it was 81.8 percent, increasing to 91.2 percent in 2012/13, and in 2015 it reached 100%; but this year it dropped to 88.2%. A similar trend can be seen for the proportion of provinces meeting the UB. In 2011/12, it was 18.2 percent, in 2012/13 it decreased to 14.7 percent, but in 2015 it increased to 70.6 percent; however, this year it declined to 55.9 percent. This year provinces with the highest performance were Ghazni and Saripul (90.0 each), Baghlan (88.5), Samangan, Khost and Herat (87.5 each), while in 2015 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) where the provinces with highest scores. This year, Badghis (0.0), Paktya (36.5), Faryab (37.5), and Bamyan (46.3) were the provinces with lowest scores, while in 2015 the lowest performers were Paktika (59.4), Badghis (62.5), Laghman (67.5), and Parwan (67.7).

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.

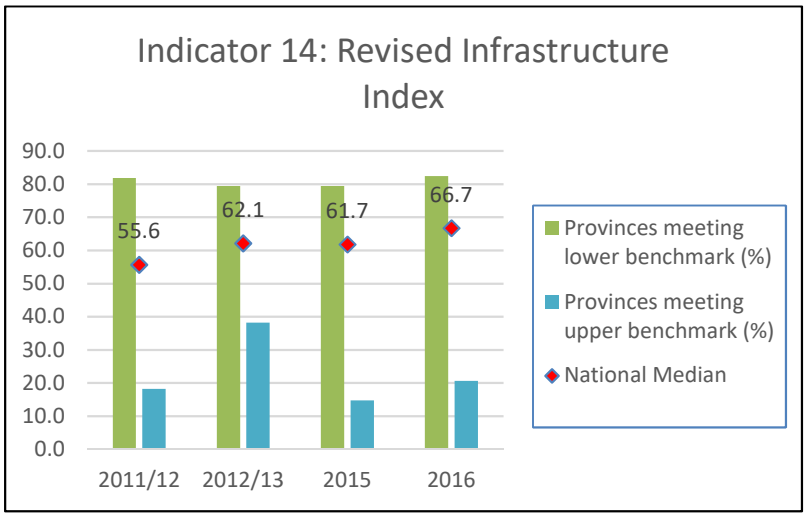


The national median score for this indicator was 90.9 this year versus 83.7 last year. This represents some improvement over the past four years, as in 2011/12 the national median score was 70.3, in 2012/13 it increased to 78.9, in 2015 it increased to 83.7 and this year it reached 90.9 percent. Similarly, the trend in proportion of provinces meeting the LB shows progressive improvement over the four years. In 2011/12, it was 81.8 percent, in 2012/13 it increased to 91.2 percent, in 2015 to 94.1 percent and in 2016 it was 97.1. The trend on the proportion of provinces meeting the UB also indicates progressive improvement. In 2011/12, it was 18.2 percent, in 2012/13 it nearly doubled to 35.3 percent, in 2015 it increased to 38.2 percent and this year it was 67.6 percent. The top performers this year were Faryab (100), Farah (98.5), Kandahar and Paktya (98.4 each), Saripul and Kunar (96.8 each), while in 2015 Khost (99.3), Baghlan (97.2), and Paktika (94.2) were top performers. The lowest performers this year were Uruzgan (59.7), Zabul (64.6), and Kabul (65.1), while last year Nuristan (54.4), Daykundi (57.4), and Parwan (65.3) were the provinces with lowest scores.

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 66.7 this year versus 61.7 last year. The trend over time shows some improvement. From 55.6 in 2011/12 to 62.1 in 2012/13, to 61.7 in 2015 and 66.7 this year. This year the proportion of provinces meeting the LB was 82.4 percent versus 79.4 percent last year. Similar to national median, the improvement over time is not impressive. It was 81.8% in 2011/12, 79.4 % in 2012/13 and 2015; but increased slightly in 2016 (82.4 percent). The pattern with respect to proportion of provinces meeting the UB fluctuates heavily. In 2011/12, it was 18.2 percent, in 2012/13 it increased to 38.2 percent, but in 2015 it dropped again to 14.7 percent, and this year it increased to 20.6 percent. This year the highest performers were Baghlan (86.6), Nimroz (80.6), and Farah (79.9), while in 2015 Baghlan (79.2), Kapisa (75.8), Bamyan (73.8) and Nangarhar (73.7) were provinces with highest scores. The poorest performers this year were Khost (30.9) Daykundi (34.2 each), Ghazni (42.1), and Uruzgan (44.5), while last year Ghazni (24.2), Nuristan (32.4), Daykundi (32.4), and Saripul (35.3) were the lowest performers.

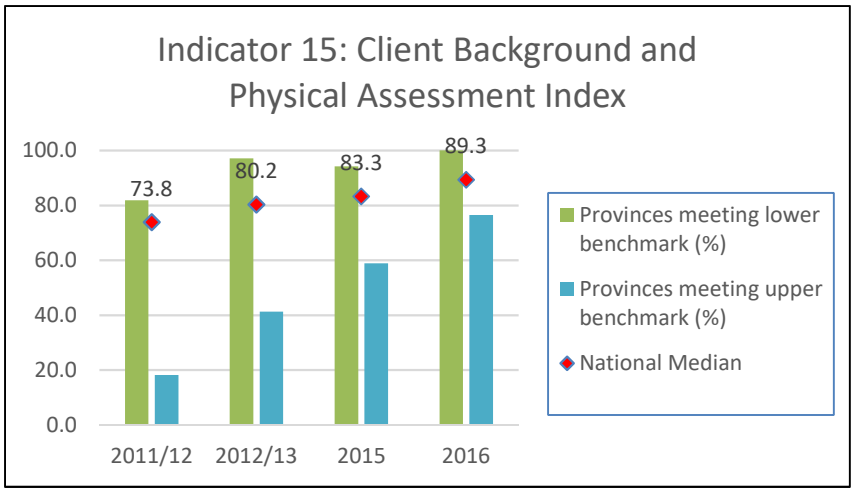
Domain D: Quality of service provision

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.

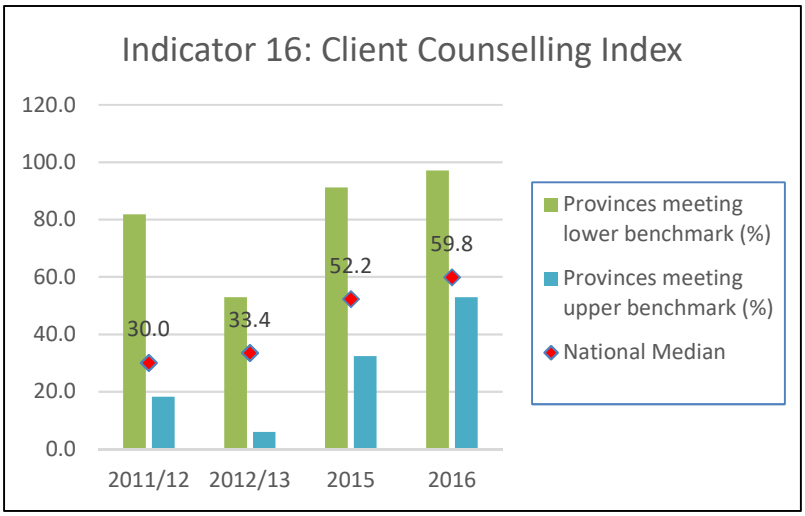


The trend in the national median scores for this indicator shows gradual improvement over the four years. The national median score was 73.8 in 2011/12, 80.2 in 2012/13, 83.3 in 2015, and 89.3 percent in 2016. Proportion of provinces meeting the LB was 100% versus 94.1 percent last year. It was 81.8% in 2011/12, and increased to 97.1% in 2012/13, but slightly declined in 2015 (94.1%) and increased to 100% this year. On the other hand, trend on the proportion of provinces meeting the UB indicates a steady improvement. In 2011/12, it was 18.2 percent, in 2011-13 it increased to 41.2 percent, and in 2015 it further increased to 58.8% and this year it reached 76.5 percent. This year the highest scores were found for Wardak (98.8), Kunar (96.6 each), Nuristan (95.8), and Faryab (95.2), while last year Kunar (95.7), Nangarhar (94.5), Kapisa (94.4), Jawzjan (93.7), and Faryab (92.0) were the top performers. Provinces in the lowest rank this year were Uruzgan (70.5), Helmand (73.0), Kabul (74.0), and Ghor (75.5), while Parwan (58.5),

Kandahar (63.5), and Daykundi (69.1) were provinces with lowest scores last year.

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.

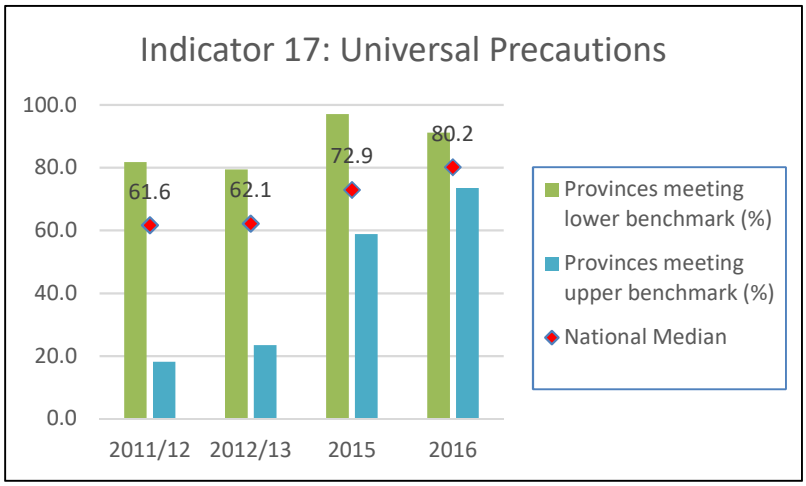


The national median score for this indicator was 59.8 this year versus 52.2 last year. It shows considerable progress from previous years. National median was 30.3 in 2011/12, 33.4 in 2012/13, 52.2 in 2015 and 59.8 this year. The trend in proportion of provinces meeting the LB shows considerable improvement between 2012/13 and 2016. In 2011/12, it was 81.8 percent, in 2012/13 it decreased to 52.9 percent, but in 2015 it increased to 91.2 percent and this year 97.1 percent. A similar trend can be seen with respect to proportion of provinces meeting the UB. In 2011/12, it was 18.2 percent, it dropped to 5.9 percent in the following year but increased to 32.4 percent in 2015, and further increased to 52.9 percent this year. The highest performers in 2016 were Nuristan (83.8), Wardak (82.0), and Faryab (81.3), while in 2015 Jawzjan (80.4), Herat (78.3), and Badakhshan (71.1) were the top performers. The poorest performers this year were Bamyan (29.9), Parwan (33.0), Helmand (33.8), and Ghor (37.7), while last year Parwan (21.4), Logar (25.7), and Laghman (31.5) were the provinces with lowest scores.

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

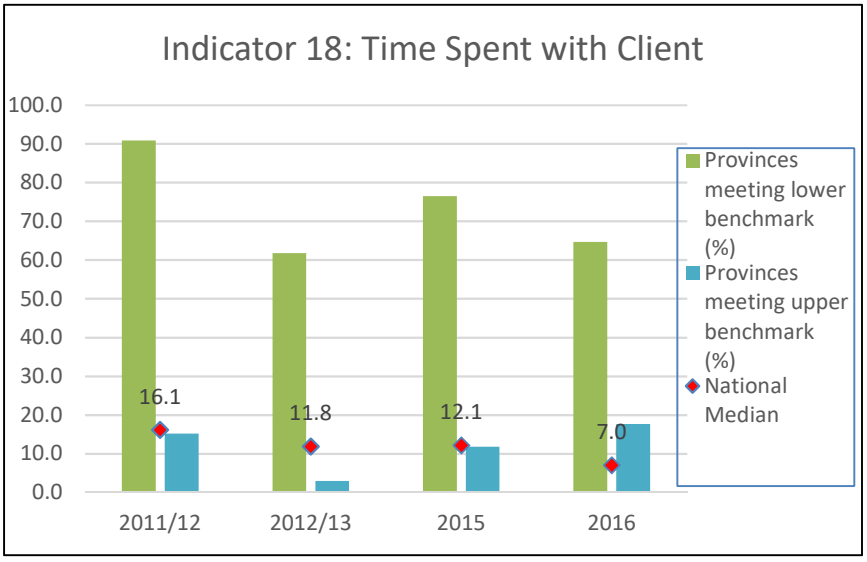
patients and health workers. The indicator includes 9 items, including to the use of disposable syringes for injections, presence of clean water and soap, regular use of sterilizers, disinfectants and incinerators, and proper disposal of sharps.



The national median for this indicator was 80.2 versus 72.9 last year. It shows a continuous progress over time. In 2011/12 it was 61.6, in 2012/13 it was 62.1, and in the following two years it increased to 72.9 in 2015 and 79.0 in 2016. A similar trend can be seen with respect to the proportion of provinces meeting the LB. In 2011/12, it was 81.8 percent, in 2012/13 it was 79.4 percent; but in 2015 it increased to 97.1 percent, and this year it slightly decreased to 91.2 percent. The trend in the proportion of provinces meeting the UB for this indicator also shows a steady improvement over time. In 2011/12, it was 18.2 percent, in 2012/13 it increased to 23.5 percent, in 2015 it was 58.8 percent, and this year it reached 73.5 percent. This year the top ranked provinces were Farah (90.5), Nangahar (89.3), and Saripul (89.2), while last year Ghazni (91.3), Baghlan (89.9), Logar (89.4), Khost (88.2), and Bamyan (87.9) were the top performers. The poorest performers in 2016 were Khost (39.6), Kapisa (43.0), and Kabul (48.8), while in 2015 Parwan (48.5), Daykundi (51.9), Samangan (52.1), and Panjshir (52.3) were the provinces with lowest scores.

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 7.0% this year, showing a drop from 12.1% last year. The trend over time also shows a progressive decline. In 2011/12 it was 16.1%, and decreased to 11.8% in 2012/13 and 12.1% in 2015. This year it further declined to 7.0 percent – the lowest over the four years. With respect to the proportion of provinces meeting the LB, there was some decline – it dropped from 76.5% last year to 64.7% this year. Unlike the above, proportion of provinces meeting the UB shows some improvement between 2012/13. It was 2.9 % in 2012/13, and it increased to 11.8 % in 2015 and reached 17.6 % this year. This year the provinces with the highest scores were Faryab (68.3), and Farah (61.8), while in 2015 Nangarhar (56.4), Balkh (48.7), and Faryab (46.4) were top performers. The lowest ranked provinces this year were Ghor, Uruzgan (0 each), Wardak (0.2), Herat (1.0), Nuristan (1.5), Nimroz (1.7), and Kabul (1.8) while 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) were the lowest performers last year.

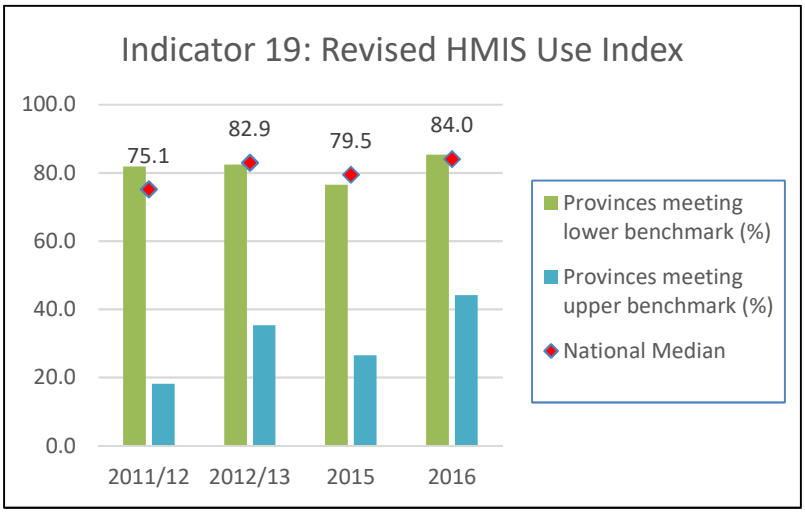
Domain E: Management systems

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

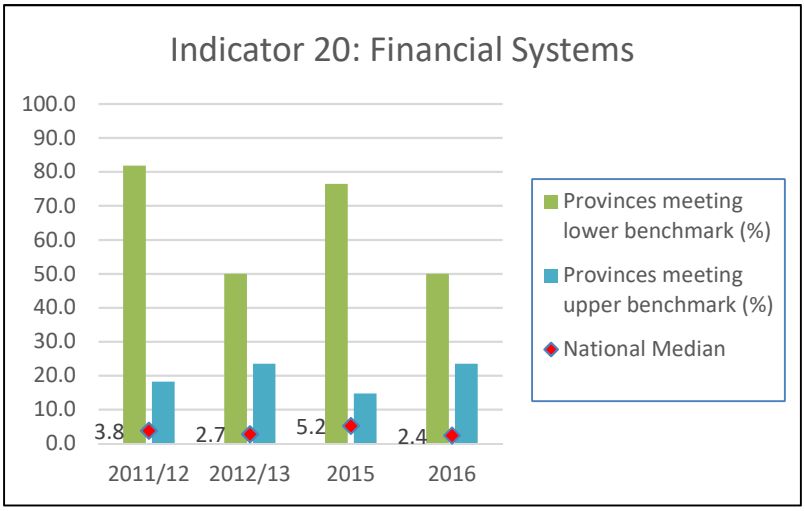
This indicator assesses availability and use of HMIS in health facilities, and it includes 5 questions related to various HMIS forms used in health facilities.



The national median score was 84.0 percent versus 79.5 percent last year. The trend over time shows some, though not impressive improvement. In 2011/12 the national median was 75.1, in 2012/13 it increased to 82.9; but in 2015 it dropped slightly to 79.5, and this year it increased to 83.9 percent. Proportion of provinces meeting the LB was 85.3 % versus 76.5 % last year. Over time, the trend improved slightly. In 2011/12 it was 81.8%, in 2012/13 it increased to 82.4%, but in 2015 it dropped slightly to 76.5% and in 2016 it increased to 85.3 percent. With respect to proportion of provinces meeting the UB, there was noticeable improvement over time. It was 18.2% in 2011/12, 35.3% in 2012/13, 26.5% in 2015, and 44.1 percent in 2016. Provinces with the highest scores this year were Faryab (97.5), Badkhshan (95.8), Khost (94.5), Jawzjan (93.4) and Takhar (93.4) were the top ranked provinces. This year, the lowest scores were reported for Kabul (47.2), Ghor (50.8), Uruzgan (56.0), Panjshir (57.9), Zabul (59.4) and Daykundi (68.0), while in 2015 Parwan (48), Nuristan (55), Daykundi (56.4), Helmand (59.6), Ghor (59.7), and Kandahar (59.7) were the provinces with the lowest scores.

Indicator 20: Financial System Index

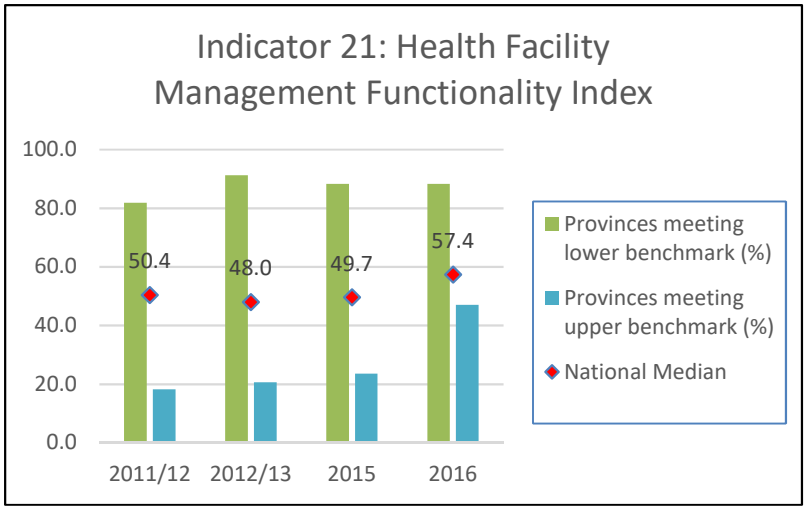
This indicator assesses the presence and functionality of a financial system in the visited health facilities. It is composed of 3 items related to existence and functionality of a petty cash system, availability of petty cash, and maintenance of expenditures in health facilities in last month.



The national median score was 2.4 percent versus 5.2 percent last year. The national median for this index has been since 2011/12. It was 3.8% in 2011/12, 2.7% in 2012/13, 5.2% in 2015 and 2.4% this year. Proportion of provinces meeting the LB also dropped this year as compared to last year. It was 76.5 percent in 2015 and declined to 50.0 percent this year. With respect to proportion of provinces meeting the UB, this year it increased from 14.7% last to 23.5% this year. However, the trend over time is not impressive, as in 2011/12 it was 18.2% and in 2012/13 it was 23.5 percent. Provinces with the highest scores this year were Baghlan (89.3), Nangarhar (84.0), and Nuristan (83.3), while in 2015 Logar (97.6), and Nangarhar (92.8) were the top performers. Provinces with the lowest scores were Kabul, Uruzgan, Panjshir, Zabul, Kapisa, Kunduz, Badghis, Bamyan, Farah, Laghman, Jawzjan, Ghazni, Kandahar (0 each), Paktya and Balkh (1.3 each), Saripul (2.0) and Parwan (2.1), while in 2015 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) were the provinces with lowest scores.

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 57.4 this year versus 49.7 last year. The trend over time doesn't show an impressive progress. In 2011/12 the national median score was 50.4, while in 2012/13 it was 48.0. In 2015 it was 49.7 % and this year it slightly increased to 57.4 percent. Proportion of provinces meeting the LB was 88.2 percent this year (the same was last year), in 2011/12 it was 81.8 % and in 2012/13 it slightly increased to 91.2 percent. On the other hand, proportion of provinces meeting the UB was 47.1 percent his year versus 23.5 percent last year. In 2011/12 it was 18.2 percent, and in 2012/13 it increased to 20.6 percent – a steady though not very impressive progress over time. This year, the top ranked provinces were Paktika (76.0), Herat (71.1), and Helmand (69.3), while in 2015 Khost (79.2), Paktya (68.9), and Laghman (68.3) were the provinces with highest scores. The poorest performers this year were Kunduz (34.8), Zabul (35.3), Badghis (38.4) and Panjshir (39.3), while in 2015 Nuristan (34), Daykundi (34.5), and Farah (36.2) were the worst performers.

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:

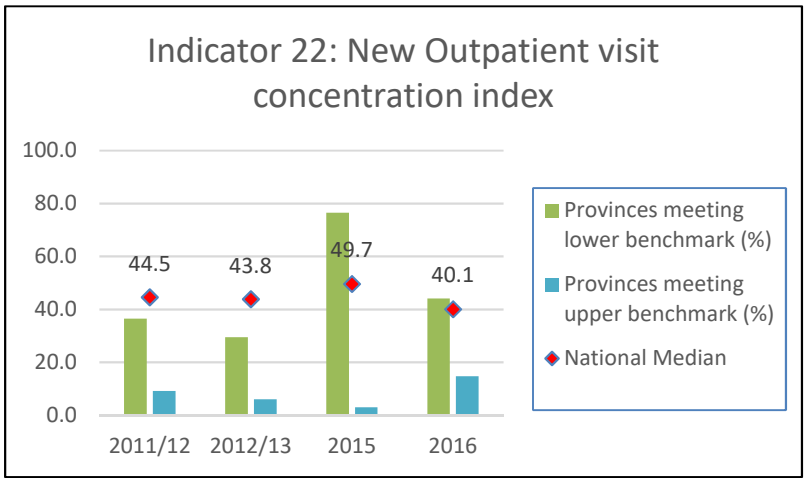
- Outpatient Visit Concentration Index
- Client Satisfaction Concentration Index

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

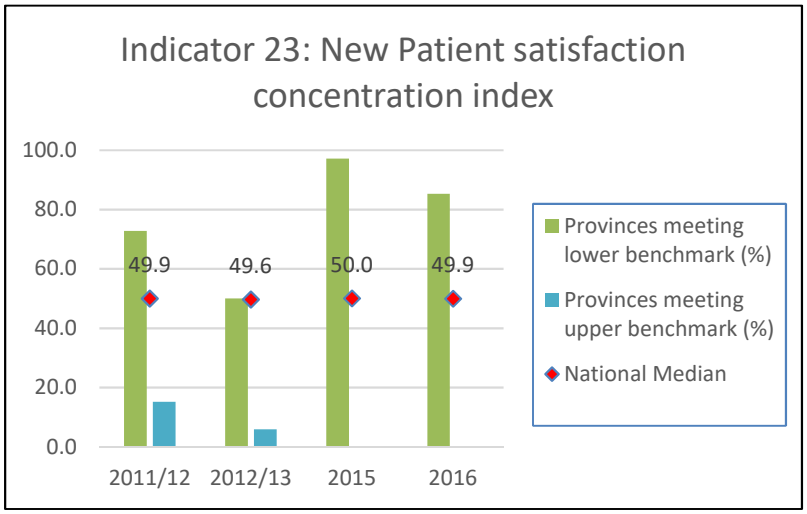
This indicator assesses equity in access to outpatient services through measuring the wealth status of clients in health facilities. Data on the wealth status of clients were collected during exit interviews through asking a series of questions about household assets, sources of income, access to water,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



The national median score for this indicator was 40.1 this year versus 49.7 in 2015. The proportion of provinces meeting the LB this year was 44.1 percent, which is much lower than the previous year. Unlike this, the proportion of provinces meeting the UB improved noticeably from 2.9 percent in 2015 to 14.7 percent in 2016. This year the highest performers were Kabul (88.8), Logar (87.8), and Herat (80.2). This year, the lowest scores were found for Kapisa (10.4), Wardak (11.5), and Khost (11.9).

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 49.9 which is not significantly different from the previous year. The proportion of provinces meeting the LB this year was 85.3 percent versus 97.1 percent in 2015. 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 and 2016 it was 0.0 percent, implying that no health facilities surveyed met the UB criteria. This year, provinces with the highest scores were Badkhshan (50.4), Nuristan (50.3), and Faryab Ghazni, Jawzjan (50.2 each). With respect to the lowest performers in terms of pro-poor satisfaction, Daikundi (48.9), Zabul (49.1), and Laghman and Takhar (49.3) have the lowest scores in 2016. In these provinces, the richer groups were slightly more likely to express satisfaction than the poor groups.

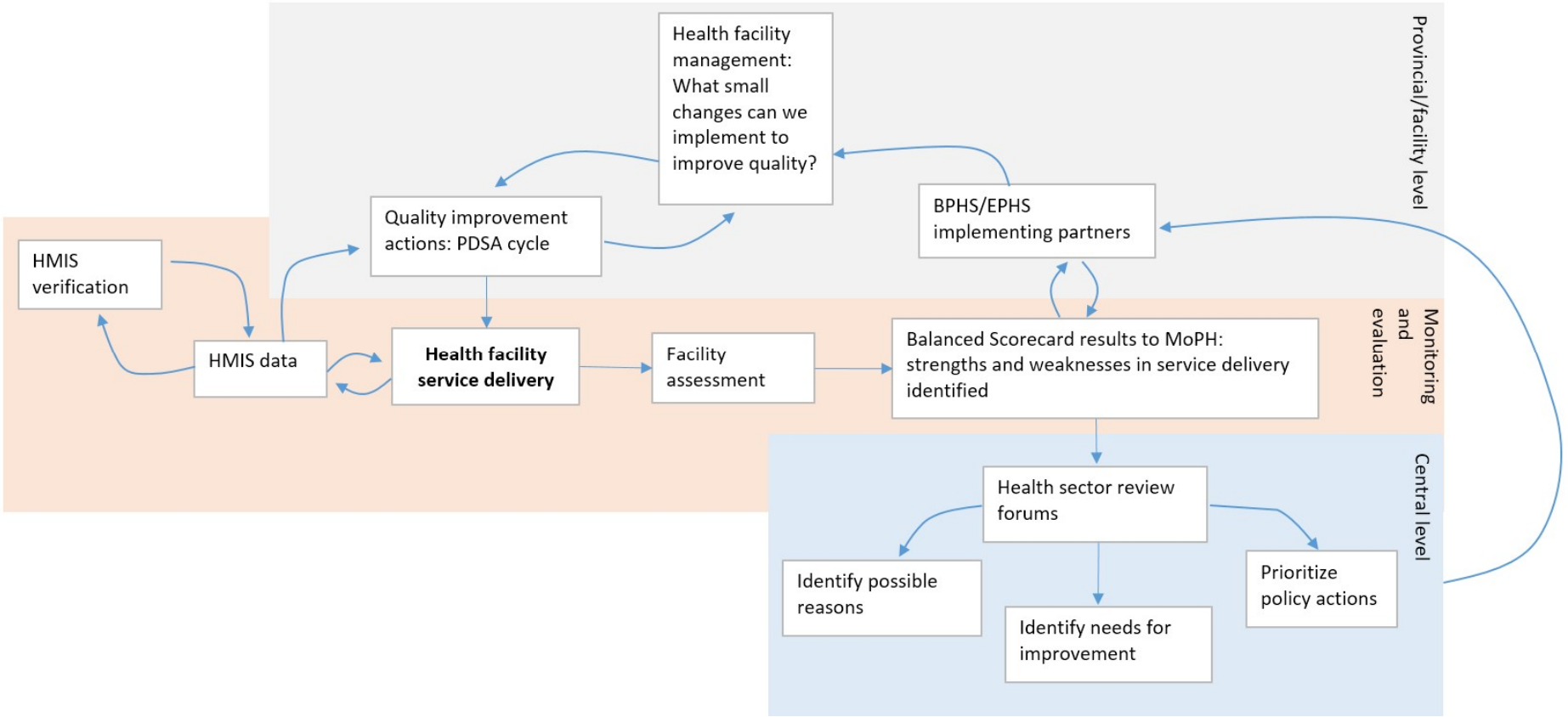
Recommendations at the National Level

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		**2016**
20	Financial Systems	2
18	Time Spent with Client	7
9	Revised Staff Received Training (in last year)	15
7	Revised Staffing Index -- Meeting minimum staff guidelines	35
22	New Outpatient visit concentration index	40
23	New Patient satisfaction concentration index	50
21	Health Facility Management Functionality Index	57
16	Client Counselling Index	60
8	New Provider Knowledge Score	62
4	Revised Health Worker Satisfaction Index	66
14	Revised Infrastructure Index	67
5	Health Worker Motivation Index	72
3	Health Post Status Index (New)*	75
1	Overall Client Satisfaction and Perceived Quality of Care Index	79
12	Laboratory Functionality Index (CHCs only)	79
11	Pharmaceuticals and Vaccines Availability Index	80
17	Universal Precautions	80
19	Revised HMIS Use Index	84
10	Revised Equipment Functionality Index	89
15	Client Background and Physical Assessment Index	89
6	Salary Payment Current	90
2	Community Involvement and Decision Making Index	91
13	Revised Clinical Guidelines Index	91

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 2016.

Areas of Achievement: These are indices that are in the green zone for the 2016 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 2016 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	2016
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	63.8
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	90.8
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	68.5	74.5
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	66.0
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	68.8	71.7	74.1	69.6
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	100.0
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	22.7
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	63.9
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	16.8
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	86.1
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	89.1
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	78.1
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	90.9
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	54.3
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	86.2
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	50.0
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	69.2
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	10.8
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	95.8
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	1.6	2.5	4.2
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	50.6	47.2	62.5	57.5
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	31.6
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	50.4
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	39.1
25	Percent of Lower Benchmarks Achieved			85.0	80.0	95.0	90.0	90.0	80.0	63.6	77.3	91.3	91.3
26	Overall Mean Score			51.6	51.8	60.8	70.7	68.6	52.9	51.8	55.6	57.6	61.8

BADAKSHAN PROVINCE FINDINGS

Summary

Badakhshan province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2016. In the overall BSC ranking, the province has upgraded from the 27th place in 2015 to 18th place in 2016 among the 34 provinces.

Areas of achievement

2. Community Involvement and Decision Making Index
6. Salary Payment Current
9. Staff Received Training
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
19. Revised HMIS Use Index

Rising trend

2. Community Involvement and Decision Making Index
6. Salary Payment Current
9. Staff Received Training
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
12. Laboratory Functionality Index
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
19. Revised HMIS Use Index

Falling trend

1. Overall Client Satisfaction and Perceived Quality Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
16. Client Counselling Index
21. Health Facility Management Functionality Index
22. New Outpatient Concentration Index

Areas of concern

1. Overall Client Satisfaction and Perceived Quality Index
22. New Outpatient Concentration Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		BADGHIS									
BPHS Balanced Scorecard 2004 – 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	68.0
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	85.7
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	87.4	59.4
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	64.4
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	68.7	67.1	70.3	69.4
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	4.7
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	30.8
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	56.2
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	12.1
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	74.8
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	73.6
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	0.0
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	69.0
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	44.6
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	90.3
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	54.9
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	60.2
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	34.2
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	76.4
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	3.2	0.0	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	51.4	45.8	54.5	38.4
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	17.3
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	49.8
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	8.7
25	Percent of Lower Benchmarks Achieved			80.0	80.0	55.0	100.0	80.0	90.0	72.7	72.7	95.7	60.9
26	Overall Mean Score			46.9	61.4	49.8	79.4	65.9	63.7	52.8	54.4	59.5	49.3

BADGHIS PROVINCE FINDINGS

Summary

Badghis province attained the upper benchmarks for two of the twenty-three BSC indicators in 2016. In the overall BSC ranking, the province has fallen from 24th place in 2015 to 34th place in 2016 among the 34 provinces.

Areas of achievement

15. Client Background and Physical Assessment Index
18. Time Spent with Client

Rising trend

15. Client Background and Physical Assessment Index
18. Time Spent with Client

Falling trend

1. Overall Client Satisfaction and Perceived Quality Index
2. Client Involvement and Decision Making Index
3. Health Post Status Index
6. Salary Payment Current
7. Revised Staffing Index
8. New Provider Knowledge Score
9. Revised Staff Received Training Index
12. Laboratory Functionality Index
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Areas of concern

1. Overall Client Satisfaction and Perceived Quality Index
3. Health Post Status Index
6. Salary Payment Current
8. New Provider Knowledge Score
12. Laboratory Functionality Index
14. Revised Infrastructure Index
20. Financial Systems
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		BAGHLAN									
BPHS Balanced Scorecard 2004 – 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	78.1
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	95.2
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	85.4	82.9
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	76.3
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	69.1	76.7	77.0	76.9
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	95.8
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	28.0
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	68.0
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	37.1
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	92.0
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	89.2
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	88.5
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	86.5
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	86.8
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	93.6
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	76.9
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	80.6
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	16.0
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	89.6
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	11.4	13.9	89.3
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	68.0	58.2	65.9	57.9
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	39.3
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	49.6
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	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	95.7
26	Overall Mean Score			49.1	61.1	65.6	62.9	78.6	74.6	51.8	65.0	71.0	72.8

BAGHLAN PROVINCE FINDINGS

Summary

Baghlan province attained the upper benchmarks for eighteen of the twenty-three BSC indicators in 2016. In the overall BSC ranking, the province has fallen from the 1st place in 2015 to the 2nd place among the 34 provinces in 2016.

Areas of achievement

2. Community Involvement and Decision Making Index
3. Health Post Status Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current 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
20. Financial Systems Index
21. Health Facility Management Functionality Index

Rising trend

6. Salary Payment Current Index
20. Financial Systems Index

Falling trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
22. New Outpatient visit concentration index

Areas of concern

22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		BALKH									
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	80.1
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	96.0
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	78.8	77.3
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	67.2
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	69.9	71.1	69.0	70.7
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	87.6
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	24.0
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	61.4
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	19.1
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	88.2
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	79.5
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	76.3
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	92.9
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	65.2
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	91.4
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	66.7
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	80.4
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	38.4
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	91.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	2.2	4.9	1.3
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	57.6	36.6	48.1	66.2
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	54.8
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	49.7
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	47.8
25	Percent of Lower Benchmarks Achieved			85.0	90.0	85.0	100.0	95.0	85.0	86.4	77.3	91.3	95.7
26	Overall Mean Score			53.5	69.7	68.7	77.3	68.8	65.1	61.1	53.7	64.4	66.3

BALKH PROVINCE FINDINGS

Summary
Balkh province attained the upper benchmarks for eleven indicators of the twenty-three BSC indicators in 2016. In the overall BSC performance ranking, the province has fallen from the 6th place in 2015 to the 12th place among the 34 provinces in 2016.

Areas of achievement
2. Community Involvement and Decision Making Index
4. Revised Health Worker Satisfaction
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precaution Index
18. Time Spent with Client
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

Rising trend
4. Revised Health Worker Satisfaction
10. Revised Equipment Functionality
14. Revised Infrastructure
17. Universal Precaution Index
21. Health Facility Management Functionality Index
23. New Patient satisfaction concentration index

Falling trend
3. Health Post Status Index
6. Salary Payment Current
7. Revised Staffing Index
12. Laboratory Functionality Index
20. Financial Systems

Areas of concern
20. Financial Systems Index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		BAMYAN									
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	86.7
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	87.2
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	-	74.9	72.3
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	66.8
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	72.8	66.5	73.9	71.0
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	68.4
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	24.0
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	62.5
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	13.6
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	85.3
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	78.6
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	46.3
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	85.5
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	70.0
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	82.2
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	29.9
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	71.3
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	9.3
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	84.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	2.2	0.0	2.5	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	37.9	42.0	59.2	58.8
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	22.2
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	49.9
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	26.1
25	Percent of Lower Benchmarks Achieved			100.0	95.0	90.0	95.0	95.0	85.0	68.2	45.5	100.0	82.6
26	Overall Mean Score			60.6	65.9	65.2	69.6	71.9	62.8	50.4	49.8	65.1	57.6

BAMYAN PROVINCE FINDINGS

Summary

Bamyan province attained the upper benchmarks for six of the twenty-three BSC indicators in 2016. In the overall BSC performance ranking, in 2016 the province has fallen down from the 5th place in 2015 to the 28th place among the 34 provinces.

Areas of Achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
10. Revised Equipment Functionality Index.
15. Client Background and Physical Assessment Index
17. Universal Precautions
21. Health Facility Management Functionality Index

Rising Trend

None

Falling trend

2. Community Involvement and Decision Making Index
5. Health Worker Motivation Index
9. Revised Staff Received Training (in last year)
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
16. Client Counselling Index
19. Revised HMIS Use Index
20. Financial Systems
22. New Outpatient visit concentration index

Areas of concern

12. Laboratory Functionality Index (CHCs only)
16. Client Counselling Index
20. Financial Systems
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		DAYKUNDI								
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	70.9
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	74.8
3	Health Post Status Index (New)*	67.1	77.8	-	-	-	-	-	-	-	54.5	69.9
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	65.0
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	75.1	71.3	72.3	71.6
6	Salary Payment Current	52.4	92.0	100.0	82.4	27.4	17.4	8.9	1.7	57.1	16.4	91.1
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	33.3
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	64.5
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	14.7
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	79.9
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	76.0
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	85.9
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	86.5
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	34.2
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	86.5
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	60.6
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	73.5
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	31.9
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	68.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	0.0	0.0	14.0	4.3
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	40.0	37.2	34.5	42.4
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	27.2
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	48.9
Composite Scores												
24	Percent of Upper Benchmarks Achieved			44.4	33.3	16.7	33.3	25.0	4.5	4.5	8.7	30.4
25	Percent of Lower Benchmarks Achieved			88.9	88.9	83.3	77.8	70.0	72.7	54.5	60.9	82.6
26	Overall Mean Score			59.9	58.3	55.6	62.7	53.9	50.7	50.8	49.3	59.2

DAYKUNDI PROVINCE FINDINGS

Summary

Daykundi province attained the upper benchmarks for seven of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has upgraded from the 34th place in 2015 to 26th place in 2016 among the 34 provinces.

Areas of achievement

7. Revised Staffing Index -- Meeting minimum staff guidelines
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
18. Time Spent with Client

Rising trend

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
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precaution Index
18. Time Spent with Client
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

Falling trend

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

Areas of concern

1. Overall Client Satisfaction and Perceived Quality of Care Index
14. Revised Infrastructure Index
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		FARAH								
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	73.4
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	83.1
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	74.8	74.5
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	64.0
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	68.9	71.8	72.4	67.0
6	Salary Payment Current	52.4	92.0	97.7	94.5	100.0	92.0	54.9	64.5	81.9	15.6	9.4
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	60.0
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	55.1
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	22.9
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	89.6
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	80.4
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	83.3
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	98.5
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	79.9
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	92.2
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	70.8
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	90.5
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	61.8
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	81.2
20	Financial Systems	2.2	20.3	-	-	-	-	-	0.0	0.0	14.8	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	52.1	61.1	36.2	60.4
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	56.1
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	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	47.8
25	Percent of Lower Benchmarks Achieved			75.0	90.0	60.0	100.0	95.0	77.3	77.3	87.0	87.0
26	Overall Mean Score			52.8	58.0	50.5	78.8	70.1	57.1	60.3	58.6	65.4

FARAH PROVINCE FINDINGS

Summary

Farah province attained the upper benchmarks for eleven of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up from the 26th place in 2015 to 14th place in 2016 among the 34 provinces.

Areas of achievement

7. Revised Staffing 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
16. Client Counselling Index
17. Universal Precautions
18. Time Spent with Client
21. Health Facility Management Functionality Index

Rising trend

7. Revised Staffing Index
10. Revised Equipment Functionality Index
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
18. Time Spent with Client
21. Health Facility Management Functionality Index

Falling trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
4. Revised Health Worker Satisfaction Index
8. New Provider Knowledge Score
11. Pharmaceuticals and Vaccines Availability Index
20. Financial Systems

Areas of concern

6. Salary Payment Current
8. New Provider Knowledge Score
20. Financial Systems

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		FARYAB									
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	78.3
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	98.8
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	84.0	76.4
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	73.6
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	70.2	77.4	76.0	74.2
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	100.0
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	31.3
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	73.4
	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	36.6
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	97.5
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	97.0
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	37.5
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	100.0
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	55.0
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	95.2
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	81.3
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	85.4
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	68.3
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	97.5
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	3.8	0.0	4.6	4.2
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	56.9	54.7	43.9	69.0
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	39.4
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	50.2
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	65.2
25	Percent of Lower Benchmarks Achieved			65.0	95.0	90.0	95.0	100.0	95.0	86.4	81.8	91.3	91.3
26	Overall Mean Score			44.1	63.4	58.1	70.1	75.0	66.0	58.6	57.3	61.7	70.4

FARYAB PROVINCE FINDINGS

Summary

Faryab province attained the upper benchmarks for fifteen of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up from the 14th place in 2015 to 5th place in 2016 among the 34 provinces.

Areas of achievement

2. Community Involvement in Decision Making
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current
8. New Provider Knowledge Score
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
13. Revised Clinical Guidelines 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
21. Health Facility Management Functionality Index

Rising trend

2. Community Involvement in Decision Making
6. Salary Payment Current
8. New Provider Knowledge Score
16. Client Counselling Index
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

Falling Trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
3. Health Post Status Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
12. Laboratory Functionality Index (CHCs only)

Areas of Concern

12. Laboratory Functionality Index (CHCs only)
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		GHAZNI									
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	72.2
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	95.0
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	77.8	75.2
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	66.6
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	65.4	77.5	74.4	71.0
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	80.5
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	20.8
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	63.0
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	11.9
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	88.5
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	90.2
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	90.0
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	83.5
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	42.1
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	91.2
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	63.0
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	85.0
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	2.2
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	89.2
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	0.0	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	38.1	45.7	45.0	43.8
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	20.6
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	50.2
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	34.8
25	Percent of Lower Benchmarks Achieved			85.0	90.0	95.0	95.0	90.0	85.0	59.1	72.7	73.9	78.3
26	Overall Mean Score			56.8	63.0	62.3	62.9	67.8	64.7	52.8	55.8	59.6	60.7

GHAZNI PROVINCE FINDINGS

Summary

Ghazni province attained the upper benchmarks for eight of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up from the 23rd place in 2015 to 22nd place in 2016 among the 34 provinces.

Areas of achievement

2. Community Involvement and Decision Making Index
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability 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

Rising trend

2. Community Involvement and Decision Making Index
6. Salary Payment Current
11. Pharmaceuticals and Vaccines Availability Index
16. Client Counselling Index

Falling trend

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)

Areas of concern

1. Overall Client Satisfaction and Perceived Quality of Care Index
14. Revised Infrastructure Index
18. Time Spent with Client Index
20. Financial Systems Index
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		GHOR									
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	60.0
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	94.8
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.8	74.2
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	58.1
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	67.4	76.6	65.9	64.2
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	4.3
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	13.0
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	60.9
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	22.2
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	81.6
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	78.6
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	66.3
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	79.3
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	70.4
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	75.5
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	37.7
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	88.8
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	0.0
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	50.8
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	14.8	5.8	6.2	6.7
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	47.7	47.3	39.4	55.8
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	33.2
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	49.8
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	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	69.6
26	Overall Mean Score			45.3	56.9	59.0	59.0	58.6	59.9	48.8	48.0	57.5	53.3

GHOR PROVINCE FINDINGS

Summary

Ghor province attained the upper benchmarks for three of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has fallen from the 28th place in 2015 to 32nd place in 2016 among the 34 provinces.

Areas of achievement

2. Community Involvement in Decision Making
9. Revised Staff Received Training (in last year)
17. Universal Precautions Index

Rising trend

2. Community Involvement in Decision Making
11. Pharmaceuticals and Vaccines Availability Index
17. Universal Precautions Index
21. Health Facility Management Functionality Index

Falling trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
6. Salary Payment Current
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
18. Time Spent with Client Index
22. New Outpatient visit concentration index

Areas of concern

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
18. Time Spent with Client Index
19. Revised HMIS Use Index
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		HELMAND					
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2009/10	2011/12	2012/13	2015	2016
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	87.9
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	88.0
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	73.0	86.7
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	59.2
5	Health Worker Motivation Index	66.7	72.8	-	-	66.8	74.9	70.6	66.4
6	Salary Payment Current	52.4	92.0	80.9	7.4	47.9	44.9	27.4	23.9
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	60.0
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	47.4
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	32.3
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	93.0
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	94.3
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	60.9
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	93.3
14	Infrastructure Index	49.3	63.2	28.5	49.0	-	-	-	-
	Revised Infrastructure Index	48.9	73.4	-	-	50.4	48.7	58.5	66.7
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	73.0
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	33.8
17	Proper sharps disposal	34.1	85.0	12.1	10.2	-	-	-	-
	Universal Precautions	51.8	70.4	-	-	69.5	61.2	74.6	79.9
18	Time Spent with Client	3.5	31.2	11.7	0.0	24.8	3.4	4.1	7.4
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	81.3
20	Financial Systems	2.2	20.3	-	-	7.3	0.0	21.5	6.7
21	Health Facility Management Functionality Index	40.0	57.6	-	-	51.3	53.1	50.0	69.3
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	49.7
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	49.9
Composite Scores									
24	Percent of Upper Benchmarks Achieved			0.0	15.0	9.1	13.6	17.4	39.1
25	Percent of Lower Benchmarks Achieved			60.0	40.0	86.4	63.6	87.0	82.6
26	Overall Mean Score			40.6	43.3	55.3	53.1	56.8	61.3

HELMAND PROVINCE FINDINGS

Summary

Helmand province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up from the 29th place in 2015 to 19th place in 2016 among the 34 provinces.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality Index
3. Health Post Status Index
7. Revise Staffing Index
9. Revised Staff Received Training (in last year)
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
13. Revised Clinical Guidelines Index
17. Universal Precautions
21. Health Facility Management Functionality Index

Rising trend

1. Overall Client Satisfaction and Perceived Quality Index
3. Health Post Status Index
7. Revise Staffing Index
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
13. Revised Clinical Guidelines Index
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index

Falling trend

4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
12. Laboratory Functionality Index (CHCs only)
20. Financial Systems

Areas of concern

4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
6. Salary Payment Current
8. New Provider Knowledge Score

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		HERAT									
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	85.9
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	99.2
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	75.3	65.6
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	62.8
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	64.3	76.0	74.2	67.5
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	89.3
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	33.3
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	64.1
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	10.0
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	88.2
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	75.9
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	87.5
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	87.1
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	77.4
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	93.1
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	58.3
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	76.7
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	1.0
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	77.9
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	4.6	0.0	26.5	8.7
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	42.2	48.2	62.3	71.1
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	80.2
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	49.7
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	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	91.3
26	Overall Mean Score			51.5	53.0	55.9	69.0	62.4	71.3	53.7	62.1	65.9	65.7

HERAT PROVINCE FINDINGS

Summary

Herat province attained the upper benchmarks for eleven of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has dropped from the 4th place in 2015 to 13th place in 2016 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
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
17. Universal Precautions
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Rising trend

2. Community Involvement and Decision Making Index
7. Revised Staffing Index -- Meeting minimum staff guidelines
12. Laboratory Functionality Index
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
17. Universal Precautions

Falling trend

3. Health Post Status Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
9. Revised Staff Received Training (in last year)
16. Client Counselling Index
18. Time Spent with Client
20. Financial Systems

Areas of concern

3. Health Post Status Index
18. Time Spent with Client

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		JAWZJAN									
BPHS Balanced Scorecard 2004 – 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	87.6
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	99.1
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	72.1	75.6
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	68.2
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	72.7	75.2	68.7	78.2
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	29.4
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	13.6
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	65.0
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	19.0
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	89.2
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	84.0
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	80.2
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	82.7
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	59.7
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	79.7
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	59.0
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	81.8
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	3.1
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	93.4
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	8.2	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	46.4	43.8	55.6	50.1
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	57.8
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	50.2
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	47.8
25	Percent of Lower Benchmarks Achieved			65.0	95.0	80.0	100.0	100.0	95.0	90.9	77.3	87.0	87.0
26	Overall Mean Score			47.8	57.1	55.6	77.1	80.3	68.3	56.8	54.8	61.8	61.2

JAWZJAN PROVINCE FINDINGS

Summary
Jawzjan province attained the upper benchmarks for eleven of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has dropped from the 13th place in 2015 to 20th place in 2016 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)
16. Client Counselling Index
17. Universal Precautions
19. Revised HMIS Use Index
22. New Outpatient visit concentration index

Rising 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
19. Revised HMIS Use Index
22. New Outpatient visit concentration index

Falling trend
7. Revised Staffing Index
15. Client Background and Physical Assessment Index
18. Time Spent with Client
20. Financial Systems

Areas of concern
6. Salary Payment Current
18. Time Spent with Client
20. Financial Systems

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KABUL									
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	75.6
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	85.2
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.0	73.2
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	64.4
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	71.3	71.1	74.1	69.1
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	83.7
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	36.0
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	63.3
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	5.6
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	72.6
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	77.0
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	76.3
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	65.1
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	75.5
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	74.0
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	39.1
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	48.8
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	1.8
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	47.2
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	10.0	10.1	4.6	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	32.1	42.2	42.1	42.0
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	88.8
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	50.1
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	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	78.3
26	Overall Mean Score			56.5	65.4	69.2	64.4	54.9	64.3	48.2	52.1	55.0	57.1

KABUL PROVINCE FINDINGS

Summary

Kabul province attained the upper benchmarks for three of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up from the 31st place in 2015 to the 29th place in 2016 among the 34 provinces.

Areas of achievement

7. Revised Staffing Index
14. Revised Infrastructure Index
22. New Outpatient visit concentration index

Rising trend

6. Salary Payment Current
7. Revised Staffing Index
8. New Provide Knowledge Score
11. Pharmaceuticals and Vaccines Availability Index
14. Revised Infrastructure Index
22. New Outpatient visit concentration index

Falling trend

4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
9. Revised Staff Received Training
17. Universal Precautions Index
18. Time Spent with Client
20. Financial Systems

Areas of concern

9. Revised Staff Received Training (in last year)
17. Universal Precautions Index
18. Time Spent with Client
19. Revised HMIS Use Index
20. Financial Systems

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KANDAHAR					
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2009/10	2011/12	2012/13	2015	2016
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	82.3
	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	93.1
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	70.9	77.2
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	63.3
5	Health Worker Motivation Index	66.7	72.8	-	-	73.7	71.8	74.2	73.0
6	Salary Payment Current	52.4	92.0	85.6	95.3	93.6	94.5	73.4	42.5
	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	25.0
	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	54.6
	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	14.3
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	94.7
	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	90.1
	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	58.4
	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	98.4
	Infrastructure Index	49.3	63.2	53.7	53.9	-	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	79.7	82.9	73.6	71.4
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	76.3
	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	54.0
	Proper sharps disposal	34.1	85.0	47.6	74.1	-	-	-	-
17	Universal Precautions	51.8	70.4	-	-	70.7	62.9	78.5	69.2
18	Time Spent with Client	3.5	31.2	2.0	5.7	0.3	16.9	0.7	23.3
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	89.2
20	Financial Systems	2.2	20.3	-	-	6.5	6.2	3.3	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	50.4	46.8	43.2	58.6
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	72.4
	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	49.9
Composite Scores									
24	Percent of Upper Benchmarks Achieved			15.0	30.0	54.5	22.7	43.5	39.1
25	Percent of Lower Benchmarks Achieved			75.0	95.0	95.5	81.8	82.6	87.0
26	Overall Mean Score			50.5	61.4	62.1	60.9	60.1	62.2

KANDAHAR PROVINCE FINDINGS

Summary

Kandahar province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up from the 20th place in 2015 to 16th place in 2016 among the 34 provinces.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality Index
2. Community Involvement in Decision Making Index
5. Health Worker Motivation Index
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
13. Revised Clinical Guidelines Index
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Rising trend

1. Overall Client Satisfaction and Perceived Quality Index
2. Community Involvement in Decision Making Index
15. Client Background and Physical Assessment Index
18. Time Spent with Client
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Falling trend

4. Revised Health Worker Satisfaction Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
8. New Provider Knowledge Score
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)
14. Revised Infrastructure Index
17. Universal Precautions
20. Financial Systems

Areas of concern

6. Salary Payment Current
8. New Provider Knowledge Score
20. Financial Systems

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KAPISA									
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	79.2
	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	82.5
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	72.2	72.1
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	63.9
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	71.4	75.0	72.1	69.4
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	35.8
	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	42.9
	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	60.4
	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	7.5
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	79.6
	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	52.7
	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	62.5
	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	86.0
	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	61.2
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	84.4
	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	41.9
	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	43.0
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	6.0
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	70.4
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	2.3	0.0	2.1	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	53.9	56.4	48.3	51.2
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	10.4
	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	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	13.0
25	Percent of Lower Benchmarks Achieved			85.0	95.0	95.0	90.0	95.0	90.0	90.9	72.7	87.0	78.3
26	Overall Mean Score			55.2	61.5	74.3	73.7	79.6	71.9	57.8	56.1	62.4	52.7

KAPISA PROVINCE FINDINGS

Summary
Kapisa province attained the upper benchmarks for three of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has fallen from the 12th place in 2015 to the 33rd place in 2016 among the 34 provinces.

Areas of achievement
7. Revised Staffing Index -- Meeting minimum staff guidelines
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index

Rising trend
None

Falling trend
1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
6. Salary Payment Current
8. New Provider Knowledge Score
9. Revised Staff Received Training (in last year)
14. Revised Infrastructure Index
16. Client Counselling Index
17. Universal Precautions
22. New Outpatient visit concentration index

Areas of concern
6. Salary Payment Current
11. Pharmaceuticals and Vaccines Availability Index
17. Universal Precautions
20. Financial Systems
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KHOST									
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	77.2
	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	95.5
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	71.7	85.7
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	65.3
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	64.5	63.9	70.7	75.2
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	87.1
	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	13.6
	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	57.7
	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	14.0
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	95.3
	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	88.0
	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	87.5
	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	90.2
	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	30.9
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	88.2
	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	61.6
	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	39.6
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	20.5
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	94.5
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	8.1	8.1	0.0	4.5
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	44.7	54.7	79.2	49.6
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	11.9
	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	49.9
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	39.1
25	Percent of Lower Benchmarks Achieved			65.0	65.0	80.0	95.0	85.0	95.0	77.3	45.5	78.3	82.6
26	Overall Mean Score			47.2	51.7	54.1	66.0	58.6	69.8	53.2	49.4	60.2	60.2

KHOST PROVINCE FINDINGS

Summary
Khost province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved down from the 19th place in 2015 to the 24th place in 2016 among the 34 provinces.

Areas of achievement
2. Community Involvement and Decision Making Index
3. Health Post Status
5. Health Worker Motivation Index
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
19. Revised HMIS Use Index

Rising trend
1. Overall Client Satisfaction and Perceived Quality
3. Health Post Status
5. Health Worker Motivation Index
6. Salary Payment Current
16. Client Counselling Index
20. Financial Systems

Falling trend
9. Revised Staff Received Training (in last year)
11. Pharmaceuticals and Vaccines Availability Index
17. Universal Precautions
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Areas of concern
8. New Provider Knowledge Score
14. Revised Infrastructure Index
17. Universal Precautions
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KUNAR									
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	76.1
	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	92.0
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.7	79.0
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	67.5
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	69.3	74.7	73.4	73.9
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	100.0
	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	41.7
	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	68.2
	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	34.4
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	96.5
	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	79.1
	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	63.5
	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	96.8
	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	69.6
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	96.6
	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	80.9
	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	87.6
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	15.2
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	92.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	85.8	36.1	12.9	40.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	71.0	60.8	43.7	57.3
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	41.7
	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	49.9
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	65.2
25	Percent of Lower Benchmarks Achieved			80.0	75.0	100.0	100.0	95.0	90.0	90.9	90.9	91.3	95.7
26	Overall Mean Score			50.9	53.8	67.9	69.3	72.0	71.1	72.7	67.7	59.8	69.5

KUNAR PROVINCE FINDINGS

Summary

Kunar province attained the upper benchmarks for fifteen of the twenty-three BSC indicators in 2015. For the overall BSC ranking, the province has moved up significantly from the 21st place in 2015 to 6th place in 2016 among the 34 provinces.

Areas of achievement

2. Community Involvement and Decision Making Index
3. Health Post Status
4. Revised Health Worker Satisfaction
5. Health Worker Motivation Index
6. Salary Payment Current
7. Revised Staffing Index
8. New Provider Knowledge Score
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
3. Health Post Status
4. Revised Health Worker Satisfaction
7. Revised Staffing Index
8. New Provider Knowledge Score
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

Falling trend

22. New Outpatient visit concentration index

Areas of concern

22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		KUNDUZ									
BPHS Balanced Scorecard 2004 – 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	89.7
	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	89.2
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	74.4	76.1
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	65.5
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	70.5	72.5	69.2	74.9
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	95.4
	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	27.3
	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	64.9
	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	17.7
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	83.3
	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	64.5
	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	85.4
	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	90.8
	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	65.2
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	84.4
	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	49.8
	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	78.6
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	8.9
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	75.8
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	5.2	0.0	4.6	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	40.7	52.6	54.3	34.8
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	53.9
	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	49.8
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	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	87.0
26	Overall Mean Score			56.7	62.3	60.9	58.6	75.2	67.5	59.2	63.2	63.9	62.0

KUNDUZ PROVINCE FINDINGS

Summary
Kunduz province attained the upper benchmarks for eight of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has dropped from the 8th place in 2015 to 17st place in 2016 among the 34 provinces.

Areas of achievement
1. Overall Client Satisfaction and Perceived Quality of Care Index
5. Health Worker Motivation Index
6. Salary Payment Current
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines
15. Client Background and Physical Assessment Index
17. Universal Precautions

Rising trend
1. Overall Client Satisfaction and Perceived Quality of Care Index
5. Health Worker Motivation Index
8. New Provider Knowledge Score
13. Revised Clinical Guidelines

Falling trend
2. Community Involvement in Decision Making
7. Revised Staffing Index -- Meeting minimum staff guidelines
11. Pharmaceuticals and Vaccines Availability Index
16. Client Counselling Index
20. Financial Systems
21. Health Facility Management Functionality

Areas of concern
11. Pharmaceuticals and Vaccines Availability Index
20. Financial Systems
21. Health Facility Management Functionality

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		LAGHMAN									
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	79.0
	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	95.8
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.5	83.9
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	66.8
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	70.4	74.8	74.8	75.2
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	100.0
	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	25.0
	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	59.1
	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	13.9
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	97.9
	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	95.6
	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	61.4
	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	96.7
	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	66.7
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	89.1
	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	64.8
	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	87.0
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	21.1
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	89.2
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	5.4	40.0	3.1	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	57.0	62.7	68.3	54.9
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	21.8
	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	49.3
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	52.2
25	Percent of Lower Benchmarks Achieved			85.0	85.0	85.0	90.0	95.0	100.0	100.0	95.5	91.3	82.6
26	Overall Mean Score			52.7	61.6	63.3	60.2	78.6	75.4	62.3	65.9	61.0	65.0

LAGHMAN PROVINCE FINDINGS

Summary
Laghman province attained the upper benchmarks for twelve of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up from the 16th place in 2015 to 15th place in 2016 among the 34 provinces.

Areas of achievement
2. Community Involvement and Decision Making Index
3. Health Post Status
4. Revised Health Worker Satisfaction
5. Health Worker Motivation Index
6. Salary Payment Current
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability 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

Rising trend
1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
3. Health Post Status
4. Revised Health Worker Satisfaction
11. Pharmaceuticals and Vaccines Availability Index
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
19. Revised HMIS Use Index

Falling trend
7. Revised Staffing Index -- Meeting minimum staff guidelines
8. New Provider Knowledge Score
20. Financial Systems
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

Areas of concern
8. New Provider Knowledge Score
20. Financial Systems
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		LOGAR									
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	82.6
	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	99.2
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.5	84.6
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	67.0
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	62.9	71.0	73.6	71.3
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	93.6
	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	34.8
	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	61.5
	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	11.5
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	95.0
	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	94.8
	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	78.8
	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	91.8
	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	79.2
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	89.6
	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	70.2
	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	88.6
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	3.5
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	88.2
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	58.8	60.6	97.6	44.4
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	58.5	65.3	57.2	58.1
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	87.8
	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	50.1
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	78.3
25	Percent of Lower Benchmarks Achieved			90.0	90.0	95.0	100.0	100.0	95.0	86.4	72.7	91.3	95.7
26	Overall Mean Score			52.0	58.2	71.4	68.4	76.6	71.8	60.7	62.3	67.9	70.7

LOGAR PROVINCE FINDINGS

Summary

Logar province attained the upper benchmarks for eighteen of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has dropped from the 3rd place in 2015 to 4th place among the 34 provinces in 2016.

Areas of achievement

1. Overall Client Satisfaction and Perceived Quality of Care Index
2. Community Involvement and Decision Making Index
3. Health Post Status
4. Revised Health Worker Satisfaction 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
14 Revised Infrastructure Index
15. Client Background and Physical Assessment
16. Client Counselling Index
17. Universal Precautions
19. Revised HMIS Use Index
20. Financial Systems
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Rising trend

3. Health Post Status
14 Revised Infrastructure Index
15. Client Background and Physical Assessment
16. Client Counselling Index
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Falling trend

5. Health Worker Motivation Index

Areas of concern

18. Time Spent with Client

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		NANGARHAR									
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	85.2
	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	96.0
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	73.5	82.1
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	75.8
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	76.9	74.0	75.0	79.8
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	100.0
	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	28.0
	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	63.9
	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	21.2
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	98.1
	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	92.3
	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	86.3
	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	95.2
	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	69.2
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	93.5
	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	73.9
	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	89.3
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	25.6
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	90.4
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	75.5	39.5	92.8	84.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	82.9	63.5	42.9	61.7
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	55.3
	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	49.7
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	73.9
25	Percent of Lower Benchmarks Achieved			90.0	65.0	85.0	85.0	95.0	90.0	95.5	90.9	91.3	100.0
26	Overall Mean Score			54.9	47.9	59.4	68.1	67.4	70.2	69.1	67.2	68.6	73.8

NANGARHAR PROVINCE FINDINGS

Summary
Nangarhar province attained the upper benchmarks for seventeen of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has risen from the 2nd place in 2015 to the **1st place** in 2016 among the 34 provinces.

Areas of achievement
All indices, except the followings:
8. New Provider Knowledge Score
9. Revised Staff Received Training (in last year)
14 Revised Infrastructure Index
18. Time Spent with Client
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

Rising trend
2. Community Involvement in Decision Making
3. Health Post Status
9. Revised Staff Received Training
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Falling trend
8. New Provider Knowledge Score
14. Revised Infrastructure Index
18. Time Spent with Client

Areas of concern
None

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		NIMROZ									
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	72.6
	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	83.6
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	66.8	73.2
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	69.2
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	69.7	70.5	67.8	73.8
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	93.9
	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	54.5
	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	62.4
	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	19.0
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	90.7
	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	75.4
	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	84.4
	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	92.3
	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	80.6
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	95.1
	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	71.7
	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	82.7
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	1.7
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	84.1
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	7.6	0.0	7.7	9.1
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	59.4	44.9	49.3	64.2
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	50.6
	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	49.6
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	56.5
25	Percent of Lower Benchmarks Achieved			70.0	65.0	95.0	100.0	90.0	90.0	90.9	81.8	91.3	91.3
26	Overall Mean Score			50.5	48.6	62.6	74.8	75.7	67.4	58.8	57.3	62.7	66.7

NIMROZ PROVINCE FINDINGS

Summary

Nimroz province attained the upper benchmarks for thirteen of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has remained at the 10th place in 2016 as was the case in 2015 among the 34 provinces.

Areas of achievement

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

Rising trend

3. Health Post Status Index
5. Health Worker Motivation
14. Revised Infrastructure Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Falling trend

1. Overall Client Satisfaction and Perceived Quality
18. Time Spent with Client

Areas of concern

1. Overall Client Satisfaction and Perceived Quality
18. Time Spent with Client

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		NURISTAN								
BPHS Balanced Scorecard 2004 – 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2012/13	2015	2016
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	80.0
	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	97.8
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	61.2	81.5
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	71.9
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	75.1	70.2	75.4
6	Salary Payment Current	52.4	92.0	54.8	53.3	0.0	34.4	100.0	97.3	100.0	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	57.1
	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	58.3
	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	14.9
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	94.6
	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	87.1
	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	78.6
	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	85.6
	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	73.1
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	95.8
	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	83.8
	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	85.1
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	1.5
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	71.9
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	56.2	17.8	83.3
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	77.6	34.0	67.4
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	46.9
	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	50.3
Composite Scores												
24	Percent of Upper Benchmarks Achieved			25.0	15.0	40.0	40.0	50.0	65.0	45.5	13.0	56.5
25	Percent of Lower Benchmarks Achieved			90.0	50.0	75.0	90.0	100.0	100.0	90.9	65.2	91.3
26	Overall Mean Score			56.1	39.0	55.1	64.2	66.7	76.6	66.9	54.5	71.4

NURISTAN PROVINCE FINDINGS

Summary

Nuristan province attained the upper benchmarks for thirteen of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has improved dramatically from the 32nd place in 2015 to 3rd place in 2016 among the 34 provinces.

Areas of achievement

2. Community Involvement and Decision Making Index
3. Health Post Status 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
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
16. Client Counselling Index
17. Universal Precautions
20. Financial Systems
21. Health Facility Management Functionality Index

Rising trend

1. Overall Client Satisfaction and Perceived Quality
2. Community Involvement and Decision Making Index
3. Health Post Status Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
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
19. Revised HMIS Use Index
20. Financial Systems
21. Health Facility Management Functionality Index

Falling trend

18. Time Spent with Client

Areas of Concern

8. New Provider Knowledge Score
18. Time Spent with Client

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		PAKTIKA									
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	82.6
	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	94.7
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	79.3	75.2
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	60.3
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	67.0	67.1	68.9	66.7
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	20.0
	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	36.8
	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	51.2
	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	13.4
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	87.6
	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	89.7
	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	56.3
	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	92.6
	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	71.1
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	85.1
	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	48.0
	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	86.4
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	4.2
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	90.5
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	5.0	2.6
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	37.0	45.9	68.9	76.0
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	50.3
	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	49.5
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	43.5
25	Percent of Lower Benchmarks Achieved			60.0	80.0	75.0	80.0	85.0	95.0	59.1	72.7	100.0	82.6
26	Overall Mean Score			47.2	48.3	50.7	57.5	61.3	71.3	52.2	56.6	64.3	60.5

PAKTIKA PROVINCE FINDINGS

Summary

Paktika province attained the upper benchmarks for ten of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has fallen from 7th place in 2015 to 23rd in 2016 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
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability
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

7. Revised Staffing Index -- Meeting minimum staff guidelines
11. Pharmaceuticals and Vaccines Availability

Falling trend

3. Health Post Status
4. Revised Health Worker Satisfaction Index
6. Salary Payment Current
8. New Provider Knowledge Score
9. Revised Staff Received Training (in last year)
16. Client Counselling Index
23. New Patient satisfaction concentration index

Areas of concern

4. Revised Health Worker Satisfaction Index
6. Salary Payment Current
8. New Provider Knowledge Score
23. New Patient satisfaction concentration index

	AFGHANISTAN HEALTH SECTOR	BENCHMARKS		PAKTYA									
	BPHS Balanced Scorecard 2004 - 2016	**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	69.1
	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	90.4
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	77.8	80.1
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	64.1
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	70.8	69.5	70.8	71.9
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	76.5
	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	36.0
	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	59.3
	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	10.4
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	95.4
	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	89.3
	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	36.5
	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	98.4
	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	63.6
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	84.1
	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	47.5
	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	78.2
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	4.2
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	90.4
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	10.4	4.9	10.4	1.3
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	43.7	49.8	58.8	51.9
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	47.8
	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	49.8
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	39.1
25	Percent of Lower Benchmarks Achieved			80.0	80.0	95.0	85.0	95.0	80.0	86.4	63.6	91.3	82.6
26	Overall Mean Score			49.6	54.8	66.4	63.4	63.9	60.4	54.7	53.3	61.4	60.7

PAKTIYA PROVINCE FINDINGS

Summary

Paktiya province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has fallen from 15th place in 2015 to 21st place in 2016 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
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index
17. Universal Precautions
19. Revised HMIS Use Index

Rising trend

6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
13. Revised Clinical Guidelines Index
15. Client Background and Physical Assessment Index

Falling trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
8. New Provider Knowledge Score
9. Revised Staff Received Training (in last year)
12. Laboratory Functionality Index (CHCs only)
20. Financial Systems
21. Health Facility Management Functionality Index

Areas of concern

1. Overall Client Satisfaction and Perceived Quality of Care Index
8. New Provider Knowledge Score
12. Laboratory Functionality Index (CHCs only)
20. Financial Systems

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		PANJSHER									
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	83.7
	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	57.9
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	66.7	70.7
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	65.2
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	73.1	69.4	74.1	75.1
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	97.3
	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	47.4
	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	60.8
	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	8.7
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	78.8
	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	55.5
	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	81.3
	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	74.9
	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	73.1
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	90.2
	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	78.4
	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	64.6
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	42.3
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	57.9
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	0.0	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	46.9	47.5	53.2	39.3
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	15.1
	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	50.1
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	34.8
25	Percent of Lower Benchmarks Achieved			84.2	100.0	95.0	100.0	100.0	90.0	72.7	77.3	82.6	73.9
26	Overall Mean Score			53.2	67.5	72.4	75.7	75.8	60.3	55.0	57.0	59.8	59.5

PANJSHIR PROVINCE FINDINGS

Summary
Panjshir province attained the upper benchmarks for eight of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has fallen from 22nd place in 2015 to 25th place in 2016 among the 34 provinces.

Areas of achievement
1. Overall Client Satisfaction and Perceived Quality of Care Index
5. Health Worker Motivation Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
16. Client Counselling Index
18. Time Spent with Client

Rising trend
3. Health Post Status Index
15. Client Background and Physical Assessment Index
16. Client Counselling Index
18. Time Spent with Client

Falling trend
4. Revised Health Worker Satisfaction Index
19. Revised HMIS Use Index
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index

Areas of concern
2. Community Involvement and Decision Making 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

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		PARWAN									
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	74.0
	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	89.2
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	67.1	64.2
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	62.7
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	71.1	74.5	71.1	68.1
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	81.1
	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	34.8
	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	63.3
	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	15.6
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	81.0
	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	49.2
	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	73.7
	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	92.0
	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	66.2
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	76.2
	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	33.0
	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	70.7
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	6.5
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	80.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	0.0	2.1
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	52.4	45.1	42.4	59.8
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	40.9
	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	50.1
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	26.1
25	Percent of Lower Benchmarks Achieved			85.0	90.0	100.0	100.0	95.0	100.0	86.4	59.1	65.2	82.6
26	Overall Mean Score			51.5	60.3	76.5	72.5	72.7	70.6	55.5	53.5	51.3	58.0

PARWAN PROVINCE FINDINGS

Summary

Parwan province attained the upper benchmarks for five of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up from the 33rd place in 2015 to 27th place in 2016 among the 34 provinces.

Areas of achievement

7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)
13. Revised Clinical Guidelines Index
17. Universal Precautions
21. Health Facility Management Functionality Index

Rising trend

4. Revised Health Worker Satisfaction Index
9. Revised Staff Received Training (in last year)
13. Revised Clinical Guidelines 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
21. Health Facility Management Functionality Index

Falling Trend

3. Health Post Status Index
6. Salary Payment Current
22. New Outpatient visit concentration index

Areas of Concern

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

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		SAMANGAN									
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	78.7
	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	85.6
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	61.7	81.4
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	70.2
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	79.0	70.0	75.5	72.3
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	96.1
	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	52.0
	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	59.7
	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	13.6
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	97.5
	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	85.5
	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	87.5
	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	82.4
	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	64.4
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	89.9
	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	55.9
	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	70.7
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	5.2
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	78.0
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	0.0	0.0	73.3
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	54.1	36.2	42.4	48.3
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	48.0
	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	49.8
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	39.1
25	Percent of Lower Benchmarks Achieved			95.0	85.0	90.0	95.0	95.0	95.0	86.4	54.5	78.3	100.0
26	Overall Mean Score			54.8	59.2	67.1	72.1	81.1	68.2	58.9	49.1	55.7	67.2

SAMANGAN PROVINCE FINDINGS

Summary

Samangan province attained the upper benchmarks for nine of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up from 30th place in 2015 to 9th place in 2016 among the 34 provinces.

Areas of achievement

3. Health Post Status Index
4. Revised Health Worker Satisfaction Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
10. Revised Equipment Functionality Index
12. Laboratory Functionality Index (CHCs only)
15. Client Background and Physical Assessment Index
17. Universal Precautions
20. Financial Systems

Rising trend

3. Health Post Status Index
6. Salary Payment Current
10. Revised Equipment Functionality Index
11. Pharmaceuticals and Vaccines Availability Index
15. Client Background and Physical Assessment Index
17. Universal Precautions
19. Revised HMIS Use Index
20. Financial Systems
22. New Outpatient visit concentration index

Falling trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
5. Health Worker Motivation Index

Areas of concern

None

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		SARIPUL									
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	86.9
	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	98.4
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	68.6	71.6
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	69.7
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	68.4	70.1	72.9	70.4
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	99.1
	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	44.0
	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	70.2
	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	10.1
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	97.6
	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	79.0
	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	90.0
	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	96.8
	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	66.0
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	93.9
	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	70.6
	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	89.2
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	12.1
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	77.4
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	20.3	25.4	5.4	2.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	44.5	40.9	50.3	68.9
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	12.7
	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	49.9
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	56.5
25	Percent of Lower Benchmarks Achieved			90.0	90.0	85.0	95.0	90.0	70.0	86.4	81.8	91.3	91.3
26	Overall Mean Score			49.6	62.5	58.8	67.2	74.4	59.4	54.1	54.8	60.3	66.4

SARIPUL PROVINCE FINDINGS

Summary

Saripul province attained the upper benchmarks for thirteen of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up from the 18th place in 2015 to 11th place in 2016 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
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
8. New Provider Knowledge Score
10. Revised Equipment Functionality 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
21. Health Facility Management Functionality Index

Rising trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
8. New Provider Knowledge Score
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
16. Client Counselling Index
17. Universal Precautions
21. Health Facility Management Functionality Index

Falling trend

5. Health Worker Motivation Index
9. Revised Staff Received Training (in last year)
20. Financial Systems
22. New Outpatient visit concentration index

Areas of concern

20. Financial Systems
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		TAKHAR									
BPHS Balanced Scorecard 2004 - 2016		**LB**	**UB**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009/10**	**2011/12**	**2012/13**	**2015**	**2016**
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	81.3
	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	99.2
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	70.9	80.7
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	68.2
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	68.8	72.6	69.1	70.7
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	98.2
	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	34.8
	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	63.3
	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	14.8
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	87.5
	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	75.4
	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	78.8
	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	94.5
	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	70.4
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	90.5
	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	70.1
	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	82.2
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	3.2
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	93.4
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	0.0	6.5	0.0	76.7
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	47.6	48.0	47.7	49.1
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	24.3
	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	49.3
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	56.5
25	Percent of Lower Benchmarks Achieved			95.0	90.0	95.0	100.0	100.0	95.0	59.1	72.7	91.3	87.0
26	Overall Mean Score			56.8	59.8	63.7	71.7	73.9	68.3	50.6	57.0	58.9	67.7

TAKHAR PROVINCE FINDINGS

Summary

Takhar province attained the upper benchmarks for thirteen of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up from the 25th place in 2015 to 8th place in 2016 among the 34 provinces.

Areas of achievement

2. Community Involvement and Decision Making Index
3. Health Post Status Index
4. Revised Health Worker Satisfaction Index
6. Salary Payment Current
7. Revised Staffing Index -- Meeting minimum staff guidelines
10. Revised Equipment Functionality 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
20. Financial Systems

Rising trend

2. Community Involvement and Decision Making Index
3. Health Post Status Index
4. Revised Health Worker Satisfaction Index
6. Salary Payment Current
16. Client Counselling Index
20. Financial Systems

Falling Trend

1. Overall Client Satisfaction and Perceived Quality of Care Index
9. Revised Staff Received Training (in last year)
18. Time Spent with Client
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

Areas of Concern

18. Time Spent with Client
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		URUZGAN					
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2009/10	2011/12	2012/13	2015	2016
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	69.6
	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	86.7
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	78.3	73.8
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	64.2
5	Health Worker Motivation Index	66.7	72.8	-	-	66.7	69.9	64.4	68.2
6	Salary Payment Current	52.4	92.0	100.0	100.0	100.0	95.4	77.8	81.1
	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	66.7
	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	53.0
	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	21.0
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	80.6
	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	77.3
	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	58.3
	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	59.7
	Infrastructure Index	49.3	63.2	66.7	62.5	-	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	52.5	57.8	69.0	44.5
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	70.5
	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	44.3
	Proper sharps disposal	34.1	85.0	100.0	33.1	-	-	-	-
17	Universal Precautions	51.8	70.4	-	-	58.2	59.7	80.6	67.3
18	Time Spent with Client	3.5	31.2	0.0	7.5	13.5	3.8	23.8	0.0
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	56.0
20	Financial Systems	2.2	20.3	-	-	0.0	38.6	9.2	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	38.1	48.0	53.1	52.4
Domain F: Overall Mission									
	Outpatient visit concentration index	48.0	52.7	50.5	-	-	-	-	-
22	New Outpatient visit concentration index	46.2	56.9	-	54.0	41.4	41.0	50.0	17.8
	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	50.0
Composite Scores									
24	Percent of Upper Benchmarks Achieved			45.0	50.0	4.5	9.1	39.1	8.7
25	Percent of Lower Benchmarks Achieved			80.0	85.0	72.7	68.2	87.0	65.2
26	Overall Mean Score			63.7	69.4	52.5	53.4	63.8	54.9

URUZGAN PROVINCE FINDINGS

Summary

Uruzgan province attained the upper benchmarks for two of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has fallen from the 9th place in 2015 to 31st place in 2016 among the 34 provinces.

Areas of achievement

7. Revised Staffing Index -- Meeting minimum staff guidelines
9. Revised Staff Received Training (in last year)

Rising trend

7. Revised Staffing Index -- Meeting minimum staff guidelines

Falling trend

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
6. Salary Payment Current
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
19. Revised HMIS Use Index
20. Financial Systems
22. New Outpatient visit concentration index

Areas of concern

1. Overall Client Satisfaction and Perceived Quality of Care Index
8. New Provider Knowledge Score
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
18. Time Spent with Client
19. Revised HMIS Use Index
20. Financial Systems
22. New Outpatient visit concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		WARDAK									
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
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	90.6
	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	90.8
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	-	-	-	-	61.2	79.0
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	69.1
5	Health Worker Motivation Index	66.7	72.8	-	-	-	-	-	-	61.9	84.0	67.3	73.7
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	100.0
	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	38.5
	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	64.9
	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	13.6
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	91.9
	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	81.3
	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	79.2
	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	94.7
	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	75.1
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	98.8
	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	82.0
	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	86.3
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	0.2
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	84.6
20	Financial Systems	2.2	20.3	-	-	-	-	-	-	61.1	93.5	64.6	75.6
21	Health Facility Management Functionality Index	40.0	57.6	-	-	-	-	-	-	52.7	49.1	57.5	65.6
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	11.5
	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	50.0
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	69.6
25	Percent of Lower Benchmarks Achieved			90.0	100.0	95.0	95.0	95.0	90.0	72.7	95.5	73.9	91.3
26	Overall Mean Score			55.3	70.6	71.7	65.9	65.3	64.8	59.2	69.2	62.9	69.4

WARDAK PROVINCE FINDINGS

Summary

Wardak province attained the upper benchmarks for sixteen of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has moved up considerably, from to the 11th place in 2015 to 7th place in 2016 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
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
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
20. Financial Systems
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
3. Health Post Status Index
4. Revised Health Worker Satisfaction Index
5. Health Worker Motivation Index
8. New Provider Knowledge Score
12. Laboratory Functionality Index (CHCs only)
13. Revised Clinical Guidelines Index
14. Revised Infrastructure Index
21. Health Facility Management Functionality Index

Falling trend

None

Areas of concern

18. Time Spent with Client
22. New Patient satisfaction concentration index

AFGHANISTAN HEALTH SECTOR		BENCHMARKS		ZABUL					
BPHS Balanced Scorecard 2004 - 2016		LB	UB	2004	2009/10	2011/12	2012/13	2015	2016
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	87.2
	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	63.8
3	Health Post Status Index (New)	67.1	77.8	-	-	-	-	69.0	74.2
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	66.1
5	Health Worker Motivation Index	66.7	72.8	-	-	62.2	76.1	76.9	78.3
6	Salary Payment Current	52.4	92.0	86.6	37.4	40.5	35.3	100.0	95.9
	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	56.3
	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	55.7
	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	15.8
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	79.8
	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	74.8
	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	79.7
	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	64.6
	Infrastructure Index	49.3	63.2	97.2	68.2	-	-	-	-
14	Revised Infrastructure Index	48.9	73.4	-	-	62.2	50.1	49.5	46.3
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	77.9
	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	54.4
	Proper sharps disposal	34.1	85.0	95.9	46.8	-	-	-	-
17	Universal Precautions	51.8	70.4	-	-	42.1	68.2	69.5	56.6
18	Time Spent with Client	3.5	31.2	20.9	0.5	4.5	15.5	0.0	1.9
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	59.4
20	Financial Systems	2.2	20.3	-	-	30.8	18.6	9.0	0.0
21	Health Facility Management Functionality Index	40.0	57.6	-	-	16.3	50.3	47.4	35.3
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	19.5
	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	49.1
Composite Scores									
24	Percent of Upper Benchmarks Achieved			20.0	30.0	13.6	9.1	26.1	26.1
25	Percent of Lower Benchmarks Achieved			80.0	80.0	40.9	86.4	91.3	60.9
26	Overall Mean Score			56.5	55.6	44.0	56.0	60.5	56.2

ZABUL PROVINCE FINDINGS

Summary
Zabul province attained the upper benchmarks for six of the twenty-three BSC indicators in 2016. For the overall BSC ranking, the province has fallen from the 17th place in 2015 to 30th place in 2016 among the 34 provinces.

Areas of achievement
1. Overall Client Satisfaction and Perceived Quality of Care 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)
12. Laboratory Functionality Index (CHCs only)

Rising trend
9. Revised Staff Received Training (in last year)

Falling trend
4. Revised Health Worker Satisfaction Index
8. New Provider Knowledge Score
14. Revised Infrastructure Index
19. Revised HMIS Use Index
20. Financial Systems
21. Health Facility Management Functionality Index
22. New Outpatient visit concentration index
23. New Patient satisfaction concentration index

Areas of concern
2. Community Involvement and Decision Making Index
8. New Provider Knowledge Score
14. Revised Infrastructure Index
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
23. New Patient satisfaction concentration index

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 – 2016

Province	Number of CHW Interviews									
	2004	2005	2006	2007	2008	2009/10	2011/12	2012/13	2015	2016
Badakshan	NA	NA	NA	NA	NA	18	25	17	23	25
Badghis	NA	NA	NA	NA	NA	NA	4	6	21	19
Baghlan	NA	NA	NA	NA	NA	32	14	15	36	40
Balkh	NA	NA	NA	NA	NA	24	13	18	24	36
Bamyan	NA	NA	NA	NA	NA	32	23	20	20	38
Daykundi	NA	NA	NA	NA	NA	19	16	11	23	34
Farah	NA	NA	NA	NA	NA	7	7	8	3	8
Faryab	NA	NA	NA	NA	NA	30	4	9	29	30
Ghazni	NA	NA	NA	NA	NA	4	10	23	18	45
Ghor	NA	NA	NA	NA	NA	32	3	8	29	41
Helmand	NA	NA	NA	NA	NA	4	4	6	7	2
Herat	NA	NA	NA	NA	NA	42	7	22	28	38
Jawzjan	NA	NA	NA	NA	NA	17	16	16	35	22
Kabul	NA	NA	NA	NA	NA	23	8	3	19	16
Kandahar	NA	NA	NA	NA	NA	14	18	20	30	44
Kapisa	NA	NA	NA	NA	NA	43	19	27	22	24
Khost	NA	NA	NA	NA	NA	5	5	12	25	28
Kunar	NA	NA	NA	NA	NA	14	49	46	23	35
Kunduz	NA	NA	NA	NA	NA	29	33	22	27	30
Laghman	NA	NA	NA	NA	NA	44	13	28	20	38
Logar	NA	NA	NA	NA	NA	6	5	NA	20	24
Nangarhar	NA	NA	NA	NA	NA	46	26	30	25	35
Nimroz	NA	NA	NA	NA	NA	6	8	6	6	12
Nuristan	NA	NA	NA	NA	NA	NA	NA	NA	9	14
Paktika	NA	NA	NA	NA	NA	NA	1	7	15	16
Paktya	NA	NA	NA	NA	NA	22	5	6	21	35
Panjsher	NA	NA	NA	NA	NA	16	14	14	15	17
Parwan	NA	NA	NA	NA	NA	43	21	27	30	36
Samangan	NA	NA	NA	NA	NA	14	9	6	20	15
Saripul	NA	NA	NA	NA	NA	33	15	14	36	26
Takhar	NA	NA	NA	NA	NA	29	23	14	19	39
Uruzgan	NA	NA	NA	NA	NA	3	5	4	10	16
Wardak	NA	NA	NA	NA	NA	18	12	22	34	27
Zabul	NA	NA	NA	NA	NA	1	1	2	7	13
TOTAL	**NA**	**NA**	**NA**	**NA**	**NA**	**670**	**436**	**489**	**729**	**918**

APPENDIX III: BASIC PACKAGE OF HEALTH SERVICES SAMPLE, 2016

Province	BHC	CHC	Subcenter	Total
Badakshan	14	5	5	**24**
Badghis	10	1	4	**15**
Baghlan	14	6	5	**25**
Balkh	14	6	3	**23**
Bamyan	15	5	4	**24**
Daykundi	10	6	7	**23**
Farah	2	3	8	**13**
Faryab	7	8	1	**16**
Ghazni	18	5	1	**24**
Ghor	16	5	4	**25**
Helmand	5	4	6	**15**
Herat	14	5	5	**24**
Jawzjan	14	6	2	**22**
Kabul	16	5	4	**25**
Kandahar	13	11	1	**25**
Kapisa	11	6	7	**24**
Khost	5	11	6	**22**
Kunar	13	6	6	**25**
Kunduz	13	6	5	**24**
Laghman	13	7	4	**24**
Logar	12	5	8	**25**
Nangrahar	13	11	1	**25**
Nimroz	4	2	5	**11**
Nuristan	5	3	10	**18**
Paktika	12	2	5	**19**
Paktya	13	6	6	**25**
Panjsher	8	2	9	**19**
Parwan	15	6	4	**25**
Samangan	10	3	12	**25**
Saripul	9	5	11	**25**
Takhar	15	5	5	**25**
Uruzgan	5	3	7	**15**
Wardak	13	6	7	**26**
Zabul	4	4	8	**16**
Total	375	180	186	**741**

Province	2016	2016	2016
	Health worker interviews	Patient - provider interaction	Exit interviews
Badakshan	89	245	125
Badghis	45	86	45
Baghlan	95	243	123
Balkh	88	239	122
Bamyan	92	236	124
Daykundi	74	201	102
Farah	35	127	67
Faryab	63	160	80
Ghazni	84	211	104
Ghor	81	243	123
Helmand	52	124	67
Herat	86	233	119
Jawzjan	83	210	105
Kabul	82	222	109
Kandahar	90	244	122
Kapisa	83	227	115
Khost	72	220	109
Kunar	88	239	123
Kunduz	84	215	110
Laghman	86	229	115
Logar	86	249	125
Nangarhar	91	251	126
Nimroz	36	105	55
Nuristan	54	174	87
Paktika	65	158	82
Paktya	79	166	82
Panjsher	55	158	89
Parwan	83	159	94
Samangan	76	223	114
Saripul	81	250	125
Takhar	92	238	120
Uruzgan	44	149	74
Wardak	82	250	125
Zabul	44	134	73
TOTAL	**2520**	**6818**	**3480**

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 2015 AND 2016, ON THE BASIS OF OVERALL MEAN SCORE

Province	Overall Mean Scores		Rank Order		Rank Order Change
	2015	2016	2015	2016	2015 minus 2016
Badakshan	57.6	61.8	27	18	9
Badghis	59.5	49.3	24	34	-10
Baghlan	71.0	72.8	1	2	-1
Balkh	64.4	66.3	6	12	-6
Bamyan	65.1	57.6	5	28	-23
Daykundi	49.3	59.2	34	26	8
Farah	58.6	65.4	26	14	12
Faryab	61.7	70.4	14	5	9
Ghazni	59.6	60.7	23	22	1
Ghor	57.5	53.3	28	32	-4
Helmand	56.8	61.3	29	19	10
Herat	65.9	65.7	4	13	-9
Jawzjan	61.8	61.2	13	20	-7
Kabul	55.0	57.1	31	29	2
Kandahar	60.1	62.2	20	16	4
Kapisa	62.4	52.7	12	33	-21
Khost	60.2	60.2	19	24	-5
Kunar	59.8	69.5	21	6	15
Kunduz	63.9	62.0	8	17	-9
Laghman	61.0	65.0	16	15	1
Logar	67.9	70.7	3	4	-1
Nangrahar	68.6	73.8	2	1	1
Nimroz	62.7	66.7	10	10	0
Nuristan	54.5	71.4	32	3	29
Paktika	64.3	60.5	7	23	-16
Paktya	61.4	60.7	15	21	-6
Panjsher	59.8	59.5	22	25	-3
Parwan	51.3	58.0	33	27	6
Samangan	55.7	67.2	30	9	21
Saripul	60.3	66.4	18	11	7
Takhar	58.9	67.7	25	8	17
Uruzgan	63.6	54.9	9	31	-22
Wardak	62.5	69.4	11	7	4
Zabul	60.5	56.2	17	30	-13

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	39.9	57.8	53.3	43.2	96.7	66.6	80.7	55.4	55.0	50.8	100.0	68.8	72.6
Badghis	56.7	51.7	49.1	48.5	100.0	84.7	92.4	52.9	50.6	76.7	100.0	66.6	73.5
Baghlan	70.8	61.1	62.9	46.6	100.0	96.5	90.1	76.0	74.2	93.4	100.0	96.7	90.7
Balkh	59.4	57.7	54.0	50.0	96.7	74.2	87.1	87.1	71.1	90.4	100.0	87.1	86.7
Bamyan	39.5	59.0	53.4	46.0	84.9	84.9	92.6	31.0	70.8	87.3	100.0	75.3	79.1
Daykundi	44.7	61.4	55.2	48.8	96.3	89.7	68.9	62.3	60.5	82.6	100.0	82.6	80.5
Farah	59.5	50.8	52.7	49.4	100.0	100.0	100.0	100.0	100.0	96.0	100.0	100.0	99.5
Faryab	89.7	65.3	63.6	49.5	97.2	97.2	94.4	94.4	97.2	100.0	100.0	100.0	97.6
Ghazni	58.6	57.8	54.5	48.3	91.6	100.0	83.2	91.6	100.0	100.0	100.0	65.6	90.1
Ghor	30.9	57.5	55.1	42.6	95.5	89.8	83.0	89.8	86.9	92.7	100.0	100.0	92.3
Helmand	31.3	44.2	54.0	46.7	81.7	73.7	81.7	81.7	90.8	61.9	100.0	68.8	79.7
Herat	46.9	60.3	47.1	46.8	100.0	70.5	79.5	100.0	84.0	93.6	100.0	93.6	91.6
Jawzjan	35.5	62.3	68.3	52.2	96.7	100.0	90.2	86.5	86.5	93.0	89.7	96.7	92.4
Kabul	34.4	58.9	55.5	47.8	72.6	73.9	5.7	18.8	22.5	55.5	100.0	31.7	47.7
Kandahar	42.0	48.9	50.1	49.5	97.8	70.4	90.1	65.9	66.7	92.9	100.0	87.4	84.2
Kapisa	31.1	54.9	46.3	51.3	69.4	48.2	25.9	47.1	28.1	39.7	100.0	39.7	48.3

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	44.5	51.5	47.4	44.0	61.6	34.7	44.1	23.3	23.3	32.4	100.0	34.9	44.3
Kunar	74.1	60.5	58.6	46.3	100.0	100.0	100.0	100.0	96.5	91.2	100.0	100.0	98.5
Kunduz	51.3	57.6	60.1	46.4	100.0	89.9	58.8	89.4	96.5	75.8	100.0	84.8	87.1
Laghman	52.8	53.7	49.0	46.0	100.0	100.0	100.0	96.8	96.5	84.1	100.0	100.0	97.2
Logar	35.0	54.7	46.0	45.6	100.0	95.5	100.0	100.0	100.0	100.0	100.0	100.0	99.4
Nangrahar	64.9	55.9	50.1	46.7	100.0	93.9	100.0	100.0	100.0	96.9	100.0	100.0	98.9
Nimroz	57.0	56.3	62.6	51.9	100.0	100.0	93.6	64.7	100.0	100.0	100.0	92.0	94.0
Nuristan	80.8	50.4	49.7	49.9	100.0	100.0	87.6	92.9	100.0	96.8	100.0	93.6	96.5
Paktika	34.0	44.7	54.6	52.2	100.0	100.0	100.0	100.0	100.0	100.0	96.2	96.2	98.6
Paktya	24.7	49.7	55.2	50.2	96.2	96.2	100.0	58.4	74.2	87.2	100.0	85.6	87.4
Panjsher	32.9	56.9	51.8	44.8	86.3	59.0	27.3	100.0	26.1	74.4	100.0	72.6	67.9
Parwan	15.0	58.5	48.2	46.9	85.8	89.5	35.6	66.3	70.4	89.4	100.0	93.9	78.9
Samangan	53.7	55.2	54.3	49.4	94.7	92.8	69.6	62.9	74.7	70.3	100.0	92.8	82.2
Saripul	75.4	66.3	55.4	49.7	94.9	97.1	100.0	94.9	94.9	100.0	100.0	100.0	97.7
Takhar	61.1	59.2	49.8	41.8	93.9	70.3	51.4	87.5	89.4	93.6	100.0	79.7	83.6
Uruzgan	23.3	47.6	54.9	49.4	84.1	84.1	100.0	100.0	72.6	72.6	100.0	86.4	84.6
Wardak	78.9	58.0	55.6	45.5	91.7	96.3	100.0	95.5	100.0	96.5	100.0	96.2	97.1
Zabul	19.0	49.6	46.5	50.8	94.4	73.4	28.2	36.5	49.7	72.6	100.0	54.3	63.8
National	**49.7**	**56.4**	**53.7**	**47.5**	**93.0**	**85.6**	**77.8**	**75.6**	**76.2**	**83.4**	**99.5**	**83.8**	**83.8**

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