The Balanced Scorecard Report

Afghanistan Hospitals 2015

September 2015

KIT | The Royal Tropical Institute

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ABBREVIATIONS

BPHS	Basic Package of Health Services
BSC	Balanced Scorecard
CI	Concentration index
DH	District hospital
EPHS	Essential Package of Hospital Services
KIT	The Royal Tropical Institute
LBM	Lower Benchmark
MoPH	Ministry of Public Health
NH	National Hospital
NRVA	National Risk and Vulnerability Assessment
PH	Provincial Hospital
RH	Regional Hospital
SRTRO	Silk Route Training and Research Organization
UBM	Upper Benchmark

DEFINITION OF COMMON TERMS USED IN BSC

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

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

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

HOW TO READ THE BSC EXPLAINED IN LAY LANGUAGE

The BSC is similar to the transcript of a student with scores for various subjects. The scores range from zero to one hundred. Like a student, if a province or facility 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 facilities to see how the provinces or facilities are performing relative to other provinces and facilities. 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 or facility and it shows the overall performance.

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

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

BACKGROUND

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

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

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

The MoPH, in partnership with key stakeholders, began supporting the activities of the Third Party Monitoring and Evaluation of the BPHS and EPHS services in 2004. In the absence of a routine system to collect information on health services, the MOPH chose to initiate a program to monitor health services through household surveys and annual surveys of health facilities, and to use the Balanced Scorecards (BSC) to benchmark progress. In 2004, the Ministry of Public Health (MoPH) of Afghanistan, adopted the Balanced Scorecard (BSC) as a performance measurement and management tool for the Basic Package of Health Services in Afghanistan (BPHS). Since 2007, the hospital sector has also undergone annual monitoring through the BSC on specific domains related to the main elements of the EPHS guidelines.

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

The BSC provides a framework to efficiently look at several key areas or domains of the health sector. Each domain is made up of several indicators that provide information about performance in that domain. The provincial results are color coded in a "traffic light" pattern to draw attention to

strong performance (green), weak performance (red), and in-between (yellow), with benchmarks based on the performance found across the provinces in Afghanistan. This allows the Ministry of Public Health (MoPH) and other stakeholders in the health sector to quickly visualize the performance of each province for each indicator relative to benchmarks and other provinces.

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

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

The BPHS BSC was revised substantially in 2011 to reflect the changing policies and conditions in the country. Six domains comprising 23 indicators, plus three summary indicators, were identified to summarize the performance of health providers across the country to deliver the BPHS (Figure 1). In 2015, a new indicator, Health Post Status Index, was added to the BPHS Balanced Scorecard.

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

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

The hospital sector is critical to the continuum of care for key referral services to reduce maternal and child mortality. Hospitals utilize a vast amount of resources, including the majority of skilled health providers, and therefore, must be managed more efficiently and effectively. The EPHS consists of three types of hospitals: district hospitals (DH), provincial hospitals (PH), and regional hospitals (RH). The EPHS provides guidelines for all necessary elements of services, staff, facilities, equipment, and drugs for each type of hospital in the country (2).

Since 2007, the hospital sector has undergone annual to bi-annual monitoring through the BSC on specific domains related to the main elements of the EPHS guidelines. The hospital BSC rounds were conducted in 2007/08, 2009/10, 2010/11, and 2012/13. 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 national specialty hospitals (NH) in Kabul do not fall under the EPHS guidelines necessarily, as they are tertiary specialty care centers, however they are included in the hospital assessment to understand key functions and management elements. This report presents the results of the Balanced Scorecard (BSC) for Afghanistan Hospitals in 2015.

METHODS

Description of domains, instruments, scoring

The hospital assessment evaluates the adequacy of resources and infrastructure necessary to deliver the services expected of specific hospital types, as specified in the EPHS policy. Assessment indicators measure the inputs, processes, and outcomes of various hospital activities. The instrument is designed to provide information which will guide strategic planning and management at the level of hospitals as well as at provincial and central levels of the health system.

The information from the nine survey instruments is organized into seven domains in the BSC and comprises 34 indices, each of which is composed of individual indicators. The nine instruments survey include questionnaires for (H1) management, (H2) clinical services, (H3) health worker interview, (H4) employees and utilization, (H5) inpatient interview, (H6-H8) under five outpatient interview, (H7-H9) over five outpatient interview. Together they form the BSC instrument. The domains are as follows:

- 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

Each index is comprised of questions or indicators that measure similar areas. An index score is calculated from all questions measuring a single index. The upper benchmark (UBM) and lower benchmark (LBM) for each index are determined from the 2011/12 round (baseline). The upper benchmark is the cut-off score for the highest one-fifth (20%) of hospitals for a particular index at baseline, or the highest quintile. The lower benchmark is the lowest quintile, while scores between the upper benchmark and lower benchmark lie in the middle three-fifths (60%) of hospitals.

The scorecard is color coded: red denotes scores below the lower benchmark, yellow denotes scores between the lower benchmark and the upper benchmark, and green denotes scores above the upper benchmark for a particular index. Domain F: Functionality Indicators consists of a group of quantitative measures presented as averages, percentages, ratios or rates and are not benchmarked. This domain provides hospital managers and policy makers with information that highlights hospital efficiency and effectiveness based on outputs against the level of resources available. Index D-5, previously named Universal Precautions, has been renamed Biohazard Precautions to better reflect its constituent indicators.

A new domain, Domain H, has been added to the 2015 round to assess the equity of utilization at hospitals for outpatient visits. The results are presented as concentration indices. A separate section is dedicated to the methods used and results for Domain H.

Assessment design and data collection

In 2015, a total of 103 hospitals from all 34 provinces were surveyed, including 56 DHs, 26 PHs, 5 RHs, and 16 NHs (in Kabul). Data collection for the hospital assessment was done by independent survey teams consisting of supervisors, data editors, and surveyors. The teams were trained for 2 weeks in May 2015. Training included a review of the EPHS and information on the previous hospital assessments. The survey tools were reviewed question by question, and the intent of each question was discussed. Data quality methods and ethical protocol including informed consent procedures were covered during the training. A field practice using the questionnaire for all survey teams was conducted in selected hospitals in Kabul following the training and prior to actual data collection. Based on the field testing of tools, questionnaires were edited. Data collection took two to three days per hospital. Nationwide data collection started in June 2015 and was completed in September 2015. Field monitors followed up with data collection teams in the provinces, daily, as well as through random field visits, and active post-monitoring was also conducted.

Data management and analysis

All questionnaires were processed using CSPro, a joint software product of the U.S. Census Bureau, Macro International, and Serpro S.A. The process was ongoing as data were collected. Data processing included data editing, double-entry of data, verification of data, and additional data editing that was identified in the double-entry of the verification of the data. This was followed by the process of secondary editing which performed consistency checks. Data processing was completed in September 2015.

Analysis was performed in Stata 12 statistical software (3). Data cleaning and exploratory data analysis were conducted to check for duplicate codes, and to ensure consistency of data across health facilities. Tabulations were made for each index and its constituent items according to the type of hospital. We present results by type of hospital, with NHs in a separate category – this differs from 2012/13 results when all Kabul hospitals were separately analyzed together. Comparative national results to the 2012/13 scores are provided in the annex.

BSC indicators were also categorized according to whether they achieved LBMs or UBMs. The scores for some indices are displayed graphically as box and whisker plots where the median is represented by the middle line in the box and the upper and lower hinges of the box represent the upper and lower quartiles, respectively. The interval between the upper and lower hinges represents the interquartile range (IQR) and contains the middle 50 percent of observations. The whiskers are lines drawn to the largest and smallest observations within the calculated fences. These box and whisker plots provide visual representations of summary descriptive statistics and the distribution of data. The analytical approach for the concentration indices are described in a later section.

Ethical approval

Ethical approval to conduct this survey was obtained from the Institutional Review Board of the Afghanistan Ministry of Public Health and the Royal Tropical Institute of Amsterdam ethical review committees.

NATIONAL RESULTS

The national results are presented by hospital type: DH, PH, RH, and NH. The lower and upper benchmarks are set based on the 2011/12 results, with the exception of Index G-1, which uses corrections to the original analysis. A total of 103 hospitals are included in the analysis: 56 DHs, 26 PHs, 5 RHs, and 16 NHs. The median number of beds by facility type are: 30 in DHs, 100 in PHs, 490 in RHs, and 160 in NHs.

Domain A: Clients and Community

Domain A consists of three indices concerned with the links between communities and hospitals for improved health. These indices measure client satisfaction and perception of quality, involvement of community in hospital planning, and transparency of hospitals.

A-1: Client satisfaction and perception of quality index – Assesses the patients' satisfaction with various aspects of care including wait time, travel convenience, perception of safety, staff, and cost.

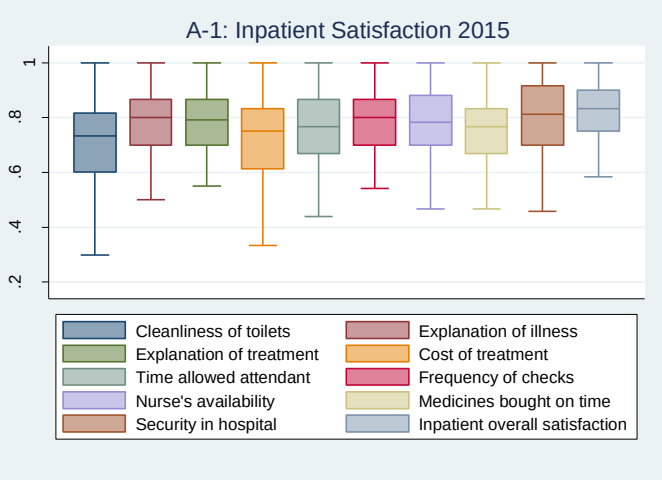
A-2: Community involvement and participation – Assesses the systems in place for the involvement of community members in hospital planning such as the presence of a hospital-community committee and action plans.

A-3: User Fees; Transparency and exemptions – Assesses the presence of written guidelines for user fees and exemptions, and the transparency of its application.

Overall performance under Domain A remains mediocre, with the no hospital type surpassing the UBM. Median scores are similar to 2013/12 results, and lower, particularly for regional hospitals. National hospital scores are the same, while district hospitals have slightly improved.

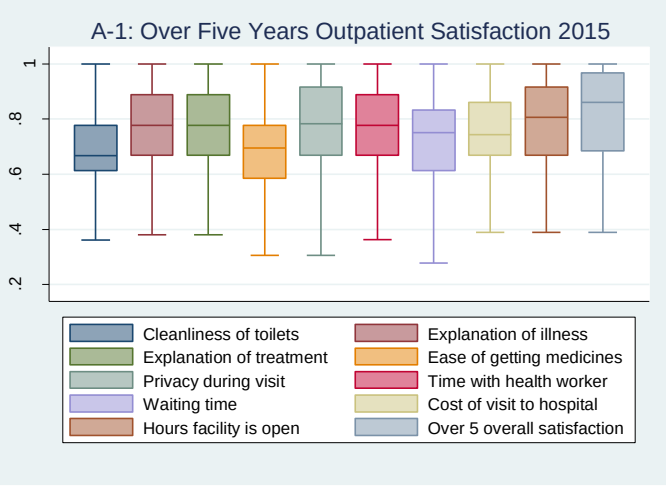
	LBM	UBM	DH	PH	RH	NH
Domain A: Clients and Community						
A-1: Client Satisfaction & Perception of Quality Index	70.0	84.0	80.9	75.7	72.1	73.9
A-2: Community Involvement and Participation	62.5	100.0	88.2	88.9	88.9	0.0
A-3: User Fees; Transparency and Exemptions	81.3	100.0	12.5	50.0		0.0

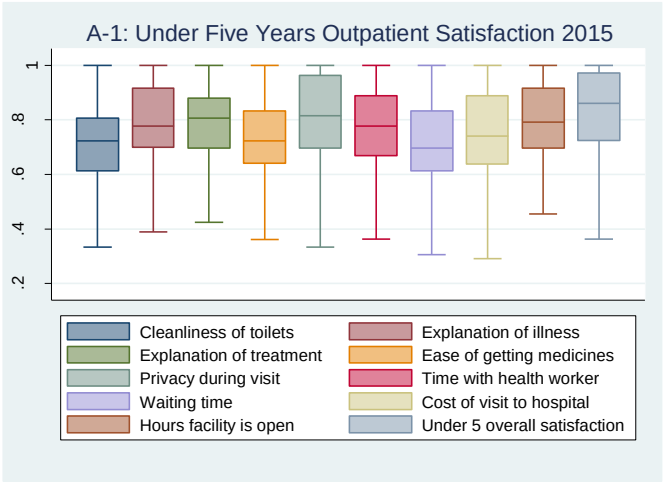
A-1: Client satisfaction and perception of quality index



This index assesses the satisfaction of clients with both inpatient and outpatient services. Outpatient services are further stratified by age (under and over five years of age). The inpatient satisfaction index takes into consideration patient satisfaction across nine hospital characteristics for quality inpatient care: cleanliness of toilets, explanation of treatment, time allowed attendant, nurse's availability, security in hospital, explanation of illness, medicines bought on time, frequency of checks, and the cost of treatment. Overall, the median national score for inpatient satisfaction has slightly improved and is now over 80 percent. All indicators for inpatient satisfaction vary between 70 to 80 percent, with the lowest scoring indicator being cleanliness of toilets and the highest scoring indicator being security in hospital.

Satisfaction is higher for outpatient care services, regardless of age. There is greater variation across indicators for outpatient care, which include: cleanliness of toilets, explanation of treatment, privacy during visit, waiting time, hours of operation, explanation of illness, ease of getting medicines, time with health worker, and cost of visit to hospital. Outpatients over five years are least satisfied with cleanliness of toilets, followed by ease of getting medicines, while outpatients under five years are least satisfied with toilets and the waiting time. Outpatients under five years are the most satisfied with the explanation of their treatment.

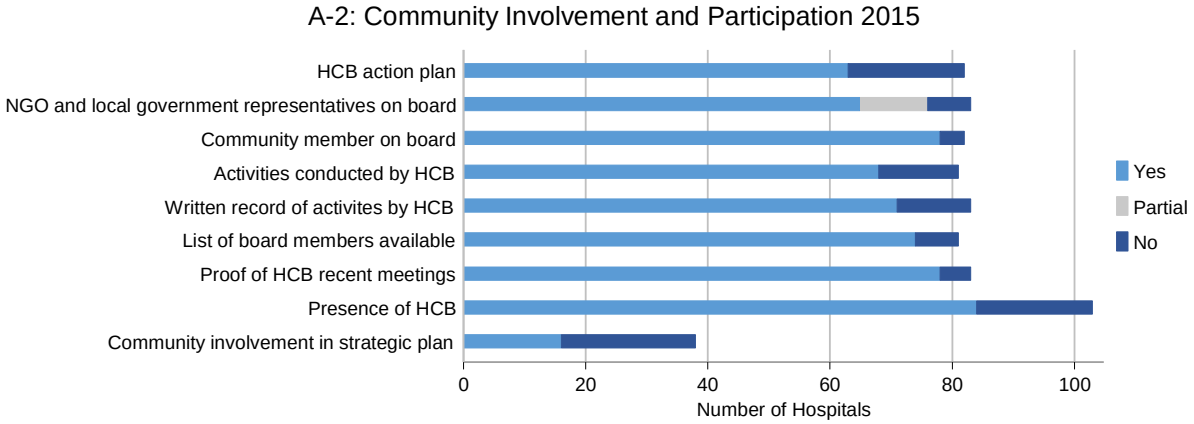




A-2: Community involvement and participation

The community involvement and participation index assesses the systems in place for community members to participate in hospital planning. The index is composed of nine indicators including: hospital-community board (HCB) action plan, NGO and local government representatives on board, community member on board, activities conducted by HCB, written

record of activities, available list of board members, proof of recent board meetings, presence of HCB, and community involvement in strategic plan. Over 80 percent of hospitals reported having a HCB present. While many more hospitals have a community board, less hospitals seem to have one that is actually active. Most boards have a community member, but less have NGO and local government presence. Almost all boards were able to provide proof of recent meetings through meeting minutes. Only about 60 hospitals reported having a HCB action plan while 65 hospitals reported not having community involvement in their strategic planning.



Note: 65 hospitals did not have a strategic plan and 19 hospitals did not have a hospital community board.

A-3: User Fees; Transparency and exemptions

This index measures user fee policies, user fee exemptions, and user fee exemption guidelines. Twelve hospitals indicated charging any user fees. Of these, 4 hospitals indicated having an exemption policy publicly on display. Hospitals that do not charge user fees, are not included in the calculation of this index.

Domain B: Human Resources

Domain B comprises of eight indices on human resources.

B-1: Staffing index – Assesses the minimum standards for staffing requirements based on EPHS guidelines which are adjusted by hospital type.

B-2: Staff management – Assesses the management of staff including communication and responsiveness of management to staff perspectives, and maintenance of employee records.

B-3: Staff satisfaction – Assesses a range of issues related to job satisfaction based on a self-administered questionnaire.

B-4: Staff motivation – Assesses a range of issues related to employee motivation based on a self-administered questionnaire.

B-5: Hospital training activities – Assesses available hospital systems to support continued training for staff to maintain their skills.

B-6: Provider knowledge score – Assesses the level of knowledge of staff adjusted by employee type.

B-7: Gender equity, providers of care – Assesses the ratio of satisfaction of female health workers to male health workers, followed by grading scores as per quintiles using scores from nationally surveyed hospitals.

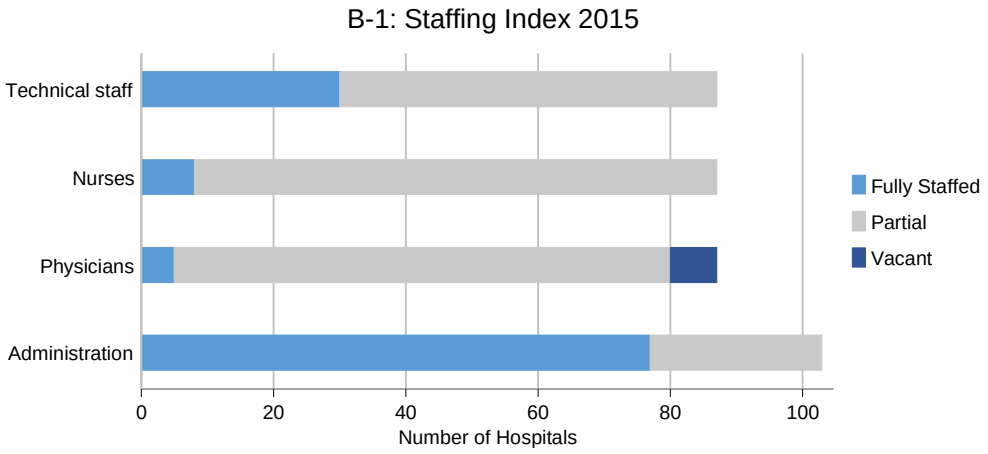
B-8: Salaries up-to-date – Assesses timely payment of health worker salaries.

National hospitals are performing the best on staffing index and staff motivation index, but are the poorest performers on staff satisfaction. All hospitals, except for national hospitals, have reached a hundred percent for the gender equity index. Regional hospitals are falling behind in up-to-date salaries for staff compared to the other hospitals.

	LBM	UBM	DH	PH	RH	NH
Domain B: Human Resources						
B-1: Staffing Index	49.6	74.6	56.3	76.3	82.6	100.0
B-2: Staff Management	60.7	90.4	80.2	85.5	79.9	81.2
B-3: Staff Satisfaction	56.8	63.7	62.3	61.1	62.2	57.6
B-4: Staff Motivation	61.7	69.3	69.9	68.1	66.9	66.8
B-5: Hospital Training Activities	31.7	74.3	48.4	50.0	31.0	28.0
B-6: Provider Knowledge Score	58.5	65.3	64.7	62.0	62.3	59.1
B-7: Gender Equity, Providers of Care	44.6	90.0	100.0	100.0	100.0	99.8
B-8: Salaries up-to-date	33.3	100.0	66.7	94.6	55.0	94.7

B-1: Staffing index

The staffing index compares the level of staffing present in a hospital against the staffing requirements as outlined in the EPHS guidelines for four types of hospital staff: administrative staff, physicians, nurses, and technical staff. Similar to previous years, nurse and physician positions were the least likely to be fully staffed, while administrative positions were the most likely to be fully staffed. In 2015, less technical staff positions are fully filled.

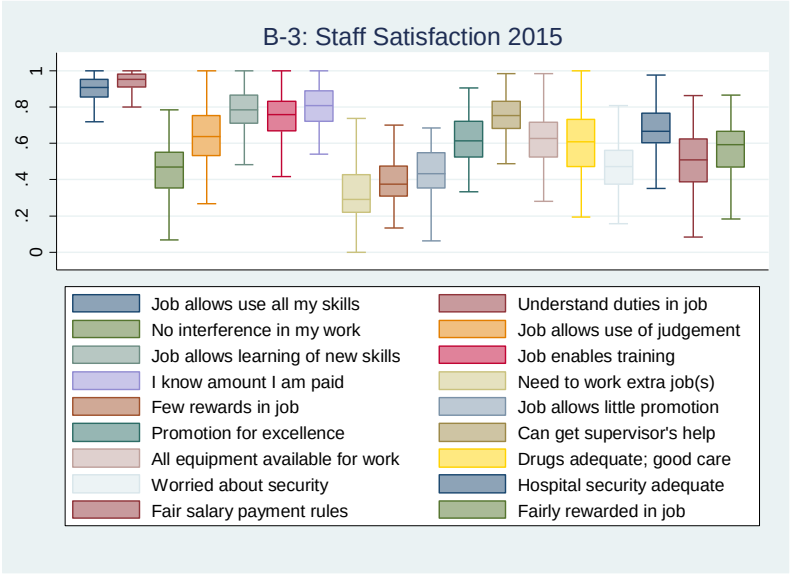


Note: The EPHS document is silent on staffing requirements in the national hospitals.

B-2: Staff management

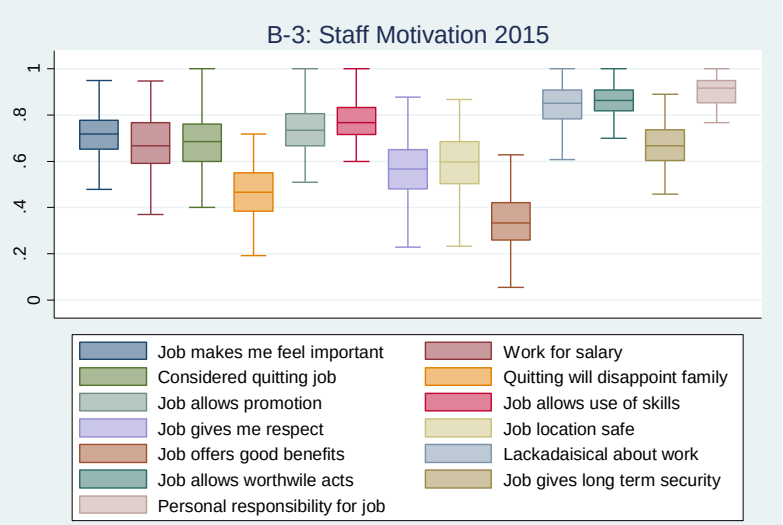
This index records the management of staff in hospitals and includes communication and responsiveness of management to staff perspectives and maintenance of employee records.

B-3: Staff satisfaction



The staff satisfaction index scores 36 indicators based on a self-reported questionnaire given to various types of health workers. Of the 36 indicators, box and whisker plots are shown for 18 indicators. At each hospital up to 20 health workers (physicians, nurses, midwives, and vaccinators) complete the questionnaire. Indicators related staff satisfaction include job training, promotion opportunities, supervisor support, security, financial rewards, work demands, and work content, among others. The highest scored indicators by health workers were "job allows use of all my skills" and "understand duties in job". Health workers were least satisfied with poor remuneration (unfair payment scales, few rewards on the job, and need to work extra jobs to provide for families) as well as with lack of promotion opportunities. These are persistent complaints since the first hospital assessments in 2007. The trends in staff satisfaction indicators are similar to the previous year.

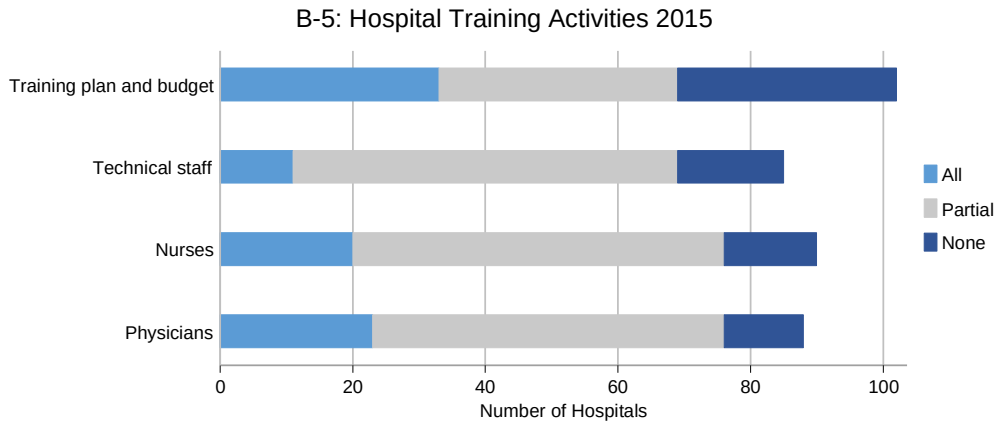
B-4: Staff motivation



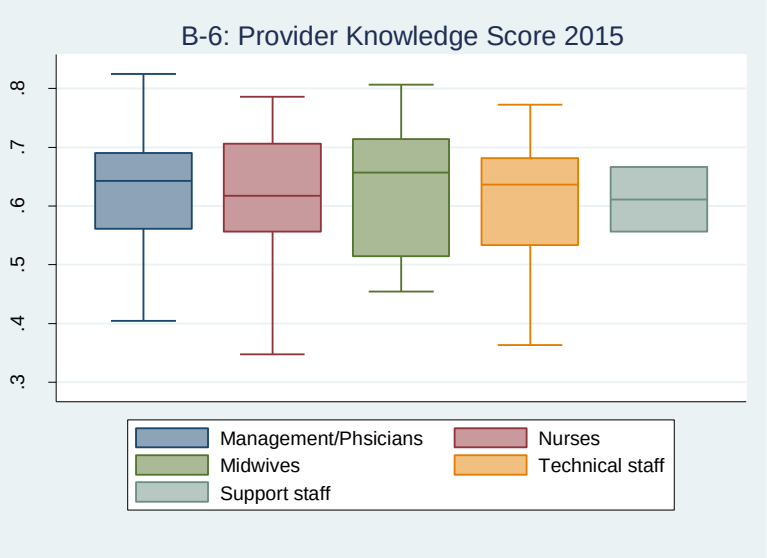
The staff motivation index consists of 20 indicators based on a self-reported questionnaire in the areas of benefits, opportunities, external regulation, and respect. The highest scoring motivator was a sense of personal responsibility for the job and doing work that is worthwhile, which is consistent with the previous years. The lack of good benefits is a demotivating factor and while health workers reported considering quitting their jobs, they reported that they work for the salary and have a job that makes them feel important is more motivating than disappointing their family.

B-5: Hospital training activities

This index assesses the proportion of medical staff in three categories (physicians, nurses, and technical staff) who received continuous professional education in the past year, as well as whether the hospital had a training plan and budget allocated for trainings. In 2015, more hospitals trained physicians and nurses. Less than 40 hospitals reported having a training plan and budget.



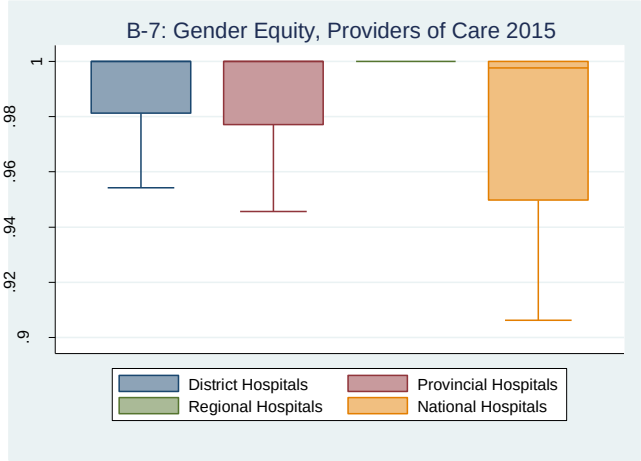
Note: 1-18 hospitals did not report training activities for the different health worker categories.



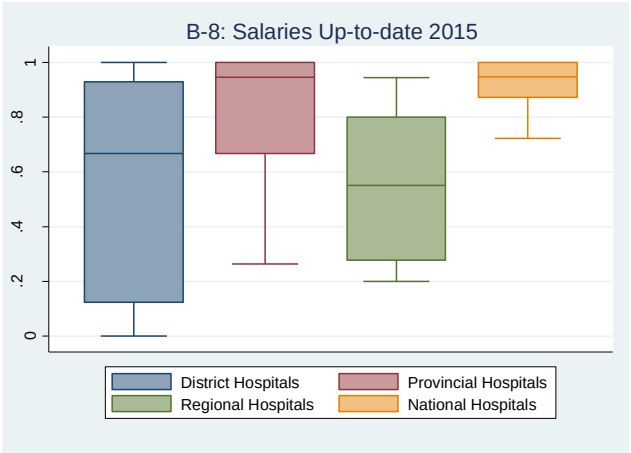
B-6: Provider knowledge score

The provider knowledge score is based on health worker knowledge in IMCI, immunizations, nutrition, tuberculosis, malaria, maternal health, infection control, sterile technique, infections, and HIV/AIDS. The general performance remains low, with a decrease in knowledge score for midwives, with a greater distribution of midwives at the bottom quartile. The lack of continuous training opportunities as shown in the previous index may be indicative of these low knowledge scores for health workers.

B-7: Gender equity, providers of care



Health worker satisfaction among female health workers is compared with that among male health workers and converted to a gender equity scale of zero to one hundred. This index shows a drastic improvement in performance in the 2015 round compared to the 2012/13 round with 100 percent attainment of gender equity for regional hospitals, indicating that women have the same level of job satisfaction compared to men.



B-8: Salaries up-to-date

This index shows an improvement in up-to-date salaries for district hospitals. The lowest performing hospital type for up-to-date salaries are regional hospitals. National hospitals and provincial hospitals are the highest performers on this index.

Domain C: Physical Capacity

The capacity of a hospital to deliver services depends not only on human resources and its administrative functions, but also on the physical resources available such as equipment, drugs, and proper infrastructure. Domain C assesses the physical capacity and infrastructure of hospitals to provide health services. This domain comprises 10 indices divided into four sub-domains summarized below:

C1: Communication and transport – This sub-domain consists of one index which assesses the functional transportation, and communications facilities.

C2: Infrastructure – This sub-domain consists of one index which assesses the adequacy of the physical structure and utilities of the hospital.

C3: Supplies-Drugs and equipment – This sub-domain includes two indices which assess the presence, adequacy, and functionality of available drugs and equipment.

C4: Service availability – This sub-domain includes six indices which assess the provision and availability of services.

Regional hospitals are performing well in this domain of physical capacity. The majority of their scores across the indices are above the UBM. Provincial hospitals are also performing better in sub-domain C4 with two indices above the UBM. National hospitals are performing the poorest with three indices below the LBM for pharmaceuticals availability, lab and x-rays, and clinical guidelines.

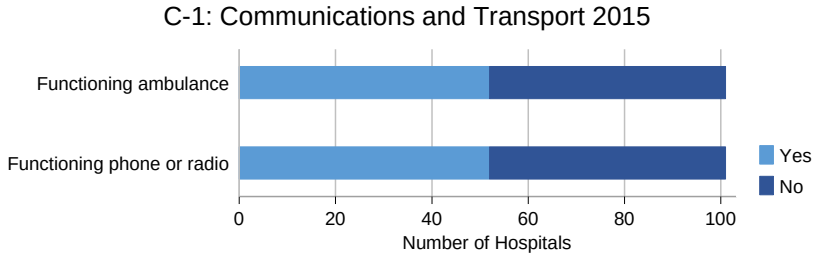
	LBM	UBM	DH	PH	RH	NH
Domain C: Physical Capacity						
C1: Communications and Transport						
C-1: Communications and Transport	75.0	100.0	50.0	100.0	100.0	100.0
C2: Infrastructure						
C-2: Infrastructure Index	66.7	93.3	66.7	85.9	93.8	73.3
C3: Supplies-Drugs and Equipment						
C-3: Equipment Functionality Index	66.4	78.3	74.0	81.8	76.1	63.6
C-4: Pharmaceuticals Availability Index	68.4	91.5	82.8	85.3	82.2	54.3
C4: Service Availability						
C-5: Lab and X-ray Index	79.5	93.3	87.9	91.3	95.7	69.8
C-6: Clinical Guidelines Index	55.6	94.4	100.0	94.4	77.8	5.6
C-7: Record System Index	72.9	95.6	94.3	96.1	96.0	77.4
C-8: Hotel Services	10.5	73.7	34.3	40.3	73.3	15.0
C-9: Safety precautions	28.2	61.1	42.8	68.8	66.7	50.0
C-10: Female Friendly Facilities	39.4	66.2	43.5	61.9	69.6	39.4

C1: Communications and Transport

District hospitals performed the poorest in communications and transport sub-domain with a median score of 50 percent. This is a decline in performance for DHs from the 2012/13 round. The other three higher level hospital types reached the UBM of 100 percent.

C-1: Communications and Transport

This index gauges the availability of functional communication and transportation facilities in hospital based on the availability of functioning ambulance and functioning phone or radio. Less than 60 hospitals reported having either a functional ambulance or functioning communication mechanism. The majority of hospitals did not have either form of communications or transport in 2015.

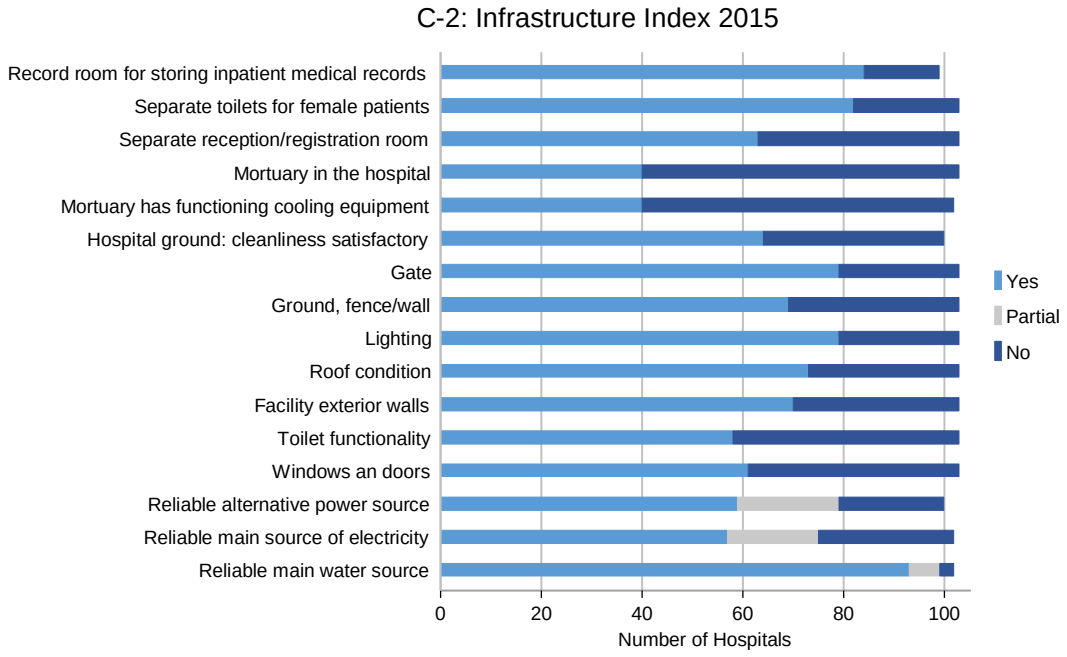


C2: Infrastructure

This sub-domain also comprises of one index. While RHs scored the same and maintained their median score above the UBM, the other health facilities did not improve.

C-2: Infrastructure Index

This index consists of 16 indicators that measure the reliability of hospital infrastructure including gate, surrounding wall, lighting, roof conditions, toilet functionality, windows, reliability sources of power (main and alternative), and water source. Minor improvements were made in the availability of record rooms for storing inpatient medical records and separate toilets for female patients. Less than 80 hospitals now have a functional gate and surrounding walls.



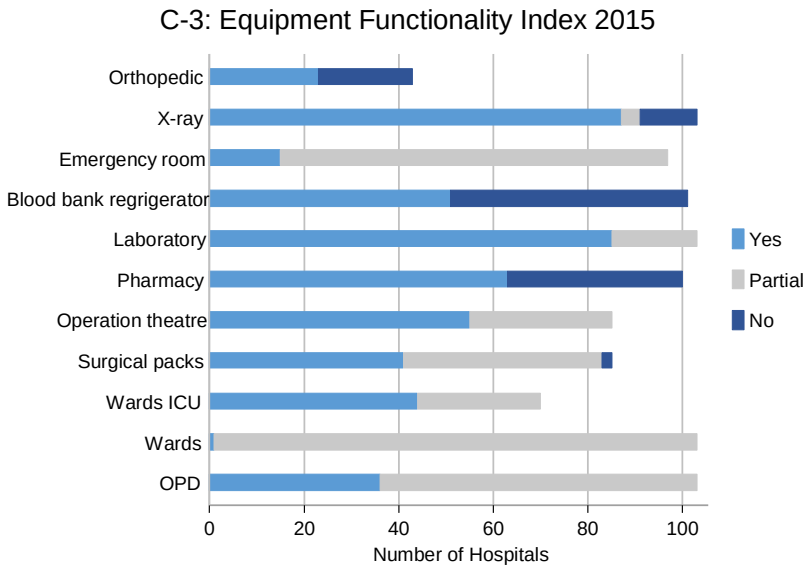
Note: 63 hospitals did not have mortuaries, this include 48 District hospitals in the survey, while 8 district hospitals did have mortuaries (although they are not required by EPHS).

C3: Supplies – Drug and Equipment

National hospitals improved in the equipment functionality index but decline significantly in performance in the pharmaceutical availability index. While the DHs, PHs, and RHs remain above the LBM, their median scores for pharmaceutical availability also declined.

C-3: Equipment Functionality Index

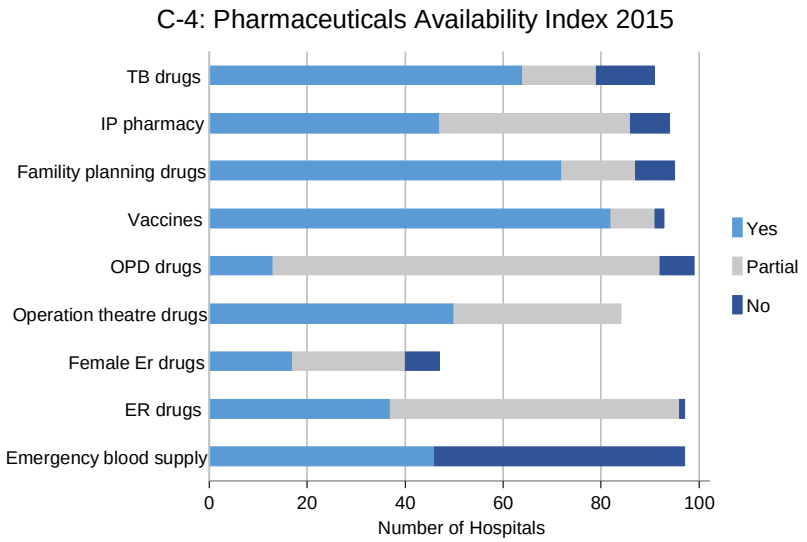
The adequacy and availability of equipment in 11 patient areas are included in this index. Each area was assessed for the presence of all equipment necessary for proper ward function and delivery of patient care. None of the hospitals surveyed had fully equipped wards. The majority of hospitals have a functional x-ray and fully equipped laboratory (hospitals > 80), but other patient areas were lacking in equipment for most hospitals.



Note: 60 hospitals did not have orthopedic wards and 33 hospitals did not have ICUs.

C-4: Pharmaceutical Availability Index

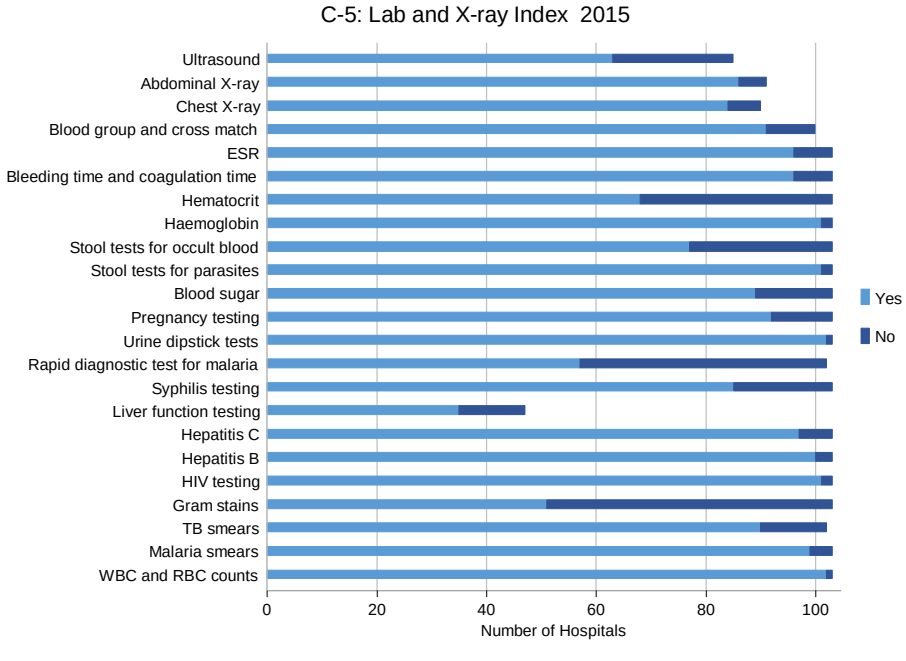
This index assesses the presence and availability of essential medicines and vaccines as well as blood supply. Hospitals were not awarded any points for expired medicines. High scores were achieved for vaccines (hospitals > 80). The availability of TB drugs in hospitals has declined from 2012/13. The supply of emergency blood has remained the same and the availability of ER drugs has decreased significantly. In 2012/13, 50 hospitals were stocked with ER drugs, and in 2015, this number has declined to less than 40 hospitals.



Note: 56 hospitals did not have female ERs, 9 did not have inpatient pharmacies and 8 did not offer familiy planning services.

C4: Service Availability

Regional hospitals have the highest scores under this sub-domain. National hospitals have the lowest scores, below the LBM, for two indices in this sub-domain, and have the lowest scores for all other indices, just above the LBM.



Note: 56 hospitals (all surveyed district hospitals) did not perform liver function tests, 12 hospitals did not perform any of abdominal and chest X-reys and ultrasound scans.

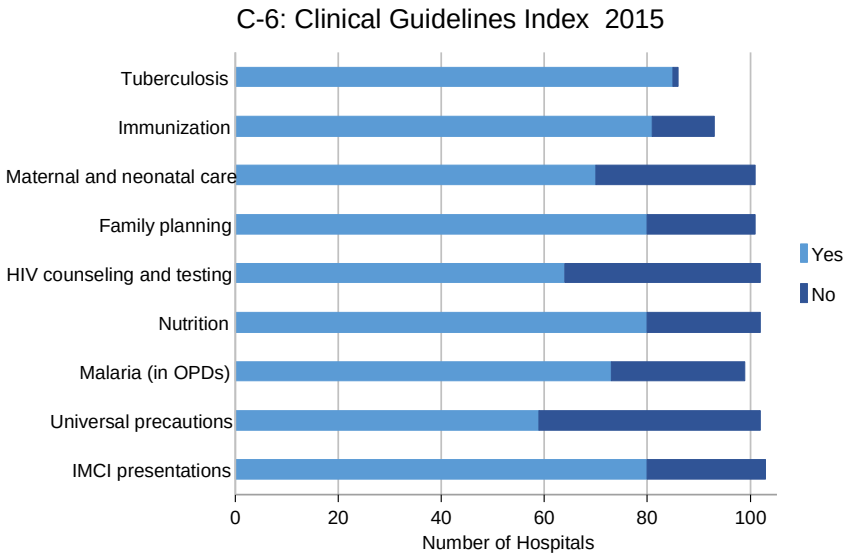
C-5: Lab and X-Ray Index

Hospitals were scored against the availability and ability to perform 23 tests. At least 100 hospitals could fully test for hemoglobin, stool for parasites, urine dipstick test, hepatitis B, HIV, and WBC/RBC counts. Over 90 hospitals were able to test also test for hepatitis C, malaria, ESR and bleeding time. The number of hospitals able to perform liver function testing and gram stains

remains the lowest.

C-6: Clinical Guidelines Index

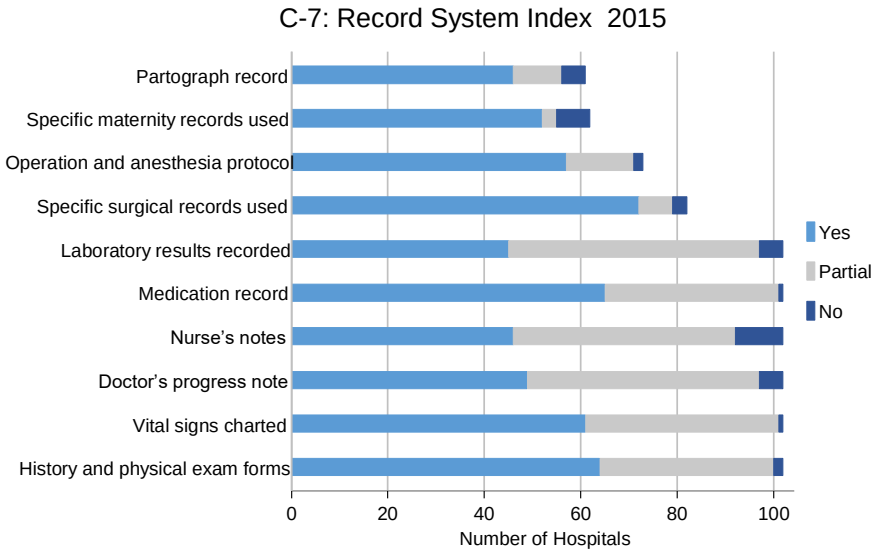
This index assesses the availability of clinical guidelines in the following relevant areas for hospitals: IMCI, universal precautions, malaria, nutrition, HIV counseling and testing, family planning, maternal and neonatal care, immunizations, and Tuberculosis. More hospitals now have guidelines available for Tuberculosis, IMCI, HIV counseling and testing, nutrition, and malaria. The majority of hospitals providing TB services had guidelines available. Guidelines for universal precautions were the least available across hospitals – less than 60 hospitals had these available.



Note: 10 hospitals did not offer EPI services, 2 did not offer family planning, maternal and neonatal care services and 17 did not offer TB services or have functioning TB clinics.

C-7: Record System Index

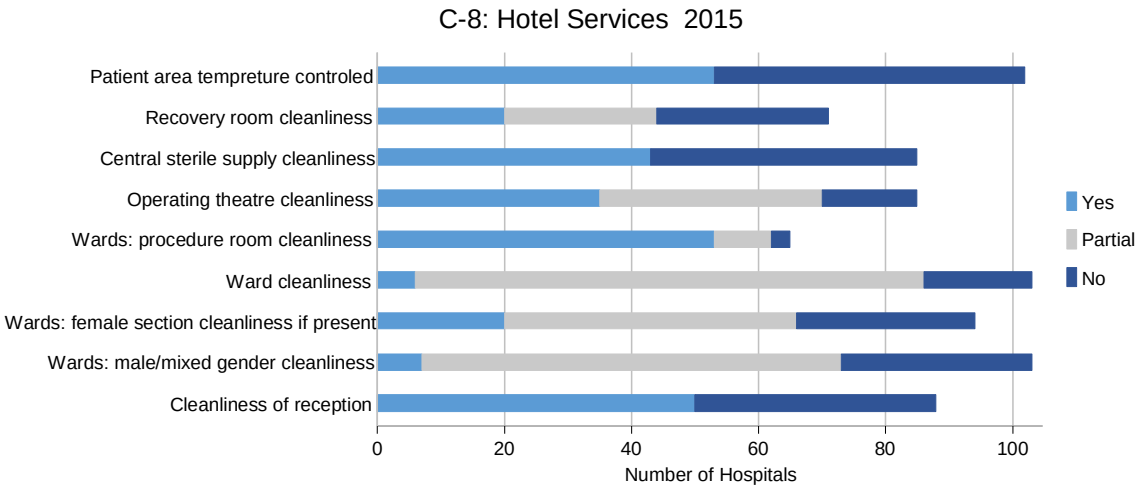
The record system index assess the completeness of inpatient records for current inpatients, including: the admission form, history and physical examination, doctor's progress note, nurse's progress note, medication record, and lab results. The use of activity-specific notes was also assessed for surgical, post-operative, and maternity patients. Two charts per ward were assessed. Over 60 hospitals provided specific surgical records, medication records, checked vital signs, and history and physical exam forms. Lab results and nurses notes were the least likely to be available in hospitals.



Note: 21 hospitals did not have surgical cases, 30 did not have pos-operative cases and 41 did not have ongoing or post-delivery cases at the time of the survey.

C-8: Hotel Services Index

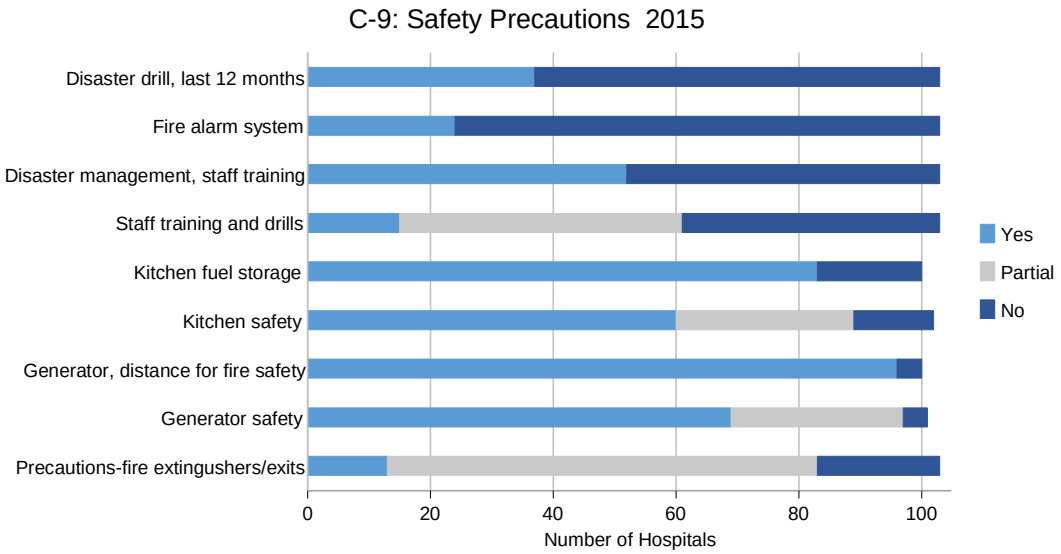
The cleanliness of wards and the need for repairs in each ward, and the suitability of patient areas were assessed under this index. Cleanliness levels was overall low for hospitals. General ward cleanliness was poor and less than 10 hospitals received full scores. More hospitals had female only wards more clean and suitable than mixed gender wards. Cleanliness of wards is critical to prevent nosocomial infections. Hospitals have the means to address these deficiencies.



Note: 15 hospitals did not have separate reception/registration rooms, 32 did not have recovery rooms and 38 did not have wards with dressing/procedure rooms.

C-9: Safety Precautions Index

The safety precautions index has shown some improvements in 2015 particularly in the availability of fire extinguishers and training of staff in disaster management with drill. Over 90 hospitals had their generators at a distance for fire safety and 60 hospitals received full scores for kitchen safety.



C-10: Female Friendly Facilities Index

The female friendly facilities index assesses the delivery of services unique to female clients. Regional hospitals have the highest median score of 69.6 percent, which is above the UBM. District hospitals and national hospitals have the poorest scores at 43.5 percent and 39.4 percent, respectively.

Domain D: Quality of Service Provision

This domain assesses the system available for ensuring quality of care and safety for patients and staff and consists of two sub-domains:

> D1: Enabling Environment – This sub-domain assesses the systems present to deliver quality services
>
> D2: Quality of Care – This sub-domain is based on direct observation of provider-patient interaction to assess multiple components that affect the delivery of quality care.

Provincial hospitals have improved in the enabling environment sub-domain. District hospitals have increased their score above the UBM in client counseling. Regional hospitals have decreased in client history and physical exam index, but perform well overall in the other indices.

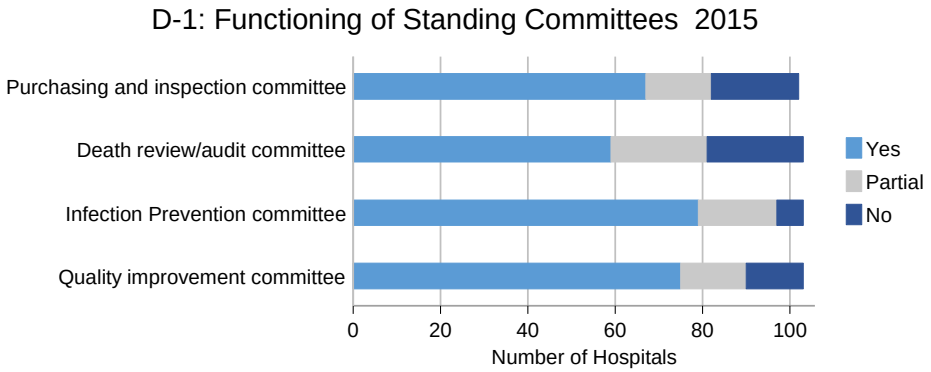
	LBM	UBM	DH	PH	RH	NH
Domain D: Quality of Service Provision						
D1: Enabling Environment						
D-1: Functioning of standing committees	41.0	100.0	75.0	100.0	100.0	90.6
D-2: Drug Storage and Record Keeping	59.3	96.3	86.1	100.0	77.8	75.0
D2: Quality of Care						
D-3: Client History and Physical Exam Index	74.1	91.2	87.4	84.7	67.8	81.9
D-4: Client Counseling Index	19.1	47.0	53.2	38.9	49.3	48.9
D-5: Biohazard Precautions	51.6	76.7	70.2	81.1	76.5	53.1

D1: Enabling Environment

In 2015, provincial hospitals performed the best in enabling environment across both indices. While RHs maintained the function of standing committees, their drug storage and record keeping score decreased.

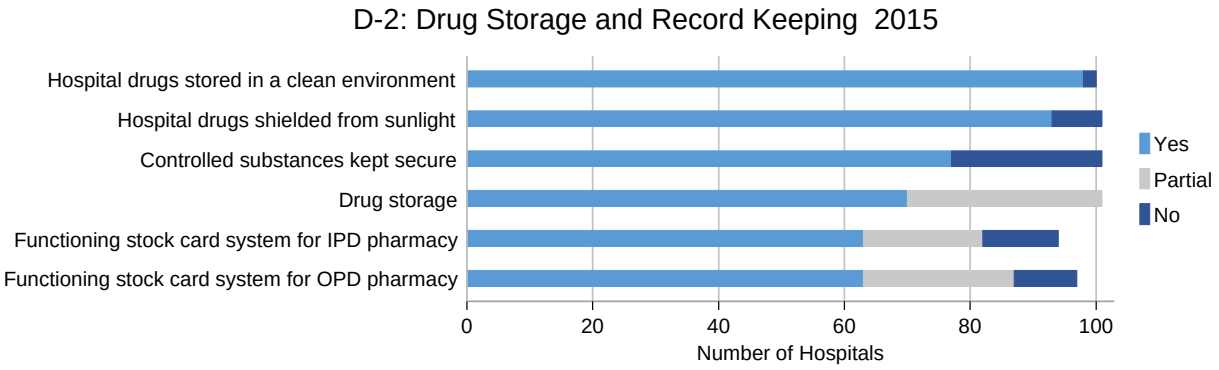
D-1: Functioning of standing committees

This index assesses the functioning of the following standing committees in hospitals: quality improvement committee, infection prevention committee, death review/audit committee, and purchasing and inspection committee. Three-quarters of hospitals surveyed had a function infection prevention committee. Less than 60 percent of hospitals have a death review/audit committee.



D-2: Drug Storage and Record Keeping

Hospitals were scored on six indicators that measured the systems that track the quantity of medicines and their storage. Almost all hospitals had drugs stored in a clean environment. But only a third had controlled substances in a secure location. Less hospitals received full scores for function stock card systems for IPD and OPD pharmacies in 2015 compared to 2012/13.

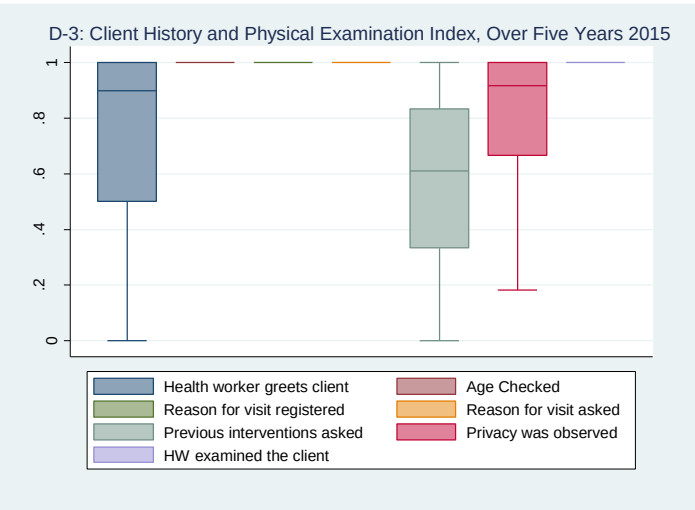


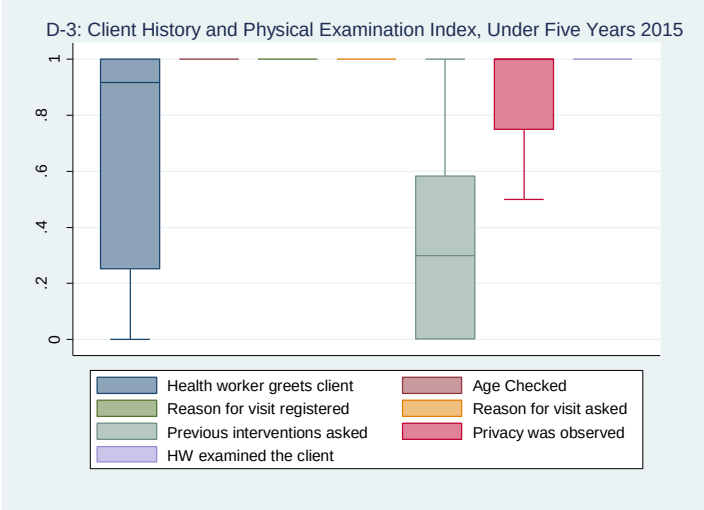
Note: 6 hospitals did not have separate pharmacies for outpatients and 9 did not have separate pharmacies for inpatients.

D2: Quality of Care

District hospitals improved significantly in quality of care indices. Provincial hospitals have generally performed at the same level. While regional hospitals have improved in client counseling, scores decreased for client history and biohazard precautions.

D-3: Client History and Physical Exam Index



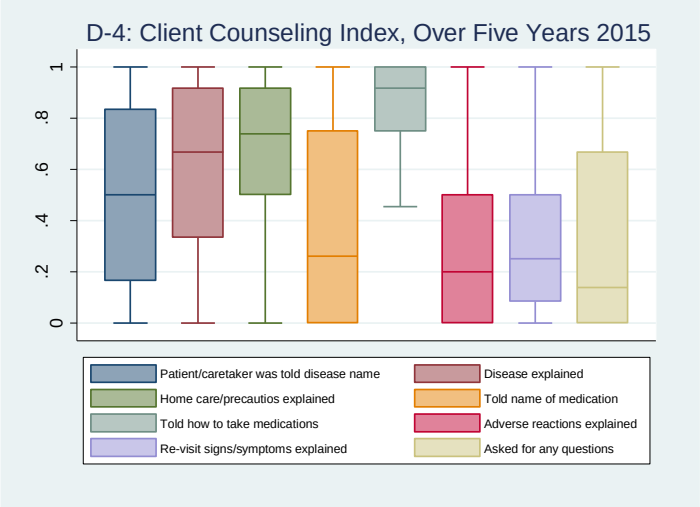


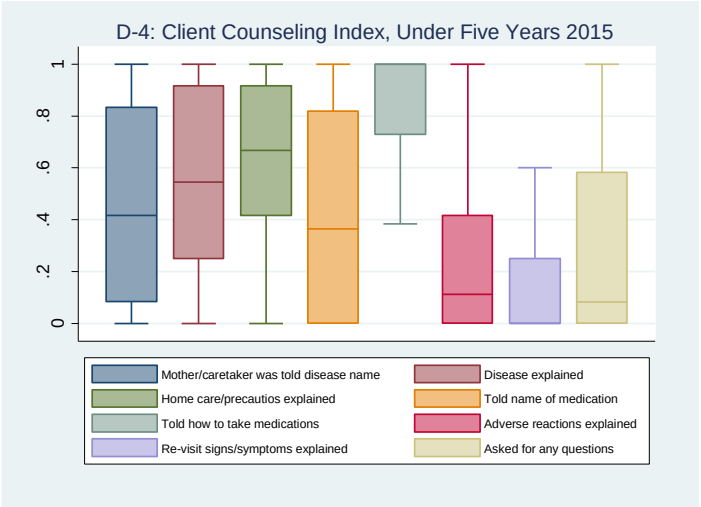
This index assesses outpatient history taking and physical examination. The index consists of 14 questions (seven for patients under five years of age and seven for patients over five years of age).

For outpatients over five years, health workers performed well checking the age of the client, reason for visit, and examination. Health workers neglected to ask about previous interventions (60%). Observed private decreased in 2015 from 100 percent down to around 90 percent.

Children under five results of history and physical examination mirror that of clients over five, however, health workers were even less likely to ask about previous interventions in this age group. Greater privacy was observed for children compared to adults with a median of 100 percent.

D-4: Client Counseling Index

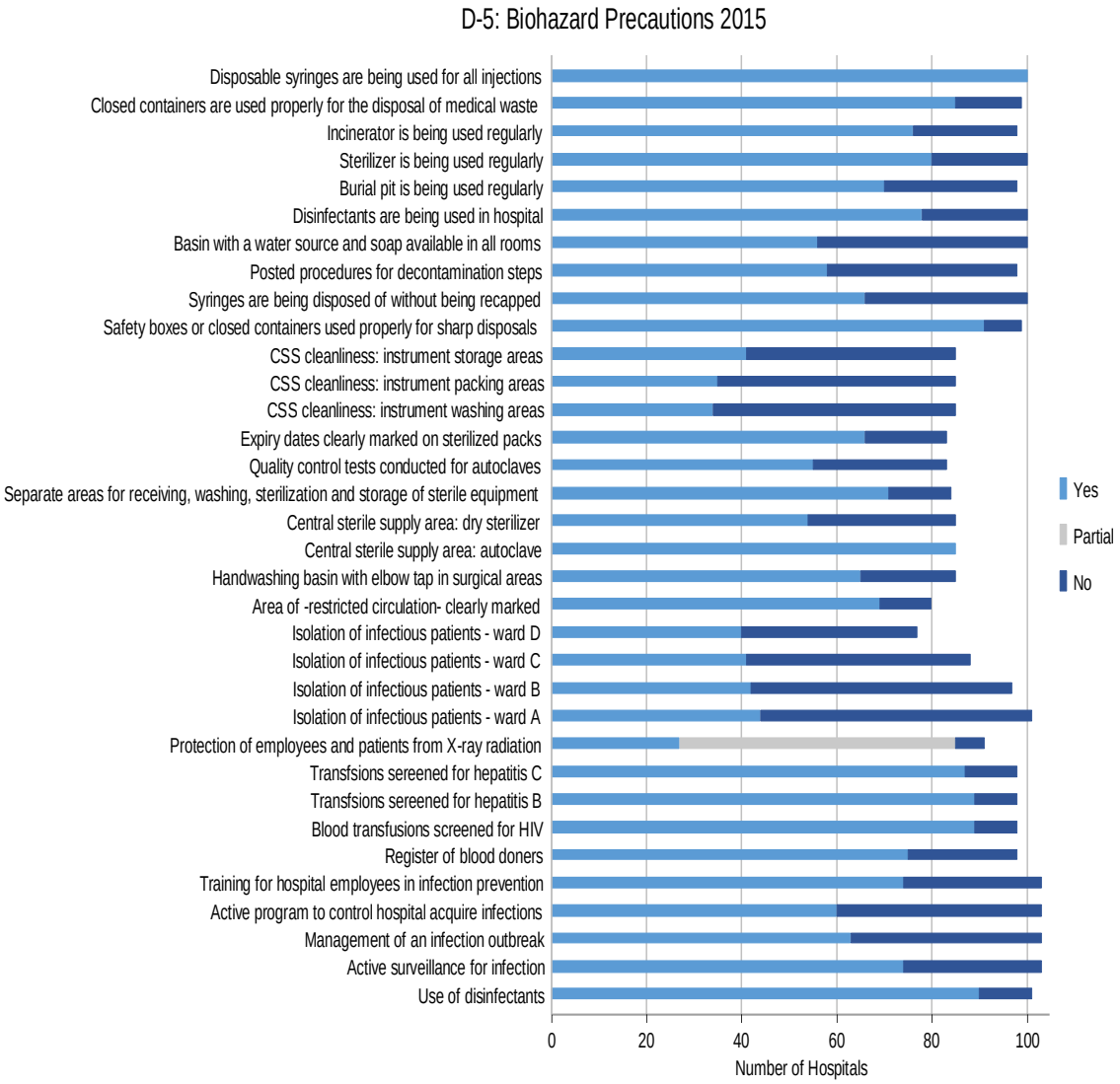




Health workers were observed on how well the patient or the patient's caregiver was counseled concerning their medical condition. Areas assessed included explanation of diagnosis, treatment, follow-up, and use of medication. The findings showed that apart from explaining how to take medicines, health workers rarely asked patients or caregivers if they had any questions, revisited symptoms for explanation, or explained adverse reactions to medicines. The median for being told the name of the disease was low, 50 percent for patients over five years and 40 percent patients under five years.

D-5: Biohazard Precautions

Hospital were assessed in universal precautions against hospital biohazards and physical hazards, including screening of blood, disposal of waste, use of disposable syringes, availability of a basin and soap, cleaning procedures, protection against x-ray, and cleanliness of the central sterile supply. In total, 34 indicators are measured under this index. One hundred hospitals are using disposable syringes. Less than half of the hospitals that have a functioning x-ray machine are using protection for staff and patients against radiation. Isolation of infectious patients in wards was low, with less than half of all hospitals receiving full scores. Only a little more than half of the hospitals had a basin with water and soap available in all rooms.



Note: 88 hospitals had 3 functional wards and 77 hospitals had 4 functional wards at the time of the survey.
12 did not perform X-ray, and 20 did not have sterilizer packs.

Domain E: Management Systems

The EPHS guidelines specify both clinical and administrative standards. Domain E assesses six areas in hospital management.

E-1: Hospital Management Functionality – Assesses components of the hospital management team, its structure, purpose, procedures, and activity in governing the hospital, and assesses the certification of management training in four key administrative positions – Hospital Director, Administrator, Medical Director, and Nursing Director.

E-2: Health Management Information System (HMIS) – Assesses the systems in place for collecting and utilizing data.

E-3: Equipment Management – Assesses the ability of hospital to maintain its equipment.

E-4: Administrative and Financial Autonomy – Assesses the decision-making ability of the Hospital Director/Hospital Board in areas of program and finance.

E-5: Local Financial Management – Assesses the financial management systems within the hospital.

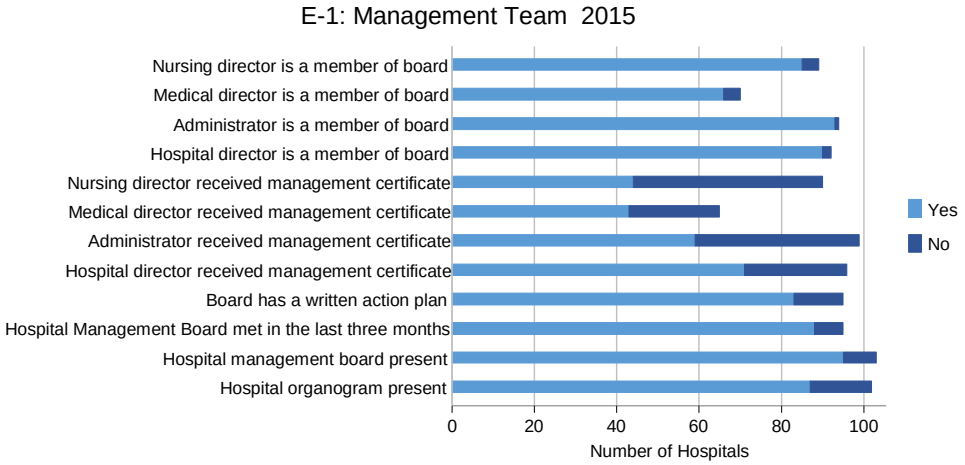
E-6: Security – Assesses the security measures at the hospital.

RHs and NHs have decreased scores in 2015 for equipment management and HMIS. NHs are performing the poorest across all management system indices. DHs have shown no improvements in this domain.

	LBM	UBM	DH	PH	RH	NH
Domain E: Management Systems						
E-1: Management Team (Including training)	57.1	93.1	75.0	98.6	88.9	88.9
E-2: HMIS	75.0	100.0	100.0	100.0	83.3	66.7
E-3: Equipment Management	66.7	100.0	100.0	100.0	66.7	66.7
E-4: Administrative and Financial Autonomy	13.3	75.0	20.0	60.0	20.0	60.0
E-5: Local Financial Management	20.0	65.0	20.0	80.0	40.0	66.7
E-6: Security	44.4	83.3	66.7	66.7	66.7	66.7

E-1: Hospital Management Functionality

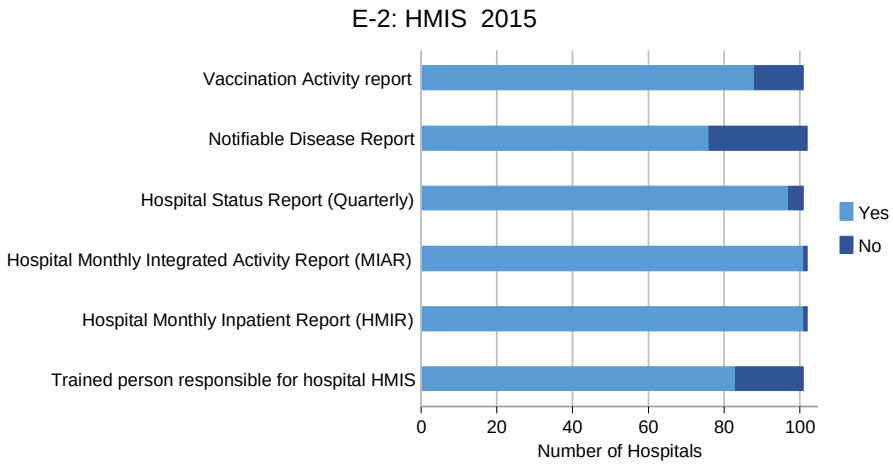
Over 80 hospital management boards now have a written action plan. The lowest scored indicators remain related to management and leadership training, particularly for clinical directors (nursing and medical directors).



Note: 33 hospitals did not have a medical director.

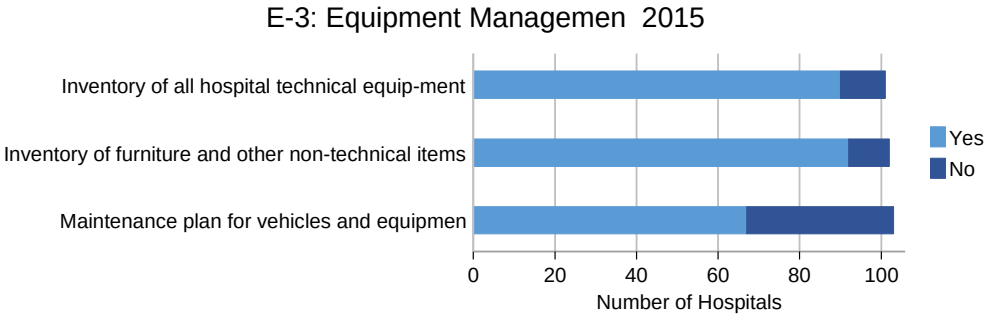
E-2: Health Management Information System (HMIS)

Most hospitals have a dedicated trained person responsible for the HMIS. Deficiencies are seen in the availability of the notifiable disease report, which has decreased from 80 hospitals in the 2012/13 round. Almost 100 percent of all hospitals have submitted the MIAR and HMIR.



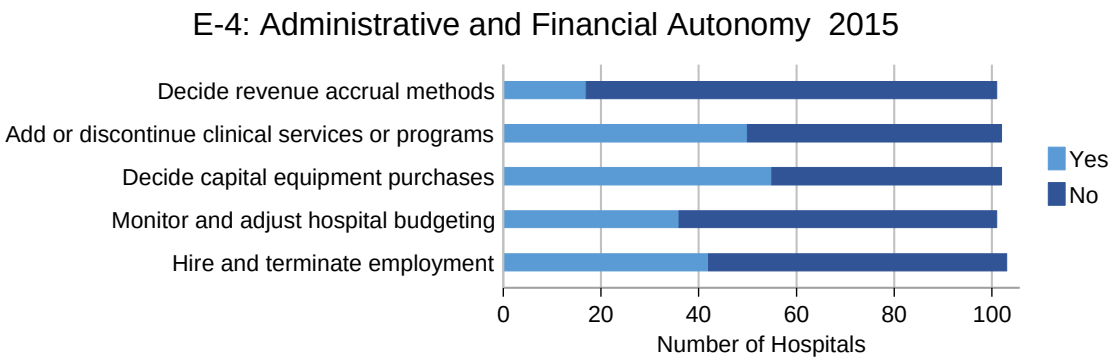
E-3: Equipment Management

About 90 hospitals have full inventories of all hospital technical equipment and non-technical items. Fewer hospitals have a maintenance plan for vehicles and equipment.



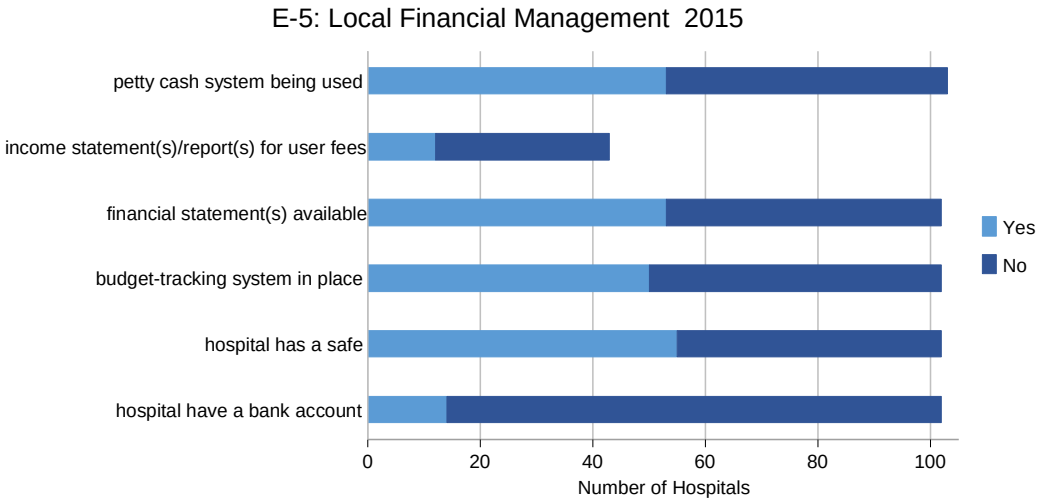
E-4: Administrative and Financial Autonomy

This index assesses the autonomy of the hospital director and/or hospital board. The following areas are assessed: hiring and terminating staff employment, monitoring and adjusting hospital budget, deciding capital equipment purchases (with board), adding or discontinuing clinical services or programs, and deciding revenue accrual methods. Overall administrative and financial autonomy is low, though improvements were made across all indicators, these were minimal.



E-5: Local Financial Management

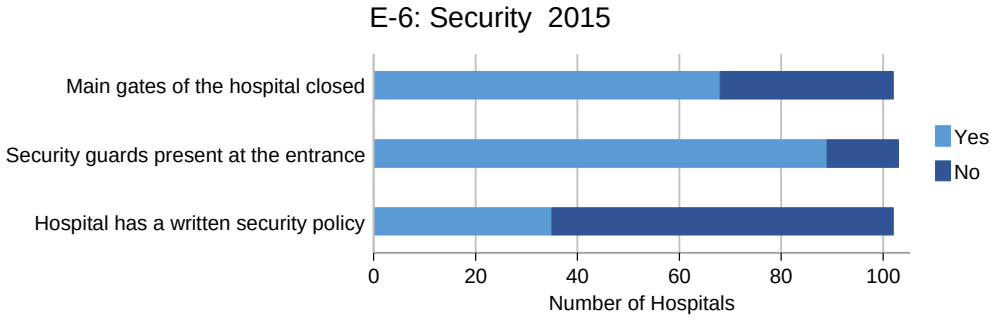
This index examines the cash management measures within hospitals, such as bank accounts, budget tracking systems and petty cash systems. The general performance under this index remains poor. Less than 20 hospitals have a bank account and less than 60 hospitals have a petty cash system being used.



Note: 60 hospitals did not have any user fee system in place.

E-6: Security

Less than 40 hospitals have a written security policy and only about 70 hospitals had the main gates closed. In 2015, however, more hospitals have security+96y guards present at the entrance.



Domain F: Functionality Indicators

Domain F reports various hospital outputs, and presents human resource ratios as measures of hospital efficiency. These calculations are not benchmarked as there are no established reference standards. Information used for these calculations are based on hospital records of activity for the last completed six months (or month) at the time of the survey. These data are presented as means with their standard errors for each category of hospital type. The numbers reported should be used cautiously as their accuracy depends on availability of data and accuracy of calculations in facilities.

Three functionality indices were dropped in this round (2015) of reporting, due to inconsistencies in their reported numbers throughout all BSC reporting rounds; these include: 1) total number of inpatients per month excluding pregnancies; 2) inpatient utilization male/female ratio excluding pregnancies; 3) inpatient utilization under 5/over 5 ratio excluding pregnancies. For instance, the 2012/13 round reported the total number of inpatients per month for Herat province at 974.2, while the same number for the same province excluding pregnancies was reported at 1256.7. In many instances no number was reported for these indices. Corrections were also made to a number of other calculations related to functionality indicators.

Domain F: Functionality Indicators	DH Mean (SE)	PH Mean (SE)	RH Mean (SE)	NH Mean (SE)
Total Inpatients/month	425.8 (128.0)	1062.9 (121.9)	3100.3 (935.8)	1088.8 (324.7)
Total Outpatients/month	5936.6 (531.8)	11787.2 (753.5)	25381.1 (5556.2)	8041.0 (1666.4)
Total deliveries/month	160.8 (16.3)	453.4 (45.4)	1720.8 (260.7)	1262.4 (346.9)
CS rate (%)	3.2 (0.4)	6.6 (0.7)	11.5 (1.7)	18.9 (5.8)
Total Surgeries/month	54.4 (8.4)	296.0 (65.3)	1507.5 (355.8)	483.2 (106.9)
Physicians per bed	0.2 (0.0)	0.2 (0.0)	0.3 (0.0)	0.6 (0.2)
Nurses per bed	0.4 (0.0)	0.4 (0.0)	0.3 (0.0)	0.4 (0.0)
Inpatient admissions/MD	86.4 (39.4)	46.9 (5.1)	25.0 (5.7)	25.4 (13.8)
Average Length of Stay (days)	19.4 (7.8)	15.8 (9.8)	2.6 (0.2)	18.7 (14.4)
Bed Turn Over Rate	9.1 (0.7)	9.9 (0.9)	12.3 (0.5)	8.8 (3.3)
Bed Occupancy Rate	62.3 (3.6)	89.2 (6.9)	89.0 (7.8)	62.1 (7.4)
OPD consults/MD	1039.7 (111.3)	556.1 (45.2)	194.7 (27.2)	201.7 (78.3)
Surgeries/MD	49.2 (8.3)	104.1 (21.7)	165.2 (44.2)	118.4 (51.5)
Deliveries/midwife	37.9 (3.7)	50.8 (5.3)	76.5 (5.7)	55.7 (20.1)
Average consultation time per OPD Patient (min)	5.7 (0.7)	4.5 (0.5)	3.9 (0.6)	6.4 (0.5)

Domain F: Functionality Indicators	DH Mean (SE)	PH Mean (SE)	RH Mean (SE)	NH Mean (SE)
Inpatient utilization Male : Female	1.1 (0.4)	0.8 (0.1)	0.9 (0.2)	1.6 (0.6)
Inpatient utilization U5 : O5	0.7 (0.1)	0.6 (0.1)	0.4 (0.1)	0.6 (0.4)
Outpatient utilization Male : Female	0.7 (0.0)	0.8 (0.0)	0.7 (0.1)	0.8 (0.1)
Outpatient utilization U5 : O5	0.5 (0.0)	0.5 (0.0)	0.4 (0.1)	0.4 (0.2)
Proportion of new outpatients prescribed antibiotics (%)	47.8 (2.6)	47.7 (4.6)	55.2 (18.4)	51.3 (12.0)
Average number of drugs per new outpatients	2.9 (0.8)	4.2 (1.7)	1.8 (0.1)	10.2 (5.9)

Caesarean Section (CS) Rate: The CS rate is the percentage of deliveries conducted by caesarean section. NHs recorded the highest mean CS rates of 18.9% while DHs recorded the lowest, 3.2%.

Physicians per bed: Physicians per bed is the ratio of physicians at a hospital to the official number of hospital beds. The mean ratio for DH and PH is 0.2, for RH is 0.3, and for NH is 0.6. This emphasizes the concentration of physicians in Kabul and the increase in this concentration compared to 2012/13 (0.4).

Nurses per bed: Nurses per bed measures the number of nurses to the official number of beds in a hospital in a ratio. The mean values were 0.4 for DH, PH, and NH and 0.3 for RH. This ratio is lower in RHs.

Inpatient admissions per physician: The inpatient workload of physicians per month is assessed in this ratio. This ratio is subject to seasonal fluctuations as well as other local circumstances, and shows considerable variation throughout the year. Local factors that impact this ratio include referral patterns, staffing levels, and complexity of procedures that different hospitals provide. The results show that physicians in DHs have the highest number of inpatients (86.4), and physicians in RHs and NHs having the least (~25).

Outpatient department consults per physician: The outpatient workload of physicians per months is assessed in this ratio. The mean ratios for different hospital types are: 1,040 for DHs, 556 for PHs, 195 for RHs, and 202 for NHs.

Surgeries per surgeon: The number of surgeries per surgeon per month is assessed in this ratio. This ratio was not calculated if surgeries were not performed or surgeons were not employed at the facility. The mean ratios for different hospital types were: 49.2 for DHs, 104.1 for PHs, 165.2 for RHs, and 118.4 for NHs.

Deliveries per midwife: The number of deliveries per midwife per month is assessed in this ratio. As in previous years, the delivery load was highest for midwives in RHs (76.5) and least for midwives in DHs (37.9).

Domain G: Ethics and Values

Domain G assesses the compliance of hospitals with national and local policies and laws, as well as specific measures addressing equity in patient care. The two indices in this domain are summarized below:

G-1: Gender Equity, Recipients of Care – The ratio of satisfaction of female clients to male clients is used for the calculation of this index.

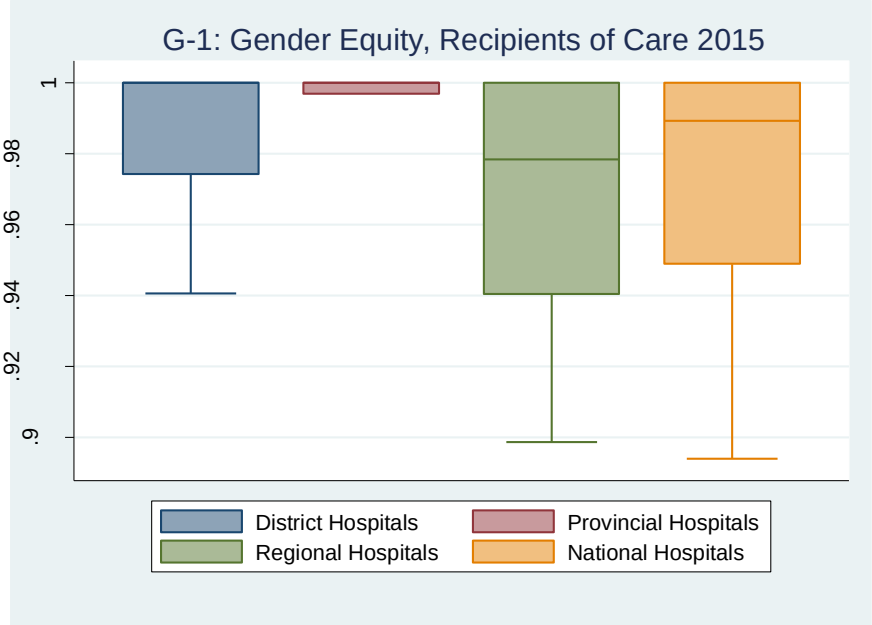
G-2: Compliance with MoPH Policies and Local Laws – Assesses the compliance with MoPH policies and informed consent procedures.

The lower benchmark for G-1 was modified in this round, correcting the 2011/12 analysis. Overall, performance in this domain has improved in 2015 compared to the 2012/13 round. District hospitals and provincial hospitals have improved greatly in gender equity.

	LBM	UBM	DH	PH	RH	NH
Domain G: Ethics and Values						
G-1: Gender Equity, Recipients of Care	96.6	100.0	100.0	100.0	97.8	98.9
G-2: Compliance with MOPH Policy and Local Laws	96.7	100	100.0	100.0	100.0	100.0

G-1: Gender Equity, Recipients of Care

All hospital types have a median above 97 percent for this index, with the lower quartile range still above 94 percent.



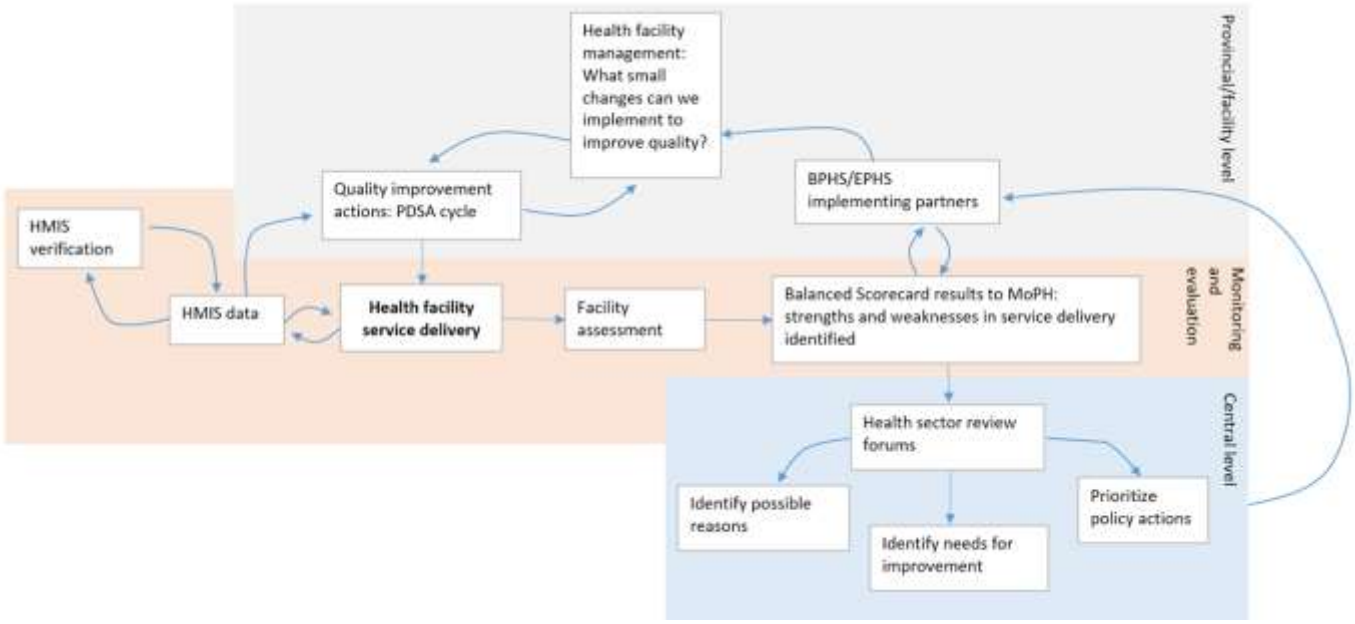
G-2: Compliance with MoPH Policies and Local Laws

This index assesses whether clients were asked for any gifts in exchange for healthcare at the hospital and whether clients were asked to visit the private clinic of a health worker at the hospital. The index also assesses the use of consent forms for surgical procedures. Scores for this index are at a high median of 100 percent.

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 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.

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 below, rather than a mere prescription.



PROVINCIAL RESULTS

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

General: This describes the number and types of hospitals surveyed and the progression of the provincial composite scores.

Activity: This touches on select indicators of hospital efficiency and effectiveness.

Staffing Levels: This summarizes the changes in the ratios of physicians and nurses to beds in each province between the two rounds.

Areas of Achievement: These are indices that are in the green zone for the 2012/2013 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 percentage points 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 percentage points or more compared to the last round.

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

Scores are provided for 2011/12, 2012/13, and 2015 rounds.

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.

Badakhshan

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**82.3**	**86.7**	**43.1**
A-1: Client Satisfaction & Perception of Quality Index	70.7	79.6	75.3
A-2: Community Involvement and Participation	93.8	93.8	54.2
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**65.7**	**55.0**	**72.1**
B-1: Staffing Index	74.9	54.5	77.1
B-2: Staff Management	85.4	74.8	80.5
B-3: Staff Satisfaction	56.1	56.4	60.0
B-4: Staff Motivation	62.6	67.4	67.2
B-5: Hospital Training Activities	76.9	28.8	65.1
B-6: Provider Knowledge Score	63.9	57.0	63.2
B-7: Gender Equity, Providers of Care	40.0	40.0	98.1
B-8: Salaries up-to-date	65.4	61.3	65.7
Domain C: Physical Capacity	**75.0**	**76.5**	**71.6**
C1: Communications and Transport	**100.0**	**100.0**	**50.0**
C-1: Communications and Transport	100.0	100.0	50.0
C2: Infrastructure	**70.3**	**67.4**	**87.9**
C-2: Infrastructure Index	70.3	67.4	87.9
C3: Supplies-Drugs and Equipment	**73.1**	**77.2**	**71.1**
C-3: Equipment Functionality Index	70.8	70.2	69.1
C-4: Pharmaceuticals Availability Index	75.4	84.2	73.1
C4: Service Availability	**56.8**	**61.6**	**77.3**
C-5: Lab and X-ray Index	85.4	94.7	89.8
C-6: Clinical Guidelines Index	92.6	77.8	81.5
C-7: Record System Index	80.5	85.9	89.3
C-8: Hotel Services	8.7	35.4	59.9
C-9: Safety precautions	31.7	29.9	75.8
C-10: Female Friendly Facilities	41.7	45.9	67.5
Domain D: Quality of Service Provision	**59.0**	**73.2**	**67.8**
D1: Enabling Environment	**62.9**	**79.1**	**63.8**
D-1: Functioning of standing committees	47.9	84.0	53.5
D-2: Drug Storage and Record Keeping	77.8	74.1	74.1
D2: Quality of Care	**55.1**	**67.3**	**71.9**
D-3: Client History and Physical Exam Index	78.6	88.4	84.8
D-4: Client Counseling Index	23.5	44.3	63.7
D-5: Biohazard Precautions	63.2	69.2	67.2

General: Three hospitals were surveyed in Badakhshan – two DHs and one PH. The provincial composite score decreased from 73.1% to 68.8%.

Activity: Total inpatients/month and outpatients/month as well as total deliveries/month all increased significantly in the province. Overall there is greater utilization of services and ratios by gender show increased utilization by female clients.

Staffing levels: The ratio of physicians per bed and nurses per bed have stayed the same at 0.2 and 0.5, respectively.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**61.7**	**67.1**	**61.1**
E-1: Management Team (Including training)	71.3	73.8	62.4
E-2: HMIS	94.4	100.0	100.0
E-3: Equipment Management	88.9	77.8	77.8
E-4: Administrative and Financial Autonomy	26.7	20.0	26.7
E-5: Local Financial Management	33.3	53.3	22.2
E-6: Security	55.6	77.8	77.8
Domain F: Functionality Indicators			
Total Inpatients/month	443.4	360.3	690.1
Total Outpatients/month	6709.5	6264.7	12064.6
Total deliveries/month	126.4	156.4	237.8
CS rate (%)	3.9	0.3	6.9
Total Surgeries/month	87.2	32.3	102.4
Physicians per bed	0.2	0.2	0.2
Nurses per bed	0.4	0.5	0.5
Inpatient admissions/MD	32.1	44.3	51.8
Average Length of Stay (days)	2.7	2.7	3.0
Bed Turn Over Rate	5	5.8	9.5
Bed Occupancy Rate	61	59.3	74.7
OPD consults/MD	770.9	869.1	1813.7
Surgeries/MD	43.4	21.1	76.8
Deliveries/midwife	18.7	29.1	33.9
Average consultation time per OPD Patient (min)	6.3	7.4	4.5
Inpatient Utilization Male : Female	1.1	0.5	0.3
Inpatient Utilization U5 : O5	0.4	0.5	0.2
Outpatient Utilization Male : Female	0.7	0.7	0.7
Outpatient Utilization U5 : O5	0.4	0.4	0.5
Proportion of new outpatients prescribed antibiotics (%) *	0.6	53.4	49.7
Average number of drugs per new outpatients	1.4	2.3	2.0
Domain G: Ethics and Values	**73.9**	**80.0**	**97.2**
G-1: Gender Equity, Recipients of Care **	53.3	60.0	95.8
G-2: Compliance with MOPH Policy and Local Laws	94.4	100.0	98.6
Composite Score	**69.6**	**73.1**	**68.8**

Areas of achievement: B-1, B-7, C-9, C-10, D-4, E-2

Rising trend: B-3, B-6, C-8, C-9, D-4, G-1

Falling trend: A-2, C-1, C-4, E-4

Areas of concern: A-2, C-1, G-1

* Reported in decimal format for all provinces in 2011/12
** LBM revised

Badghis

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**82.6**	**72.7**	**51.3**
A-1: Client Satisfaction & Perception of Quality Index	87.4	78.8	76.1
A-2: Community Involvement and Participation	77.8	66.7	77.8
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**69.7**	**59.7**	**54.1**
B-1: Staffing Index	61.9	57.1	68.4
B-2: Staff Management	86.3	85.7	43.5
B-3: Staff Satisfaction	62.8	64.5	61.3
B-4: Staff Motivation	63.5	70.2	74.5
B-5: Hospital Training Activities	38.1	25.0	10.6
B-6: Provider Knowledge Score	65.3	60.0	59.6
B-7: Gender Equity, Providers of Care	80.0	40.0	100.0
B-8: Salaries up-to-date	100.0	75.0	15.0
Domain C: Physical Capacity	**79.4**	**82.4**	**71.7**
C1: Communications and Transport	**100.0**	**100.0**	**100.0**
C-1: Communications and Transport	100.0	100.0	100.0
C2: Infrastructure	**93.3**	**80.0**	**70.0**
C-2: Infrastructure Index	93.3	80.0	70.0
C3: Supplies-Drugs and Equipment	**81.4**	**88.7**	**61.3**
C-3: Equipment Functionality Index	73.8	86.7	62.2
C-4: Pharmaceuticals Availability Index	89.0	90.6	60.5
C4: Service Availability	**42.8**	**61.0**	**55.5**
C-5: Lab and X-ray Index	91.3	87.0	87.0
C-6: Clinical Guidelines Index	22.2	33.3	22.2
C-7: Record System Index	72.8	90.4	75.9
C-8: Hotel Services	2.2	62.5	22.9
C-9: Safety precautions	22.2	50.0	68.8
C-10: Female Friendly Facilities	45.8	42.9	56.4
Domain D: Quality of Service Provision	**71.1**	**84.5**	**58.1**
D1: Enabling Environment	**92.2**	**100.0**	**68.4**
D-1: Functioning of standing committees	84.4	100.0	81.3
D-2: Drug Storage and Record Keeping	100.0	100.0	55.6
D2: Quality of Care	**50.1**	**69.0**	**47.8**
D-3: Client History and Physical Exam Index	74.1	87.5	82.6
D-4: Client Counseling Index	17.3	47.9	19.3
D-5: Biohazard Precautions	58.8	71.5	41.4

General: One provincial hospital was surveyed in Badghis. The provincial composite score decreased from 72.9% to 64.1%.

Activity: Total inpatients/month but outpatients/month decreased in the province. Total deliveries/month and surgeries/month decreased. The ratios by gender have increased slightly.

Staffing levels: The ratio of physicians per bed has decreased from 0.3 to 0.1, and nurses per bed has stayed the same at 0.2.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**54.0**	**68.2**	**49.6**
E-1: Management Team (Including training)	57.1	62.5	44.4
E-2: HMIS	66.7	100.0	100.0
E-3: Equipment Management	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	80.0	60.0	0.0
E-5: Local Financial Management	20.0	20.0	20.0
E-6: Security	0.0	66.7	33.3
Domain F: Functionality Indicators			
Total Inpatients/month	801.5	876.2	926.3
Total Outpatients/month	6903.8	7983.2	5838.0
Total deliveries/month	104.8	418.7	220.0
CS rate (%)	8.9	2.0	6.2
Total Surgeries/month	75	159.5	40.2
Physicians per bed	0.1	0.3	0.1
Nurses per bed	0.4	0.2	0.2
Inpatient admissions/MD	57.3	32.5	115.8
Average Length of Stay (days)	4	3.0	222.0
Bed Turn Over Rate	7.5	7.8	11.9
Bed Occupancy Rate	75	75.0	77.0
OPD consults/MD	493.1	295.7	729.8
Surgeries/MD	75	53.2	20.1
Deliveries/midwife	13.1	46.5	27.5
Average consultation time per OPD Patient (min)	4.4	6.4	4.0
Inpatient Utilization Male : Female	0.7	0.4	0.6
Inpatient Utilization U5 : O5	0.5	0.3	0.6
Outpatient Utilization Male : Female	1	0.8	0.9
Outpatient Utilization U5 : O5	0.4	0.4	0.6
Proportion of new outpatients prescribed antibiotics (%) *	1	38.1	-
Average number of drugs per new outpatients	1	2.1	-
Domain G: Ethics and Values	**80.0**	**70.0**	**100.0**
G-1: Gender Equity, Recipients of Care **	60.0	40.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	100.0	100.0	100.0
Composite Score	**72.8**	**72.9**	**64.1**

Areas of achievement: B-4, B-7, C-1, C-9, E-2, E-3, G-1, G-2

Rising trend: C-9, G-1

Falling trend: B-2, B-5, C-3, C-6, C-8, D-4, D-5

Areas of concern: B-2, B-5, B-8, C-3, C-4, C-6, D-2, D-5, E-1, E-4, E-6

Baghlan

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**70.6**	**78.5**	**61.5**
A-1: Client Satisfaction & Perception of Quality Index	78.6	79.4	88.2
A-2: Community Involvement and Participation	62.5	77.5	96.3
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**57.5**	**67.1**	**79.1**
B-1: Staffing Index	69.0	68.8	77.1
B-2: Staff Management	76.0	61.7	81.4
B-3: Staff Satisfaction	60.6	66.6	66.0
B-4: Staff Motivation	64.0	77.5	76.5
B-5: Hospital Training Activities	27.8	67.6	77.5
B-6: Provider Knowledge Score	65.9	66.0	68.9
B-7: Gender Equity, Providers of Care	66.7	66.7	99.2
B-8: Salaries up-to-date	30.3	62.0	86.7
Domain C: Physical Capacity	**70.6**	**76.8**	**84.4**
C1: Communications and Transport	**83.3**	**66.7**	**100.0**
C-1: Communications and Transport	83.3	66.7	100.0
C2: Infrastructure	**67.8**	**82.2**	**85.8**
C-2: Infrastructure Index	67.8	82.2	85.8
C3: Supplies-Drugs and Equipment	**74.6**	**89.6**	**76.3**
C-3: Equipment Functionality Index	72.3	85.9	69.0
C-4: Pharmaceuticals Availability Index	76.8	93.2	83.5
C4: Service Availability	**56.9**	**68.8**	**75.4**
C-5: Lab and X-ray Index	79.1	92.3	92.4
C-6: Clinical Guidelines Index	83.8	81.0	92.6
C-7: Record System Index	79.9	90.6	85.0
C-8: Hotel Services	33.9	36.9	38.2
C-9: Safety precautions	32.6	59.5	66.7
C-10: Female Friendly Facilities	32.2	52.5	77.8
Domain D: Quality of Service Provision	**65.2**	**70.4**	**84.2**
D1: Enabling Environment	**60.6**	**77.3**	**93.5**
D-1: Functioning of standing committees	39.6	65.6	100.0
D-2: Drug Storage and Record Keeping	81.5	88.9	87.0
D2: Quality of Care	**69.9**	**63.5**	**74.8**
D-3: Client History and Physical Exam Index	91.6	81.5	86.3
D-4: Client Counseling Index	56.9	34.8	45.7
D-5: Biohazard Precautions	61.2	74.3	92.5

General: Three hospitals were surveyed in Baghlan: two DHs and one PH. The provincial composite score increased from 74.5% to 79.6%.

Activity: Total inpatients/month and outpatients/month increased significantly in the province. Total deliveries/month and surgeries/month also increased. Overall there is greater utilization of services and ratios by gender have not changed.

Staffing levels: The ratio of physicians per bed has increased from 0.2 to 0.3, and nurses per bed has stayed the same at 0.4.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**56.0**	**60.8**	**68.8**
E-1: Management Team (Including training)	71.2	67.1	85.2
E-2: HMIS	83.3	100.0	100.0
E-3: Equipment Management	88.9	88.9	100.0
E-4: Administrative and Financial Autonomy	20.0	46.7	33.3
E-5: Local Financial Management	5.6	17.8	27.8
E-6: Security	66.7	44.4	66.7
Domain F: Functionality Indicators			
Total Inpatients/month	438.8	569.2	878.9
Total Outpatients/month	5072.4	6729.8	9619.8
Total deliveries/month	230.7	193.3	366.2
CS rate (%)	3.0	3.0	4.9
Total Surgeries/month	64.1	40.1	120.6
Physicians per bed	0.2	0.2	0.3
Nurses per bed	0.4	0.4	0.4
Inpatient admissions/MD	32	63.8	37.1
Average Length of Stay (days)	3.3	3.0	3.0
Bed Turn Over Rate	8.5	29.6	4.7
Bed Occupancy Rate	83.7	90.0	32.0
OPD consults/MD	427.1	601.9	642.3
Surgeries/MD	39.7	27.9	81.3
Deliveries/midwife	38.2	35.4	44.5
Average consultation time per OPD Patient (min)	6.3	9.0	4.6
Inpatient Utilization Male : Female	0.9	0.5	0.6
Inpatient Utilization U5 : O5	0.5	0.4	0.9
Outpatient Utilization Male : Female	0.6	0.7	0.7
Outpatient Utilization U5 : O5	0.3	0.4	0.5
Proportion of new outpatients prescribed antibiotics (%) *	0.6	42.8	50.6
Average number of drugs per new outpatients	0.5	0.2	2.1
Domain G: Ethics and Values	**73.4**	**93.3**	**99.6**
G-1: Gender Equity, Recipients of Care **	46.7	86.7	99.2
G-2: Compliance with MOPH Policy and Local Laws	100.0	100.0	100.0
Composite Score	**65.5**	**74.5**	**79.6**

Areas of achievement: A-1, B-3, B-4, B-5, B-6, B-7, C-1, C-9, C-10, D-1, D-5, E-2, E-3, G-2

Rising trend: A-1, B-5, C-1, C-9, C-10, D-1, D-5, E-3, G-1

Falling trend: C-3, C-4

Areas of concern: No indices are in the red zone in 2015.

Balkh

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**70.7**	**55.9**	**66.1**
A-1: Client Satisfaction & Perception of Quality Index	78.5	72.7	76.5
A-2: Community Involvement and Participation	62.8	57.4	55.8
A-3: User Fees; Transparency and Exemptions	-	37.5	-
Domain B: Human Resources	**60.7**	**56.8**	**64.8**
B-1: Staffing Index	57.1	62.1	61.4
B-2: Staff Management	47.2	61.6	73.4
B-3: Staff Satisfaction	62.0	63.0	57.4
B-4: Staff Motivation	67.4	68.0	69.4
B-5: Hospital Training Activities	46.9	31.8	23.3
B-6: Provider Knowledge Score	65.2	68.2	65.3
B-7: Gender Equity, Providers of Care	50.0	50.0	98.0
B-8: Salaries up-to-date	90.0	49.8	70.1
Domain C: Physical Capacity	**72.6**	**74.1**	**58.6**
C1: Communications and Transport	**87.5**	**91.7**	**58.3**
C-1: Communications and Transport	87.5	91.7	58.3
C2: Infrastructure	**81.8**	**74.0**	**41.4**
C-2: Infrastructure Index	81.8	74.0	41.4
C3: Supplies-Drugs and Equipment	**72.3**	**73.4**	**77.7**
C-3: Equipment Functionality Index	61.7	70.8	69.5
C-4: Pharmaceuticals Availability Index	82.8	76.0	85.9
C4: Service Availability	**48.9**	**57.3**	**56.9**
C-5: Lab and X-ray Index	68.2	82.7	90.5
C-6: Clinical Guidelines Index	61.1	74.1	72.2
C-7: Record System Index	72.9	82.9	87.4
C-8: Hotel Services	15.3	18.6	34.9
C-9: Safety precautions	36.4	44.9	25.8
C-10: Female Friendly Facilities	39.4	40.8	30.4
Domain D: Quality of Service Provision	**70.4**	**67.2**	**54.5**
D1: Enabling Environment	**77.9**	**70.9**	**55.0**
D-1: Functioning of standing committees	59.9	63.2	34.0
D-2: Drug Storage and Record Keeping	95.8	78.7	75.9
D2: Quality of Care	**62.9**	**63.5**	**53.9**
D-3: Client History and Physical Exam Index	77.0	90.0	83.3
D-4: Client Counseling Index	36.6	39.4	36.9
D-5: Biohazard Precautions	75.1	60.9	41.6

General: Six hospitals were surveyed in Balkh: five DHs and one RH. The provincial composite score remained the same from 64.6% to 64.9%.

Activity: Total inpatients/month and outpatients/month increased significantly in the province. Total deliveries/month and surgeries/month also increased. Total inpatient/MD has not changed. Overall there is greater utilization of services and ratios by gender have slightly increased.

Staffing levels: The ratio of physicians per bed and nurses per bed have stayed the same at 0.2 and 0.3, respectively.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**56.4**	**54.9**	**50.1**
E-1: Management Team (Including training)	53.8	59.1	74.9
E-2: HMIS	70.8	97.2	100.0
E-3: Equipment Management	75.0	80.0	55.6
E-4: Administrative and Financial Autonomy	43.8	20.0	0.0
E-5: Local Financial Management	45.0	23.3	3.3
E-6: Security	50.0	50.0	66.7
Domain F: Functionality Indicators			
Total Inpatients/month	6152.7	336.3	753.2
Total Outpatients/month	8905.7	3813.8	10564.0
Total deliveries/month	368.9	194.4	505.0
CS rate (%)	39.0	2.7	4.8
Total Surgeries/month	442.4	74.2	374.9
Physicians per bed	0.2	0.2	0.2
Nurses per bed	0.3	0.3	0.3
Inpatient admissions/MD	61.3	30.2	29.4
Average Length of Stay (days)	3.3	3.5	3.7
Bed Turn Over Rate	3.3	5.4	6.4
Bed Occupancy Rate	39	49.2	60.7
OPD consults/MD	356.4	666.9	645.1
Surgeries/MD	185.5	28.2	98.1
Deliveries/midwife	21.7	33.3	48.3
Average consultation time per OPD Patient (min)	7.3	6.9	6.2
Inpatient Utilization Male : Female	0.7	0.6	0.8
Inpatient Utilization U5 : O5	0.5	0.4	0.7
Outpatient Utilization Male : Female	0.6	0.5	0.5
Outpatient Utilization U5 : O5	0.5	0.5	0.4
Proportion of new outpatients prescribed antibiotics (%) *	0.6	45.6	41.9
Average number of drugs per new outpatients	1.3	2.1	2.0
Domain G: Ethics and Values	**77.5**	**78.8**	**95.2**
G-1: Gender Equity, Recipients of Care **	55.0	60.0	97.1
G-2: Compliance with MOPH Policy and Local Laws	100.0	97.5	93.3
Composite Score	**68.0**	**64.6**	**64.9**

Areas of achievement: B-4, B-7, E-2

Rising trend: E-2, G-1

Falling trend: B-3, B-6, C-2, C-10, D-5, E-3

Areas of concern: A-2, B-5, C-1, C-2, C-9, C-10, D-1, D-5, E-3, E-4, E-5, G-2

Bamyan

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**79.3**	**73.9**	**60.2**
A-1: Client Satisfaction & Perception of Quality Index	68.6	64.9	86.6
A-2: Community Involvement and Participation	88.0	94.4	69.1
A-3: User Fees; Transparency and Exemptions	81.3	62.5	25.0
Domain B: Human Resources	**51.6**	**64.5**	**65.2**
B-1: Staffing Index	61.1	63.7	63.2
B-2: Staff Management	75.3	90.0	68.3
B-3: Staff Satisfaction	58.6	62.8	63.0
B-4: Staff Motivation	65.6	70.1	69.9
B-5: Hospital Training Activities	4.2	65.8	41.2
B-6: Provider Knowledge Score	69.4	50.4	70.2
B-7: Gender Equity, Providers of Care	46.7	60.0	100.0
B-8: Salaries up-to-date	31.6	53.1	46.0
Domain C: Physical Capacity	**61.2**	**90.2**	**66.6**
C1: Communications and Transport	**66.7**	**100.0**	**62.5**
C-1: Communications and Transport	66.7	100.0	62.5
C2: Infrastructure	**51.4**	**92.7**	**58.6**
C-2: Infrastructure Index	51.4	92.7	58.6
C3: Supplies-Drugs and Equipment	**69.7**	**92.6**	**70.0**
C-3: Equipment Functionality Index	71.8	87.4	71.3
C-4: Pharmaceuticals Availability Index	67.6	97.8	68.7
C4: Service Availability	**57.0**	**75.5**	**75.2**
C-5: Lab and X-ray Index	94.9	92.0	98.8
C-6: Clinical Guidelines Index	69.9	86.1	97.2
C-7: Record System Index	89.3	93.7	85.6
C-8: Hotel Services	15.5	76.1	37.5
C-9: Safety precautions	23.2	30.8	50.0
C-10: Female Friendly Facilities	49.3	74.1	82.0
Domain D: Quality of Service Provision	**40.0**	**76.4**	**65.3**
D1: Enabling Environment	**33.6**	**92.7**	**59.0**
D-1: Functioning of standing committees	31.9	93.8	75.0
D-2: Drug Storage and Record Keeping	35.2	91.7	43.1
D2: Quality of Care	**46.4**	**60.1**	**71.7**
D-3: Client History and Physical Exam Index	60.4	65.0	89.5
D-4: Client Counseling Index	30.9	28.3	56.5
D-5: Biohazard Precautions	47.9	87.0	69.0

General: Four hospitals were surveyed in Bamyan: three DHs and one PH. The provincial composite score decreased from 77.2% to 68.6%.

Activity: Total inpatients/month, outpatients/month, and surgeries/month increased significantly in the province. Total deliveries/month decreased. Total admissions/MD decreased. Overall there is greater utilization of services except for deliveries.

Staffing levels: The ratio of physicians per bed has stayed the same at 0.2 and nurses per bed decreased from 0.5 to 0.4.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**57.9**	**81.2**	**55.0**
E-1: Management Team (Including training)	56.0	82.2	73.6
E-2: HMIS	83.3	100.0	91.7
E-3: Equipment Management	66.7	100.0	66.7
E-4: Administrative and Financial Autonomy	46.7	40.0	35.0
E-5: Local Financial Management	38.9	90.0	30.0
E-6: Security	55.6	75.0	33.3
Domain F: Functionality Indicators			
Total Inpatients/month	487.1	353.8	428.3
Total Outpatients/month	1906.4	3935.6	5210.8
Total deliveries/month	71.9	134.1	77.6
CS rate (%)	7.3	2.7	4.8
Total Surgeries/month	68.8	30.5	44.8
Physicians per bed	0.2	0.2	0.2
Nurses per bed	0.5	0.5	0.4
Inpatient admissions/MD	49.2	67.9	52.9
Average Length of Stay (days)	2.3	2.0	2.0
Bed Turn Over Rate	8.3	7.1	11.0
Bed Occupancy Rate	36.3	70.0	72.8
OPD consults/MD	375.3	1045.3	805.3
Surgeries/MD	34.4	44.3	28.8
Deliveries/midwife	13.8	28.6	9.3
Average consultation time per OPD Patient (min)	6.8	3.0	4.3
Inpatient Utilization Male : Female	0.9	0.6	0.6
Inpatient Utilization U5 : O5	0.6	0.7	0.6
Outpatient Utilization Male : Female	0.8	0.7	0.9
Outpatient Utilization U5 : O5	0.3	0.4	0.4
Proportion of new outpatients prescribed antibiotics (%) *	0.6	50.2	55.2
Average number of drugs per new outpatients	0.8	2.2	0.8
Domain G: Ethics and Values	**76.4**	**77.1**	**99.5**
G-1: Gender Equity, Recipients of Care **	53.3	55.0	98.9
G-2: Compliance with MOPH Policy and Local Laws	99.4	99.2	100.0
Composite Score	**61.0**	**77.2**	**68.6**

Areas of achievement: A-1, B-4, B-6, B-7, C-5, C-6, C-10, D-4, G-2

Rising trend: A-1, B-5, B-6, C-5, D-3, D-4, G-1, G-2

Falling trend: C-1, C-2, C-3, C-4, C-8, D-2, D-5, E-2, E-3, E-5

Areas of concern: A-3, C-1, C-2, D-2, E-3, E-6

Daykundi

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**72.1**	**76.1**	**53.4**
A-1: Client Satisfaction & Perception of Quality Index	83.7	71.0	68.5
A-2: Community Involvement and Participation	60.4	81.3	83.3
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**51.4**	**55.1**	**68.0**
B-1: Staffing Index	41.5	45.5	63.5
B-2: Staff Management	60.7	55.1	70.6
B-3: Staff Satisfaction	62.6	62.9	67.2
B-4: Staff Motivation	73.1	72.3	70.7
B-5: Hospital Training Activities	44.2	42.8	71.5
B-6: Provider Knowledge Score	69.4	63.5	71.5
B-7: Gender Equity, Providers of Care	53.3	33.3	95.5
B-8: Salaries up-to-date	6.7	65.2	33.2
Domain C: Physical Capacity	**62.3**	**81.1**	**58.8**
C1: Communications and Transport	**66.7**	**100.0**	**66.7**
C-1: Communications and Transport	66.7	100.0	66.7
C2: Infrastructure	**62.2**	**80.0**	**36.7**
C-2: Infrastructure Index	62.2	80.0	36.7
C3: Supplies-Drugs and Equipment	**63.6**	**81.2**	**75.7**
C-3: Equipment Functionality Index	56.7	73.4	72.0
C-4: Pharmaceuticals Availability Index	70.5	89.0	79.4
C4: Service Availability	**56.6**	**63.1**	**56.3**
C-5: Lab and X-ray Index	84.9	86.9	86.4
C-6: Clinical Guidelines Index	64.8	96.3	96.3
C-7: Record System Index	81.4	86.1	88.4
C-8: Hotel Services	30.9	32.1	14.7
C-9: Safety precautions	35.2	37.9	32.1
C-10: Female Friendly Facilities	42.6	39.4	19.9
Domain D: Quality of Service Provision	**55.2**	**64.7**	**67.2**
D1: Enabling Environment	**49.6**	**67.7**	**74.3**
D-1: Functioning of standing committees	25.0	41.0	70.8
D-2: Drug Storage and Record Keeping	74.1	94.4	77.8
D2: Quality of Care	**60.8**	**61.6**	**60.0**
D-3: Client History and Physical Exam Index	91.2	87.6	77.2
D-4: Client Counseling Index	45.5	34.2	41.4
D-5: Biohazard Precautions	45.8	63.0	61.5

General: Three hospitals were surveyed in Daykundi: two DHs and one PH. The provincial composite score decreased from 73.3% to 69.1%.

Activity: Total inpatients/month and outpatients/month decreased in the province. Total deliveries/month and surgeries/month also decreased. Total admissions/MD decreased as well.

Staffing levels: The ratio of physicians per bed and nurses per bed increased from 0.1 to 0.2 and 0.4 to 0.6, respectively.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**37.1**	**62.7**	**67.7**
E-1: Management Team (Including training)	60.6	80.9	65.0
E-2: HMIS	88.9	100.0	81.1
E-3: Equipment Management	11.1	66.7	100.0
E-4: Administrative and Financial Autonomy	6.7	33.3	20.0
E-5: Local Financial Management	11.1	40.0	40.0
E-6: Security	44.4	55.6	100.0
Domain F: Functionality Indicators			
Total Inpatients/month	128.8	384.6	277.9
Total Outpatients/month	2795.1	4739.1	4662.0
Total deliveries/month	31.9	214.0	57.1
CS rate (%)	41.0	7.1	7.0
Total Surgeries/month	26.1	61.5	35.6
Physicians per bed	0.1	0.1	0.2
Nurses per bed	0.5	0.4	0.6
Inpatient admissions/MD	64.4	70.1	26.9
Average Length of Stay (days)	3	2.7	3.0
Bed Turn Over Rate	4.2	7.8	7.3
Bed Occupancy Rate	45	60.7	59.0
OPD consults/MD	1397.5	633.8	818.5
Surgeries/MD	58.5	17.2	19.9
Deliveries/midwife	4.9	28.3	9.9
Average consultation time per OPD Patient (min)	7.4	4.1	3.8
Inpatient Utilization Male : Female	0.7	0.4	1.0
Inpatient Utilization U5 : O5	2.1	0.2	0.4
Outpatient Utilization Male : Female	0.6	0.7	0.5
Outpatient Utilization U5 : O5	0.3	0.3	0.3
Proportion of new outpatients prescribed antibiotics (%) *	0.6	57.9	35.9
Average number of drugs per new outpatients	1.2	1.9	1.0
Domain G: Ethics and Values	**76.7**	**100.0**	**99.5**
G-1: Gender Equity, Recipients of Care **	53.3	100.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	100.0	100.0	99.0
Composite Score	**59.1**	**73.3**	**69.1**

Areas of achievement: B-3, B-4, B-6, B-7, C-6, E-3, E-6, G-1

Rising trend: B-1, B-2, B7, E-3, G-2

Falling trend: A-1, C-1, C-2, C-10, E-2

Areas of concern: A-1, B-8, C-1, C-2, C-10

Farah

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**83.6**	**60.7**	**87.9**
A-1: Client Satisfaction & Perception of Quality Index	67.1	82.1	95.1
A-2: Community Involvement and Participation	100.0	100.0	93.8
A-3: User Fees; Transparency and Exemptions	-	0.0	-
Domain B: Human Resources	**67.3**	**65.7**	**64.0**
B-1: Staffing Index	31.3	68.3	58.2
B-2: Staff Management	91.0	93.2	67.5
B-3: Staff Satisfaction	60.7	64.5	71.0
B-4: Staff Motivation	65.0	70.6	73.4
B-5: Hospital Training Activities	77.8	17.2	39.4
B-6: Provider Knowledge Score	52.9	79.5	53.5
B-7: Gender Equity, Providers of Care	90.0	100.0	98.8
B-8: Salaries up-to-date	69.9	32.5	50.0
Domain C: Physical Capacity	**80.2**	**82.4**	**78.8**
C1: Communications and Transport	**100.0**	**100.0**	**100.0**
C-1: Communications and Transport	100.0	100.0	100.0
C2: Infrastructure	**80.8**	**90.6**	**74.0**
C-2: Infrastructure Index	80.8	90.6	74.0
C3: Supplies-Drugs and Equipment	**75.0**	**76.2**	**84.5**
C-3: Equipment Functionality Index	76.0	65.7	77.2
C-4: Pharmaceuticals Availability Index	74.0	86.7	91.8
C4: Service Availability	**65.0**	**62.9**	**57.0**
C-5: Lab and X-ray Index	79.5	91.0	84.3
C-6: Clinical Guidelines Index	83.3	88.9	47.9
C-7: Record System Index	71.8	78.4	88.3
C-8: Hotel Services	62.3	31.8	42.1
C-9: Safety precautions	52.8	52.8	56.6
C-10: Female Friendly Facilities	40.4	34.6	22.5
Domain D: Quality of Service Provision	**73.0**	**75.7**	**64.2**
D1: Enabling Environment	**85.2**	**84.5**	**75.0**
D-1: Functioning of standing committees	76.0	80.2	66.7
D-2: Drug Storage and Record Keeping	94.4	88.9	83.3
D2: Quality of Care	**60.7**	**66.8**	**53.4**
D-3: Client History and Physical Exam Index	76.3	90.0	69.2
D-4: Client Counseling Index	29.8	41.2	33.2
D-5: Biohazard Precautions	76.1	69.1	57.9

General: Two hospitals were surveyed in Farah: one DH and one PH. The composite score for the province increased from 70.9% to 74.5%

Activity: Total inpatients/month, outpatients/month, and surgeries/month increased. Total deliveries/month and admissions/MD have generally stayed the same.

Staffing levels: The ratios for physician per bed and nurse per bed have stayed the same at 0.1 and 0.3, respectively.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**65.3**	**60.8**	**52.3**
E-1: Management Team (Including training)	58.3	75.0	67.0
E-2: HMIS	100.0	100.0	91.7
E-3: Equipment Management	100.0	100.0	50.0
E-4: Administrative and Financial Autonomy	10.0	20.0	30.0
E-5: Local Financial Management	56.7	20.0	25.0
E-6: Security	66.7	50.0	50.0
Domain F: Functionality Indicators			
Total Inpatients/month	306.3	633.5	982.3
Total Outpatients/month	4318	7460.4	8091.3
Total deliveries/month	252.8	316.6	314.8
CS rate (%)	1.1	0.8	6.2
Total Surgeries/month	52.4	82.9	
Physicians per bed	0.1	0.1	0.1
Nurses per bed	0.3	0.3	0.3
Inpatient admissions/MD	56.2	43.2	40.9
Average Length of Stay (days)	2.5	3.0	2.0
Bed Turn Over Rate	6.6	7.6	-
Bed Occupancy Rate	72	64.5	60.0
OPD consults/MD	1293.3	1065.6	546.9
Surgeries/MD	52.4	23.0	
Deliveries/midwife	44.3	42.9	35.2
Average consultation time per OPD Patient (min)	4.8	6.1	3.1
Inpatient Utilization Male : Female	0.7	1.1	0.6
Inpatient Utilization U5 : O5	0.4	0.9	0.3
Outpatient Utilization Male : Female	0.6	0.7	0.6
Outpatient Utilization U5 : O5	0.5	0.4	0.4
Proportion of new outpatients prescribed antibiotics (%) *	0.4	50.4	70.9
Average number of drugs per new outpatients	1.8	2.4	3.0
Domain G: Ethics and Values	**80.0**	**80.0**	**99.6**
G-1: Gender Equity, Recipients of Care **	60.0	60.0	99.8
G-2: Compliance with MOPH Policy and Local Laws	100.0	100.0	99.3
Composite Score	**74.9**	**70.9**	**74.5**

Areas of achievement: A-1, B-3, B-4, B-7, C-1, C-4

Rising trend: A-1, C-4, G-1

Falling trend: A-2, B-2, B-6, B-7, D-3, E-2, E-3, G-2

Areas of concern: B-6, C-6, C-10, D-3, E-3

Faryab

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**61.9**	**80.9**	**88.6**
A-1: Client Satisfaction & Perception of Quality Index	73.3	80.2	82.5
A-2: Community Involvement and Participation	25.0	62.5	83.3
A-3: User Fees; Transparency and Exemptions	87.5	100.0	100.0
Domain B: Human Resources	**61.2**	**58.4**	**68.2**
B-1: Staffing Index	60.6	64.3	60.0
B-2: Staff Management	75.9	74.0	87.4
B-3: Staff Satisfaction	69.1	64.8	65.5
B-4: Staff Motivation	70.4	74.4	71.0
B-5: Hospital Training Activities	48.2	40.3	53.1
B-6: Provider Knowledge Score	65.4	59.5	65.2
B-7: Gender Equity, Providers of Care	60.0	53.3	98.5
B-8: Salaries up-to-date	40.0	36.9	44.6
Domain C: Physical Capacity	**69.1**	**82.7**	**78.3**
C1: Communications and Transport	**83.3**	**100.0**	**83.3**
C-1: Communications and Transport	83.3	100.0	83.3
C2: Infrastructure	**71.1**	**91.1**	**87.1**
C-2: Infrastructure Index	71.1	91.1	87.1
C3: Supplies-Drugs and Equipment	**70.1**	**81.5**	**80.4**
C-3: Equipment Functionality Index	70.3	78.5	79.5
C-4: Pharmaceuticals Availability Index	69.9	84.5	81.4
C4: Service Availability	**51.8**	**58.1**	**62.3**
C-5: Lab and X-ray Index	76.0	93.9	86.4
C-6: Clinical Guidelines Index	79.4	63.0	91.5
C-7: Record System Index	60.7	89.3	94.8
C-8: Hotel Services	13.6	12.0	13.4
C-9: Safety precautions	28.8	55.2	43.4
C-10: Female Friendly Facilities	52.2	35.4	44.2
Domain D: Quality of Service Provision	**61.9**	**67.0**	**79.8**
D1: Enabling Environment	**71.4**	**70.8**	**91.7**
D-1: Functioning of standing committees	46.5	75.0	83.3
D-2: Drug Storage and Record Keeping	96.3	66.7	100.0
D2: Quality of Care	**52.4**	**63.2**	**67.9**
D-3: Client History and Physical Exam Index	86.7	83.4	92.5
D-4: Client Counseling Index	19.0	41.5	40.5
D-5: Biohazard Precautions	51.6	64.6	70.6

General: Three hospitals were surveyed in Faryab: 2 DHs and one PH. The composite score for the province increased from 69.4% to 79.9%

Activity: Total outpatients/month and deliveries/month have increased. Total inpatients/month and surgeries/month have either stayed the same or decreased, respectively.

Staffing levels: The ratio for physicians per bed stayed the same at 0.2 and nurses per bed increased from 0.3 to 0.4.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**52.2**	**63.9**	**67.2**
E-1: Management Team (Including training)	40.0	61.1	77.7
E-2: HMIS	100.0	88.9	94.4
E-3: Equipment Management	77.8	100.0	100.0
E-4: Administrative and Financial Autonomy	33.3	40.0	13.3
E-5: Local Financial Management	40.0	48.9	40.0
E-6: Security	22.2	44.4	77.8
Domain F: Functionality Indicators			
Total Inpatients/month	517.8	623.9	796.7
Total Outpatients/month	6925.2	10263.8	9737.2
Total deliveries/month	142.3	186.9	234.2
CS rate (%)	3.0	1.7	2.0
Total Surgeries/month	75.4	188.3	98.7
Physicians per bed	0.2	0.2	0.2
Nurses per bed	0.3	0.3	0.4
Inpatient admissions/MD	33.9	61.6	58.1
Average Length of Stay (days)	2.3	5.0	1.7
Bed Turn Over Rate	4.2	8.9	13.0
Bed Occupancy Rate	41.7	33.0	92.7
OPD consults/MD	733	1403.7	1104.8
Surgeries/MD	39.4	82.3	24.2
Deliveries/midwife	24.2	31.9	41.4
Average consultation time per OPD Patient (min)	4.9	6.3	8.8
Inpatient Utilization Male : Female	0.5	0.5	0.7
Inpatient Utilization U5 : O5	0.4	0.3	0.5
Outpatient Utilization Male : Female	0.6	0.6	0.6
Outpatient Utilization U5 : O5	0.5	0.5	0.5
Proportion of new outpatients prescribed antibiotics (%) *	0.7	66.0	64.6
Average number of drugs per new outpatients	1	1.9	1.8
Domain G: Ethics and Values	**86.7**	**63.3**	**97.5**
G-1: Gender Equity, Recipients of Care **	73.3	33.3	98.7
G-2: Compliance with MOPH Policy and Local Laws	100.0	93.3	96.3
Composite Score	**65.5**	**69.4**	**79.9**

Areas of achievement: A-3, B-3, B-4, B-7, C-3, D-2, D-3, E-3

Rising trend: C-10, D-2, D-3, G-1

Falling trend: C-1

Areas of concern: G-2

Ghazni

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**84.7**	**90.2**	**57.0**
A-1: Client Satisfaction & Perception of Quality Index	72.7	80.3	73.6
A-2: Community Involvement and Participation	81.3	100.0	72.2
A-3: User Fees; Transparency and Exemptions	100.0	-	50.0
Domain B: Human Resources	**60.8**	**61.6**	**63.3**
B-1: Staffing Index	74.6	75.8	63.5
B-2: Staff Management	61.0	58.5	78.8
B-3: Staff Satisfaction	63.3	65.3	58.2
B-4: Staff Motivation	70.3	73.8	65.5
B-5: Hospital Training Activities	23.9	57.9	49.2
B-6: Provider Knowledge Score	63.1	66.8	60.0
B-7: Gender Equity, Providers of Care	80.0	40.0	99.7
B-8: Salaries up-to-date	50.0	54.9	31.8
Domain C: Physical Capacity	**68.8**	**86.1**	**57.2**
C1: Communications and Transport	**75.0**	**100.0**	**50.0**
C-1: Communications and Transport	75.0	100.0	50.0
C2: Infrastructure	**71.3**	**93.5**	**43.5**
C-2: Infrastructure Index	71.3	93.5	43.5
C3: Supplies-Drugs and Equipment	**70.5**	**81.4**	**70.8**
C-3: Equipment Functionality Index	76.5	84.4	65.3
C-4: Pharmaceuticals Availability Index	64.4	78.5	76.3
C4: Service Availability	**58.4**	**69.5**	**64.4**
C-5: Lab and X-ray Index	72.7	93.2	90.8
C-6: Clinical Guidelines Index	47.9	88.9	91.7
C-7: Record System Index	69.7	90.2	99.3
C-8: Hotel Services	74.3	43.4	27.0
C-9: Safety precautions	29.1	30.6	33.3
C-10: Female Friendly Facilities	56.9	70.7	44.0
Domain D: Quality of Service Provision	**55.7**	**74.1**	**82.8**
D1: Enabling Environment	**45.5**	**83.3**	**93.9**
D-1: Functioning of standing committees	52.1	66.7	90.6
D-2: Drug Storage and Record Keeping	38.9	100.0	97.2
D2: Quality of Care	**65.9**	**64.9**	**71.7**
D-3: Client History and Physical Exam Index	82.1	87.7	86.6
D-4: Client Counseling Index	41.2	33.4	46.2
D-5: Biohazard Precautions	74.3	73.8	82.4

General: Four hospitals were surveyed in Ghazni: 3 DHs and 1 PH. The composite score for the province decreased from 77.5% to 72.6%.

Activity: Total inpatient/month, surgeries/month, and deliveries/month have increased significantly in the province. All four hospitals did not have the numbers of outpatient visits for the last six months available at the time of visit. Overall utilization has increased.

Staffing levels: The ratios for physicians per bed has stayed the same at 0.2 and for nurses per bed has increased from 0.3 to 0.5.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**57.0**	**73.7**	**76.7**
E-1: Management Team (Including training)	66.7	78.6	78.3
E-2: HMIS	83.3	100.0	95.8
E-3: Equipment Management	66.7	100.0	91.7
E-4: Administrative and Financial Autonomy	20.0	40.0	55.0
E-5: Local Financial Management	71.7	40.0	47.5
E-6: Security	33.3	83.3	91.7
Domain F: Functionality Indicators			
Total Inpatients/month	672.3	915.2	1097.2
Total Outpatients/month	11723.7	5819.5	
Total deliveries/month	117	186.1	408.6
CS rate (%)	15.2	9.1	3.8
Total Surgeries/month	76	140.7	237.0
Physicians per bed	0.2	0.2	0.2
Nurses per bed	0.3	0.3	0.5
Inpatient admissions/MD	38.2	61.8	148.6
Average Length of Stay (days)	3	3.0	
Bed Turn Over Rate	7.7	11.4	11.5
Bed Occupancy Rate	58.5	80.5	62.0
OPD consults/MD	513.7	336.9	-
Surgeries/MD	-	90.0	103.1
Deliveries/midwife	23.6	24.5	68.4
Average consultation time per OPD Patient (min)	6.2	6.0	3.2
Inpatient Utilization Male : Female	0.7	0.5	0.5
Inpatient Utilization U5 : O5	0.3	0.3	0.5
Outpatient Utilization Male : Female	0.7	0.9	-
Outpatient Utilization U5 : O5	1.9	0.4	-
Proportion of new outpatients prescribed antibiotics (%) *	0.7	72.2	17.1
Average number of drugs per new outpatients	0.2	2.8	1.1
Domain G: Ethics and Values	**63.8**	**79.2**	**98.9**
G-1: Gender Equity, Recipients of Care **	30.0	60.0	98.4
G-2: Compliance with MOPH Policy and Local Laws	97.5	98.3	99.3
Composite Score	**65.1**	**77.5**	**72.6**

Areas of achievement: B-7, C-7, D-2, D-5, E-6

Rising trend: C-7, D-5, G-1

Falling trend: A-2, B-3, B-6, C-1, C-2, C-3, C-10, D-2, E-2, E-3

Areas of concern: A-3, B-8, C-1, C-2, C-3

Ghor

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**65.6**	**71.0**	**62.3**
A-1: Client Satisfaction & Perception of Quality Index	55.5	74.9	67.4
A-2: Community Involvement and Participation	75.7	50.7	94.4
A-3: User Fees; Transparency and Exemptions	-	87.5	-
Domain B: Human Resources	**63.2**	**68.6**	**61.5**
B-1: Staffing Index	53.6	75.4	68.6
B-2: Staff Management	60.1	74.6	88.6
B-3: Staff Satisfaction	60.8	58.2	57.8
B-4: Staff Motivation	60.2	68.7	64.5
B-5: Hospital Training Activities	42.2	22.3	29.5
B-6: Provider Knowledge Score	50.8	72.2	61.2
B-7: Gender Equity, Providers of Care	100.0	80.0	95.2
B-8: Salaries up-to-date	77.5	97.5	26.4
Domain C: Physical Capacity	**60.8**	**76.8**	**75.0**
C1: Communications and Transport	**75.0**	**75.0**	**100.0**
C-1: Communications and Transport	75.0	75.0	100.0
C2: Infrastructure	**35.6**	**87.3**	**70.6**
C-2: Infrastructure Index	35.6	87.3	70.6
C3: Supplies-Drugs and Equipment	**78.0**	**78.2**	**69.5**
C-3: Equipment Functionality Index	76.7	83.8	69.8
C-4: Pharmaceuticals Availability Index	79.3	72.7	69.3
C4: Service Availability	**54.6**	**66.7**	**59.8**
C-5: Lab and X-ray Index	84.5	78.0	93.2
C-6: Clinical Guidelines Index	72.2	37.5	38.9
C-7: Record System Index	85.3	92.2	100.0
C-8: Hotel Services	10.5	57.9	46.5
C-9: Safety precautions	34.4	50.8	25.0
C-10: Female Friendly Facilities	40.9	83.9	55.1
Domain D: Quality of Service Provision	**40.9**	**76.1**	**76.0**
D1: Enabling Environment	**37.5**	**79.1**	**81.8**
D-1: Functioning of standing committees	25.0	69.3	96.9
D-2: Drug Storage and Record Keeping	50.0	88.9	66.7
D2: Quality of Care	44.3	**73.1**	**70.3**
D-3: Client History and Physical Exam Index	73.5	91.8	84.1
D-4: Client Counseling Index	6.6	52.4	48.2
D-5: Biohazard Precautions	52.7	75.0	78.6

General: Two hospitals were surveyed in Ghor: one DH and one PH. The composite score for the province increased from 71.2% to 76%.

Activity: Total inpatients/month increased. Total and outpatients/month, deliveries/month and surgeries/month decreased.

Staffing levels: The ratios for physicians per bed and nurses per bed have remained the same at 0.3 and 0.5.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**55.2**	**54.5**	**81.9**
E-1: Management Team (Including training)	69.4	65.1	94.4
E-2: HMIS	100.0	66.7	91.7
E-3: Equipment Management	66.7	50.0	66.7
E-4: Administrative and Financial Autonomy	20.0	40.0	100.0
E-5: Local Financial Management	25.0	55.0	55.0
E-6: Security	50.0	50.0	83.3
Domain F: Functionality Indicators			
Total Inpatients/month	180.3	607.7	718.4
Total Outpatients/month	5094	7181.1	5974.8
Total deliveries/month	27.2	323.4	185.3
CS rate (%)	50.4	4.2	4.9
Total Surgeries/month	35.5	90.0	49.0
Physicians per bed	0.1	0.3	0.3
Nurses per bed	0.5	0.5	0.5
Inpatient admissions/MD	111.2	25.3	56.1
Average Length of Stay (days)	3	2.5	
Bed Turn Over Rate	10.7	6.0	10.3
Bed Occupancy Rate	58	61.0	90.0
OPD consults/MD	3082.1	630.7	493.6
Surgeries/MD	-	85.4	20.0
Deliveries/midwife	6.3	35.5	29.1
Average consultation time per OPD Patient (min)	4.6	6.4	3.4
Inpatient Utilization Male : Female	0.7	0.8	0.8
Inpatient Utilization U5 : O5	0.6	0.3	0.8
Outpatient Utilization Male : Female	0.8	0.7	1.0
Outpatient Utilization U5 : O5	0.4	0.3	0.4
Proportion of new outpatients prescribed antibiotics (%) *	0.5	53.9	60.5
Average number of drugs per new outpatients	0.8	2.1	0.6
Domain G: Ethics and Values	**70.0**	**80.0**	**99.2**
G-1: Gender Equity, Recipients of Care **	40.0	70.0	99.8
G-2: Compliance with MOPH Policy and Local Laws	100.0	90.0	98.6
Composite Score	**59.3**	**71.2**	**76.0**

Areas of achievement: B-7, C-1, C-7, D-4, D-5, E-1, E-4, E-6

Rising trend: C-1, C-7, E-2, E-4, G-1, G-2

Falling trend: A-1, B-6, C-3, C-10, D-4

Areas of concern: A-1, B-5, B-8, C-6, C-9, E-3

Helmand

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**70.8**	**84.1**	**70.4**
A-1: Client Satisfaction & Perception of Quality Index	79.1	76.5	82.1
A-2: Community Involvement and Participation	62.5	91.7	87.5
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**65.7**	**68.0**	**64.2**
B-1: Staffing Index	58.3	69.6	63.5
B-2: Staff Management	48.7	95.9	82.4
B-3: Staff Satisfaction	58.5	55.1	61.9
B-4: Staff Motivation	68.6	71.5	66.1
B-5: Hospital Training Activities	68.0	62.0	44.1
B-6: Provider Knowledge Score	51.5	52.6	57.0
B-7: Gender Equity, Providers of Care	80.0	60.0	98.5
B-8: Salaries up-to-date	92.2	77.2	40.2
Domain C: Physical Capacity	**81.9**	**84.0**	**84.5**
C1: Communications and Transport	**75.0**	**83.3**	**83.3**
C-1: Communications and Transport	75.0	83.3	83.3
C2: Infrastructure	96.9	**91.1**	**80.0**
C-2: Infrastructure Index	96.9	91.1	80.0
C3: Supplies-Drugs and Equipment	**86.4**	**85.5**	**93.3**
C-3: Equipment Functionality Index	76.5	83.4	92.3
C-4: Pharmaceuticals Availability Index	96.2	87.7	94.3
C4: Service Availability	**69.2**	**76.0**	**81.5**
C-5: Lab and X-ray Index	93.3	93.2	98.6
C-6: Clinical Guidelines Index	55.6	81.5	100.0
C-7: Record System Index	79.4	91.7	82.5
C-8: Hotel Services	51.2	70.4	55.3
C-9: Safety precautions	50.0	55.6	72.2
C-10: Female Friendly Facilities	85.6	63.5	80.4
Domain D: Quality of Service Provision	**67.5**	**76.6**	**79.3**
D1: Enabling Environment	**75.7**	**88.9**	**81.5**
D-1: Functioning of standing committees	62.5	88.9	100.0
D-2: Drug Storage and Record Keeping	88.9	88.9	63.0
D2: Quality of Care	**59.2**	**64.3**	**77.2**
D-3: Client History and Physical Exam Index	74.3	96.2	82.7
D-4: Client Counseling Index	26.6	18.6	56.1
D-5: Biohazard Precautions	76.7	78.0	92.8

General: Three hospitals were surveyed in Helmand: two DHs and one PH. The composite score for the province increased from 73% to 77.2%.

Activity: The total inpatients/month, and Total outpatients/month have decreased significantly. Total deliveries/month, and total surgeries/month have increased significantly in the province.

Staffing levels: The ratio for physicians per bed increased from 0.2 to 0.3 and the ratio for nurses per bed has stayed the same at 0.4.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**56.9**	**54.4**	**67.9**
E-1: Management Team (Including training)	81.3	84.3	87.5
E-2: HMIS	50.0	66.7	100.0
E-3: Equipment Management	66.7	66.7	100.0
E-4: Administrative and Financial Autonomy	30.0	26.7	60.0
E-5: Local Financial Management	30.0	26.7	26.7
E-6: Security	83.3	55.6	33.3
Domain F: Functionality Indicators			
Total Inpatients/month	245	708.7	515.2
Total Outpatients/month	7659.3	7930.6	
Total deliveries/month	104.7	246.3	359.5
CS rate (%)	1.4	3.9	4.4
Total Surgeries/month	25.2	66.8	147.9
Physicians per bed	0.2	0.2	0.3
Nurses per bed	0.6	0.4	0.4
Inpatient admissions/MD	49	42.0	18.5
Average Length of Stay (days)	2	3.3	9.0
Bed Turn Over Rate	4.5	7.5	10.7
Bed Occupancy Rate	30	68.0	73.3
OPD consults/MD	1531.9	1023.0	
Surgeries/MD	25.2	44.5	45.7
Deliveries/midwife	52.3	36.0	40.0
Average consultation time per OPD Patient (min)	3.8	5.4	17.7
Inpatient Utilization Male : Female	0.2	0.6	1.1
Inpatient Utilization U5 : O5	0.1	1.1	0.5
Outpatient Utilization Male : Female	0.9	0.8	0.5
Outpatient Utilization U5 : O5	0.4	0.6	0.5
Proportion of new outpatients prescribed antibiotics (%) *	0.3	58.6	54.5
Average number of drugs per new outpatients	1	1.1	0.9
Domain G: Ethics and Values	**95.0**	**70.8**	**97.0**
G-1: Gender Equity, Recipients of Care **	90.0	46.7	96.8
G-2: Compliance with MOPH Policy and Local Laws	100.0	94.9	97.2
Composite Score	**73.0**	**73.0**	**77.2**

Areas of achievement: B-7, C-3, C-4, C-5, C-6, C-9, C-10, D-1, D-4, D-5, E-2, E-3

Rising trend: B-3, C-4, C-5, C-6, C-9, C-10, D-1, D-4, D-5, E-2, E-3, G-1

Falling trend: B-2, C-8, D-3

Areas of concern: B-6, E-6

Herat

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**79.6**	**86.9**	**46.9**
A-1: Client Satisfaction & Perception of Quality Index	73.8	73.9	79.8
A-2: Community Involvement and Participation	77.5	100.0	42.2
A-3: User Fees; Transparency and Exemptions	87.5	-	-
Domain B: Human Resources	**60.0**	**67.6**	**68.9**
B-1: Staffing Index	77.0	73.8	62.8
B-2: Staff Management	74.2	88.5	70.8
B-3: Staff Satisfaction	56.8	55.7	60.8
B-4: Staff Motivation	59.9	60.7	67.2
B-5: Hospital Training Activities	30.4	71.0	51.9
B-6: Provider Knowledge Score	63.3	67.6	64.6
B-7: Gender Equity, Providers of Care	53.3	60.0	99.2
B-8: Salaries up-to-date	65.0	63.3	73.6
Domain C: Physical Capacity	**77.4**	**89.4**	**70.6**
C1: Communications and Transport	**100.0**	**100.0**	**75.0**
C-1: Communications and Transport	100.0	100.0	75.0
C2: Infrastructure	**80.3**	**93.5**	**73.8**
C-2: Infrastructure Index	80.3	93.5	73.8
C3: Supplies-Drugs and Equipment	**69.1**	**85.0**	**68.6**
C-3: Equipment Functionality Index	68.6	84.1	65.2
C-4: Pharmaceuticals Availability Index	69.5	85.9	72.1
C4: Service Availability	**60.3**	**79.1**	**65.0**
C-5: Lab and X-ray Index	81.9	86.4	87.4
C-6: Clinical Guidelines Index	100.0	96.3	75.0
C-7: Record System Index	82.4	95.4	66.3
C-8: Hotel Services	7.8	70.5	68.9
C-9: Safety precautions	37.3	65.5	48.9
C-10: Female Friendly Facilities	52.5	60.7	43.7
Domain D: Quality of Service Provision	**64.3**	**80.2**	**63.1**
D1: Enabling Environment	**73.3**	**83.2**	**57.7**
D-1: Functioning of standing committees	68.8	97.9	61.2
D-2: Drug Storage and Record Keeping	77.8	68.5	54.2
D2: Quality of Care	55.4	**77.2**	**68.5**
D-3: Client History and Physical Exam Index	75.7	94.1	75.8
D-4: Client Counseling Index	16.9	51.7	63.5
D-5: Biohazard Precautions	73.5	86.0	66.1

General: Four hospitals were surveyed in Herat: three DHs and one RH. The composite score for the province decreased from 76.8% to 66.7%.

Activity: The total inpatient/month, outpatient/month, and deliveries/month have increased. The total surgeries/month has decreased.

Staffing levels: The ratio for physicians per bed increased from 0.1 to 0.2 and the ratio for nurses per bed remains the same at 0.3.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**66.3**	**66.9**	**51.4**
E-1: Management Team (Including training)	72.2	95.8	57.3
E-2: HMIS	94.4	94.4	87.5
E-3: Equipment Management	88.9	88.9	75.0
E-4: Administrative and Financial Autonomy	53.3	33.3	5.0
E-5: Local Financial Management	44.4	44.4	41.7
E-6: Security	44.4	44.4	41.7
Domain F: Functionality Indicators			
Total Inpatients/month	2285.6	974.2	1971.3
Total Outpatients/month	8446	12456.6	13728.7
Total deliveries/month	649.5	497.8	601.8
CS rate (%)	4.7	6.3	5.8
Total Surgeries/month	432.5	623.1	545.1
Physicians per bed	0.2	0.1	0.2
Nurses per bed	0.4	0.3	0.3
Inpatient admissions/MD	34.3	50.1	
Average Length of Stay (days)	3.3	8.3	
Bed Turn Over Rate	7.4	5.3	8.9
Bed Occupancy Rate	65.7	51.7	63.5
OPD consults/MD	624.5	1837.8	1791.2
Surgeries/MD	72.8	125.8	100.3
Deliveries/midwife	42.6	37.2	48.0
Average consultation time per OPD Patient (min)	3.3	6.3	3.2
Inpatient Utilization Male : Female	0.8	0.8	0.7
Inpatient Utilization U5 : O5	0.4	0.9	0.4
Outpatient Utilization Male : Female	0.5	0.5	0.7
Outpatient Utilization U5 : O5	0.4	0.9	0.7
Proportion of new outpatients prescribed antibiotics (%) *	0.5	40.9	49.3
Average number of drugs per new outpatients	1	2.1	3.0
Domain G: Ethics and Values	**76.7**	**69.7**	**99.5**
G-1: Gender Equity, Recipients of Care **	53.3	40.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	100.0	99.4	99.0
Composite Score	**70.7**	**76.8**	**66.7**

Areas of achievement: B-7, D-4, G-1

Rising trend: B-3, B-4, G-1

Falling trend: A-2, B-6, C-1, C-2, C-3, C-7, C-8, C-9, D-3, D-5

Areas of concern: A-2, C-3, C-7, D-2, E-4, E-6

Jawzjan

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**65.7**	**72.7**	**72.2**
A-1: Client Satisfaction & Perception of Quality Index	85.6	82.9	69.5
A-2: Community Involvement and Participation	45.8	62.5	75.0
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**59.0**	**66.4**	**69.5**
B-1: Staffing Index	59.8	58.2	71.2
B-2: Staff Management	64.8	81.3	63.3
B-3: Staff Satisfaction	58.4	62.1	59.2
B-4: Staff Motivation	63.4	68.0	67.2
B-5: Hospital Training Activities	47.6	25.0	45.2
B-6: Provider Knowledge Score	56.4	60.3	-
B-7: Gender Equity, Providers of Care	40.0	80.0	92.9
B-8: Salaries up-to-date	81.7	96.1	87.5
Domain C: Physical Capacity	**69.1**	**75.6**	**52.5**
C1: Communications and Transport	**83.3**	**83.3**	**25.0**
C-1: Communications and Transport	83.3	83.3	25.0
C2: Infrastructure	**66.7**	**91.7**	**45.3**
C-2: Infrastructure Index	66.7	91.7	45.3
C3: Supplies-Drugs and Equipment	**75.4**	**70.9**	**73.5**
C-3: Equipment Functionality Index	66.4	69.8	74.9
C-4: Pharmaceuticals Availability Index	84.3	72.0	72.1
C4: Service Availability	**50.9**	**56.4**	**66.1**
C-5: Lab and X-ray Index	86.8	72.4	93.3
C-6: Clinical Guidelines Index	37.5	50.0	88.2
C-7: Record System Index	84.5	94.8	97.0
C-8: Hotel Services	41.5	25.2	33.7
C-9: Safety precautions	30.2	51.9	53.9
C-10: Female Friendly Facilities	25.0	44.3	30.3
Domain D: Quality of Service Provision	**45.0**	**61.3**	**81.2**
D1: Enabling Environment	**46.3**	**62.3**	**77.3**
D-1: Functioning of standing committees	33.3	43.1	65.6
D-2: Drug Storage and Record Keeping	59.3	81.5	88.9
D2: Quality of Care	**43.7**	**60.3**	**85.2**
D-3: Client History and Physical Exam Index	63.3	78.3	96.2
D-4: Client Counseling Index	19.1	40.3	92.9
D-5: Biohazard Precautions	48.8	62.3	66.4

General: Two hospitals were surveyed in Jawzjan: one DH and one PH. The composite score for the province increased from 68.6% to 70.3%

Activity: The total inpatient/month, outpatient/month, surgeries/month, and deliveries/month increased significantly in the province.

Staffing levels: The ratio for physicians per bed decreased from 0.4 to 0.2 and the ratio for nurses per bed decreased from 0.4 to 0.3.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**50.8**	**55.7**	**48.1**
E-1: Management Team (Including training)	72.2	85.2	68.9
E-2: HMIS	94.4	66.7	91.7
E-3: Equipment Management	55.6	77.8	33.3
E-4: Administrative and Financial Autonomy	20.0	20.0	20.0
E-5: Local Financial Management	6.7	6.7	8.3
E-6: Security	55.6	77.8	66.7
Domain F: Functionality Indicators			
Total Inpatients/month	856.7	867.2	1220.0
Total Outpatients/month	9706.8	10030.5	20640.0
Total deliveries/month	157.8	265.8	391.5
CS rate (%)	9.8	7.4	8.4
Total Surgeries/month	168.7	195.8	234.0
Physicians per bed	0.3	0.4	0.2
Nurses per bed	0.3	0.4	0.3
Inpatient admissions/MD	27.8	23.7	58.3
Average Length of Stay (days)	2.7	3.7	2.0
Bed Turn Over Rate	7.3	5.1	10.1
Bed Occupancy Rate	74.3	78.0	42.5
OPD consults/MD	509.5	633.0	480.0
Surgeries/MD	70.2	78.0	46.7
Deliveries/midwife	59.2	51.0	70.8
Average consultation time per OPD Patient (min)	4.2	7.4	3.7
Inpatient Utilization Male : Female	1.2	0.8	0.5
Inpatient Utilization U5 : O5	5.6	0.5	0.6
Outpatient Utilization Male : Female	0.8	0.9	0.9
Outpatient Utilization U5 : O5	1.1	0.3	0.3
Proportion of new outpatients prescribed antibiotics (%) *	0.7	75.2	4.9
Average number of drugs per new outpatients	1	2.1	2.3
Domain G: Ethics and Values	**80.0**	**79.7**	**98.5**
G-1: Gender Equity, Recipients of Care **	60.0	60.0	96.9
G-2: Compliance with MOPH Policy and Local Laws	100.0	99.4	100.0
Composite Score	**61.6**	**68.6**	**70.3**

Areas of achievement: B-7, C-7, D-3, D-4. G-2

Rising trend: C-5, C-7, D-3, D-4, E-2, G-1, G-2

Falling trend: A-1, B-3, C-1, C-2, C-10, E-3

Areas of concern: A-1, C-1, C-2, C-10, E-3, E-5

Kabul

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**41.7**	**33.7**	**35.7**
A-1: Client Satisfaction & Perception of Quality Index	77.9	73.6	69.9
A-2: Community Involvement and Participation	22.3	27.6	23.4
A-3: User Fees; Transparency and Exemptions	25.0	0.0	25.0
Domain B: Human Resources	**64.6**	**71.0**	**72.0**
B-1: Staffing Index	94.0	92.6	94.1
B-2: Staff Management	76.9	88.8	79.7
B-3: Staff Satisfaction	58.3	56.2	56.8
B-4: Staff Motivation	67.1	69.3	67.1
B-5: Hospital Training Activities	31.7	56.1	37.8
B-6: Provider Knowledge Score	58.6	63.5	59.5
B-7: Gender Equity, Providers of Care	44.6	58.6	96.7
B-8: Salaries up-to-date	85.5	82.8	84.1
Domain C: Physical Capacity	**65.6**	**73.3**	**66.2**
C1: Communications and Transport	**89.3**	**86.7**	**88.9**
C-1: Communications and Transport	89.3	86.7	88.9
C2: Infrastructure	**64.6**	**80.9**	**69.5**
C-2: Infrastructure Index	64.6	80.9	69.5
C3: Supplies-Drugs and Equipment	**58.3**	**67.7**	**58.5**
C-3: Equipment Functionality Index	63.2	66.6	64.3
C-4: Pharmaceuticals Availability Index	53.3	68.8	52.7
C4: Service Availability	**50.1**	**57.9**	**48.1**
C-5: Lab and X-ray Index	74.1	70.0	70.5
C-6: Clinical Guidelines Index	26.3	43.0	20.6
C-7: Record System Index	86.1	92.3	81.8
C-8: Hotel Services	19.5	33.8	22.9
C-9: Safety precautions	47.3	55.5	48.2
C-10: Female Friendly Facilities	47.3	52.9	44.5
Domain D: Quality of Service Provision	**67.6**	**74.8**	**68.2**
D1: Enabling Environment	**72.1**	**83.7**	**77.4**
D-1: Functioning of standing committees	78.3	84.4	79.2
D-2: Drug Storage and Record Keeping	65.9	83.0	75.6
D2: Quality of Care	**63.1**	**65.9**	**59.1**
D-3: Client History and Physical Exam Index	84.4	88.3	79.2
D-4: Client Counseling Index	47.0	42.7	46.3
D-5: Biohazard Precautions	57.8	66.8	51.8

General: Eighteen hospitals were surveyed in Kabul: two DHs and 16 NHs. The composite score for the province did not change much, but has shown slight improvement from 66.6% to 67.1%.

Activity: The total inpatients/month has decreased slightly. The total outpatients/month, surgeries/month, and deliveries/month have increased.

Staffing levels: The ratio for physicians per bed increased from 0.4 to 0.6 and the ratio for nurses per bed decreased from 0.5 to 0.4.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**52.9**	**71.0**	**63.2**
E-1: Management Team (Including training)	81.9	94.9	81.7
E-2: HMIS	64.3	78.9	66.7
E-3: Equipment Management	59.5	84.4	63.0
E-4: Administrative and Financial Autonomy	12.9	29.3	51.9
E-5: Local Financial Management	39.0	60.4	56.9
E-6: Security	59.5	77.8	59.3
Domain F: Functionality Indicators			
Total Inpatients/month	812.8	1096.6	1005.6
Total Outpatients/month	5754.8	6884.6	8218.1
Total deliveries/month	620.3	606.2	1026.9
CS rate (%)	6.9	6.5	13.6
Total Surgeries/month	380.2	244.7	422.9
Physicians per bed	0.5	0.4	0.6
Nurses per bed	0.5	0.5	0.4
Inpatient admissions/MD	14.3	22.6	29.6
Average Length of Stay (days)	3.7	3.7	17.2
Bed Turn Over Rate	4.7	5.1	10.3
Bed Occupancy Rate	63.2	58.3	66.1
OPD consults/MD	153.2	306.5	332.0
Surgeries/MD	102.6	45.1	114.2
Deliveries/midwife	33.5	32.5	62.7
Average consultation time per OPD Patient (min)	5.5	5.2	6.3
Inpatient Utilization Male : Female	1	1.1	3.0
Inpatient Utilization U5 : O5	0.4	1.0	0.5
Outpatient Utilization Male : Female	0.9	0.9	0.8
Outpatient Utilization U5 : O5	0.5	0.7	0.4
Proportion of new outpatients prescribed antibiotics (%) *	0.5	33.8	52.5
Average number of drugs per new outpatients	1.1	2.2	8.1
Domain G: Ethics and Values	**85.0**	**76.1**	**97.2**
G-1: Gender Equity, Recipients of Care **	70.8	52.9	96.1
G-2: Compliance with MOPH Policy and Local Laws	99.1	99.3	98.4
Composite Score	**62.9**	**66.6**	**67.1**

Areas of achievement: B-1, B-7

Rising trend: G-1

Falling trend: A-1, C-4, C-6, E-3

Areas of concern: A-1, A-2, A-3, B-3, C-3, C-4, C-5, C-6, E-2, E-3, G-1

Kandahar

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**88.9**	**77.8**	**88.2**
A-1: Client Satisfaction & Perception of Quality Index	77.7	83.4	81.9
A-2: Community Involvement and Participation	100.0	100.0	94.4
A-3: User Fees; Transparency and Exemptions	-	50.0	-
Domain B: Human Resources	**70.7**	**73.3**	**72.2**
B-1: Staffing Index	61.4	49.9	70.1
B-2: Staff Management	86.9	88.5	79.7
B-3: Staff Satisfaction	62.2	64.1	63.0
B-4: Staff Motivation	66.0	75.3	72.6
B-5: Hospital Training Activities	47.2	56.9	49.7
B-6: Provider Knowledge Score	59.1	61.5	62.1
B-7: Gender Equity, Providers of Care	90.0	90.0	100.0
B-8: Salaries up-to-date	92.5	100.0	80.6
Domain C: Physical Capacity	**84.6**	**86.7**	**84.2**
C1: Communications and Transport	**100.0**	**100.0**	**75.0**
C-1: Communications and Transport	100.0	100.0	75.0
C2: Infrastructure	**75.0**	**83.5**	**87.5**
C-2: Infrastructure Index	75.0	83.5	87.5
C3: Supplies-Drugs and Equipment	**86.5**	**89.7**	**91.9**
C-3: Equipment Functionality Index	81.5	86.3	89.7
C-4: Pharmaceuticals Availability Index	91.5	93.1	94.0
C4: Service Availability	**77.0**	**73.5**	**82.3**
C-5: Lab and X-ray Index	97.8	90.9	88.7
C-6: Clinical Guidelines Index	83.3	55.6	100.0
C-7: Record System Index	99.3	96.9	98.2
C-8: Hotel Services	82.5	75.3	92.8
C-9: Safety precautions	70.5	49.5	61.5
C-10: Female Friendly Facilities	28.4	72.9	52.3
Domain D: Quality of Service Provision	**81.3**	**78.0**	**84.3**
D1: Enabling Environment	**90.1**	**95.7**	**91.0**
D-1: Functioning of standing committees	96.9	96.9	87.5
D-2: Drug Storage and Record Keeping	83.3	94.4	94.4
D2: Quality of Care	**72.5**	**60.4**	**77.7**
D-3: Client History and Physical Exam Index	90.2	67.5	72.9
D-4: Client Counseling Index	35.7	21.6	75.8
D-5: Biohazard Precautions	91.7	92.0	84.3

General: Two hospitals were surveyed in Kandahar: one DH and one RH. The composite score for the province increased from 78.1% to 93.3%.

Activity: The total inpatient/month, surgeries/month, and deliveries/month decreased. The total outpatient/month remained about the same.

Staffing levels: The ratio for physicians per bed increased from 0.2 to 0.3 and the ratio for nurses per bed remains the same at 0.4.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**74.0**	**73.5**	**55.5**
E-1: Management Team (Including training)	93.8	97.6	77.8
E-2: HMIS	100.0	100.0	91.7
E-3: Equipment Management	66.7	66.7	66.7
E-4: Administrative and Financial Autonomy	80.0	60.0	0.0
E-5: Local Financial Management	70.0	50.0	30.0
E-6: Security	33.3	66.7	66.7
Domain F: Functionality Indicators			
Total Inpatients/month	1502.9	3524.9	1434.1
Total Outpatients/month	10032.2	12507.9	12581.4
Total deliveries/month	532.3	1015.1	916.5
CS rate (%)	4.1	6.1	4.6
Total Surgeries/month	466.9	886.2	569.7
Physicians per bed	0.2	0.2	0.3
Nurses per bed	0.3	0.4	0.4
Inpatient admissions/MD	25.7	34.5	22.8
Average Length of Stay (days)	5.5	3.0	4.0
Bed Turn Over Rate	3.7	2.6	8.5
Bed Occupancy Rate	47	65.5	74.0
OPD consults/MD	519.9	1002.3	517.9
Surgeries/MD	67	202.2	61.6
Deliveries/midwife	55.1	54.2	69.1
Average consultation time per OPD Patient (min)	5.4	6.0	3.2
Inpatient Utilization Male : Female	1.2	0.9	1.1
Inpatient Utilization U5 : O5	0.6	0.4	0.5
Outpatient Utilization Male : Female	0.9	0.7	0.8
Outpatient Utilization U5 : O5	0.4	0.3	0.3
Proportion of new outpatients prescribed antibiotics (%) *	0.6	48.4	56.7
Average number of drugs per new outpatients	0.7	3.1	1.0
Domain G: Ethics and Values	**80.0**	**79.6**	**99.5**
G-1: Gender Equity, Recipients of Care **	60.0	60.0	98.9
G-2: Compliance with MOPH Policy and Local Laws	100.0	99.2	100.0
Composite Score	**79.9**	**78.1**	**80.6**

Areas of achievement: B-4, B-7, C-3, C-4, C-6, C-7, C-8, C-9, D-4, D-5, G-2

Rising trend: B-7, C-6, C-9, D-1, D-4, G-1, G-2

Falling trend: A-2, B-8, C-1, C-10, E-2, E-3

Areas of concern: D-3, E-3, E-4

Kapisa

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**71.0**	**86.7**	**87.1**
A-1: Client Satisfaction & Perception of Quality Index	74.9	78.9	86.6
A-2: Community Involvement and Participation	67.0	94.4	87.5
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**53.3**	**57.5**	**72.8**
B-1: Staffing Index	46.4	59.1	71.2
B-2: Staff Management	71.0	90.6	87.1
B-3: Staff Satisfaction	55.5	55.7	62.6
B-4: Staff Motivation	56.5	69.6	71.2
B-5: Hospital Training Activities	31.2	34.4	71.2
B-6: Provider Knowledge Score	62.5	65.9	63.4
B-7: Gender Equity, Providers of Care	40.0	50.0	97.1
B-8: Salaries up-to-date	63.1	34.4	58.7
Domain C: Physical Capacity	**71.6**	**71.6**	**87.3**
C1: Communications and Transport	**100.0**	**75.0**	**100.0**
C-1: Communications and Transport	100.0	75.0	100.0
C2: Infrastructure	**72.9**	**66.9**	**86.7**
C-2: Infrastructure Index	72.9	66.9	86.7
C3: Supplies-Drugs and Equipment	58.5	**72.4**	**81.5**
C-3: Equipment Functionality Index	48.4	57.0	82.6
C-4: Pharmaceuticals Availability Index	68.6	87.2	80.5
C4: Service Availability	**54.9**	**72.1**	**81.1**
C-5: Lab and X-ray Index	80.8	86.0	86.6
C-6: Clinical Guidelines Index	88.9	88.9	94.4
C-7: Record System Index	61.5	79.1	95.9
C-8: Hotel Services	6.1	38.2	83.9
C-9: Safety precautions	15.3	53.1	66.3
C-10: Female Friendly Facilities	76.7	87.1	59.6
Domain D: Quality of Service Provision	**55.9**	**77.9**	**83.2**
D1: Enabling Environment	**63.2**	**92.4**	**89.6**
D-1: Functioning of standing committees	70.8	95.8	87.5
D-2: Drug Storage and Record Keeping	55.6	88.9	91.7
D2: Quality of Care	**48.6**	**63.5**	**76.8**
D-3: Client History and Physical Exam Index	67.3	79.8	93.2
D-4: Client Counseling Index	28.4	32.4	52.1
D-5: Biohazard Precautions	50.2	78.3	85.1

General: Two hospitals were surveyed in Kapisa: one DH and one PH. The composite score for the province increased from 70.3% to 82%.

Activity: The total inpatients/month, outpatients/month, surgeries/month, and deliveries/month increased in the province.

Staffing levels: The ratio for physicians per bed decreased from 0.2 to 0.1 and the ratio for nurses per bed remains at 0.3.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**53.2**	**64.3**	**61.9**
E-1: Management Team (Including training)	37.5	82.6	61.1
E-2: HMIS	91.7	100.0	100.0
E-3: Equipment Management	83.3	83.3	100.0
E-4: Administrative and Financial Autonomy	20.0	10.0	10.0
E-5: Local Financial Management	20.0	60.0	50.0
E-6: Security	66.7	50.0	50.0
Domain F: Functionality Indicators			
Total Inpatients/month	289.2	430.2	566.1
Total Outpatients/month	5245.3	5884.3	8294.1
Total deliveries/month	121	80.5	237.0
CS rate (%)	0.2	0.0	2.6
Total Surgeries/month	8.5	68.8	24.5
Physicians per bed	0.1	0.2	0.1
Nurses per bed	0.2	0.3	0.3
Inpatient admissions/MD	35.4	34.6	50.0
Average Length of Stay (days)	4	3.0	4.5
Bed Turn Over Rate	4.7	4.7	6.4
Bed Occupancy Rate	80	51.5	50.0
OPD consults/MD	724.4	463.1	882.9
Surgeries/MD	17	0.0	11.5
Deliveries/midwife	31.6	26.8	30.0
Average consultation time per OPD Patient (min)	3.7	4.2	5.4
Inpatient Utilization Male : Female	1.1	0.3	0.7
Inpatient Utilization U5 : O5	1.7	0.4	1.3
Outpatient Utilization Male : Female	0.7	0.9	0.7
Outpatient Utilization U5 : O5	0.4	1.3	0.4
Proportion of new outpatients prescribed antibiotics (%) *	0.5	64.2	53.8
Average number of drugs per new outpatients	0.5	1.9	3.0
Domain G: Ethics and Values	**80.0**	**63.8**	**100.0**
G-1: Gender Equity, Recipients of Care **	60.0	40.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	100.0	87.5	100.0
Composite Score	**64.1**	**70.3**	**82.0**

Areas of achievement: A-1, B-4, B-7, C-1, C-3, C-6, C-7, C-8, C-9, D-3, D-4, D-5, E-2, E-3, G-1, G-2

Rising trend: A1-, B-3, C-1, C-3, C-7, C-8, C-9, D-3, D-4, D-5, E-3, G-1, G-2

Falling trend: B-2, C-10

Areas of concern: E-3

Khost

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**84.9**	**85.0**	**54.4**
A-1: Client Satisfaction & Perception of Quality Index	69.8	69.9	74.3
A-2: Community Involvement and Participation	100.0	100.0	88.9
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**64.1**	**67.8**	**67.1**
B-1: Staffing Index	100.0	95.2	89.5
B-2: Staff Management	93.6	96.9	86.7
B-3: Staff Satisfaction	55.8	54.1	61.0
B-4: Staff Motivation	58.5	72.1	68.9
B-5: Hospital Training Activities	50.9	44.5	70.6
B-6: Provider Knowledge Score	63.6	68.2	54.9
B-7: Gender Equity, Providers of Care	60.0	80.0	100.0
B-8: Salaries up-to-date	30.0	31.6	5.3
Domain C: Physical Capacity	**86.6**	**88.5**	**93.5**
C1: Communications and Transport	**100.0**	**100.0**	**100.0**
C-1: Communications and Transport	100.0	93.8	100.0
C2: Infrastructure	**93.3**	**93.8**	**100.0**
C-2: Infrastructure Index	93.3	93.8	100.0
C3: Supplies-Drugs and Equipment	**86.2**	**93.1**	**96.7**
C-3: Equipment Functionality Index	78.3	87.0	94.6
C-4: Pharmaceuticals Availability Index	94.0	99.2	98.8
C4: Service Availability	**66.9**	**67.3**	**77.2**
C-5: Lab and X-ray Index	78.3	78.3	87.0
C-6: Clinical Guidelines Index	100.0	100.0	100.0
C-7: Record System Index	79.5	81.0	97.6
C-8: Hotel Services	59.0	41.5	33.3
C-9: Safety precautions	44.4	62.5	77.8
C-10: Female Friendly Facilities	40.0	40.5	67.5
Domain D: Quality of Service Provision	**81.0**	**82.1**	**86.7**
D1: Enabling Environment	**94.5**	**100.0**	**100.0**
D-1: Functioning of standing committees	100.0	100.0	100.0
D-2: Drug Storage and Record Keeping	88.9	100.0	100.0
D2: Quality of Care	**67.5**	**64.3**	**73.3**
D-3: Client History and Physical Exam Index	85.7	83.7	89.8
D-4: Client Counseling Index	29.2	38.9	32.9
D-5: Biohazard Precautions	87.5	70.1	97.1

General: One provincial hospital was surveyed in Khost. The composite score for the province increased from 80% to 82%.

Activity: The total inpatients/month decreased, but outpatients/month, deliveries/month, and surgeries/month increased in the province.

Staffing levels: The ratio of physicians per bed decreased from 0.3 to 0.2 and the ratio for nurses per bed increased from 0.2 to 0.3.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**83.3**	**89.3**	**100.0**
E-1: Management Team (Including training)	100.0	88.9	100.0
E-2: HMIS	100.0	100.0	100.0
E-3: Equipment Management	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	20.0	80.0	100.0
E-5: Local Financial Management	80.0	100.0	100.0
E-6: Security	100.0	66.7	100.0
Domain F: Functionality Indicators			
Total Inpatients/month	-	1261.8	944.3
Total Outpatients/month	9593.5	11633.2	13208.2
Total deliveries/month	749.3	275.3	416.3
CS rate (%)	3.5	3.6	4.6
Total Surgeries/month	147.7	84.7	330.0
Physicians per bed	0.2	0.3	0.2
Nurses per bed	0.3	0.2	0.3
Inpatient admissions/MD	-	28.7	41.1
Average Length of Stay (days)	3	3.0	-
Bed Turn Over Rate	11.5	9.1	14.1
Bed Occupancy Rate	80	51.0	140
OPD consults/MD	436.1	264.4	574.3
Surgeries/MD	73.8	21.2	110.0
Deliveries/midwife	83.3	27.5	46.3
Average consultation time per OPD Patient (min)	4.3	7.0	7.2
Inpatient Utilization Male : Female	-	0.6	1.2
Inpatient Utilization U5 : O5	-	0.4	0.9
Outpatient Utilization Male : Female	0.6	0.7	0.7
Outpatient Utilization U5 : O5	0.2	0.3	0.5
Proportion of new outpatients prescribed antibiotics (%) *	0.8	72.8	86.7
Average number of drugs per new outpatients	1.2	1.9	2.9
Domain G: Ethics and Values	**99.2**	**67.5**	**90.2**
G-1: Gender Equity, Recipients of Care **	100.0	40.0	80.4
G-2: Compliance with MOPH Policy and Local Laws	98.3	95.0	100.0
Composite Score	**83.2**	**80.0**	**82.0**

Areas of achievement: B-1, B-7, C-1, C-2, C-3, C-4, C-6, C-7, C-9, C-10, D-1, D-2, D-5, E-1, E-2, E-3, E-4, E-5, E-6, G-2

Rising trend: A-1, B-3, B-7, C-1, C-7, D-5, E-1, E-6, G-2

Falling trend: A-2, B-2, B-6, B-8

Areas of concern: B-6, B-8, G-1

Kunar

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**96.2**	**83.8**	**56.3**
A-1: Client Satisfaction & Perception of Quality Index	92.4	73.1	68.8
A-2: Community Involvement and Participation	100.0	94.4	100.0
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**82.8**	**65.1**	**74.3**
B-1: Staffing Index	76.2	52.4	61.8
B-2: Staff Management	96.4	87.5	85.2
B-3: Staff Satisfaction	60.9	59.3	65.1
B-4: Staff Motivation	68.2	73.2	76.7
B-5: Hospital Training Activities	99.3	56.0	32.2
B-6: Provider Knowledge Score	61.6	64.5	75.9
B-7: Gender Equity, Providers of Care	100.0	90.0	97.4
B-8: Salaries up-to-date	100.0	38.2	100.0
Domain C: Physical Capacity	**93.2**	**79.3**	**72.9**
C1: Communications and Transport	**100.0**	**100.0**	**75.0**
C-1: Communications and Transport	100.0	100.0	75.0
C2: Infrastructure	**93.8**	**62.3**	**74.4**
C-2: Infrastructure Index	93.8	62.3	74.4
C3: Supplies-Drugs and Equipment	**88.8**	**83.0**	**74.1**
C-3: Equipment Functionality Index	91.8	80.7	79.3
C-4: Pharmaceuticals Availability Index	85.7	85.3	68.8
C4: Service Availability	**90.1**	**72.0**	**68.3**
C-5: Lab and X-ray Index	91.3	79.8	82.1
C-6: Clinical Guidelines Index	100.0	100.0	100.0
C-7: Record System Index	100.0	91.4	96.0
C-8: Hotel Services	80.0	51.7	20.6
C-9: Safety precautions	100.0	40.3	64.7
C-10: Female Friendly Facilities	69.2	69.0	46.5
Domain D: Quality of Service Provision	**97.0**	**80.0**	**80.9**
D1: Enabling Environment	**100.0**	**80.2**	**92.4**
D-1: Functioning of standing committees	100.0	77.1	95.8
D-2: Drug Storage and Record Keeping	100.0	83.3	88.9
D2: Quality of Care	**94.0**	**79.7**	**69.4**
D-3: Client History and Physical Exam Index	100.0	96.2	96.7
D-4: Client Counseling Index	99.0	64.4	48.3
D-5: Biohazard Precautions	82.9	78.7	63.3

General: Two hospitals were surveyed in Kunar: one DH and one PH. The composite score for the province increased slightly from 75.7% to 77.5%

Activity: The total inpatients/month, outpatients/month, deliveries/month, and surgeries/month have increased.

Staffing levels: The ratios for physicians per bed and nurses per bed increased from 0.1 to 0.2 and 0.3 to 0.4, respectively.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**96.7**	**81.3**	**80.8**
E-1: Management Team (Including training)	100.0	94.4	100.0
E-2: HMIS	100.0	100.0	100.0
E-3: Equipment Management	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	80.0	50.0	60.0
E-5: Local Financial Management	100.0	60.0	58.3
E-6: Security	100.0	83.3	66.7
Domain F: Functionality Indicators			
Total Inpatients/month	1368.2	592.1	926.6
Total Outpatients/month	14764.5	5659.5	11275.9
Total deliveries/month	317.5	70.3	265.0
CS rate (%)	1.9	4.1	2.2
Total Surgeries/month	433.5	26.0	362.8
Physicians per bed	0.2	0.1	0.2
Nurses per bed	0.3	0.3	0.4
Inpatient admissions/MD	68.4	59.9	59.9
Average Length of Stay (days)	2	2.5	
Bed Turn Over Rate	11	6.3	14.7
Bed Occupancy Rate	100	52.0	89.5
OPD consults/MD	738.2	1886.5	924.0
Surgeries/MD	144.5	52.0	229.7
Deliveries/midwife	39.7	11.8	32.8
Average consultation time per OPD Patient (min)	6	5.8	4.3
Inpatient Utilization Male : Female	0.6	0.8	0.8
Inpatient Utilization U5 : O5	0.3	0.7	0.5
Outpatient Utilization Male : Female	0.9	0.8	0.9
Outpatient Utilization U5 : O5	0.5	0.6	0.6
Proportion of new outpatients prescribed antibiotics (%) *	0.5	-	55.2
Average number of drugs per new outpatients	-	2.1	2.0
Domain G: Ethics and Values	**90.0**	**65.0**	**100.0**
G-1: Gender Equity, Recipients of Care **	80.0	40.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	100.0	90.0	100.0
Composite Score	**92.6**	**75.7**	**77.5**

Areas of achievement: A-2, B-3, B-4, B-6, B-7, B-8, C-3, C-6, C-7, C-9, D-3, D-4, E-1, E-2, E-3, G-1, G-2

Rising trend: A-2, B-6, B-8, C-7, C-9, E-1, G-1, G-2

Falling trend: C-1, C-3, D-4

Areas of concern: A-1

Kunduz

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**84.0**	**52.3**	**53.4**
A-1: Client Satisfaction & Perception of Quality Index	80.4	76.7	81.9
A-2: Community Involvement and Participation	87.5	27.8	78.1
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**71.4**	**61.2**	**68.5**
B-1: Staffing Index	62.6	63.8	71.3
B-2: Staff Management	89.6	67.7	68.9
B-3: Staff Satisfaction	64.6	65.2	61.3
B-4: Staff Motivation	68.9	72.6	66.3
B-5: Hospital Training Activities	74.3	25.5	43.7
B-6: Provider Knowledge Score	58.5	64.9	58.8
B-7: Gender Equity, Providers of Care	60.0	50.0	100.0
B-8: Salaries up-to-date	92.5	80.0	77.5
Domain C: Physical Capacity	**84.0**	**81.3**	**82.3**
C1: Communications and Transport	**100.0**	**100.0**	**100.0**
C-1: Communications and Transport	100.0	100.0	100.0
C2: Infrastructure	**83.8**	**79.0**	**80.2**
C-2: Infrastructure Index	83.8	79.0	80.2
C3: Supplies-Drugs and Equipment	**71.0**	**75.2**	**72.7**
C-3: Equipment Functionality Index	78.0	69.9	70.1
C-4: Pharmaceuticals Availability Index	64.0	80.5	75.3
C4: Service Availability	**81.2**	**70.8**	**76.2**
C-5: Lab and X-ray Index	95.6	86.6	86.7
C-6: Clinical Guidelines Index	94.4	88.9	87.3
C-7: Record System Index	81.7	89.1	84.0
C-8: Hotel Services	75.8	45.1	55.2
C-9: Safety precautions	73.2	83.1	66.7
C-10: Female Friendly Facilities	66.2	32.0	77.0
Domain D: Quality of Service Provision	**86.6**	**68.9**	**85.0**
D1: Enabling Environment	**96.9**	**63.0**	**90.5**
D-1: Functioning of standing committees	93.8	59.4	86.5
D-2: Drug Storage and Record Keeping	100.0	66.7	94.4
D2: Quality of Care	**76.3**	**74.8**	**79.5**
D-3: Client History and Physical Exam Index	92.5	89.1	96.0
D-4: Client Counseling Index	52.6	60.8	66.7
D-5: Biohazard Precautions	83.7	74.6	75.9

General: Two hospitals were surveyed in Kunduz: one DH and one RH. The composite score for the province increased from 67.1% to 74.4%.

Activity: The total inpatients/month, outpatients/month, deliveries/month and total surgeries/month decreased.

Staffing levels: The ratio of physicians per bed increased from 0.1 to 0.2 and the ratio of nurses per bed decreased from 0.4 to 0.3.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**75.0**	**50.3**	**57.1**
E-1: Management Team (Including training)	93.1	41.7	70.6
E-2: HMIS	100.0	100.0	91.7
E-3: Equipment Management	100.0	50.0	83.3
E-4: Administrative and Financial Autonomy	60.0	20.0	20.0
E-5: Local Financial Management	30.0	40.0	10.0
E-6: Security	66.7	50.0	66.7
Domain F: Functionality Indicators			
Total Inpatients/month	1124.3	3249.9	1098.8
Total Outpatients/month	5575.8	18205.2	8553.3
Total deliveries/month	359.8	1025.1	651.0
CS rate (%)	5	4.8	7.4
Total Surgeries/month	333.2	1162.9	183.2
Physicians per bed	0.2	0.1	0.2
Nurses per bed	0.3	0.4	0.3
Inpatient admissions/MD	54.1	86.1	76.9
Average Length of Stay (days)	4	3.5	3.0
Bed Turn Over Rate	5.1	9.0	8.7
Bed Occupancy Rate	78.5	94.5	74.0
OPD consults/MD	467.3	469.0	765.8
Surgeries/MD	62.5	187.1	35.6
Deliveries/midwife	54.7	75.7	97.6
Average consultation time per OPD Patient (min)	5.7	7.2	4.0
Inpatient Utilization Male : Female	0.6	0.8	0.7
Inpatient Utilization U5 : O5	0.3	0.6	0.4
Outpatient Utilization Male : Female	0.6	0.8	0.7
Outpatient Utilization U5 : O5	0.4	0.5	0.5
Proportion of new outpatients prescribed antibiotics (%) *	0.5	61.2	61.6
Average number of drugs per new outpatients	0.9	2.4	1.9
Domain G: Ethics and Values	**72.5**	**88.8**	**100.0**
G-1: Gender Equity, Recipients of Care **	50.0	80.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	95.0	97.5	100.0
Composite Score	**78.9**	**67.1**	**74.4**

Areas of achievement: B-7, C-1, C-9, C-10, D-3, D-4, G-1, G-2

Rising trend: A-2, B-7, C-10, D-3, E-1, E-2, E-3, E-5, G-1, G-2

Falling trend: E-2

Areas of concern: No indices are in the red zone in 2015.

Laghman

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**87.0**	**81.5**	**69.7**
A-1: Client Satisfaction & Perception of Quality Index	85.1	75.5	84.1
A-2: Community Involvement and Participation	88.9	87.5	100.0
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**74.2**	**72.4**	**78.3**
B-1: Staffing Index	71.4	81.0	89.5
B-2: Staff Management	90.8	80.2	96.4
B-3: Staff Satisfaction	57.4	48.7	51.5
B-4: Staff Motivation	67.5	64.6	64.9
B-5: Hospital Training Activities	50.2	81.6	64.0
B-6: Provider Knowledge Score	61.9	50.7	65.6
B-7: Gender Equity, Providers of Care	100.0	-	100.0
B-8: Salaries up-to-date	94.1	100.0	94.4
Domain C: Physical Capacity	**78.9**	**89.4**	**85.2**
C1: Communications and Transport	**100.0**	**100.0**	**100.0**
C-1: Communications and Transport	100.0	100.0	100.0
C2: Infrastructure	**87.5**	**100.0**	**75.0**
C-2: Infrastructure Index	87.5	100.0	75.0
C3: Supplies-Drugs and Equipment	**65.7**	**87.3**	**85.9**
C-3: Equipment Functionality Index	69.0	82.8	88.9
C-4: Pharmaceuticals Availability Index	62.3	91.8	82.9
C4: Service Availability	**62.5**	**70.2**	**79.9**
C-5: Lab and X-ray Index	91.3	95.7	91.3
C-6: Clinical Guidelines Index	100.0	55.6	88.9
C-7: Record System Index	83.0	78.9	100.0
C-8: Hotel Services	6.7	26.2	81.3
C-9: Safety precautions	61.1	66.7	66.7
C-10: Female Friendly Facilities	32.9	98.3	51.5
Domain D: Quality of Service Provision	**80.1**	**69.0**	**80.2**
D1: Enabling Environment	**88.9**	**77.1**	**91.3**
D-1: Functioning of standing committees	100.0	87.5	93.8
D-2: Drug Storage and Record Keeping	77.8	66.7	88.9
D2: Quality of Care	**71.3**	**61.0**	**69.0**
D-3: Client History and Physical Exam Index	91.1	89.3	87.5
D-4: Client Counseling Index	49.2	25.0	35.9
D-5: Biohazard Precautions	73.6	68.8	83.6

General: One provincial hospital was surveyed in Laghman. The composite score for the province increased from 78% to 82.1%.

Activity: The total inpatients/month, outpatients/month, and deliveries/month increased, but the total surgeries/month decreased.

Staffing levels: The ratios for physicians per bed and nurses per bed decreased from 0.3 to 0.2 and 0.6 to 0.2, respectively.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**71.1**	**81.7**	**79.4**
E-1: Management Team (Including training)	100.0	83.3	100.0
E-2: HMIS	100.0	100.0	83.3
E-3: Equipment Management	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	20.0	60.0	60.0
E-5: Local Financial Management	40.0	80.0	66.7
E-6: Security	66.7	66.7	66.7
Domain F: Functionality Indicators			
Total Inpatients/month	1670.8	1346.7	2057.5
Total Outpatients/month	11999.8	15711.0	15804.7
Total deliveries/month	589.2	451.8	697.8
CS rate (%)	0.5	2.1	1.6
Total Surgeries/month	161.5	507.3	244.5
Physicians per bed	0.2	0.3	0.2
Nurses per bed	0.4	0.6	0.2
Inpatient admissions/MD	92.8	67.3	89.5
Average Length of Stay (days)	3	3.0	2.0
Bed Turn Over Rate	5	7.8	13.2
Bed Occupancy Rate	126	88.0	92.0
OPD consults/MD	666.7	785.6	687.2
Surgeries/MD	32.3	169.1	81.5
Deliveries/midwife	73.6	56.5	87.2
Average consultation time per OPD Patient (min)	5.7	6.1	6.3
Inpatient Utilization Male : Female	0.5	0.5	0.5
Inpatient Utilization U5 : O5	0.6	0.2	0.7
Outpatient Utilization Male : Female	0.7	0.8	0.9
Outpatient Utilization U5 : O5	0.4	0.5	0.5
Proportion of new outpatients prescribed antibiotics (%) *	0.4	49.5	57.2
Average number of drugs per new outpatients	2.2	2.3	2.0
Domain G: Ethics and Values	**100.0**	**74.2**	**100.0**
G-1: Gender Equity, Recipients of Care **	100.0	60.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	100.0	88.3	100.0
Composite Score	**81.9**	**78.0**	**82.1**

Areas of achievement: A-1, A-2, B-1, B-2, B-6, B-7, C-1, C-3, C-7, C-8, C-9, D-5, E-1, E-3, E-5, G-1, G-2

Rising trend: A-1, A-2, B-1, B-2, C-7, C-8, D-5, E-1, G-1, G-2

Falling trend: B-5, B-8, C-2, C-4, C-5, C-10, E-2, E-5,

Areas of concern: B-3

Logar

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**91.0**	**79.9**	**67.1**
A-1: Client Satisfaction & Perception of Quality Index	82.0	68.1	82.0
A-2: Community Involvement and Participation	100.0	91.7	94.2
A-3: User Fees; Transparency and Exemptions	-	-	25.0
Domain B: Human Resources	**59.6**	**59.5**	**77.6**
B-1: Staffing Index	66.7	47.4	64.1
B-2: Staff Management	84.1	51.2	88.2
B-3: Staff Satisfaction	55.2	57.6	63.7
B-4: Staff Motivation	60.4	77.1	68.7
B-5: Hospital Training Activities	54.9	40.7	77.6
B-6: Provider Knowledge Score	58.4	68.7	65.8
B-7: Gender Equity, Providers of Care	80.0	53.3	97.7
B-8: Salaries up-to-date	17.0	80.2	95.0
Domain C: Physical Capacity	**95.2**	**75.5**	**89.2**
C1: Communications and Transport	**100.0**	**100.0**	**100.0**
C-1: Communications and Transport	100.0	100.0	100.0
C2: Infrastructure	**96.7**	**51.4**	**77.8**
C-2: Infrastructure Index	96.7	51.4	77.8
C3: Supplies-Drugs and Equipment	**94.3**	**79.4**	**91.2**
C-3: Equipment Functionality Index	94.6	74.3	90.2
C-4: Pharmaceuticals Availability Index	93.9	84.4	92.3
C4: Service Availability	**90.0**	**71.1**	**87.8**
C-5: Lab and X-ray Index	93.2	89.5	91.0
C-6: Clinical Guidelines Index	94.4	96.3	92.6
C-7: Record System Index	100.0	83.4	100.0
C-8: Hotel Services	90.5	34.8	83.5
C-9: Safety precautions	94.4	88.9	87.0
C-10: Female Friendly Facilities	67.6	33.6	72.9
Domain D: Quality of Service Provision	**84.2**	**61.7**	**80.7**
D1: Enabling Environment	**94.5**	**71.3**	**100.0**
D-1: Functioning of standing committees	100.0	61.1	100.0
D-2: Drug Storage and Record Keeping	88.9	81.5	100.0
D2: Quality of Care	**73.9**	**52.2**	**61.4**
D-3: Client History and Physical Exam Index	85.7	76.6	75.6
D-4: Client Counseling Index	37.3	28.5	22.9
D-5: Biohazard Precautions	98.6	51.4	85.9

General: Three hospitals were surveyed in Logar: two DHs and one PH. The composite score for the province increased from 71.4% to 82.7%.

Activity: The total outpatients/month increased. The total inpatients/month, deliveries/month, and surgeries/month decreased.

Staffing levels: The ratio for physicians per bed remains at 0.2 and the ratio for nurses per bed increased from 0.3 to 0.4.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**82.2**	**69.3**	**82.1**
E-1: Management Team (Including training)	83.3	75.9	79.2
E-2: HMIS	100.0	100.0	100.0
E-3: Equipment Management	100.0	88.9	100.0
E-4: Administrative and Financial Autonomy	50.0	26.7	53.3
E-5: Local Financial Management	60.0	46.7	71.1
E-6: Security	100.0	77.8	88.9
Domain F: Functionality Indicators			
Total Inpatients/month	157.3	736.7	633.8
Total Outpatients/month	3030.8	5700.7	9762.9
Total deliveries/month	309.2	411.3	377.2
CS rate (%)	1.2	2.2	6.3
Total Surgeries/month	45.8	115.3	82.9
Physicians per bed	0.3	0.2	0.2
Nurses per bed	0.3	0.3	0.4
Inpatient admissions/MD	19.4	93.9	64.0
Average Length of Stay (days)	3	3.3	2.7
Bed Turn Over Rate	14.8	13.1	10.5
Bed Occupancy Rate	119	100.7	82.0
OPD consults/MD	407.5	893.9	1003.6
Surgeries/MD	36.8	90.5	36.1
Deliveries/midwife	68.8	79.6	67.2
Average consultation time per OPD Patient (min)	4.8	5.1	3.5
Inpatient Utilization Male : Female	0.4	0.4	0.3
Inpatient Utilization U5 : O5	0.4	0.3	0.3
Outpatient Utilization Male : Female	0.4	0.7	0.6
Outpatient Utilization U5 : O5	0.2	0.3	0.3
Proportion of new outpatients prescribed antibiotics (%) *	0.3	47.5	36.3
Average number of drugs per new outpatients	0.7	2.4	2.0
Domain G: Ethics and Values	**89.6**	**82.5**	**99.6**
G-1: Gender Equity, Recipients of Care **	80.0	66.7	99.3
G-2: Compliance with MOPH Policy and Local Laws	99.2	98.3	100.0
Composite Score	**83.6**	**71.4**	**82.7**

Areas of achievement: B-5, B-6, B-7, C-1, C-3, C-4, C-7, C-8, C-9, C-10, D-1, D-2, D-5, E-2, E-3, E-5, E-6, G-2

Rising trend: A-1, B-1, B-2, B-3, B-5, C-2, C-3, C-4, C-7, C-8, C-10, D-1, D-2, D-5, E-3, G-1, G-2

Falling trend: B-6

Areas of concern: A-3

Nangarhar

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**88.1**	**77.8**	**61.8**
A-1: Client Satisfaction & Perception of Quality Index	80.4	86.4	85.5
A-2: Community Involvement and Participation	95.8	69.1	100.0
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**69.3**	**70.7**	**82.3**
B-1: Staffing Index	71.6	71.6	79.8
B-2: Staff Management	86.7	84.4	90.2
B-3: Staff Satisfaction	65.5	56.5	71.2
B-4: Staff Motivation	69.3	70.1	75.3
B-5: Hospital Training Activities	74.3	68.6	87.3
B-6: Provider Knowledge Score	63.4	69.6	78.3
B-7: Gender Equity, Providers of Care	65.0	80.0	100.0
B-8: Salaries up-to-date	58.8	65.0	75.9
Domain C: Physical Capacity	**84.2**	**80.0**	**88.9**
C1: Communications and Transport	**100.0**	**87.5**	**100.0**
C-1: Communications and Transport	100.0	87.5	100.0
C2: Infrastructure	**85.9**	**75.0**	**86.7**
C-2: Infrastructure Index	85.9	75.0	86.7
C3: Supplies-Drugs and Equipment	**78.8**	**80.6**	**85.0**
C-3: Equipment Functionality Index	76.5	75.7	80.1
C-4: Pharmaceuticals Availability Index	81.0	85.5	89.9
C4: Service Availability	**72.0**	**77.0**	**84.1**
C-5: Lab and X-ray Index	88.7	88.7	94.0
C-6: Clinical Guidelines Index	94.4	93.8	85.2
C-7: Record System Index	100.0	93.1	95.4
C-8: Hotel Services	35.9	64.6	55.4
C-9: Safety precautions	55.6	75.3	90.7
C-10: Female Friendly Facilities	57.6	46.8	84.1
Domain D: Quality of Service Provision	**80.7**	**71.5**	**82.7**
D1: Enabling Environment	**97.1**	**70.4**	**94.2**
D-1: Functioning of standing committees	96.9	83.9	95.8
D-2: Drug Storage and Record Keeping	97.2	56.9	92.6
D2: Quality of Care	**64.4**	**72.6**	**71.1**
D-3: Client History and Physical Exam Index	83.1	92.8	88.1
D-4: Client Counseling Index	36.0	51.5	50.9
D-5: Biohazard Precautions	74.2	73.5	74.3

General: Three hospitals were surveyed in Nangarhar: two DHs and one RH. The composite score for the province increased from 75.8% to 84%.

Activity: The total inpatients/month, outpatients/month, surgeries/month, and deliveries/month increased in the province.

Staffing levels: The ratio for physicians per bed remains at 0.2 and the ratio for nurses per bed increased from 0.3 to 0.4.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**85.8**	**75.5**	**90.0**
E-1: Management Team (Including training)	100.0	84.7	100.0
E-2: HMIS	100.0	100.0	94.4
E-3: Equipment Management	91.7	91.7	100.0
E-4: Administrative and Financial Autonomy	75.0	45.0	86.7
E-5: Local Financial Management	65.0	56.7	81.1
E-6: Security	83.3	75.0	77.8
Domain F: Functionality Indicators			
Total Inpatients/month	1693.6	962.7	2842.0
Total Outpatients/month	12308.5	14710.3	21906.3
Total deliveries/month	527.5	582.2	947.8
CS rate (%)	2.5	2.4	3.9
Total Surgeries/month	453	393.2	830.3
Physicians per bed	0.3	0.2	0.2
Nurses per bed	0.4	0.3	0.4
Inpatient admissions/MD	44.9	50.5	104.1
Average Length of Stay (days)	2.7	3.3	2.0
Bed Turn Over Rate	9.6	8.4	15.5
Bed Occupancy Rate	85.3	75.5	106
OPD consults/MD	681.6	955.5	1238.9
Surgeries/MD	118.4	128.6	159.8
Deliveries/midwife	48.1	64.3	75.4
Average consultation time per OPD Patient (min)	4.7	6.4	8.4
Inpatient Utilization Male : Female	0.5	0.9	0.4
Inpatient Utilization U5 : O5	0.5	0.6	0.3
Outpatient Utilization Male : Female	1	1.3	0.9
Outpatient Utilization U5 : O5	0.6	0.5	0.6
Proportion of new outpatients prescribed antibiotics (%) *	0.4	43.4	50.4
Average number of drugs per new outpatients	0.9	2.3	1.9
Domain G: Ethics and Values	**82.5**	**79.4**	**98.3**
G-1: Gender Equity, Recipients of Care **	65.0	60.0	96.6
G-2: Compliance with MOPH Policy and Local Laws	100.0	98.8	100.0
Composite Score	**81.8**	**75.8**	**84.0**

Areas of achievement: A-1, A-2, B-1, B-3, B-4, B-5, B-6, B-7, C-1, C-3, C-5, C-8, C-9, C-10, D-4, E-1, E-3, E-4, E-5, G-2

Rising trend: A-2, B-5, B-7, C-1, C-3, C-7, C-10, E-1, E-3, E-4, E-5, G-1, G-2

Falling trend: C-8, D-3, E-2

Areas of concern: No indices are in the red zone in 2015.

Nimroz

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**89.7**	**74.7**	**84.1**
A-1: Client Satisfaction & Perception of Quality Index	79.3	74.1	77.2
A-2: Community Involvement and Participation	100.0	100.0	100.0
A-3: User Fees; Transparency and Exemptions	-	50.0	75.0
Domain B: Human Resources	**76.7**	**66.5**	**76.5**
B-1: Staffing Index	47.6	42.9	63.2
B-2: Staff Management	96.6	92.6	97.9
B-3: Staff Satisfaction	63.7	64.9	58.7
B-4: Staff Motivation	72.7	73.3	67.7
B-5: Hospital Training Activities	84.5	25.5	68.5
B-6: Provider Knowledge Score	63.0	58.0	61.1
B-7: Gender Equity, Providers of Care	100.0	80.0	100.0
B-8: Salaries up-to-date	85.7	95.0	94.7
Domain C: Physical Capacity	**93.3**	**87.8**	**81.5**
C1: Communications and Transport	**100.0**	**100.0**	**100.0**
C-1: Communications and Transport	100.0	100.0	100.0
C2: Infrastructure	**93.8**	**96.9**	**84.4**
C-2: Infrastructure Index	93.8	96.9	84.4
C3: Supplies-Drugs and Equipment	**91.1**	**85.0**	**83.2**
C-3: Equipment Functionality Index	87.4	71.0	70.4
C-4: Pharmaceuticals Availability Index	94.8	98.2	96.0
C4: Service Availability	**88.2**	**69.3**	**58.4**
C-5: Lab and X-ray Index	95.7	87.0	91.3
C-6: Clinical Guidelines Index	100.0	88.9	33.3
C-7: Record System Index	100.0	75.4	80.7
C-8: Hotel Services	73.7	54.8	34.2
C-9: Safety precautions	61.1	55.6	55.6
C-10: Female Friendly Facilities	98.7	54.0	55.0
Domain D: Quality of Service Provision	**86.2**	**72.2**	**78.0**
D1: Enabling Environment	**100.0**	**81.3**	**100.0**
D-1: Functioning of standing committees	100.0	62.5	100.0
D-2: Drug Storage and Record Keeping	100.0	100.0	100.0
D2: Quality of Care	**72.5**	**63.2**	**56.0**
D-3: Client History and Physical Exam Index	93.5	85.6	72.0
D-4: Client Counseling Index	62.5	42.6	39.6
D-5: Biohazard Precautions	61.4	61.4	56.4

General: One provincial hospital was surveyed in Nimroz. The composite score increased from 72.5% to 86.1%.

Activity: Total deliveries/month increased. Total inpatients/month decreased as did inpatient admission/MD.

Staffing levels: The ratio for physicians per bed decreased from 0.3 to 0.1 and the ratio for nurses per bed increased from 0.1 to 0.3.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**84.6**	**53.8**	**96.7**
E-1: Management Team (Including training)	87.5	52.8	100.0
E-2: HMIS	100.0	83.3	100.0
E-3: Equipment Management	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	100.0	20.0	80.0
E-5: Local Financial Management	20.0	0.0	100.0
E-6: Security	100.0	66.7	100.0
Domain F: Functionality Indicators			
Total Inpatients/month	379.3	2084.0	552.7
Total Outpatients/month	12120	-	14034.2
Total deliveries/month	451.7	577.8	588.2
CS rate (%)	2.7	7.0	4.0
Total Surgeries/month	43	-	139.0
Physicians per bed	0.1	0.3	0.1
Nurses per bed	0.3	0.1	0.3
Inpatient admissions/MD	42.1	50.8	42.5
Average Length of Stay (days)	3	12.0	3.0
Bed Turn Over Rate	4.3	11.9	7.1
Bed Occupancy Rate	68	92.0	100.0
OPD consults/MD	1346.7	-	1079.6
Surgeries/MD	43	-	69.5
Deliveries/midwife	56.5	28.9	65.4
Average consultation time per OPD Patient (min)	7.5	7.9	3.3
Inpatient Utilization Male : Female	0.9	0.7	1.0
Inpatient Utilization U5 : O5	0.7	0.3	0.6
Outpatient Utilization Male : Female	0.5	-	0.5
Outpatient Utilization U5 : O5	0.4	-	0.4
Proportion of new outpatients prescribed antibiotics (%) *	0.7	29.4	53.7
Average number of drugs per new outpatients	0.4	0.1	3.0
Domain G: Ethics and Values	**69.2**	**80.0**	**100.0**
G-1: Gender Equity, Recipients of Care **	40.0	60.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	98.3	100.0	100.0
Composite Score	**83.3**	**72.5**	**86.1**

Areas of achievement: A-2, B-2, B-7, C-1, C-4, D-1, D-2, E-1, E-2, E-3, E-4, E-5, E-6, G-1, G-2

Rising trend: A-3, B-1, B-3, B-7, D-1, E-1, E-2, E-4, E-5, E-6, G-1

Falling trend: B-3, C-2, D-3

Areas of concern: A-3, C-6, D-3

Nuristan

Year	2015
Domain A: Clients and Community	**62.3**
A-1: Client Satisfaction & Perception of Quality Index	74.4
A-2: Community Involvement and Participation	87.5
A-3: User Fees; Transparency and Exemptions	-
Domain B: Human Resources	**76.3**
B-1: Staffing Index	43.8
B-2: Staff Management	75.7
B-3: Staff Satisfaction	74.6
B-4: Staff Motivation	80.1
B-5: Hospital Training Activities	75.0
B-6: Provider Knowledge Score	61.2
B-7: Gender Equity, Providers of Care	100.0
B-8: Salaries up-to-date	100.0
Domain C: Physical Capacity	**71.8**
C1: Communications and Transport	**50.0**
C-1: Communications and Transport	50.0
C2: Infrastructure	**86.7**
C-2: Infrastructure Index	86.7
C3: Supplies-Drugs and Equipment	**66.3**
C-3: Equipment Functionality Index	43.1
C-4: Pharmaceuticals Availability Index	89.5
C4: Service Availability	**84.3**
C-5: Lab and X-ray Index	84.2
C-6: Clinical Guidelines Index	100.0
C-7: Record System Index	99.4
C-8: Hotel Services	62.2
C-9: Safety precautions	94.4
C-10: Female Friendly Facilities	65.7
Domain D: Quality of Service Provision	**75.3**
D1: Enabling Environment	**62.8**
D-1: Functioning of standing committees	81.3
D-2: Drug Storage and Record Keeping	44.4
D2: Quality of Care	**87.7**
D-3: Client History and Physical Exam Index	96.3
D-4: Client Counseling Index	81.4
D-5: Biohazard Precautions	85.3

General: One district hospital was surveyed in Nuristan. No hospital was surveyed in Nuristan in 2010/11 or 2012/13 rounds of the BSC. The composite score for Nuristan province in 2015 is 74.2%.

Activity: The total inpatients/month is 119 and outpatients/month is 2182. The total deliveries/month is 14.

Staffing levels: The ratios for physicians per bed and nurses per bed are 0.2 and 0.5, respectively.

Year	2015
Domain E: Management Systems	**59.8**
E-1: Management Team (Including training)	71.9
E-2: HMIS	100.0
E-3: Equipment Management	100.0
E-4: Administrative and Financial Autonomy	0.0
E-5: Local Financial Management	20.0
E-6: Security	66.7
Domain F: Functionality Indicators	
Total Inpatients/month	119.0
Total Outpatients/month	2182.2
Total deliveries/month	14.0
CS rate (%)	1.2
Total Surgeries/month	11.5
Physicians per bed	0.2
Nurses per bed	0.5
Inpatient admissions/MD	29.8
Average Length of Stay (days)	2.0
Bed Turn Over Rate	7.9
Bed Occupancy Rate	40.0
OPD consults/MD	545.5
Surgeries/MD	11.5
Deliveries/midwife	4.7
Average consultation time per OPD Patient (min)	7.3
Inpatient Utilization Male : Female	0.8
Inpatient Utilization U5 : O5	0.9
Outpatient Utilization Male : Female	1.1
Outpatient Utilization U5 : O5	0.5
Proportion of new outpatients prescribed antibiotics (%) *	56.6
Average number of drugs per new outpatients	0.5
Domain G: Ethics and Values	**100.0**
G-1: Gender Equity, Recipients of Care **	100.0
G-2: Compliance with MOPH Policy and Local Laws	100.0
Composite Score	**74.2**

Areas of achievement: B-3, B-4, B-5, B-7, B-8, C-6, C-7, C-9, D-3, D-4, D-5, E2, D-3, G-1, G-2

Rising trend: NA

Falling trend: NA

Areas of concern: B-1, C-1, C-3, D-2, E-4

Paktika

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**71.8**	**86.7**	**55.1**
A-1: Client Satisfaction & Perception of Quality Index	66.4	85.9	75.8
A-2: Community Involvement and Participation	77.1	87.5	81.3
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**62.1**	**64.7**	**71.8**
B-1: Staffing Index	53.2	57.9	60.3
B-2: Staff Management	45.1	80.9	92.3
B-3: Staff Satisfaction	60.8	55.0	60.5
B-4: Staff Motivation	67.3	67.4	62.9
B-5: Hospital Training Activities	35.4	85.5	45.0
B-6: Provider Knowledge Score	61.7	64.0	60.2
B-7: Gender Equity, Providers of Care	73.3	33.3	96.7
B-8: Salaries up-to-date	100.0	73.3	96.1
Domain C: Physical Capacity	**66.4**	**84.6**	**70.9**
C1: Communications and Transport	**83.3**	**100.0**	**50.0**
C-1: Communications and Transport	83.3	100.0	50.0
C2: Infrastructure	**74.7**	**70.4**	**71.6**
C-2: Infrastructure Index	74.7	70.4	71.6
C3: Supplies-Drugs and Equipment	**61.0**	**91.6**	**90.0**
C-3: Equipment Functionality Index	54.5	87.4	85.2
C-4: Pharmaceuticals Availability Index	67.4	95.8	94.8
C4: Service Availability	**46.8**	**76.6**	**72.1**
C-5: Lab and X-ray Index	84.3	82.1	85.5
C-6: Clinical Guidelines Index	51.9	100.0	96.3
C-7: Record System Index	74.5	94.0	93.0
C-8: Hotel Services	19.4	72.4	57.7
C-9: Safety precautions	13.0	45.2	57.4
C-10: Female Friendly Facilities	37.9	65.7	42.8
Domain D: Quality of Service Provision	**45.5**	**86.7**	**87.8**
D1: Enabling Environment	**46.5**	**95.8**	**93.8**
D-1: Functioning of standing committees	41.0	91.7	87.5
D-2: Drug Storage and Record Keeping	51.9	100.0	100.0
D2: Quality of Care	**44.6**	**77.5**	**81.8**
D-3: Client History and Physical Exam Index	73.5	93.8	92.7
D-4: Client Counseling Index	10.6	53.6	68.1
D-5: Biohazard Precautions	49.6	85.1	84.6

General: Three hospitals were surveyed in Paktika: two DHs and one PH. The composite score of the province decreased from 80.7% to 77.1%.

Activity: The total inpatients/month, outpatients/month, deliveries/month, and surgeries/month have all increased in the province.

Staffing levels: The ratios for physicians per bed and nurses per bed have both increased from 0.3 to 0.4 and 0.5 to 0.6, respectively.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**49.5**	**78.6**	**77.5**
E-1: Management Team (Including training)	62.6	100.0	91.5
E-2: HMIS	94.4	100.0	94.4
E-3: Equipment Management	66.7	100.0	100.0
E-4: Administrative and Financial Autonomy	0.0	80.0	66.7
E-5: Local Financial Management	6.7	36.1	45.6
E-6: Security	66.7	55.6	66.7
Domain F: Functionality Indicators			
Total Inpatients/month	216	264.7	319.3
Total Outpatients/month	4153.4	5421.3	6717.1
Total deliveries/month	90.9	81.9	162.8
CS rate (%)	2.4	2.6	4.5
Total Surgeries/month	61.3	64.3	170.0
Physicians per bed	0.3	0.3	0.4
Nurses per bed	0.6	0.5	0.6
Inpatient admissions/MD	25.7	37.2	25.9
Average Length of Stay (days)	3	3.7	2.3
Bed Turn Over Rate	6.5	4.4	9.5
Bed Occupancy Rate	41.3	61.3	73.3
OPD consults/MD	602.9	800.4	682.9
Surgeries/MD	26.2	69.1	108.5
Deliveries/midwife	16.3	22.9	28.3
Average consultation time per OPD Patient (min)	1.9	6.5	11.9
Inpatient Utilization Male : Female	1.1	0.9	0.6
Inpatient Utilization U5 : O5	0.5	0.4	0.4
Outpatient Utilization Male : Female	1.1	1.0	1.1
Outpatient Utilization U5 : O5	0.5	0.5	0.5
Proportion of new outpatients prescribed antibiotics (%) *	0.7	70.7	59.5
Average number of drugs per new outpatients	0.9	2.0	
Domain G: Ethics and Values	**82.3**	**83.1**	**99.7**
G-1: Gender Equity, Recipients of Care **	66.7	66.7	99.9
G-2: Compliance with MOPH Policy and Local Laws	97.8	99.4	99.5
Composite Score	**62.9**	**80.7**	**77.1**

Areas of achievement: B-2, B-7, C-3, C-4, C-6, D-2, D-3, D-4, D-5, E-3

Rising trend: B-2, B-3, B-7, G-1

Falling trend: A-1, B-4, B-5, C-1 C-6, C-8, E-1, E-2, E-4

Areas of concern: C-1

Paktiya

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**85.2**	**75.2**	**77.4**
A-1: Client Satisfaction & Perception of Quality Index	78.0	60.8	54.8
A-2: Community Involvement and Participation	92.4	89.6	100.0
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**62.1**	**61.5**	**63.3**
B-1: Staffing Index	60.6	62.4	69.7
B-2: Staff Management	90.4	67.5	78.7
B-3: Staff Satisfaction	57.9	52.9	55.4
B-4: Staff Motivation	65.3	68.7	68.8
B-5: Hospital Training Activities	66.1	61.7	83.9
B-6: Provider Knowledge Score	56.7	63.4	61.8
B-7: Gender Equity, Providers of Care	66.7	60.0	86.1
B-8: Salaries up-to-date	33.3	55.0	1.9
Domain C: Physical Capacity	**79.3**	**83.3**	**60.7**
C1: Communications and Transport	**83.3**	**100.0**	**50.0**
C-1: Communications and Transport	83.3	100.0	50.0
C2: Infrastructure	**87.9**	**82.2**	**44.3**
C-2: Infrastructure Index	87.9	82.2	44.3
C3: Supplies-Drugs and Equipment	**82.1**	**85.9**	**85.3**
C-3: Equipment Functionality Index	70.6	81.6	78.4
C-4: Pharmaceuticals Availability Index	93.5	90.3	92.1
C4: Service Availability	**63.8**	**65.0**	**63.3**
C-5: Lab and X-ray Index	83.5	85.0	86.4
C-6: Clinical Guidelines Index	66.7	100.0	85.2
C-7: Record System Index	74.9	84.4	82.7
C-8: Hotel Services	67.4	24.1	24.9
C-9: Safety precautions	28.2	36.7	33.1
C-10: Female Friendly Facilities	61.9	60.0	67.7
Domain D: Quality of Service Provision	**68.9**	**67.9**	**77.5**
D1: Enabling Environment	**81.4**	**77.4**	**100.0**
D-1: Functioning of standing committees	70.1	66.0	100.0
D-2: Drug Storage and Record Keeping	92.6	88.9	100.0
D2: Quality of Care	**56.5**	**58.3**	**55.1**
D-3: Client History and Physical Exam Index	82.7	79.2	72.1
D-4: Client Counseling Index	16.8	29.9	13.2
D-5: Biohazard Precautions	70.1	65.9	80.0

General: Three hospitals were surveyed in Paktiya: two DHs and one PH. The composite score for the province increased from 72.4% to 75.2%.

Activity: The total inpatients/month, outpatients/month, deliveries/month, and surgeries/month increased.

Staffing levels: The ratio of physicians per bed remains at 0.2 and the ratio for nurses per bed increased from 0.4 to 0.5.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**75.4**	**66.8**	**80.3**
E-1: Management Team (Including training)	84.7	74.4	96.3
E-2: HMIS	72.2	100.0	94.4
E-3: Equipment Management	77.8	100.0	100.0
E-4: Administrative and Financial Autonomy	80.0	33.3	80.0
E-5: Local Financial Management	60.0	26.7	44.4
E-6: Security	77.8	66.7	66.7
Domain F: Functionality Indicators			
Total Inpatients/month	468.8	380.3	396.8
Total Outpatients/month	8095.9	8176.6	4446.6
Total deliveries/month	237.4	187.6	368.8
CS rate (%)	1.9	2.0	2.4
Total Surgeries/month	39.8	151.6	179.6
Physicians per bed	0.2	0.2	0.2
Nurses per bed	0.4	0.4	0.5
Inpatient admissions/MD	44.9	45.4	21.6
Average Length of Stay (days)	4	11.7	6.0
Bed Turn Over Rate	5.6	6.3	7.6
Bed Occupancy Rate	38.5	75.3	82.7
OPD consults/MD	1031.3	1158.1	246.6
Surgeries/MD	20.8	-	94.0
Deliveries/midwife	47.5	34.8	64.3
Average consultation time per OPD Patient (min)	4.8	3.8	2.5
Inpatient Utilization Male : Female	0.4	0.8	0.8
Inpatient Utilization U5 : O5	0.6	0.7	1.0
Outpatient Utilization Male : Female	0.8	1.1	1.0
Outpatient Utilization U5 : O5	0.9	0.9	0.8
Proportion of new outpatients prescribed antibiotics (%) *	0.7	51.8	69.4
Average number of drugs per new outpatients	0.6	2.3	
Domain G: Ethics and Values	**61.7**	**79.7**	**92.1**
G-1: Gender Equity, Recipients of Care **	26.7	60.0	91.8
G-2: Compliance with MOPH Policy and Local Laws	96.7	99.4	92.5
Composite Score	**72.1**	**72.4**	**75.2**

Areas of achievement: A-2, B-5, C-3, C-4, C-10, D-1, D-2, D-5, E-1, E-3, E-4

Rising trend: A-2, B-5, C-4, D-1, D-2, E-4

Falling trend: C-1, C-2, C-3, C-6, D-3, D-4, E-2

Areas of concern: A-1, B-3, B-8, C-1, C-2, D-3, D-4, G-1, G-2

Panjsher

Year	2012/13	2015
Domain A: Clients and Community	**89.3**	**66.7**
A-1: Client Satisfaction & Perception of Quality Index	78.5	81.4
A-2: Community Involvement and Participation	100.0	93.8
A-3: User Fees; Transparency and Exemptions	-	-
Domain B: Human Resources	**65.5**	**65.0**
B-1: Staffing Index	72.2	50.0
B-2: Staff Management	72.6	33.6
B-3: Staff Satisfaction	54.6	64.1
B-4: Staff Motivation	66.1	73.6
B-5: Hospital Training Activities	72.9	46.9
B-6: Provider Knowledge Score	65.4	67.9
B-7: Gender Equity, Providers of Care	20.0	100.0
B-8: Salaries up-to-date	100.0	84.2
Domain C: Physical Capacity	**64.0**	**55.6**
C1: Communications and Transport	**100.0**	**50.0**
C-1: Communications and Transport	100.0	50.0
C2: Infrastructure	**20.0**	**53.3**
C-2: Infrastructure Index	20.0	53.3
C3: Supplies-Drugs and Equipment	**84.5**	**62.9**
C-3: Equipment Functionality Index	78.1	56.1
C-4: Pharmaceuticals Availability Index	90.9	69.6
C4: Service Availability	**51.7**	**56.3**
C-5: Lab and X-ray Index	81.8	95.5
C-6: Clinical Guidelines Index	66.7	66.7
C-7: Record System Index	93.5	78.6
C-8: Hotel Services	30.3	21.9
C-9: Safety precautions	26.7	37.5
C-10: Female Friendly Facilities	11.1	37.5
Domain D: Quality of Service Provision	**57.3**	**67.2**
D1: Enabling Environment	**54.2**	**77.1**
D-1: Functioning of standing committees	75.0	87.5
D-2: Drug Storage and Record Keeping	33.3	66.7
D2: Quality of Care	**60.5**	**57.3**
D-3: Client History and Physical Exam Index	92.6	80.8
D-4: Client Counseling Index	48.7	37.9
D-5: Biohazard Precautions	40.3	53.1

General: One district hospital was surveyed in Panjsher. The composite score decreased from 69% to 66.8%.

Activity: Total outpatients/month and deliveries/month have increased. Total surgeries/month have decreased.

Staffing levels: The ratios for physicians per bed and nurses per bed remain the same at 0.2.

Year	2012/13	2015
Domain E: Management Systems	**68.0**	**46.3**
E-1: Management Team (Including training)	77.8	44.4
E-2: HMIS	83.3	83.3
E-3: Equipment Management	100.0	66.7
E-4: Administrative and Financial Autonomy	40.0	0.0
E-5: Local Financial Management	40.0	16.7
E-6: Security	66.7	66.7
Domain F: Functionality Indicators		
Total Inpatients/month	108.7	109.0
Total Outpatients/month	2124.0	2918.7
Total deliveries/month	20.3	29.8
CS rate (%)	10.0	7.8
Total Surgeries/month	66.3	8.5
Physicians per bed	0.2	0.2
Nurses per bed	0.2	0.2
Inpatient admissions/MD	18.1	13.6
Average Length of Stay (days)	2.0	3.0
Bed Turn Over Rate	1.3	2.8
Bed Occupancy Rate	86.0	33.0
OPD consults/MD	354.0	364.8
Surgeries/MD	66.3	8.5
Deliveries/midwife	5.1	9.9
Average consultation time per OPD Patient (min)	5.1	3.8
Inpatient Utilization Male : Female	0.3	0.4
Inpatient Utilization U5 : O5	0.0	0.2
Outpatient Utilization Male : Female	0.8	0.6
Outpatient Utilization U5 : O5	0.2	0.3
Proportion of new outpatients prescribed antibiotics (%) *	50.0	60.6
Average number of drugs per new outpatients	1.1	1.8
Domain G: Ethics and Values	**70.0**	**100.0**
G-1: Gender Equity, Recipients of Care **	40.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	100.0	100.0
Composite Score	**69.0**	**66.8**

Areas of achievement: B-3, B-4, B-6, B-7, C-5, G-1, G-2

Rising trend: B-3, B-6, B-7, C-5, C-10, D-2, D-5, G-1

Falling trend: A-2, B-2, B-5, B-8, C-1, C-3, D-3, E-3

Areas of concern: B-2, C-1, C-2, C-3, C-10, E-1, E-3, E-4, E-5

Parwan

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**83.8**	**65.3**	**51.1**
A-1: Client Satisfaction & Perception of Quality Index	80.0	80.7	82.3
A-2: Community Involvement and Participation	87.5	50.0	58.3
A-3: User Fees; Transparency and Exemptions	-	-	12.5
Domain B: Human Resources	**60.9**	**57.4**	**66.3**
B-1: Staffing Index	49.6	65.9	66.6
B-2: Staff Management	62.3	83.0	57.5
B-3: Staff Satisfaction	55.3	59.1	61.0
B-4: Staff Motivation	58.2	67.0	66.6
B-5: Hospital Training Activities	58.4	28.5	37.2
B-6: Provider Knowledge Score	63.0	58.1	59.1
B-7: Gender Equity, Providers of Care	40.0	40.0	91.4
B-8: Salaries up-to-date	100.0	57.5	90.8
Domain C: Physical Capacity	**65.9**	**61.1**	**65.6**
C1: Communications and Transport	**75.0**	**75.0**	**50.0**
C-1: Communications and Transport	75.0	75.0	50.0
C2: Infrastructure	**61.3**	**58.3**	**70.4**
C-2: Infrastructure Index	61.3	58.3	70.4
C3: Supplies-Drugs and Equipment	**70.1**	**63.6**	**73.6**
C-3: Equipment Functionality Index	71.7	57.2	81.1
C-4: Pharmaceuticals Availability Index	68.4	70.0	66.1
C4: Service Availability	**57.4**	**47.4**	**68.3**
C-5: Lab and X-ray Index	83.0	73.4	86.8
C-6: Clinical Guidelines Index	77.8	55.6	88.9
C-7: Record System Index	75.9	65.0	90.1
C-8: Hotel Services	29.5	6.6	53.8
C-9: Safety precautions	37.7	41.2	33.3
C-10: Female Friendly Facilities	40.6	42.4	56.6
Domain D: Quality of Service Provision	**55.5**	**65.1**	**65.7**
D1: Enabling Environment	**56.8**	**79.2**	**77.6**
D-1: Functioning of standing committees	55.2	75.0	55.2
D-2: Drug Storage and Record Keeping	58.3	83.3	100.0
D2: Quality of Care	**54.2**	**51.0**	**53.8**
D-3: Client History and Physical Exam Index	82.4	74.5	74.1
D-4: Client Counseling Index	28.6	33.2	24.2
D-5: Biohazard Precautions	51.5	45.1	63.2

General: Two hospitals were surveyed in Parwan: one DH and one PH. The composite score increased from 62.1% to 67.6%.

Activity: Total outpatients/month, surgeries/month, and deliveries/month increased. Total inpatients/month decreased.

Staffing levels: The ratio for physicians per bend increased from 0.1 to 0.3 and the ratio for nurses per bed remained at 0.2.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**50.0**	**58.9**	**58.6**
E-1: Management Team (Including training)	60.0	75.0	75.0
E-2: HMIS	66.7	100.0	91.7
E-3: Equipment Management	100.0	50.0	100.0
E-4: Administrative and Financial Autonomy	30.0	20.0	10.0
E-5: Local Financial Management	10.0	41.7	25.0
E-6: Security	33.3	66.7	50.0
Domain F: Functionality Indicators			
Total Inpatients/month	195.9	732.6	280.3
Total Outpatients/month	6007	6590.9	10799.3
Total deliveries/month	189.2	96.8	275.7
CS rate (%)	0.6	14.8	1.0
Total Surgeries/month	0	102.3	111.7
Physicians per bed	0.1	0.1	0.3
Nurses per bed	0.2	0.2	0.2
Inpatient admissions/MD	21.3	40.0	27.6
Average Length of Stay (days)	16	2.5	2.5
Bed Turn Over Rate	4.6	3.5	5.2
Bed Occupancy Rate	30.5	54.5	64.5
OPD consults/MD	779.2	638.4	895.5
Surgeries/MD	0	102.3	32.8
Deliveries/midwife	23.4	26.1	29.3
Average consultation time per OPD Patient (min)	6.1	4.7	4.6
Inpatient Utilization Male : Female	0.3	0.3	0.8
Inpatient Utilization U5 : O5	0.3	1.3	0.4
Outpatient Utilization Male : Female	0.7	0.7	0.6
Outpatient Utilization U5 : O5	0.5	0.3	0.5
Proportion of new outpatients prescribed antibiotics (%) *	0.3	55.1	60.8
Average number of drugs per new outpatients	1.5	1.4	1.5
Domain G: Ethics and Values	**85.0**	**65.0**	**98.1**
G-1: Gender Equity, Recipients of Care **	80.0	30.0	97.2
G-2: Compliance with MOPH Policy and Local Laws	90.0	100.0	99.0
Composite Score	**66.8**	**62.1**	**67.6**

Areas of achievement: B-7, C-3, D-2, E-3

Rising trend: B-3, C-2, C-3, C-5, C-7, C-8, D-2, D-5, E-3, G-1

Falling trend: B-2, E-2, G-2

Areas of concern: A-2, A-3, B-2, C-1, C-4, E-4

Samangan

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**88.4**	**75.9**	**82.8**
A-1: Client Satisfaction & Perception of Quality Index	85.1	78.9	82.8
A-2: Community Involvement and Participation	91.7	72.9	82.8
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**61.5**	**54.8**	**71.8**
B-1: Staffing Index	58.7	54.8	64.6
B-2: Staff Management	82.8	66.1	81.4
B-3: Staff Satisfaction	67.6	62.1	67.5
B-4: Staff Motivation	70.5	70.1	75.1
B-5: Hospital Training Activities	32.7	30.4	30.4
B-6: Provider Knowledge Score	68.3	73.0	68.9
B-7: Gender Equity, Providers of Care	40.0	26.7	100.0
B-8: Salaries up-to-date	71.5	54.9	86.3
Domain C: Physical Capacity	**81.1**	**78.6**	**67.8**
C1: Communications and Transport	**100.0**	**100.0**	**62.5**
C-1: Communications and Transport	100.0	100.0	62.5
C2: Infrastructure	**77.8**	**67.5**	**68.0**
C-2: Infrastructure Index	77.8	67.5	68.0
C3: Supplies-Drugs and Equipment	**81.3**	**80.3**	**74.2**
C-3: Equipment Functionality Index	82.2	73.5	73.0
C-4: Pharmaceuticals Availability Index	80.3	87.1	75.5
C4: Service Availability	**65.2**	**66.6**	**66.4**
C-5: Lab and X-ray Index	96.8	81.8	95.5
C-6: Clinical Guidelines Index	67.6	81.0	67.7
C-7: Record System Index	95.6	80.5	88.5
C-8: Hotel Services	24.4	54.7	55.3
C-9: Safety precautions	63.0	54.6	46.2
C-10: Female Friendly Facilities	44.0	47.1	45.2
Domain D: Quality of Service Provision	**72.4**	**71.3**	**69.6**
D1: Enabling Environment	**75.5**	**85.2**	**72.1**
D-1: Functioning of standing committees	58.3	77.8	60.9
D-2: Drug Storage and Record Keeping	92.6	92.6	83.3
D2: Quality of Care	**69.3**	**57.4**	**67.1**
D-3: Client History and Physical Exam Index	87.7	79.6	78.0
D-4: Client Counseling Index	45.6	28.3	48.4
D-5: Biohazard Precautions	74.6	64.4	74.9

General: Four hospitals were surveyed in Samangan: three DHs and one PH. The composite score increased from 70% to 74.7%.

Activity: Total inpatients/month, deliveries/month, and surgeries/month decreased. Total outpatients/month increased.

Staffing levels: The ratio for physicians per bed increased from 0.1 to 0.4 and the ratio for nurses per bed increased from 0.4 to 0.6.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**74.6**	**56.3**	**58.5**
E-1: Management Team (Including training)	71.7	76.7	57.6
E-2: HMIS	100.0	83.3	87.5
E-3: Equipment Management	77.8	88.9	75.0
E-4: Administrative and Financial Autonomy	46.7	6.7	42.5
E-5: Local Financial Management	62.2	26.7	30.0
E-6: Security	88.9	55.6	58.3
Domain F: Functionality Indicators			
Total Inpatients/month	259.4	478.6	316.1
Total Outpatients/month	5082.8	6159.7	6447.9
Total deliveries/month	111.8	334.1	145.7
CS rate (%)	5.3	4.7	9.5
Total Surgeries/month	66.6	186.5	46.5
Physicians per bed	0.3	0.1	0.4
Nurses per bed	0.4	0.4	0.6
Inpatient admissions/MD	20.5	51.7	19.5
Average Length of Stay (days)	4	14.7	3.0
Bed Turn Over Rate	4.1	5.0	8.2
Bed Occupancy Rate	64	72.5	96.0
OPD consults/MD	566	1235.7	543.9
Surgeries/MD	66.6	129.3	36.4
Deliveries/midwife	18.8	47.2	19.5
Average consultation time per OPD Patient (min)	5.5	5.3	5.3
Inpatient Utilization Male : Female	1.4	0.8	0.9
Inpatient Utilization U5 : O5	1.1	0.7	1.4
Outpatient Utilization Male : Female	0.7	0.6	0.7
Outpatient Utilization U5 : O5	0.3	0.3	0.4
Proportion of new outpatients prescribed antibiotics (%) *	0.6	48.1	34.1
Average number of drugs per new outpatients	2.5	2.1	2.1
Domain G: Ethics and Values	**79.7**	**83.1**	**97.9**
G-1: Gender Equity, Recipients of Care **	60.0	73.3	96.2
G-2: Compliance with MOPH Policy and Local Laws	99.4	92.8	99.7
Composite Score	**76.3**	**70.0**	**74.7**

Areas of achievement: B-3, B-4, B-6, B-7, C-5, D-4

Rising trend: B-7, C-5, G-1

Falling trend: C-1

Areas of concern: B-5, C-1, G-1

Saripul

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**83.6**	**77.7**	**63.3**
A-1: Client Satisfaction & Perception of Quality Index	75.5	66.4	65.0
A-2: Community Involvement and Participation	91.7	88.9	100.0
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**62.3**	**68.2**	**69.6**
B-1: Staffing Index	53.7	61.4	56.5
B-2: Staff Management	53.9	76.1	89.8
B-3: Staff Satisfaction	65.3	60.6	63.0
B-4: Staff Motivation	68.7	65.8	68.9
B-5: Hospital Training Activities	36.4	59.1	36.9
B-6: Provider Knowledge Score	64.8	69.0	64.5
B-7: Gender Equity, Providers of Care	86.7	93.3	100.0
B-8: Salaries up-to-date	68.9	60.0	77.2
Domain C: Physical Capacity	**79.7**	**69.6**	**59.6**
C1: Communications and Transport	**100.0**	**100.0**	**50.0**
C-1: Communications and Transport	100.0	100.0	50.0
C2: Infrastructure	**78.9**	**37.5**	**38.1**
C-2: Infrastructure Index	78.9	37.5	38.1
C3: Supplies-Drugs and Equipment	**76.4**	**80.8**	**85.0**
C-3: Equipment Functionality Index	69.4	71.1	79.8
C-4: Pharmaceuticals Availability Index	83.3	90.5	90.2
C4: Service Availability	**63.7**	**60.1**	**65.3**
C-5: Lab and X-ray Index	86.1	81.4	85.1
C-6: Clinical Guidelines Index	64.4	67.1	91.7
C-7: Record System Index	82.5	82.2	92.4
C-8: Hotel Services	62.6	35.7	12.0
C-9: Safety precautions	39.1	46.0	66.7
C-10: Female Friendly Facilities	47.2	48.1	43.6
Domain D: Quality of Service Provision	**66.0**	**70.2**	**73.3**
D1: Enabling Environment	**74.3**	**89.2**	**86.8**
D-1: Functioning of standing committees	59.7	89.6	95.8
D-2: Drug Storage and Record Keeping	88.9	88.9	77.8
D2: Quality of Care	**57.7**	**51.1**	**59.8**
D-3: Client History and Physical Exam Index	76.4	80.5	67.9
D-4: Client Counseling Index	25.3	20.3	51.3
D-5: Biohazard Precautions	71.4	52.6	60.2

General: Three hospitals were surveyed in Saripul: two DHs and one PH. The composite score increased slightly from 71.6% to 72.5%.

Activity: The total outpatients/month, deliveries/month, and surgeries/month have increased. The inpatients/month decreased.

Staffing levels: The ratios for physicians per bed and nurses per bed remain the same at 0.3 and 0.6, respectively.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**52.8**	**65.5**	**69.7**
E-1: Management Team (Including training)	33.3	80.6	60.2
E-2: HMIS	94.4	94.4	83.3
E-3: Equipment Management	55.6	77.8	100.0
E-4: Administrative and Financial Autonomy	26.7	46.7	73.3
E-5: Local Financial Management	40.0	26.7	45.6
E-6: Security	66.7	66.7	55.6
Domain F: Functionality Indicators			
Total Inpatients/month	315.8	371.2	294.1
Total Outpatients/month	6137.5	5380.7	6918.9
Total deliveries/month	116.4	126.4	166.1
CS rate (%)	7.5	3.3	5.0
Total Surgeries/month	73.2	30.6	41.9
Physicians per bed	0.2	0.3	0.3
Nurses per bed	0.5	0.6	0.6
Inpatient admissions/MD	24	38.7	28.1
Average Length of Stay (days)	3.7	3.7	3.3
Bed Turn Over Rate	3.5	5.3	11.4
Bed Occupancy Rate	83	81.0	47.0
OPD consults/MD	705.6	973.7	679.4
Surgeries/MD	70.1	23.5	83.3
Deliveries/midwife	22.7	22.7	29.7
Average consultation time per OPD Patient (min)	4.1	4.1	2.8
Inpatient Utilization Male : Female	0.9	0.9	0.9
Inpatient Utilization U5 : O5	1.5	1.2	1.8
Outpatient Utilization Male : Female	0.6	0.6	0.6
Outpatient Utilization U5 : O5	0.4	0.4	0.4
Proportion of new outpatients prescribed antibiotics (%) *	0.6	56.6	44.6
Average number of drugs per new outpatients	0.8	3.7	1.0
Domain G: Ethics and Values	**83.1**	**78.6**	**99.2**
G-1: Gender Equity, Recipients of Care **	66.7	60.0	99.3
G-2: Compliance with MOPH Policy and Local Laws	99.4	97.2	99.1
Composite Score	**71.2**	**71.6**	**72.5**

Areas of achievement: A-2, B-7, C-3, C-9, D-4, E-3

Rising trend: A-2, B-7, C-9, D-4, E-3, G-1

Falling trend: B-6, C-1

Areas of concern: A-1, C-1, C-2, D-3

Takhar

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**75.2**	**53.5**	**69.7**
A-1: Client Satisfaction & Perception of Quality Index	79.1	84.7	78.8
A-2: Community Involvement and Participation	71.3	22.2	92.9
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**64.4**	**54.7**	**66.0**
B-1: Staffing Index	70.4	49.0	67.4
B-2: Staff Management	75.8	62.6	80.2
B-3: Staff Satisfaction	57.8	60.2	61.3
B-4: Staff Motivation	64.1	66.2	71.8
B-5: Hospital Training Activities	59.1	31.9	67.4
B-6: Provider Knowledge Score	63.1	62.4	63.8
B-7: Gender Equity, Providers of Care	66.7	60.0	97.9
B-8: Salaries up-to-date	58.3	45.4	17.9
Domain C: Physical Capacity	**71.2**	**63.1**	**73.5**
C1: Communications and Transport	**100.0**	**62.5**	**62.5**
C-1: Communications and Transport	100.0	62.5	62.5
C2: Infrastructure	**53.3**	**67.5**	**81.8**
C-2: Infrastructure Index	53.3	67.5	81.8
C3: Supplies-Drugs and Equipment	**72.7**	**69.0**	**72.8**
C-3: Equipment Functionality Index	69.5	56.9	74.9
C-4: Pharmaceuticals Availability Index	75.9	81.2	70.8
C4: Service Availability	**58.8**	**53.5**	**76.8**
C-5: Lab and X-ray Index	80.8	76.9	84.7
C-6: Clinical Guidelines Index	63.0	73.6	100.0
C-7: Record System Index	81.6	77.0	97.2
C-8: Hotel Services	44.1	20.5	53.3
C-9: Safety precautions	40.5	44.9	61.1
C-10: Female Friendly Facilities	42.9	28.2	64.2
Domain D: Quality of Service Provision	**60.5**	**51.4**	**68.7**
D1: Enabling Environment	**63.5**	**44.4**	**77.3**
D-1: Functioning of standing committees	41.7	25.0	54.7
D-2: Drug Storage and Record Keeping	85.2	63.9	100.0
D2: Quality of Care	**57.5**	**58.4**	**60.1**
D-3: Client History and Physical Exam Index	80.2	88.1	86.8
D-4: Client Counseling Index	38.4	49.3	21.6
D-5: Biohazard Precautions	53.8	37.8	72.0

General: Four hospitals were surveyed in Takhar, three DHs and one PH. The composite score increased from 57.8% to 70.3%.

Activity: The total inpatients/month, outpatients/month, and deliveries/month increased. The total surgeries/month decreased.

Staffing levels: The ratio for physicians per bed remains the same at 0.2 and the ratio for nurses per bed decreased from 0.5 to 0.4.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**57.5**	**40.6**	**55.1**
E-1: Management Team (Including training)	46.3	46.7	93.8
E-2: HMIS	94.4	54.2	100.0
E-3: Equipment Management	88.9	50.0	75.0
E-4: Administrative and Financial Autonomy	13.3	5.0	20.0
E-5: Local Financial Management	46.7	29.2	25.0
E-6: Security	55.6	58.3	16.7
Domain F: Functionality Indicators			
Total Inpatients/month	342.6	268.1	868.3
Total Outpatients/month	7766.7	5114.7	7526.7
Total deliveries/month	228.1	117.5	319.4
CS rate (%)	3.7	1.0	3.4
Total Surgeries/month	108.4	112.4	91.1
Physicians per bed	0.2	0.2	0.2
Nurses per bed	0.4	0.5	0.4
Inpatient admissions/MD	46	46.4	42.8
Average Length of Stay (days)	3.7	3.0	3.8
Bed Turn Over Rate	4.4	7.7	6.0
Bed Occupancy Rate	65.7	72.5	84.8
OPD consults/MD	3270.3	1074.6	1120.4
Surgeries/MD	44.7	40.6	40.3
Deliveries/midwife	32.6	26.5	46.0
Average consultation time per OPD Patient (min)	5.7	6.0	4.2
Inpatient Utilization Male : Female	1	0.5	1.0
Inpatient Utilization U5 : O5	0.4	0.4	1.5
Outpatient Utilization Male : Female	0.6	0.7	0.7
Outpatient Utilization U5 : O5	0.5	0.5	0.5
Proportion of new outpatients prescribed antibiotics (%) *	0.5	57.9	49.2
Average number of drugs per new outpatients	0.3	2.3	1.9
Domain G: Ethics and Values	**86.1**	**83.8**	**88.7**
G-1: Gender Equity, Recipients of Care **	73.3	70.0	98.0
G-2: Compliance with MOPH Policy and Local Laws	98.9	97.5	79.5
Composite Score	**69.2**	**57.8**	**70.3**

Areas of achievement: B-4, B-7, C-6, C-7, C-9, D-2, D-4, E-1, E-2

Rising trend: A-2, C-3 C-5, C-6, C-7, C-9, C-10, D-5, E-2, E-3, G-1

Falling trend: A-1, D-4, G-2

Areas of concern: B-8, C-1, E-6, G-2

Uruzgan

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**92.0**	**80.1**	**59.4**
A-1: Client Satisfaction & Perception of Quality Index	84.0	72.8	78.2
A-2: Community Involvement and Participation	100.0	87.5	100.0
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**68.7**	**78.9**	**64.2**
B-1: Staffing Index	38.1	42.9	54.4
B-2: Staff Management	90.0	89.6	80.6
B-3: Staff Satisfaction	60.7	65.1	53.1
B-4: Staff Motivation	66.5	74.3	67.7
B-5: Hospital Training Activities	72.9	100.0	44.6
B-6: Provider Knowledge Score	61.1	64.4	-
B-7: Gender Equity, Providers of Care	60.0	100.0	100.0
B-8: Salaries up-to-date	100.0	95.0	49.3
Domain C: Physical Capacity	**82.9**	**86.3**	**89.1**
C1: Communications and Transport	**100.0**	**100.0**	**100.0**
C-1: Communications and Transport	100.0	100.0	100.0
C2: Infrastructure	**93.8**	**87.5**	**80.2**
C-2: Infrastructure Index	93.8	87.5	80.2
C3: Supplies-Drugs and Equipment	**79.1**	**92.9**	**91.3**
C-3: Equipment Functionality Index	72.4	87.6	90.5
C-4: Pharmaceuticals Availability Index	85.7	98.2	92.1
C4: Service Availability	**58.8**	**64.6**	**84.8**
C-5: Lab and X-ray Index	82.6	87.0	95.7
C-6: Clinical Guidelines Index	66.7	55.6	100.0
C-7: Record System Index	84.0	76.5	90.1
C-8: Hotel Services	8.7	30.6	59.1
C-9: Safety precautions	55.6	61.1	80.6
C-10: Female Friendly Facilities	55.0	77.0	83.5
Domain D: Quality of Service Provision	**76.8**	**73.9**	**85.8**
D1: Enabling Environment	**91.7**	**90.3**	**86.1**
D-1: Functioning of standing committees	100.0	91.7	83.3
D-2: Drug Storage and Record Keeping	83.3	88.9	88.9
D2: Quality of Care	**62.0**	**57.5**	**85.6**
D-3: Client History and Physical Exam Index	76.3	70.7	90.0
D-4: Client Counseling Index	36.1	24.8	80.7
D-5: Biohazard Precautions	73.6	77.1	85.9

General: Two hospitals were surveyed in Uruzgan: one DH and one PH. The composite score decreased slightly from 80.6% to 79.9%.

Activity: The total outpatients/month, surgeries/month, and deliveries/month increased. The total inpatients/month decreased.

Staffing levels: The ratio for physicians per bed and nurses per bed remain the same at 0.1 and 0.4, respectively.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**81.7**	**74.4**	**82.8**
E-1: Management Team (Including training)	83.3	66.7	93.8
E-2: HMIS	100.0	66.7	100.0
E-3: Equipment Management	100.0	66.7	100.0
E-4: Administrative and Financial Autonomy	40.0	80.0	60.0
E-5: Local Financial Management	100.0	100.0	60.0
E-6: Security	66.7	66.7	83.3
Domain F: Functionality Indicators			
Total Inpatients/month	246.5	388.3	287.1
Total Outpatients/month	7372.5	4554.0	7465.7
Total deliveries/month	108.2	74.0	140.9
CS rate (%)	8.3	9.7	4.7
Total Surgeries/month	263.7	95.7	366.4
Physicians per bed	0.1	0.1	0.1
Nurses per bed	0.2	0.4	0.4
Inpatient admissions/MD	27.4	48.5	46.8
Average Length of Stay (days)	4	3.0	4.0
Bed Turn Over Rate	2.5	5.8	6.4
Bed Occupancy Rate	48	54.0	69.5
OPD consults/MD	819.2	569.3	1171.1
Surgeries/MD	263.7		245.0
Deliveries/midwife	21.6	10.6	24.5
Average consultation time per OPD Patient (min)	5	4.2	6.1
Inpatient Utilization Male : Female	1	0.6	0.9
Inpatient Utilization U5 : O5	0.9	0.2	1.0
Outpatient Utilization Male : Female	0.5	0.8	0.8
Outpatient Utilization U5 : O5	0.3	0.2	0.6
Proportion of new outpatients prescribed antibiotics (%) *	0.9	30.0	31.6
Average number of drugs per new outpatients	2.2	1.4	-
Domain G: Ethics and Values	**90.0**	**90.0**	**98.2**
G-1: Gender Equity, Recipients of Care **	80.0	80.0	96.3
G-2: Compliance with MOPH Policy and Local Laws	100.0	100.0	100.0
Composite Score	**82.0**	**80.6**	**79.9**

Areas of achievement: A-2, B-7, C-1, C-3, C-4, C-5, C-6, C-9, C-10, D-4, D-5, E-1, E-2, E-3, E-6, G-2

Rising trend: A-2, B-1, C-8, D-3, D-4, D-5, E-2, E-3, G-1

Falling trend: B-3, B-5, E-4, E-5

Areas of concern: B-3, G-1

Wardak

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**53.8**	**74.4**	**57.2**
A-1: Client Satisfaction & Perception of Quality Index	70.0	84.4	71.7
A-2: Community Involvement and Participation	37.5	64.4	100.0
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**67.3**	**60.8**	**69.0**
B-1: Staffing Index	41.3	62.1	64.1
B-2: Staff Management	82.4	79.0	86.1
B-3: Staff Satisfaction	55.6	71.4	57.5
B-4: Staff Motivation	62.9	80.0	67.8
B-5: Hospital Training Activities	69.0	48.1	23.2
B-6: Provider Knowledge Score	60.5	65.7	58.4
B-7: Gender Equity, Providers of Care	66.7	50.0	100.0
B-8: Salaries up-to-date	100.0	30.1	94.5
Domain C: Physical Capacity	**80.0**	**76.8**	**68.4**
C1: Communications and Transport	**100.0**	**100.0**	**50.0**
C-1: Communications and Transport	100.0	100.0	50.0
C2: Infrastructure	**80.0**	**67.0**	**71.7**
C-2: Infrastructure Index	80.0	67.0	71.7
C3: Supplies-Drugs and Equipment	**79.6**	**80.6**	**82.3**
C-3: Equipment Functionality Index	75.8	75.3	80.1
C-4: Pharmaceuticals Availability Index	83.4	86.0	84.6
C4: Service Availability	**60.6**	**59.6**	**69.7**
C-5: Lab and X-ray Index	86.7	84.7	91.1
C-6: Clinical Guidelines Index	63.0	83.3	85.2
C-7: Record System Index	80.8	91.0	100.0
C-8: Hotel Services	57.0	17.0	38.7
C-9: Safety precautions	24.4	37.7	62.0
C-10: Female Friendly Facilities	51.5	43.7	41.0
Domain D: Quality of Service Provision	**70.2**	**74.6**	**77.4**
D1: Enabling Environment	**81.5**	**79.2**	**82.9**
D-1: Functioning of standing committees	72.2	75.0	80.6
D-2: Drug Storage and Record Keeping	90.7	83.3	85.2
D2: Quality of Care	**59.0**	**69.9**	**71.9**
D-3: Client History and Physical Exam Index	91.8	88.4	91.9
D-4: Client Counseling Index	25.5	49.5	52.6
D-5: Biohazard Precautions	59.7	71.9	71.3

General: Three hospitals were surveyed in Wardak: two DHs and one PH. The composite score increased from 71.6% to 73.5%.

Activity: The total outpatients/month, deliveries/month, and surgeries/month increased, whereas total inpatients/month decreased.

Staffing levels: The ratio for physicians per bed increased from 0.1 to 0.2 and the ratio for nurses per bed decreased from 0.4 to 0.3.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**59.5**	**53.1**	**69.3**
E-1: Management Team (Including training)	74.8	79.5	62.0
E-2: HMIS	94.4	95.8	100.0
E-3: Equipment Management	66.7	83.3	100.0
E-4: Administrative and Financial Autonomy	0.0	20.0	15.0
E-5: Local Financial Management	43.3	15.0	72.2
E-6: Security	77.8	25.0	66.7
Domain F: Functionality Indicators			
Total Inpatients/month	280.7	489.0	350.1
Total Outpatients/month	3961	4347.1	5273.2
Total deliveries/month	119.9	95.2	184.9
CS rate (%)	4.5	2.3	2.8
Total Surgeries/month	53.4	66.9	73.5
Physicians per bed	0.1	0.1	0.2
Nurses per bed	0.3	0.4	0.3
Inpatient admissions/MD	64.7	70.0	26.1
Average Length of Stay (days)	3	13.8	7.3
Bed Turn Over Rate	5.4	6.1	8.7
Bed Occupancy Rate	55.3	70.3	50.3
OPD consults/MD	923.7	593.7	421.2
Surgeries/MD	60.6	86.1	35.9
Deliveries/midwife	33.9	22.2	33.4
Average consultation time per OPD Patient (min)	5.2	5.5	3.5
Inpatient Utilization Male : Female	0.5	0.7	0.5
Inpatient Utilization U5 : O5	0.3	0.9	0.3
Outpatient Utilization Male : Female	0.8	1.1	0.8
Outpatient Utilization U5 : O5	0.2	0.4	0.2
Proportion of new outpatients prescribed antibiotics (%) *	0.6	65.4	37.1
Average number of drugs per new outpatients	1	2.7	0.4
Domain G: Ethics and Values	**70.0**	**89.8**	**99.6**
G-1: Gender Equity, Recipients of Care **	40.0	80.0	99.2
G-2: Compliance with MOPH Policy and Local Laws	100.0	99.6	100.0
Composite Score	**66.8**	**71.6**	**73.5**

Areas of achievement: A-2, B-7, C-3, C-7, C-9, D-3, D-4, E-2, E-3, E-5, G-2

Rising trend: A-2, B-7, C-3, C-7, C-9, E-2, E-3, E-6, G-1, G-2

Falling trend: A-1, C-1

Areas of concern: B-5, B-6, C-1

Zabul

Year	2011/12	2012/13	2015
Domain A: Clients and Community	**68.0**	**68.9**	**58.9**
A-1: Client Satisfaction & Perception of Quality Index	67.2	68.3	82.9
A-2: Community Involvement and Participation	68.8	69.4	93.8
A-3: User Fees; Transparency and Exemptions	-	-	-
Domain B: Human Resources	**47.2**	**70.3**	**74.8**
B-1: Staffing Index	53.6	64.7	62.3
B-2: Staff Management	53.0	75.2	94.6
B-3: Staff Satisfaction	57.7	56.6	71.4
B-4: Staff Motivation	61.7	65.7	75.1
B-5: Hospital Training Activities	25.9	53.1	47.6
B-6: Provider Knowledge Score	63.5	64.6	52.1
B-7: Gender Equity, Providers of Care	30.0	100.0	95.0
B-8: Salaries up-to-date	32.5	82.5	100.0
Domain C: Physical Capacity	**60.5**	**69.1**	**85.9**
C1: Communications and Transport	**50.0**	**75.0**	**100.0**
C-1: Communications and Transport	50.0	75.0	100.0
C2: Infrastructure	**82.4**	**74.0**	**76.0**
C-2: Infrastructure Index	82.4	74.0	76.0
C3: Supplies-Drugs and Equipment	**72.2**	**76.9**	**90.5**
C-3: Equipment Functionality Index	64.7	74.1	89.9
C-4: Pharmaceuticals Availability Index	79.7	79.6	91.1
C4: Service Availability	**37.3**	**50.4**	**77.1**
C-5: Lab and X-ray Index	80.0	89.0	89.1
C-6: Clinical Guidelines Index	16.7	38.9	93.8
C-7: Record System Index	63.2	71.0	97.5
C-8: Hotel Services	31.1	18.2	53.5
C-9: Safety precautions	20.1	30.6	63.5
C-10: Female Friendly Facilities	12.9	55.0	65.1
Domain D: Quality of Service Provision	**56.0**	**69.1**	**81.5**
D1: Enabling Environment	**55.8**	**76.7**	**88.5**
D-1: Functioning of standing committees	17.2	81.3	93.8
D-2: Drug Storage and Record Keeping	94.4	72.2	83.3
D2: Quality of Care	**56.2**	**61.5**	**74.5**
D-3: Client History and Physical Exam Index	71.1	80.2	83.7
D-4: Client Counseling Index	33.5	26.3	57.8
D-5: Biohazard Precautions	63.9	78.1	81.9

General: Two hospitals were surveyed in Zabul: one DH and one PH. The composite score increased from 68% to 78.6%.

Activity: The total deliveries/month and surgeries/month increased. The total inpatients/month and outpatients/month decreased.

Staffing levels: The ratio for physicians per bed remains the same at 0.2 and the ratio for nurses per bed decreased from 0.5 to 0.4.

Year	2011/12	2012/13	2015
Domain E: Management Systems	**47.4**	**55.8**	**71.4**
E-1: Management Team (Including training)	62.5	91.7	98.1
E-2: HMIS	75.0	100.0	100.0
E-3: Equipment Management	66.7	50.0	100.0
E-4: Administrative and Financial Autonomy	0.0	30.0	30.0
E-5: Local Financial Management	30.0	30.0	50.0
E-6: Security	50.0	33.3	50.0
Domain F: Functionality Indicators			
Total Inpatients/month	304.8	374.3	276.1
Total Outpatients/month	3185.5	4914.0	4360.4
Total deliveries/month	129.5	157.0	204.3
CS rate (%)	2.8	2.6	4.8
Total Surgeries/month	123.7	118.2	128.3
Physicians per bed	0.2	0.2	0.2
Nurses per bed	0.4	0.5	0.4
Inpatient admissions/MD	24.9	37.0	16.4
Average Length of Stay (days)	3	4.5	3.5
Bed Turn Over Rate	3.5	5.8	7.9
Bed Occupancy Rate	43.5	68.5	93.5
OPD consults/MD	298.5	793.6	282.7
Surgeries/MD	243.8	216.8	77.1
Deliveries/midwife	33.4	46.2	42.0
Average consultation time per OPD Patient (min)	3.3	7.4	3.4
Inpatient Utilization Male : Female	0.5	0.5	0.8
Inpatient Utilization U5 : O5	0.2	0.2	0.6
Outpatient Utilization Male : Female	1.1	0.8	0.8
Outpatient Utilization U5 : O5	0.2	0.3	0.4
Proportion of new outpatients prescribed antibiotics (%) *	0.9	74.2	46.5
Average number of drugs per new outpatients	0.9	2.7	0.8
Domain G: Ethics and Values	**65.0**	**75.0**	**99.4**
G-1: Gender Equity, Recipients of Care **	30.0	50.0	98.8
G-2: Compliance with MOPH Policy and Local Laws	100.0	100.0	100.0
Composite Score	**57.3**	**68.0**	**78.6**

Areas of achievement: B-2, B-3, B-4, B-7, B-8, C-1, C-3, C-7, C-9, D-4, D-5, E-1, E-2, E-3, G-2

Rising trend: A-1, B-2, B-3, B-8, C-1, C-3, C-9, D-4, E-3, G-1

Falling trend: B-6

Areas of concern: B-6

CONCENTRATION INDICES: PATIENT UTILIZATION (DOMAIN H)

Equity of care utilization indices were estimated by constructing concentration indices. The index was estimated for use of outpatient health visits and overall patient utilization (including inpatient visits). The concentration index is a measure of inequality that is estimated as the transformation of a variable of interest on fractional rank of wealth for a population. The calculation followed the procedures described in O'Donnell et al (2008) for micro-data, that is, when values for health variable and previously constructed wealth measures are available for each individual observation (4). Domain H is a new domain aimed at assessing the level of pro-poor utilization of health services at hospitals. The lower and upper benchmarks are set based on the 2015 results using the usual BSC method for all other indices. The number of surveyed hospitals and therefore, the number of surveyed patients per province is small presenting challenges in the representation of all quintiles. Another limitation for the 2015 results is the use of the 2008 National Risk and Vulnerability Assessment (NRVA) survey data to build the provincial benchmarks for wealth status (5). The 2015 EPHS data indicate that households' wealth status has changed in a way that they are generally wealthier than the 2008 NRVA standards. Future estimates will be based off up-to-date wealth status quintiles such as the use of the 2015 Afghanistan National Household Survey which is currently being implemented, but not yet available at the time of writing this report.

Kabul is the only province with all four concentration indices above the upper benchmark outpatient and all patient utilization and satisfaction. Laghman and Takhar are below the lower benchmark for utilization by poorest households, but of those who are using care in these two provinces, satisfaction among poorer households are high and above the upper benchmark.

National Concentration Indices

For the reasons mentioned above, and considering relatively small sample sizes of EPHS provincial patient interviews, the third party plans to calculate the existing two concentration indices at national level for each type of hospital, using an up-to-date representative household survey for establishing wealth benchmarks. These new national level facility-type-wise indices are aimed to be calculated when up-to-date data from Afghanistan National Household Survey becomes available.

Province	H-1: Outpatient Visit Concentration Index		H-2: Outpatient Satisfaction Concentration Index		H-1: Patient Utilization Concentration Index		H-2: Patient Satisfaction Concentration Index	
	CI	# obs	CI	# obs	CI	# obs	CI	# obs
LBM*	42.8		49.6		43.0		49.3	
UBM*	50.3		50.3		49.4		50.2	
Badakshan	49.6	72	50.0	70	48.9	132	49.9	130
Badghis	50.0	24	50.0	24	50.0	44	50.0	44
Baghlan	42.5	72	49.8	72	44.1	132	49.8	132
Balkh	50.9	95	49.4	94	47.8	151	49.2	150
Bamyan	49.5	88	50.0	85	49.2	158	50.0	155
Daykundi	46.6	66	50.1	65	46.1	107	49.9	106
Farah	47.4	48	50.0	48	46.9	88	50.0	88
Faryab	42.9	72	49.8	72	41.9	114	49.5	114
Ghazni	49.5	96	48.4	96	49.2	168	49.2	168
Ghor	49.5	48	50.0	48	49.6	80	50.0	80
Helmand	49.2	60	50.0	58	47.8	95	50.0	93
Herat	52.7	96	49.6	96	48.6	141	49.8	141
Jawzjan	42.3	59	49.4	59	52.3	96	48.4	96
Kabul	57.1	299	50.4	299	55.9	579	50.2	579
Kandahar	55.7	48	50.1	48	55.5	73	49.8	73
Kapisa	42.8	49	50.4	49	41.7	89	50.2	89
Khost	51.2	24	50.3	24	44.4	44	48.6	44
Kunar	48.1	48	50.1	48	48.4	84	50.0	84
Kunduz	39.6	48	50.1	48	42.1	88	50.5	88
Laghman	39.3	24	50.7	24	41.6	44	50.8	44
Logar	47.1	72	49.1	72	47.6	130	49.3	130
Nangrahar	41.6	72	53.4	72	43.5	132	52.2	132
Nimroz	45.6	24	50.2	24	42.8	44	50.2	44
Nuristan	54.4	24	50.1	24	46.0	33	50.1	33
Paktika	52.5	72	49.0	72	44.1	129	49.1	129
Paktya	42.8	71	48.6	55	43.0	125	49.3	109
Panjsher	44.1	24	49.9	24	44.7	28	49.9	28
Parwan	44.2	48	50.0	48	45.8	73	50.0	73
Samangan	45.7	96	50.1	96	43.9	168	49.7	168
Saripul	48.3	71	50.0	71	46.4	119	50.1	119
Takhar	41.4	96	50.4	96	40.8	163	50.3	163
Uruzgan	50.0	48	50.0	40	50.0	88	50.0	80
Wardak	50.0	72	50.8	71	47.7	132	51.0	131
Zabul	50.0	48	50.0	48	50.0	75	50.0	75

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ANNEX 1: PROVINCIAL SCORECARDS, 2015

Province			Badakhshan	Badghis	Baghlan	Balkh	Bamyan	Daykundi	Farah	Faryab	Ghazni
Year	**LBM***	**UBM***	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**
Domain A: Clients and Community			**64.7**	**76.9**	**92.2**	**66.1**	**60.2**	**75.9**	**94.4**	**88.6**	**65.3**
A-1: Client Satisfaction & Perception of Quality Index	70.0	84.0	75.3	76.1	88.2	76.5	86.6	68.5	95.1	82.5	73.6
A-2: Community Involvement and Participation	62.5	100.0	54.2	77.8	96.3	55.8	69.1	83.3	93.8	83.3	72.2
A-3: User Fees; Transparency and Exemptions	81.3	100.0					25.0			100.0	50.0
Domain B: Human Resources			**72.1**	**54.1**	**79.1**	**64.8**	**65.2**	**68.0**	**64.0**	**68.2**	**63.3**
B-1: Staffing Index	49.6	74.6	77.1	68.4	77.1	61.4	63.2	63.5	58.2	60.0	63.5
B-2: Staff Management	60.7	90.4	80.5	43.5	81.4	73.4	68.3	70.6	67.5	87.4	78.8
B-3: Staff Satisfaction	56.8	63.7	60.0	61.3	66.0	57.4	63.0	67.2	71.0	65.5	58.2
B-4: Staff Motivation	61.7	69.3	67.2	74.5	76.5	69.4	69.9	70.7	73.4	71.0	65.5
B-5: Hospital Training Activities	31.7	74.3	65.1	10.6	77.5	23.3	41.2	71.5	39.4	53.1	49.2
B-6: Provider Knowledge Score	58.5	65.3	63.2	59.6	68.9	65.3	70.2	71.5	53.5	65.2	60.0
B-7: Gender Equity, Providers of Care	44.6	90.0	98.1	100.0	99.2	98.0	100.0	95.5	98.8	98.5	99.7
B-8: Salaries up-to-date	33.3	100.0	65.7	15.0	86.7	70.1	46.0	33.2	50.0	44.6	31.8
Domain C: Physical Capacity			**71.6**	**71.7**	**84.4**	**58.6**	**66.6**	**58.8**	**78.8**	**78.3**	**57.2**
C1: Communications and Transport			**50.0**	**100.0**	**100.0**	**58.3**	**62.5**	**66.7**	**100.0**	**83.3**	**50.0**
C-1: Communications and Transport	75.0	100.0	50.0	100.0	100.0	58.3	62.5	66.7	100.0	83.3	50.0
C2: Infrastructure			**87.9**	**70.0**	**85.8**	**41.4**	**58.6**	**36.7**	**74.0**	**87.1**	**43.5**
C-2: Infrastructure Index	66.7	93.3	87.9	70.0	85.8	41.4	58.6	36.7	74.0	87.1	43.5
C3: Supplies-Drugs and Equipment			**71.1**	**61.3**	**76.3**	**77.7**	**70.0**	**75.7**	**84.5**	**80.4**	**70.8**
C-3: Equipment Functionality Index	66.4	78.3	69.1	62.2	69.0	69.5	71.3	72.0	77.2	79.5	65.3
C-4: Pharmaceuticals Availability Index	68.4	91.5	73.1	60.5	83.5	85.9	68.7	79.4	91.8	81.4	76.3
C4: Service Availability			**77.3**	**55.5**	**75.4**	**56.9**	**75.2**	**56.3**	**57.0**	**62.3**	**64.4**
C-5: Lab and X-ray Index	79.5	93.3	89.8	87.0	92.4	90.5	98.8	86.4	84.3	86.4	90.8
C-6: Clinical Guidelines Index	55.6	94.4	81.5	22.2	92.6	72.2	97.2	96.3	47.9	91.5	91.7
C-7: Record System Index	72.9	95.6	89.3	75.9	85.0	87.4	85.6	88.4	88.3	94.8	99.3
C-8: Hotel Services	10.5	73.7	59.9	22.9	38.2	34.9	37.5	14.7	42.1	13.4	27.0
C-9: Safety precautions	28.2	61.1	75.8	68.8	66.7	25.8	50.0	32.1	56.6	43.4	33.3
C-10: Female Friendly Facilities	39.4	66.2	67.5	56.4	77.8	30.4	82.0	19.9	22.5	44.2	44.0
Domain D: Quality of Service Provision			**67.8**	**58.1**	**84.2**	**54.5**	**65.3**	**67.2**	**64.2**	**79.8**	**82.8**
D1: Enabling Environment			**63.8**	**68.4**	**93.5**	**55.0**	**59.0**	**74.3**	**75.0**	**91.7**	**93.9**
D-1: Functioning of standing committees	41.0	100.0	53.5	81.3	100.0	34.0	75.0	70.8	66.7	83.3	90.6
D-2: Drug Storage and Record Keeping	59.3	96.3	74.1	55.6	87.0	75.9	43.1	77.8	83.3	100.0	97.2
D2: Quality of Care			**71.9**	**47.8**	**74.8**	**53.9**	**71.7**	**60.0**	**53.4**	**67.9**	**71.7**
D-3: Client History and Physical Exam Index	74.1	91.2	84.8	82.6	86.3	83.3	89.5	77.2	69.2	92.5	86.6
D-4: Client Counseling Index	19.1	47.0	63.7	19.3	45.7	36.9	56.5	41.4	33.2	40.5	46.2
D-5: Biohazard Precautions	51.6	76.7	67.2	41.4	92.5	41.6	69.0	61.5	57.9	70.6	82.4

Province			Badakhshan	Badghis	Baghlan	Balkh	Bamyan	Daykundi	Farah	Faryab	Ghazni
Year	**LBM***	**UBM***	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**
Domain E: Management Systems			**61.1**	**49.6**	**68.8**	**50.1**	**55.0**	**67.7**	**52.3**	**67.2**	**76.7**
E-1: Management Team (Including training)	57.1	93.1	62.4	44.4	85.2	74.9	73.6	65.0	67.0	77.7	78.3
E-2: HMIS	75.0	100.0	100.0	100.0	100.0	100.0	91.7	81.1	91.7	94.4	95.8
E-3: Equipment Management	66.7	100.0	77.8	100.0	100.0	55.6	66.7	100.0	50.0	100.0	91.7
E-4: Administrative and Financial Autonomy	13.3	75.0	26.7	0.0	33.3	0.0	35.0	20.0	30.0	13.3	55.0
E-5: Local Financial Management	20.0	65.0	22.2	20.0	27.8	3.3	30.0	40.0	25.0	40.0	47.5
E-6: Security	44.4	83.3	77.8	33.3	66.7	66.7	33.3	100.0	50.0	77.8	91.7
Domain F: Functionality Indicators	**MIN**	**MAX**									
Total Inpatients/month	109.0	2842.0	690.1	926.3	878.9	753.2	428.3	277.9	982.3	796.7	1097.2
Total Inpatients/month (excl. pregnancy)	0.0	2842		720.0		516.2	335.6	389.8		673.7	445.3
Total Outpatients/month	2182.2	21906.2	12064.6	5838.0	9619.8	10564.0	5210.8	4662.0	8091.3	9737.2	
Total deliveries/month	14.0	1026.9	237.8	220.0	366.2	505.0	77.6	57.1	314.8	234.2	408.6
CS rate	1.0	13.6	6.9	6.2	4.9	4.8	4.8	7.0	6.2	2.0	3.8
Total Surgeries/month	8.5	854.9	144.2	40.2	120.6	374.9	44.8	35.6	854.9	139.6	237.0
Physicians per bed	0.1	0.6	0.2	0.1	0.3	0.2	0.2	0.2	0.1	0.2	0.2
Nurses per bed	0.2	0.6	0.5	0.2	0.4	0.3	0.4	0.6	0.3	0.4	0.5
Inpatient admissions/MD	13.6	528.9	51.8	115.8	37.1	29.4	52.9	26.9	40.9	58.1	148.6
Average Length of Stay (days)	1.7	17	3.0		3.0	3.7	2.0	3.0	2.0	1.7	
Bed Turn Over Rate	2.8	15.5	9.5	11.9	4.7	6.4	11.0	7.3		13.0	11.5
Bed Occupancy Rate	32.0	140.0	74.7	77.0	32.0	60.7	72.8	59.0	60.0	92.7	62.0
OPD consults/MD	246.6	1813.7	1813.7	729.8	642.3	645.1	805.3	818.5	546.9	1104.8	1813.7
Surgeries/MD	8.5	288.3	76.8	20.1	81.3	98.1	28.8	19.9	288.3	31.4	103.1
Deliveries/midwife	4.7	97.6	33.9	27.5	44.5	48.3	9.3	9.9	35.2	41.4	68.4
Average consultation time per OPD Patient (min)	2.5	17.7	4.5	4.0	4.6	6.2	4.3	3.8	3.1	8.8	3.2
Inpatient Utilization Male : Female	0.3	3.5	0.3	0.6	0.6	0.8	0.6	1.0	0.6	0.7	0.5
Inpatient UtilizationU5 : O5	0.2	1.8	0.2	0.6	0.9	0.7	0.6	0.4	0.3	0.5	0.5
Inpatient Utilization Male : Female (excl. pregnancy)	0.0	4.6	0.0	1.0		4.6	0.8	1.3		1.0	0.3
Inpatient UtilizationU5 : Over 5 (excl. pregnancy)	0.0	3.0	0.0	0.9		2.1	0.9	0.4		1.0	0.1
Outpatient Utilization Male : Female	0.5	1.1	0.7	0.9	0.7	0.5	0.9	0.5	0.6	0.6	
Outpatient UtilizationU5 : O5	0.2	0.8	0.5	0.6	0.5	0.4	0.4	0.3	0.4	0.5	
Proportion of new outpatients prescribed antibiotics	4.9	86.7	49.7		50.6	41.9	55.2	35.9	70.9	64.6	17.1
Average number of drugs per new outpatients	0.4	8	2.0		2.1	2.0	0.8	1.0	3.0	1.8	1.1
Domain G: Ethics and Values			**97.2**	**100.0**	**99.6**	**95.2**	**99.5**	**99.5**	**99.6**	**97.5**	**98.9**
G-1: Gender Equity, Recipients of Care **	96.6	100.0	95.8	100.0	99.2	97.1	98.9	100.0	99.8	98.7	98.4
G-2: Compliance with MOPH Policy and Local Laws	96.7	100.0	98.6	100.0	100.0	93.3	100.0	99.0	99.3	96.3	99.3
Composite Score			**72.4**	**68.4**	**84.7**	**64.9**	**68.6**	**72.8**	**75.5**	**79.9**	**74.0**

** Lower and upper benchmarks are set based on 2011/2012 results, with the excpetion of G-1*

*** Benchmarks for was revised for this indicator based corrections made to the original analysis*

Province			Ghor	Helmand	Herat	Jawzjan	Kabul	Kandahar	Kapisa	Khost	Kunar
Year	**LBM***	**UBM***	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**
Domain A: Clients and Community			**80.9**	**84.8**	**61.0**	**72.2**	**39.4**	**88.2**	**87.1**	**81.6**	**84.4**
A-1: Client Satisfaction & Perception of Quality Index	70.0	84.0	67.4	82.1	79.8	69.5	69.9	81.9	86.6	74.3	68.8
A-2: Community Involvement and Participation	62.5	100.0	94.4	87.5	42.2	75.0	23.4	94.4	87.5	88.9	100.0
A-3: User Fees; Transparency and Exemptions	81.3	100.0					25.0				
Domain B: Human Resources			**61.5**	**64.2**	**68.9**	**69.5**	**72.0**	**72.2**	**72.8**	**67.1**	**74.3**
B-1: Staffing Index	49.6	74.6	68.6	63.5	62.8	71.2	94.1	70.1	71.2	89.5	61.8
B-2: Staff Management	60.7	90.4	88.6	82.4	70.8	63.3	79.7	79.7	87.1	86.7	85.2
B-3: Staff Satisfaction	56.8	63.7	57.8	61.9	60.8	59.2	56.8	63.0	62.6	61.0	65.1
B-4: Staff Motivation	61.7	69.3	64.5	66.1	67.2	67.2	67.1	72.6	71.2	68.9	76.7
B-5: Hospital Training Activities	31.7	74.3	29.5	44.1	51.9	45.2	37.8	49.7	71.2	70.6	32.2
B-6: Provider Knowledge Score	58.5	65.3	61.2	57.0	64.6		59.5	62.1	63.4	54.9	75.9
B-7: Gender Equity, Providers of Care	44.6	90.0	95.2	98.5	99.2	92.9	96.7	100.0	97.1	100.0	97.4
B-8: Salaries up-to-date	33.3	100.0	26.4	40.2	73.6	87.5	84.1	80.6	58.7	5.3	100.0
Domain C: Physical Capacity			**75.0**	**84.5**	**70.6**	**52.5**	**66.2**	**84.2**	**87.3**	**93.5**	**72.9**
C1: Communications and Transport			**100.0**	**83.3**	**75.0**	**25.0**	**88.9**	**75.0**	**100.0**	**100.0**	**75.0**
C-1: Communications and Transport	75.0	100.0	100.0	83.3	75.0	25.0	88.9	75.0	100.0	100.0	75.0
C2: Infrastructure			**70.6**	**80.0**	**73.8**	**45.3**	**69.5**	**87.5**	**86.7**	**100.0**	**74.4**
C-2: Infrastructure Index	66.7	93.3	70.6	80.0	73.8	45.3	69.5	87.5	86.7	100.0	74.4
C3: Supplies-Drugs and Equipment			**69.5**	**93.3**	**68.6**	**73.5**	**58.5**	**91.9**	**81.5**	**96.7**	**74.1**
C-3: Equipment Functionality Index	66.4	78.3	69.8	92.3	65.2	74.9	64.3	89.7	82.6	94.6	79.3
C-4: Pharmaceuticals Availability Index	68.4	91.5	69.3	94.3	72.1	72.1	52.7	94.0	80.5	98.8	68.8
C4: Service Availability			**59.8**	**81.5**	**65.0**	**66.1**	**48.1**	**82.3**	**81.1**	**77.2**	**68.3**
C-5: Lab and X-ray Index	79.5	93.3	93.2	98.6	87.4	93.3	70.5	88.7	86.6	87.0	82.1
C-6: Clinical Guidelines Index	55.6	94.4	38.9	100.0	75.0	88.2	20.6	100.0	94.4	100.0	100.0
C-7: Record System Index	72.9	95.6	100.0	82.5	66.3	97.0	81.8	98.2	95.9	97.6	96.0
C-8: Hotel Services	10.5	73.7	46.5	55.3	68.9	33.7	22.9	92.8	83.9	33.3	20.6
C-9: Safety precautions	28.2	61.1	25.0	72.2	48.9	53.9	48.2	61.5	66.3	77.8	64.7
C-10: Female Friendly Facilities	39.4	66.2	55.1	80.4	43.7	30.3	44.5	52.3	59.6	67.5	46.5
Domain D: Quality of Service Provision			**76.0**	**79.3**	**63.1**	**81.2**	**68.2**	**84.3**	**83.2**	**86.7**	**80.9**
D1: Enabling Environment			**81.8**	**81.5**	**57.7**	**77.3**	**77.4**	**91.0**	**89.6**	**100.0**	**92.4**
D-1: Functioning of standing committees	41.0	100.0	96.9	100.0	61.2	65.6	79.2	87.5	87.5	100.0	95.8
D-2: Drug Storage and Record Keeping	59.3	96.3	66.7	63.0	54.2	88.9	75.6	94.4	91.7	100.0	88.9
D2: Quality of Care			**70.3**	**77.2**	**68.5**	**85.2**	**59.1**	**77.7**	**76.8**	**73.3**	**69.4**
D-3: Client History and Physical Exam Index	74.1	91.2	84.1	82.7	75.8	96.2	79.2	72.9	93.2	89.8	96.7
D-4: Client Counseling Index	19.1	47.0	48.2	56.1	63.5	92.9	46.3	75.8	52.1	32.9	48.3
D-5: Biohazard Precautions	51.6	76.7	78.6	92.8	66.1	66.4	51.8	84.3	85.1	97.1	63.3

Province			Ghor	Helmand	Herat	Jawzjan	Kabul	Kandahar	Kapisa	Khost	Kunar
Year	**LBM***	**UBM***	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**
Domain E: Management Systems			**81.9**	**67.9**	**51.4**	**48.1**	**63.2**	**55.5**	**61.9**	**100.0**	**80.8**
E-1: Management Team (Including training)	57.1	93.1	94.4	87.5	57.3	68.9	81.7	77.8	61.1	100.0	100.0
E-2: HMIS	75.0	100.0	91.7	100.0	87.5	91.7	66.7	91.7	100.0	100.0	100.0
E-3: Equipment Management	66.7	100.0	66.7	100.0	75.0	33.3	63.0	66.7	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	13.3	75.0	100.0	60.0	5.0	20.0	51.9	0.0	10.0	100.0	60.0
E-5: Local Financial Management	20.0	65.0	55.0	26.7	41.7	8.3	56.9	30.0	50.0	100.0	58.3
E-6: Security	44.4	83.3	83.3	33.3	41.7	66.7	59.3	66.7	50.0	100.0	66.7
Domain F: Functionality Indicators	**MIN**	**MAX**									
Total Inpatients/month	109.0	2842.0	718.4	515.2	1971.3	1220.0	1005.6	1434.1	566.1	944.3	926.6
Total Inpatients/month (excl. pregnancy)	0.0	2842	15.8				173.8	91.5	395.2	944.3	675.3
Total Outpatients/month	2182.2	21906.2	5974.8		13728.7	20640.0	8218.1	12581.4	8294.1	13208.2	11275.9
Total deliveries/month	14.0	1026.9	185.3	359.5	601.8	391.5	1026.9	916.5	237.0	416.3	265.0
CS rate	1.0	13.6	4.9	4.4	5.8	8.4	13.6	4.6	2.6	4.6	2.2
Total Surgeries/month	8.5	854.9	49.0	272.7	545.1	234.0	422.9	569.7	24.5	330.0	362.8
Physicians per bed	0.1	0.6	0.3	0.3	0.2	0.2	0.6	0.3	0.1	0.2	0.2
Nurses per bed	0.2	0.6	0.5	0.4	0.3	0.3	0.4	0.4	0.3	0.3	0.4
Inpatient admissions/MD	13.6	528.9	56.1	18.5	528.9	58.3	29.6	22.8	50.0	41.1	59.9
Average Length of Stay (days)	1.7	17.0		9.0		2.0	17.2	4.0	4.5		
Bed Turn Over Rate	2.8	15.5	10.3	10.7	8.9	10.1	10.3	8.5	6.4	14.1	14.7
Bed Occupancy Rate	32.0	140.0	90.0	73.3	63.5	42.5	66.1	74.0	50.0	140	89.5
OPD consults/MD	246.6	1813.7	493.6	10436.3	1791.2	480.0	332.0	517.9	882.9	574.3	924.0
Surgeries/MD	8.5	288.3	20.0	68.2	100.3	46.7	114.2	61.6	11.5	110.0	229.7
Deliveries/midwife	4.7	97.6	29.1	40.0	48.0	70.8	62.7	69.1	30.0	46.3	32.8
Average consultation time per OPD Patient (min)	2.5	17.7	3.4	17.7	3.2	3.7	6.3	3.2	5.4	7.2	4.3
Inpatient Utilization Male : Female	0.3	3.5	0.8	1.1	0.7	0.5	3.5	1.1	0.7	1.2	0.8
Inpatient UtilizationU5 : O5	0.2	1.8	0.8	0.5	0.4	0.6	0.5	0.5	1.3	0.9	0.5
Inpatient Utilization Male : Female (excl. pregnancy)	0.0	4.6					2.0	0.8	0.9	1.2	1.0
Inpatient UtilizationU5 : Over 5 (excl. pregnancy)	0.0	3.0					2.1	0.9	1.7	0.9	0.6
Outpatient Utilization Male : Female	0.5	1.1	1.0	0.5	0.7	0.9	0.7	0.8	0.7	0.7	0.9
Outpatient UtilizationU5 : O5	0.2	0.8	0.4	0.5	0.7	0.3	0.4	0.3	0.4	0.5	0.6
Proportion of new outpatients prescribed antibiotics	4.9	86.7	60.5	54.5	49.3	4.9	52.5	56.7	53.8	86.7	55.2
Average number of drugs per new outpatients	0.4	8	0.6	0.9	3.0	2.3	8.1	1.0	3.0	2.9	2.0
Domain G: Ethics and Values			**99.2**	**97.0**	**99.5**	**98.5**	**97.2**	**99.5**	**100.0**	**90.2**	**100.0**
G-1: Gender Equity, Recipients of Care **	96.6	100.0	99.8	96.8	100.0	96.9	96.1	98.9	100.0	80.4	100.0
G-2: Compliance with MOPH Policy and Local Laws	96.7	100.0	98.6	97.2	99.0	100.0	98.4	100.0	100.0	100.0	100.0
Composite Score			**79.1**	**79.6**	**69.1**	**70.3**	**67.7**	**80.6**	**82.0**	**86.5**	**82.2**

** Lower and upper benchmarks are set based on 2011/2012 results, with the excpetion of G-1*

*** Benchmarks for was revised for this indicator based corrections made to the original analysis*

Province			Kunduz	Laghman	Logar	Nangrahar	Nimroz	Nuristan	Paktika	Paktya	Panjsher
Year	**LBM***	**UBM***	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**
Domain A: Clients and Community			**80.0**	**92.1**	**67.1**	**92.7**	**84.1**	**80.9**	**78.5**	**77.4**	**87.6**
A-1: Client Satisfaction & Perception of Quality Index	70.0	84.0	81.9	84.1	82.0	85.5	77.2	74.4	75.8	54.8	81.4
A-2: Community Involvement and Participation	62.5	100.0	78.1	100.0	94.2	100.0	100.0	87.5	81.3	100.0	93.8
A-3: User Fees; Transparency and Exemptions	81.3	100.0			25.0		75.0				
Domain B: Human Resources			**68.5**	**78.3**	**77.6**	**82.3**	**76.5**	**76.3**	**71.8**	**63.3**	**65.0**
B-1: Staffing Index	49.6	74.6	71.3	89.5	64.1	79.8	63.2	43.8	60.3	69.7	50.0
B-2: Staff Management	60.7	90.4	68.9	96.4	88.2	90.2	97.9	75.7	92.3	78.7	33.6
B-3: Staff Satisfaction	56.8	63.7	61.3	51.5	63.7	71.2	58.7	74.6	60.5	55.4	64.1
B-4: Staff Motivation	61.7	69.3	66.3	64.9	68.7	75.3	67.7	80.1	62.9	68.8	73.6
B-5: Hospital Training Activities	31.7	74.3	43.7	64.0	77.6	87.3	68.5	75.0	45.0	83.9	46.9
B-6: Provider Knowledge Score	58.5	65.3	58.8	65.6	65.8	78.3	61.1	61.2	60.2	61.8	67.9
B-7: Gender Equity, Providers of Care	44.6	90.0	100.0	100.0	97.7	100.0	100.0	100.0	96.7	86.1	100.0
B-8: Salaries up-to-date	33.3	100.0	77.5	94.4	95.0	75.9	94.7	100.0	96.1	1.9	84.2
Domain C: Physical Capacity			**82.3**	**85.2**	**89.2**	**88.9**	**81.5**	**71.8**	**70.9**	**60.7**	**55.6**
C1: Communications and Transport			**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**50.0**	**50.0**	**50.0**	**50.0**
C-1: Communications and Transport	75.0	100.0	100.0	100.0	100.0	100.0	100.0	50.0	50.0	50.0	50.0
C2: Infrastructure			**80.2**	**75.0**	**77.8**	**86.7**	**84.4**	**86.7**	**71.6**	**44.3**	**53.3**
C-2: Infrastructure Index	66.7	93.3	80.2	75.0	77.8	86.7	84.4	86.7	71.6	44.3	53.3
C3: Supplies-Drugs and Equipment			**72.7**	**85.9**	**91.2**	**85.0**	**83.2**	**66.3**	**90.0**	**85.3**	**62.9**
C-3: Equipment Functionality Index	66.4	78.3	70.1	88.9	90.2	80.1	70.4	43.1	85.2	78.4	56.1
C-4: Pharmaceuticals Availability Index	68.4	91.5	75.3	82.9	92.3	89.9	96.0	89.5	94.8	92.1	69.6
C4: Service Availability			**76.2**	**79.9**	**87.8**	**84.1**	**58.4**	**84.3**	**72.1**	**63.3**	**56.3**
C-5: Lab and X-ray Index	79.5	93.3	86.7	91.3	91.0	94.0	91.3	84.2	85.5	86.4	95.5
C-6: Clinical Guidelines Index	55.6	94.4	87.3	88.9	92.6	85.2	33.3	100.0	96.3	85.2	66.7
C-7: Record System Index	72.9	95.6	84.0	100.0	100.0	95.4	80.7	99.4	93.0	82.7	78.6
C-8: Hotel Services	10.5	73.7	55.2	81.3	83.5	55.4	34.2	62.2	57.7	24.9	21.9
C-9: Safety precautions	28.2	61.1	66.7	66.7	87.0	90.7	55.6	94.4	57.4	33.1	37.5
C-10: Female Friendly Facilities	39.4	66.2	77.0	51.5	72.9	84.1	55.0	65.7	42.8	67.7	37.5
Domain D: Quality of Service Provision			**85.0**	**80.2**	**80.7**	**82.7**	**78.0**	**75.3**	**87.8**	**77.5**	**67.2**
D1: Enabling Environment			**90.5**	**91.3**	**100.0**	**94.2**	**100.0**	**62.8**	**93.8**	**100.0**	**77.1**
D-1: Functioning of standing committees	41.0	100.0	86.5	93.8	100.0	95.8	100.0	81.3	87.5	100.0	87.5
D-2: Drug Storage and Record Keeping	59.3	96.3	94.4	88.9	100.0	92.6	100.0	44.4	100.0	100.0	66.7
D2: Quality of Care			**79.5**	**69.0**	**61.4**	**71.1**	**56.0**	**87.7**	**81.8**	**55.1**	**57.3**
D-3: Client History and Physical Exam Index	74.1	91.2	96.0	87.5	75.6	88.1	72.0	96.3	92.7	72.1	80.8
D-4: Client Counseling Index	19.1	47.0	66.7	35.9	22.9	50.9	39.6	81.4	68.1	13.2	37.9
D-5: Biohazard Precautions	51.6	76.7	75.9	83.6	85.9	74.3	56.4	85.3	84.6	80.0	53.1

Province			Kunduz	Laghman	Logar	Nangrahar	Nimroz	Nuristan	Paktika	Paktya	Panjsher
Year	**LBM***	**UBM***	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**
Domain E: Management Systems			**57.1**	**79.4**	**82.1**	**90.0**	**96.7**	**59.8**	**77.5**	**80.3**	**46.3**
E-1: Management Team (Including training)	57.1	93.1	70.6	100.0	79.2	100.0	100.0	71.9	91.5	96.3	44.4
E-2: HMIS	75.0	100.0	91.7	83.3	100.0	94.4	100.0	100.0	94.4	94.4	83.3
E-3: Equipment Management	66.7	100.0	83.3	100.0	100.0	100.0	100.0	100.0	100.0	100.0	66.7
E-4: Administrative and Financial Autonomy	13.3	75.0	20.0	60.0	53.3	86.7	80.0	0.0	66.7	80.0	0.0
E-5: Local Financial Management	20.0	65.0	10.0	66.7	71.1	81.1	100.0	20.0	45.6	44.4	16.7
E-6: Security	44.4	83.3	66.7	66.7	88.9	77.8	100.0	66.7	66.7	66.7	66.7
Domain F: Functionality Indicators	**MIN**	**MAX**									
Total Inpatients/month	109.0	2842.0	1098.8	2057.5	633.8	2842.0	552.7	119.0	319.3	396.8	109.0
Total Inpatients/month (excl. pregnancy)	0.0	2842	1215.3	1331.3	332.7	1859.3	23.7	106.0	202.7	251.7	81.5
Total Outpatients/month	2182.2	21906.2	8553.3	15804.7	9762.9	21906.3	14034.2	2182.2	6717.1	4446.6	2918.7
Total deliveries/month	14.0	1026.9	651.0	697.8	377.2	947.8	588.2	14.0	162.8	368.8	29.8
CS rate	1.0	13.6	7.4	1.6	6.3	3.9	4.0	1.2	4.5	2.4	7.8
Total Surgeries/month	8.5	854.9	183.2	244.5	82.9	830.3	139.0	11.5	170.0	179.6	8.5
Physicians per bed	0.1	0.6	0.2	0.2	0.2	0.2	0.1	0.2	0.4	0.2	0.2
Nurses per bed	0.2	0.6	0.3	0.2	0.4	0.4	0.3	0.5	0.6	0.5	0.2
Inpatient admissions/MD	13.6	528.9	76.9	89.5	64.0	104.1	42.5	29.8	25.9	21.6	13.6
Average Length of Stay (days)	1.7	17	3.0	2.0	2.7	2.0	3.0	2.0	2.3	6.0	3.0
Bed Turn Over Rate	2.8	15.5	8.7	13.2	10.5	15.5	7.1	7.9	9.5	7.6	2.8
Bed Occupancy Rate	32.0	140.0	74.0	92.0	82.0	106	100.0	40.0	73.3	82.7	33.0
OPD consults/MD	246.6	1813.7	765.8	687.2	1003.6	1238.9	1079.6	545.5	682.9	246.6	364.8
Surgeries/MD	8.5	288.3	35.6	81.5	36.1	159.8	69.5	11.5	108.5	94.0	8.5
Deliveries/midwife	4.7	97.6	97.6	87.2	67.2	75.4	65.4	4.7	28.3	64.3	9.9
Average consultation time per OPD Patient (min)	2.5	17.7	4.0	6.3	3.5	8.4	3.3	7.3	11.9	2.5	3.8
Inpatient Utilization Male : Female	0.3	3.5	0.7	0.5	0.3	0.4	1.0	0.8	0.6	0.8	0.4
Inpatient UtilizationU5 : O5	0.2	1.8	0.4	0.7	0.3	0.3	0.6	0.9	0.4	1.0	0.2
Inpatient Utilization Male : Female (excl. pregnancy)	0.0	4.6	1.4	1.0	0.8	0.8		1.0	1.1	1.5	0.7
Inpatient UtilizationU5 : Over 5 (excl. pregnancy)	0.0	3.0	0.7	1.7	1.0	0.8		1.1	0.8	0.9	0.3
Outpatient Utilization Male : Female	0.5	1.1	0.7	0.9	0.6	0.9	0.5	1.1	1.1	1.0	0.6
Outpatient UtilizationU5 : O5	0.2	0.8	0.5	0.5	0.3	0.6	0.4	0.5	0.5	0.8	0.3
Proportion of new outpatients prescribed antibiotics	4.9	86.7	61.6	57.2	36.3	50.4	53.7	56.6	59.5	69.4	60.6
Average number of drugs per new outpatients	0.4	8	1.9	2.0	2.0	1.9	3.0	0.5			1.8
Domain G: Ethics and Values			**100.0**	**100.0**	**99.6**	**98.3**	**100.0**	**100.0**	**99.7**	**92.1**	**100.0**
G-1: Gender Equity, Recipients of Care **	96.6	100.0	100.0	100.0	99.3	96.6	100.0	100.0	99.9	91.8	100.0
G-2: Compliance with MOPH Policy and Local Laws	96.7	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.5	92.5	100.0
Composite Score			**78.8**	**85.9**	**82.7**	**89.2**	**86.1**	**77.3**	**81.0**	**75.2**	**70.3**

** Lower and upper benchmarks are set based on 2011/2012 results, with the excpetion of G-1*

*** Benchmarks for was revised for this indicator based corrections made to the original analysis*

Province			Parwan	Samangan	Saripul	Takhar	Uruzgan	Wardak	Zabul
Year	**LBM***	**UBM***	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**
Domain A: Clients and Community			**51.1**	**82.8**	**82.5**	**85.8**	**89.1**	**85.8**	**88.3**
A-1: Client Satisfaction & Perception of Quality Index	70.0	84.0	82.3	82.8	65.0	78.8	78.2	71.7	82.9
A-2: Community Involvement and Participation	62.5	100.0	58.3	82.8	100.0	92.9	100.0	100.0	93.8
A-3: User Fees; Transparency and Exemptions	81.3	100.0	12.5						
Domain B: Human Resources			**66.3**	**71.8**	**69.6**	**66.0**	**64.2**	**69.0**	**74.8**
B-1: Staffing Index	49.6	74.6	66.6	64.6	56.5	67.4	54.4	64.1	62.3
B-2: Staff Management	60.7	90.4	57.5	81.4	89.8	80.2	80.6	86.1	94.6
B-3: Staff Satisfaction	56.8	63.7	61.0	67.5	63.0	61.3	53.1	57.5	71.4
B-4: Staff Motivation	61.7	69.3	66.6	75.1	68.9	71.8	67.7	67.8	75.1
B-5: Hospital Training Activities	31.7	74.3	37.2	30.4	36.9	67.4	44.6	23.2	47.6
B-6: Provider Knowledge Score	58.5	65.3	59.1	68.9	64.5	63.8		58.4	52.1
B-7: Gender Equity, Providers of Care	44.6	90.0	91.4	100.0	100.0	97.9	100.0	100.0	95.0
B-8: Salaries up-to-date	33.3	100.0	90.8	86.3	77.2	17.9	49.3	94.5	100.0
Domain C: Physical Capacity			**65.6**	**67.8**	**59.6**	**73.5**	**89.1**	**68.4**	**85.9**
C1: Communications and Transport			**50.0**	**62.5**	**50.0**	**62.5**	**100.0**	**50.0**	**100.0**
C-1: Communications and Transport	75.0	100.0	50.0	62.5	50.0	62.5	100.0	50.0	100.0
C2: Infrastructure			**70.4**	**68.0**	**38.1**	**81.8**	**80.2**	**71.7**	**76.0**
C-2: Infrastructure Index	66.7	93.3	70.4	68.0	38.1	81.8	80.2	71.7	76.0
C3: Supplies-Drugs and Equipment			**73.6**	**74.2**	**85.0**	**72.8**	**91.3**	**82.3**	**90.5**
C-3: Equipment Functionality Index	66.4	78.3	81.1	73.0	79.8	74.9	90.5	80.1	89.9
C-4: Pharmaceuticals Availability Index	68.4	91.5	66.1	75.5	90.2	70.8	92.1	84.6	91.1
C4: Service Availability			**68.3**	**66.4**	**65.3**	**76.8**	**84.8**	**69.7**	**77.1**
C-5: Lab and X-ray Index	79.5	93.3	86.8	95.5	85.1	84.7	95.7	91.1	89.1
C-6: Clinical Guidelines Index	55.6	94.4	88.9	67.7	91.7	100.0	100.0	85.2	93.8
C-7: Record System Index	72.9	95.6	90.1	88.5	92.4	97.2	90.1	100.0	97.5
C-8: Hotel Services	10.5	73.7	53.8	55.3	12.0	53.3	59.1	38.7	53.5
C-9: Safety precautions	28.2	61.1	33.3	46.2	66.7	61.1	80.6	62.0	63.5
C-10: Female Friendly Facilities	39.4	66.2	56.6	45.2	43.6	64.2	83.5	41.0	65.1
Domain D: Quality of Service Provision			**65.7**	**69.6**	**73.3**	**68.7**	**85.8**	**77.4**	**81.5**
D1: Enabling Environment			**77.6**	**72.1**	**86.8**	**77.3**	**86.1**	**82.9**	**88.5**
D-1: Functioning of standing committees	41.0	100.0	55.2	60.9	95.8	54.7	83.3	80.6	93.8
D-2: Drug Storage and Record Keeping	59.3	96.3	100.0	83.3	77.8	100.0	88.9	85.2	83.3
D2: Quality of Care			**53.8**	**67.1**	**59.8**	**60.1**	**85.6**	**71.9**	**74.5**
D-3: Client History and Physical Exam Index	74.1	91.2	74.1	78.0	67.9	86.8	90.0	91.9	83.7
D-4: Client Counseling Index	19.1	47.0	24.2	48.4	51.3	21.6	80.7	52.6	57.8
D-5: Biohazard Precautions	51.6	76.7	63.2	74.9	60.2	72.0	85.9	71.3	81.9

Province			Parwan	Samangan	Saripul	Takhar	Uruzgan	Wardak	Zabul
Year	**LBM***	**UBM***	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**	**2015**
Domain E: Management Systems			**58.6**	**58.5**	**69.7**	**55.1**	**82.8**	**69.3**	**71.4**
E-1: Management Team (Including training)	57.1	93.1	75.0	57.6	60.2	93.8	93.8	62.0	98.1
E-2: HMIS	75.0	100.0	91.7	87.5	83.3	100.0	100.0	100.0	100.0
E-3: Equipment Management	66.7	100.0	100.0	75.0	100.0	75.0	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	13.3	75.0	10.0	42.5	73.3	20.0	60.0	15.0	30.0
E-5: Local Financial Management	20.0	65.0	25.0	30.0	45.6	25.0	60.0	72.2	50.0
E-6: Security	44.4	83.3	50.0	58.3	55.6	16.7	83.3	66.7	50.0
Domain F: Functionality Indicators	**MIN**	**MAX**							
Total Inpatients/month	109.0	2842.0	280.3	316.1	294.1	868.3	287.1	350.1	276.1
Total Inpatients/month (excl. pregnancy)	0.0	2842			198.6			433.6	
Total Outpatients/month	2182.2	21906.2	10799.3	6447.9	6918.9	7526.7	7465.7	5273.2	4360.4
Total deliveries/month	14.0	1026.9	275.7	145.7	166.1	319.4	140.9	184.9	204.3
CS rate	1.0	13.6	1.0	9.5	5.0	3.4	4.7	2.8	4.8
Total Surgeries/month	8.5	854.9	111.7	46.5	41.9	91.1	366.4	73.5	204.7
Physicians per bed	0.1	0.6	0.3	0.4	0.3	0.2	0.1	0.2	0.2
Nurses per bed	0.2	0.6	0.2	0.6	0.6	0.4	0.4	0.3	0.4
Inpatient admissions/MD	13.6	528.9	27.6	19.5	28.1	42.8	46.8	26.1	16.4
Average Length of Stay (days)	1.7	17	2.5	3.0	3.3	3.8	4.0	7.3	3.5
Bed Turn Over Rate	2.8	15.5	5.2	8.2	11.4	6.0	6.4	8.7	7.9
Bed Occupancy Rate	32.0	140.0	64.5	96.0	47.0	84.8	69.5	50.3	93.5
OPD consults/MD	246.6	1813.7	895.5	543.9	679.4	1120.4	1171.1	421.2	282.7
Surgeries/MD	8.5	288.3	32.8	36.4	83.3	40.3	245.0	35.9	102.3
Deliveries/midwife	4.7	97.6	29.3	19.5	29.7	46.0	24.5	33.4	42.0
Average consultation time per OPD Patient (min)	2.5	17.7	4.6	5.3	2.8	4.2	6.1	3.5	3.4
Inpatient Utilization Male : Female	0.3	3.5	0.8	0.9	0.9	1.0	0.9	0.5	0.8
Inpatient UtilizationU5 : O5	0.2	1.8	0.4	1.4	1.8	1.5	1.0	0.3	0.6
Inpatient Utilization Male : Female (excl. pregnancy)	0.0	4.6		0.3	1.6			0.6	
Inpatient UtilizationU5 : Over 5 (excl. pregnancy)	0.0	3.0		0.3	3.0			0.5	
Outpatient Utilization Male : Female	0.5	1.1	0.6	0.7	0.6	0.7	0.8	0.8	0.8
Outpatient UtilizationU5 : O5	0.2	0.8	0.5	0.4	0.4	0.5	0.6	0.2	0.4
Proportion of new outpatients prescribed antibiotics	4.9	86.7	60.8	34.1	44.6	49.2	31.6	37.1	46.5
Average number of drugs per new outpatients	0.4	28.1	1.5	2.1	1.0	1.9		0.4	0.8
Domain G: Ethics and Values			**98.1**	**97.9**	**99.2**	**88.7**	**98.2**	**99.6**	**99.4**
G-1: Gender Equity, Recipients of Care **	96.6	100.0	97.2	96.2	99.3	98.0	96.3	99.2	98.8
G-2: Compliance with MOPH Policy and Local Laws	96.7	100.0	99.0	99.7	99.1	79.5	100.0	100.0	100.0
Composite Score			**67.6**	**74.7**	**75.6**	**73.0**	**84.9**	**78.3**	**83.5**

** Lower and upper benchmarks are set based on 2011/2012 results, with the excpetion of G-1*

*** Benchmarks for was revised for this indicator based corrections made to the original analysis*

ANNEX 2: HOSPITAL SCORECARDS, 2015

Facility ID			403	407	1167	612	459	466	1529	546	554	561
Province			Badakshan	Badakshan	Badakshan	Badghis	Baghlan	Baghlan	Baghlan	Balkh	Balkh	Balkh
Hospital Type	LBM*	UBM*	PH	DH	DH	PH	DH	PH	DH	RH	DH	DH
Domain A: Clients and Community			**81.4**	**75.0**	**37.8**	**77.0**	**86.1**	**95.0**	**95.7**	**36.1**	**60.7**	**75.4**
A-1: Client Satisfaction & Perception of Quality Index	70.0	83.6	75.2	75.0	75.6	76.1	83.3	90.0	91.3	72.1	65.0	81.9
A-2: Community Involvement and Participation	43.8	100.0	87.5	75.0	0.0	77.8	88.9	100.0	100.0	0.0	56.3	68.8
A-3: User Fees; Transparency and Exemptions	75.0	100.0	-	-	-	-	-	-	-	-	-	-
Domain B: Human Resources			**79.9**	**71.4**	**65.0**	**54.1**	**78.6**	**76.6**	**82.2**	**66.9**	**64.5**	**66.3**
B-1: Staffing Index	47.6	85.7	100.0	68.8	62.5	68.4	68.8	100.0	62.5	87.0	50.0	50.0
B-2: Staff Management	59.8	90.6	85.7	79.6	76.1	43.5	99.3	55.7	89.3	85.0	59.2	81.3
B-3: Staff Satisfaction	59.8	90.6	60.8	59.0	60.3	61.3	64.3	62.5	71.1	46.7	62.1	58.0
B-4: Staff Motivation	55.5	63.8	68.1	67.4	66.0	74.5	82.5	71.3	75.6	62.4	74.2	68.1
B-5: Hospital Training Activities	15.7	72.9	67.7	87.5	40.1	10.6	64.6	68.0	100.0	15.2	33.4	32.7
B-6: Provider Knowledge Score	57.3	66.0	62.5	67.1	60.1	59.6	67.0	70.4	69.2	60.5	65.3	62.5
B-7: Gender Equity, Providers of Care	40.0	100.0	94.3	100.0	100.0	100.0	97.5	100.0	100.0	98.2	100.0	92.0
B-8: Salaries up-to-date	15.0	100.0	100.0	42.1	55.0	15.0	85.0	85.0	90.0	80.0	71.4	85.7
Domain C: Physical Capacity			**73.6**	**68.7**	**72.5**	**71.7**	**81.6**	**91.3**	**80.2**	**71.1**	**49.2**	**49.1**
C1: Communications and Transport			**50.0**	**50.0**	**50.0**	**100.0**	**100.0**	**100.0**	**100.0**	**50.0**	**50.0**	**50.0**
C-1: Communications and Transport	50.0	100.0	50.0	50.0	50.0	100.0	100.0	100.0	100.0	50.0	50.0	50.0
C2: Infrastructure			**93.8**	**76.7**	**93.3**	**70.0**	**87.5**	**100.0**	**70.0**	**81.3**	**7.1**	**13.3**
C-2: Infrastructure Index	60.0	92.9	93.8	76.7	93.3	70.0	87.5	100.0	70.0	81.3	7.1	13.3
C3: Supplies-Drugs and Equipment			**74.9**	**66.4**	**72.1**	**61.3**	**69.4**	**82.1**	**77.2**	**79.2**	**83.9**	**76.0**
C-3: Equipment Functionality Index	60.7	80.0	76.4	56.6	74.4	62.2	66.7	80.4	60.0	76.1	79.1	69.4
C-4: Pharmaceuticals Availability Index	58.5	91.2	73.3	76.3	69.8	60.5	72.2	83.8	94.5	82.2	88.7	82.6
C4: Service Availability			**75.6**	**81.7**	**74.6**	**55.5**	**69.5**	**83.2**	**73.6**	**73.8**	**56.0**	**56.9**
C-5: Lab and X-ray Index	77.3	94.7	95.7	100.0	73.7	87.0	95.5	86.4	95.5	95.7	81.0	94.7
C-6: Clinical Guidelines Index	33.3	100.0	88.9	100.0	55.6	22.2	77.8	100.0	100.0	33.3	100.0	100.0
C-7: Record System Index	72.2	95.2	91.8	80.1	95.8	75.9	77.6	97.1	80.4	100.0	90.9	83.7
C-8: Hotel Services	7.7	59.1	20.9	67.9	90.9	22.9	33.3	59.2	22.0	90.3	20.0	12.9
C-9: Safety precautions	16.7	61.1	88.9	75.0	63.6	68.8	77.8	77.8	44.4	55.6	13.3	6.3
C-10: Female Friendly Facilities	36.1	69.4	67.5	67.1	67.9	56.4	55.0	78.8	99.6	67.9	30.6	43.8
Domain D: Quality of Service Provision			**79.3**	**64.9**	**59.3**	**58.1**	**83.5**	**83.0**	**86.0**	**50.9**	**50.8**	**50.0**
D1: Enabling Environment			**81.6**	**63.2**	**46.5**	**68.4**	**91.7**	**94.4**	**94.4**	**45.8**	**50.0**	**44.4**
D-1: Functioning of standing committees	25.0	100.0	85.4	37.5	37.5	81.3	100.0	100.0	100.0	25.0	33.3	33.3
D-2: Drug Storage and Record Keeping	50.0	100.0	77.8	88.9	55.6	55.6	83.3	88.9	88.9	66.7	66.7	55.6
D2: Quality of Care			**77.0**	**66.7**	**72.0**	**47.8**	**75.3**	**71.6**	**77.5**	**56.0**	**51.7**	**55.6**
D-3: Client History and Physical Exam Index	73.0	92.3	90.4	89.9	74.1	82.6	89.3	86.2	83.3	77.6	87.4	87.9
D-4: Client Counseling Index	20.1	49.0	67.7	68.2	55.2	19.3	47.4	32.5	57.1	29.8	27.2	43.5

Facility ID			403	407	1167	612	459	466	1529	546	554	561
Province			**Badakshan**	**Badakshan**	**Badakshan**	**Badghis**	**Baghlan**	**Baghlan**	**Baghlan**	**Balkh**	**Balkh**	**Balkh**
Hospital Type	**LBM***	**UBM***	**PH**	**DH**	**DH**	**PH**	**DH**	**PH**	**DH**	**RH**	**DH**	**DH**
D-5: Biohazard Precautions	48.6	81.9	72.9	42.0	86.7	41.4	89.3	96.1	92.1	60.7	40.4	35.3
Domain E: Management Systems			**87.9**	**47.2**	**48.3**	**49.6**	**67.8**	**68.7**	**70.0**	**42.6**	**54.7**	**53.2**
E-1: Management Team (Including training)	44.4	100.0	97.2	50.0	40.0	44.4	100.0	55.6	100.0	88.9	75.0	85.7
E-2: HMIS	83.3	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
E-3: Equipment Management	66.7	100.0	100.0	66.7	66.7	100.0	100.0	100.0	100.0	0.0	66.7	66.7
E-4: Administrative and Financial Autonomy	0.0	75.0	80.0	0.0	0.0	0.0	40.0	40.0	20.0	0.0	0.0	0.0
E-5: Local Financial Management	0.0	80.0	50.0	0.0	16.7	20.0	0.0	83.3	0.0	0.0	20.0	0.0
E-6: Security	33.3	100.0	100.0	66.7	66.7	33.3	66.7	33.3	100.0	66.7	66.7	66.7
Domain F: Functionality Indicators	**MIN**	**MAX**										
Total Inpatients/month	0.0	6484.0	1067.2	-	313.0	926.3	570.2	1826.0	240.7	3461.0	175.5	199.7
Total Outpatients/month	0.0	40142.8	11128.3	15262.5	9803.0	5838.0	9880.7	11471.7	7507.0	32866.0	4927.2	4788.2
Total deliveries/month	0.0	2452.8	384.0	209.5	120.0	220.0	282.0	654.3	162.3	2263.0	86.2	161.5
CS rate (%)	0.0	38.2	13.2	1.7	5.8	6.2	2.7	10.3	1.7	13.6	3.3	1.1
Total Surgeries/month	0.0	2061.0	269.3	19.0	19.0	40.2	53.2	235.8	72.8	2034.5	23.2	53.5
Physicians per bed	0.0	4.1	0.3	0.3	0.2	0.1	0.2	0.4	0.2	0.3	0.2	0.2
Nurses per bed	0.1	1.0	0.4	0.9	0.4	0.2	0.2	0.5	0.5	0.2	0.3	0.3
Inpatient admissions/MD	0.0	2042.8	41.0	-	62.6	115.8	33.5	43.5	34.4	25.8	35.1	22.2
Average Length of Stay (days)	1.0	342.0	2.0	4.0	3.0	222.0	3.0	2.0	4.0	3.0	4.0	4.0
Bed Turn Over Rate	0.1	55.1	9.7	8.6	10.2	11.9	4.7	1.3	8.2	11.0	7.4	3.9
Bed Occupancy Rate	4.0	144.0	90.0	91.0	43.0	77.0	71.0	4.0	21.0	67.0	78.0	53.0
OPD consults/MD	0.0	4015.0	428.0	3052.5	1960.6	729.8	581.2	273.1	1072.4	245.3	985.4	532.0
Surgeries/MD	0.0	603.2	134.7	19.0	-	20.1	53.2	117.9	72.8	254.3	-	-
Deliveries/midwife	4.3	135.2	42.7	34.9	24.0	27.5	47.0	59.5	27.1	98.4	21.5	40.4
Average consultation time per OPD Patient (min)	2.0	42.4	3.4	5.6	4.5	4.0	4.9	4.1	4.8	5.1	4.7	8.2
Inpatient Utilization Male : Female	0.1	23.7	0.4	-	0.2	0.6	0.7	0.4	0.7	1.0	0.9	0.5
Inpatient Utilization U5 : O5	0.0	3.8	0.2	-	0.1	0.6	1.4	0.4	1.0	0.6	0.7	0.3
Outpatient Utilization Male : Female	0.0	1.6	0.8	0.6	0.5	0.9	0.7	0.7	0.7	0.6	0.4	0.5
Outpatient Utilization U5 : O5	0.0	1.7	0.4	0.7	0.5	0.6	0.3	0.5	0.7	0.4	0.5	0.4
Proportion of new outpatients prescribed antibiotics (%)	0.0	94.0	39.1	60.8	49.3	-	62.2	50.7	38.8	20.2	41.5	56.0
Average number of drugs per new outpatients	0.0	32.8	1.8	2.1	2.0	-	2.3	2.2	1.8	1.8	2.0	1.8
Domain G: Ethics and Values			**97.9**	**99.8**	**93.9**	**100.0**	**100.0**	**100.0**	**98.8**	**94.9**	**96.2**	**94.9**
G-1: Gender Equity, Recipients of Care **	95.5	100.0	100.0	99.5	87.8	100.0	100.0	100.0	97.6	94.0	100.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	91.7	100.0	95.8	100.0	100.0	100.0	100.0	100.0	100.0	95.8	92.3	89.7
Composite Score***			**83.3**	**71.2**	**62.8**	**68.4**	**82.9**	**85.8**	**85.5**	**60.4**	**62.7**	**64.8**

Facility ID				570	575	1539	805	809	810	1171	1512	1837	2175

Province				Balkh	Balkh	Balkh	Bamyan	Bamyan	Bamyan	Bamyan	Daykundi	Daykundi	Daykundi
Hospital Type	**LBM***	**UBM***		**DH**	**DH**	**DH**	**DH**	**DH**	**DH**	**PH**	**DH**	**PH**	**DH**
Domain A: Clients and Community				**78.6**	**78.7**	**67.5**	**85.6**	**68.9**	**46.2**	**88.9**	**72.5**	**77.2**	**78.1**
A-1: Client Satisfaction & Perception of Quality Index	70.0	83.6		85.0	82.3	72.5	83.7	81.7	92.3	88.8	70.0	66.8	68.7
A-2: Community Involvement and Participation	43.8	100.0		72.2	75.0	62.5	87.5	100.0	0.0	88.9	75.0	87.5	87.5
A-3: User Fees; Transparency and Exemptions	75.0	100.0		-	-	-	-	25.0	-	-	-	-	-
Domain B: Human Resources				**64.6**	**63.1**	**63.5**	**56.5**	**69.6**	**55.0**	**79.9**	**63.2**	**78.8**	**62.0**
B-1: Staffing Index	47.6	85.7		56.3	62.5	62.5	56.3	50.0	62.5	84.2	56.3	84.2	50.0
B-2: Staff Management	59.8	90.6		57.1	77.9	79.9	72.9	76.3	44.9	79.1	64.4	84.0	63.4
B-3: Staff Satisfaction	59.8	90.6		60.5	54.8	62.6	65.2	70.8	53.9	62.3	65.8	70.3	65.6
B-4: Staff Motivation	55.5	63.8		77.2	64.9	69.3	70.3	77.5	64.2	67.7	70.7	75.5	65.8
B-5: Hospital Training Activities	15.7	72.9		25.7	16.1	16.6	12.5	37.4	30.5	84.4	75.0	64.6	75.0
B-6: Provider Knowledge Score	57.3	66.0		73.2	65.8	64.4	64.7	77.8	76.6	61.6	69.1	69.7	75.8
B-7: Gender Equity, Providers of Care	40.0	100.0		100.0	100.0	98.1	100.0	100.0	100.0	100.0	100.0	86.6	100.0
B-8: Salaries up-to-date	15.0	100.0		66.7	62.5	54.5	10.0	66.7	7.1	100.0	4.2	95.5	0.0
Domain C: Physical Capacity				**79.0**	**55.8**	**47.2**	**70.0**	**52.3**	**53.5**	**90.5**	**46.9**	**81.9**	**47.7**
C1: Communications and Transport				**100.0**	**50.0**	**50.0**	**50.0**	**50.0**	**50.0**	**100.0**	**50.0**	**100.0**	**50.0**
C-1: Communications and Transport	50.0	100.0		100.0	50.0	50.0	50.0	50.0	50.0	100.0	50.0	100.0	50.0
C2: Infrastructure				**73.3**	**53.3**	**20.0**	**84.4**	**40.0**	**16.7**	**93.3**	**13.3**	**76.7**	**20.0**
C-2: Infrastructure Index	60.0	92.9		73.3	53.3	20.0	84.4	40.0	16.7	93.3	13.3	76.7	20.0
C3: Supplies-Drugs and Equipment				**81.1**	**66.9**	**79.2**	**71.8**	**51.9**	**75.5**	**80.7**	**73.2**	**84.9**	**69.1**
C-3: Equipment Functionality Index	60.7	80.0		79.7	48.6	64.0	73.5	64.8	68.8	78.0	69.9	77.2	69.0
C-4: Pharmaceuticals Availability Index	58.5	91.2		82.6	85.1	94.3	70.1	39.0	82.2	83.3	76.6	92.5	69.2
C4: Service Availability				**61.6**	**53.1**	**39.8**	**73.6**	**67.4**	**71.7**	**88.1**	**51.0**	**66.1**	**51.8**
C-5: Lab and X-ray Index	77.3	94.7		100.0	90.9	81.0	100.0	95.2	100.0	100.0	77.3	100.0	81.8
C-6: Clinical Guidelines Index	33.3	100.0		100.0	77.8	22.2	100.0	100.0	88.9	100.0	100.0	100.0	88.9
C-7: Record System Index	72.2	95.2		81.6	87.4	80.6	85.7	75.1	81.5	100.0	94.0	87.4	83.8
C-8: Hotel Services	7.7	59.1		53.8	18.2	13.9	35.3	25.0	55.6	34.3	0.0	36.8	7.4
C-9: Safety precautions	16.7	61.1		28.6	27.8	23.5	61.1	38.9	5.6	94.4	16.7	52.9	26.7
C-10: Female Friendly Facilities	36.1	69.4		5.6	16.7	17.8	59.6	70.2	98.5	99.6	18.1	19.4	22.2
Domain D: Quality of Service Provision				**57.1**	**53.3**	**64.6**	**62.0**	**62.9**	**66.7**	**69.8**	**61.6**	**79.2**	**60.8**
D1: Enabling Environment				**60.4**	**56.3**	**72.9**	**54.2**	**62.5**	**58.3**	**61.1**	**52.8**	**100.0**	**70.1**
D-1: Functioning of standing committees	25.0	100.0		37.5	29.2	45.8	75.0	75.0	50.0	100.0	50.0	100.0	62.5
D-2: Drug Storage and Record Keeping	50.0	100.0		83.3	83.3	100.0	33.3	50.0	66.7	22.2	55.6	100.0	77.8
D2: Quality of Care				**53.8**	**50.3**	**56.2**	**69.8**	**63.3**	**75.0**	**78.5**	**70.4**	**58.3**	**51.4**
D-3: Client History and Physical Exam Index	73.0	92.3		74.3	83.0	89.5	92.9	78.6	95.8	90.8	94.7	72.7	64.0
D-4: Client Counseling Index	20.1	49.0		30.2	37.1	53.5	56.0	44.8	58.7	66.7	67.8	27.9	28.5
D-5: Biohazard Precautions	48.6	81.9		56.8	30.7	25.7	60.7	66.4	70.6	78.1	48.6	74.3	61.8
Domain E: Management Systems				**48.4**	**50.8**	**50.8**	**43.1**	**54.7**	**36.3**	**86.1**	**63.1**	**90.0**	**50.0**

Facility ID				570	575	1539	805	809	810	1171	1512	1837	2175
Province				**Balkh**	**Balkh**	**Balkh**	**Bamyan**	**Bamyan**	**Bamyan**	**Bamyan**	**Daykundi**	**Daykundi**	**Daykundi**
Hospital Type	**LBM***	**UBM***		**DH**	**DH**	**DH**	**DH**	**DH**	**DH**	**PH**	**DH**	**PH**	**DH**
E-1: Management Team (Including training)	44.4	100.0		57.1	71.4	71.4	75.0	75.0	44.4	100.0	75.0	100.0	20.0
E-2: HMIS	83.3	100.0		100.0	100.0	100.0	83.3	100.0	100.0	83.3	83.3	100.0	60.0
E-3: Equipment Management	66.7	100.0		66.7	66.7	66.7	66.7	100.0	0.0	100.0	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	0.0	75.0		0.0	0.0	0.0	0.0	20.0	20.0	100.0	0.0	40.0	20.0
E-5: Local Financial Management	0.0	80.0		0.0	0.0	0.0	0.0	0.0	20.0	100.0	20.0	100.0	0.0
E-6: Security	33.3	100.0		66.7	66.7	66.7	33.3	33.3	33.3	33.3	100.0	100.0	100.0
Domain F: Functionality Indicators	**MIN**	**MAX**											
Total Inpatients/month	0.0	6484.0		236.8	205.3	240.8	287.7	272.5	223.7	929.3	182.7	615.7	35.3
Total Outpatients/month	0.0	40142.8		5299.8	4939.0	-	7256.5	2816.2	2398.3	8372.3	3064.3	6405.5	4516.2
Total deliveries/month	0.0	2452.8		159.8	129.7	229.7	32.2	35.5	43.7	199.0	29.0	105.3	37.0
CS rate (%)	0.0	38.2		1.8	8.1	1.2	2.1	7.0	5.0	4.9	9.2	5.4	6.3
Total Surgeries/month	0.0	2061.0		48.3	54.0	35.8	21.7	-	16.7	96.2	2.7	74.3	29.8
Physicians per bed	0.0	4.1		0.1	0.1	0.2	0.2	0.2	0.2	0.2	0.3	0.2	0.2
Nurses per bed	0.1	1.0		0.3	0.3	0.3	0.5	0.2	0.6	0.4	0.6	0.4	0.6
Inpatient admissions/MD	0.0	2042.8		33.8	29.3	30.1	71.9	54.5	44.7	40.4	36.5	32.4	11.8
Average Length of Stay (days)	1.0	342.0		4.0	4.0	3.0	2.0	2.0	2.0	2.0	2.0	4.0	3.0
Bed Turn Over Rate	0.1	55.1		5.7	5.4	5.1	10.0	19.4	13.1	1.4	10.3	1.4	10.3
Bed Occupancy Rate	4.0	144.0		63.0	55.0	48.0	73.0	77.0	64.0	77.0	30.0	87.0	60.0
OPD consults/MD	0.0	4015.0		757.1	705.6	-	1814.1	563.2	479.7	364.0	612.9	337.1	1505.4
Surgeries/MD	0.0	603.2		48.3	54.0	35.8	21.7	-	16.7	48.1	2.7	37.2	-
Deliveries/midwife	4.3	135.2		40.0	32.4	57.4	8.0	8.9	10.9	-	7.3	13.2	9.3
Average consultation time per OPD Patient (min)	2.0	42.4		7.5	5.9	5.7	4.3	4.1	4.3	4.4	4.3	3.6	3.5
Inpatient Utilization Male : Female	0.1	23.7		0.8	0.7	0.6	0.5	0.6	0.5	0.6	0.5	1.9	0.6
Inpatient Utilization U5 : O5	0.0	3.8		1.2	1.0	0.7	0.5	0.6	0.6	0.8	0.4	0.3	0.5
Outpatient Utilization Male : Female	0.0	1.6		0.5	0.7	-	0.8	0.8	0.9	0.9	0.6	0.6	0.4
Outpatient Utilization U5 : O5	0.0	1.7		0.6	0.5	-	0.6	0.2	0.3	0.5	0.2	0.2	0.4
Proportion of new outpatients prescribed antibiotics (%)	0.0	94.0		48.6	47.0	38.2	59.0	56.8	53.8	51.1	61.5	19.6	26.7
Average number of drugs per new outpatients	0.0	32.8		2.2	1.9	2.1	0.8	0.8	0.8	0.9	1.0	1.0	1.0
Domain G: Ethics and Values				**96.7**	**92.2**	**96.4**	**100.0**	**100.0**	**100.0**	**97.9**	**99.1**	**100.0**	**99.3**
G-1: Gender Equity, Recipients of Care **	95.5	100.0		100.0	88.6	100.0	100.0	100.0	100.0	95.7	100.0	100.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	91.7	100.0		93.3	95.8	92.9	100.0	100.0	100.0	100.0	98.2	100.0	98.7
Composite Score***				**70.7**	**65.6**	**65.0**	**69.5**	**68.1**	**59.6**	**85.5**	**67.7**	**84.5**	**66.3**

Facility ID			673	681	596	608	2018	268	270	1100	1511	2116
Province			Farah	Farah	Faryab	Faryab	Faryab	Ghazni	Ghazni	Ghazni	Ghazni	Ghor
Hospital Type	LBM*	UBM*	PH	DH	PH	DH	DH	DH	DH	PH	DH	PH
Domain A: Clients and Community			**92.0**	**96.9**	**73.0**	**95.5**	**93.8**	**61.2**	**82.5**	**84.0**	**55.6**	**76.2**
A-1: Client Satisfaction & Perception of Quality Index	70.0	83.6	96.4	93.7	69.0	90.9	87.6	83.5	65.0	68.0	78.0	63.5
A-2: Community Involvement and Participation	43.8	100.0	87.5	100.0	50.0	100.0	100.0	0.0	100.0	100.0	88.9	88.9
A-3: User Fees; Transparency and Exemptions	75.0	100.0	-	-	100.0	-	-	100.0	-	-	0.0	-
Domain B: Human Resources			**73.5**	**54.4**	**72.2**	**68.2**	**64.1**	**64.4**	**52.7**	**75.0**	**61.2**	**65.5**
B-1: Staffing Index	47.6	85.7	78.9	37.5	73.7	56.3	50.0	68.8	56.3	78.9	50.0	68.4
B-2: Staff Management	59.8	90.6	74.6	60.3	82.9	90.1	89.3	82.5	69.1	91.8	71.7	88.5
B-3: Staff Satisfaction	59.8	90.6	64.3	77.7	65.3	69.5	61.7	69.3	54.8	55.1	53.8	57.7
B-4: Staff Motivation	55.5	63.8	68.2	78.6	68.6	73.4	71.0	72.9	58.7	66.5	64.0	59.5
B-5: Hospital Training Activities	15.7	72.9	44.0	34.7	26.1	75.0	58.3	12.5	20.8	83.6	79.8	50.0
B-6: Provider Knowledge Score	57.3	66.0	58.1	48.9	66.2	63.9	65.6	60.2	57.1	57.6	64.9	62.8
B-7: Gender Equity, Providers of Care	40.0	100.0	100.0	97.5	100.0	95.5	100.0	98.8	100.0	100.0	100.0	100.0
B-8: Salaries up-to-date	15.0	100.0	100.0	0.0	95.0	22.2	16.7	50.0	5.0	66.7	5.6	37.5
Domain C: Physical Capacity			**84.9**	**72.8**	**90.2**	**68.0**	**76.6**	**64.6**	**53.3**	**62.8**	**47.9**	**74.8**
C1: Communications and Transport			**100.0**	**100.0**	**100.0**	**50.0**	**100.0**	**50.0**	**50.0**	**50.0**	**50.0**	**100.0**
C-1: Communications and Transport	50.0	100.0	100.0	100.0	100.0	50.0	100.0	50.0	50.0	50.0	50.0	100.0
C2: Infrastructure			**81.3**	**66.7**	**100.0**	**81.3**	**80.0**	**73.3**	**36.7**	**40.6**	**23.3**	**81.3**
C-2: Infrastructure Index	60.0	92.9	81.3	66.7	100.0	81.3	80.0	73.3	36.7	40.6	23.3	81.3
C3: Supplies-Drugs and Equipment			**89.8**	**79.2**	**93.4**	**78.5**	**69.4**	**60.8**	**75.8**	**86.8**	**59.8**	**61.3**
C-3: Equipment Functionality Index	60.7	80.0	87.5	66.9	93.5	79.5	65.5	68.1	62.8	80.4	50.0	67.1
C-4: Pharmaceuticals Availability Index	58.5	91.2	92.1	91.4	93.3	77.6	73.3	53.5	88.8	93.1	69.6	55.6
C4: Service Availability			**68.6**	**45.3**	**67.5**	**62.2**	**57.1**	**74.3**	**50.8**	**73.7**	**58.6**	**56.6**
C-5: Lab and X-ray Index	77.3	94.7	91.3	77.3	90.9	90.9	77.3	86.4	90.5	100.0	86.4	90.9
C-6: Clinical Guidelines Index	33.3	100.0	62.5	33.3	88.9	100.0	85.7	100.0	66.7	100.0	100.0	0.0
C-7: Record System Index	72.2	95.2	97.4	79.3	95.7	92.9	95.8	100.0	99.2	100.0	98.1	100.0
C-8: Hotel Services	7.7	59.1	70.0	14.3	20.5	7.3	12.5	45.9	12.5	28.6	21.1	70.3
C-9: Safety precautions	16.7	61.1	68.8	44.4	55.6	38.9	35.7	44.4	27.8	44.4	16.7	44.4
C-10: Female Friendly Facilities	36.1	69.4	21.7	23.3	53.7	43.3	35.7	69.2	7.9	69.2	29.6	34.2
Domain D: Quality of Service Provision			**72.7**	**55.7**	**83.1**	**78.6**	**77.7**	**78.8**	**89.9**	**83.8**	**78.8**	**73.8**
D1: Enabling Environment			**95.8**	**54.2**	**100.0**	**87.5**	**87.5**	**81.3**	**100.0**	**100.0**	**94.4**	**77.8**
D-1: Functioning of standing committees	25.0	100.0	91.7	41.7	100.0	75.0	75.0	62.5	100.0	100.0	100.0	100.0
D-2: Drug Storage and Record Keeping	50.0	100.0	100.0	66.7	100.0	100.0	100.0	100.0	100.0	100.0	88.9	55.6
D2: Quality of Care			**49.6**	**57.3**	**66.1**	**69.7**	**67.9**	**76.3**	**79.8**	**67.6**	**63.2**	**69.8**
D-3: Client History and Physical Exam Index	73.0	92.3	58.1	80.4	93.5	97.0	87.1	87.5	94.1	80.3	84.5	86.1
D-4: Client Counseling Index	20.1	49.0	13.5	52.8	30.7	44.8	46.1	64.3	57.1	28.2	35.2	39.7
D-5: Biohazard Precautions	48.6	81.9	77.1	38.6	74.3	67.1	70.5	77.1	88.2	94.3	70.0	83.6

Facility ID			673	681	596	608	2018	268	270	1100	1511	2116
Province			Farah	Farah	Faryab	Faryab	Faryab	Ghazni	Ghazni	Ghazni	Ghazni	Ghor
Hospital Type	LBM*	UBM*	PH	DH	PH	DH	DH	DH	DH	PH	DH	PH
Domain E: Management Systems			**73.0**	**31.6**	**83.5**	**62.4**	**55.8**	**83.2**	**80.7**	**71.9**	**70.9**	**93.3**
E-1: Management Team (Including training)	44.4	100.0	77.8	56.3	77.8	87.5	67.9	86.1	70.8	77.8	78.6	100.0
E-2: HMIS	83.3	100.0	83.3	100.0	83.3	100.0	100.0	83.3	100.0	100.0	100.0	100.0
E-3: Equipment Management	66.7	100.0	100.0	0.0	100.0	100.0	100.0	100.0	100.0	100.0	66.7	100.0
E-4: Administrative and Financial Autonomy	0.0	75.0	60.0	0.0	40.0	0.0	0.0	80.0	80.0	20.0	40.0	100.0
E-5: Local Financial Management	0.0	80.0	50.0	0.0	100.0	20.0	0.0	83.3	33.3	33.3	40.0	60.0
E-6: Security	33.3	100.0	66.7	33.3	100.0	66.7	66.7	66.7	100.0	100.0	100.0	100.0
Domain F: Functionality Indicators	**MIN**	**MAX**										
Total Inpatients/month	0.0	6484.0	982.3	-	1626.0	544.3	219.7	3029.0	-	226.8	35.8	1315.5
Total Outpatients/month	0.0	40142.8	14744.3	1438.3	12462.2	11130.2	5619.3	-	-	-	-	7083.2
Total deliveries/month	0.0	2452.8	597.3	32.2	342.2	199.0	161.3	98.8	237.0	1081.7	217.0	179.2
CS rate (%)	0.0	38.2	5.6	6.7	4.7	1.1	0.2	7.4	2.5	4.3	0.9	8.9
Total Surgeries/month	0.0	2061.0	1699.8	10.0	157.2	122.0	17.0	130.8	167.0	628.7	21.3	87.0
Physicians per bed	0.0	4.1	0.2	0.1	0.2	0.2	0.2	0.1	0.3	0.2	0.3	0.1
Nurses per bed	0.1	1.0	0.4	0.3	0.2	0.5	0.6	0.2	0.6	0.4	0.6	0.6
Inpatient admissions/MD	0.0	2042.8	40.9	-	41.7	77.8	54.9	432.7	-	8.1	5.1	101.2
Average Length of Stay (days)	1.0	342.0	-	2.0	2.0	1.0	2.0	23.0	89.0	3.0	84.0	3.0
Bed Turn Over Rate	0.1	55.1	-	-	12.4	17.9	8.8	7.8	14.6	10.4	13.1	14.1
Bed Occupancy Rate	4.0	144.0	90.0	30.0	129.0	106.0	43.0	38.0	48.0	88.0	74.0	144.0
OPD consults/MD	0.0	4015.0	614.3	479.4	319.5	1590.0	1404.8	-	-	-	-	544.9
Surgeries/MD	0.0	603.2	566.6	10.0	31.4	-	17.0	130.8	-	157.2	21.3	29.0
Deliveries/midwife	4.3	135.2	59.7	10.7	34.2	49.8	40.3	24.7	59.3	135.2	54.3	19.9
Average consultation time per OPD Patient (min)	2.0	42.4	2.8	3.5	6.9	7.6	11.8	2.7	2.8	2.8	4.4	3.5
Inpatient Utilization Male : Female	0.1	23.7	0.6	-	1.5	0.4	0.1	0.9	-	0.3	0.4	0.8
Inpatient Utilization U5 : O5	0.0	3.8	0.3	-	0.7	0.7	0.1	0.5	-	0.1	0.9	0.9
Outpatient Utilization Male : Female	0.0	1.6	0.6	0.6	0.7	0.5	0.6	-	-	-	-	1.1
Outpatient Utilization U5 : O5	0.0	1.7	0.7	0.1	0.5	0.6	0.6	-	-	-	-	0.5
Proportion of new outpatients prescribed antibiotics (%)	0.0	94.0	63.4	78.4	56.3	64.8	72.8	-	6.6	22.6	22.1	57.1
Average number of drugs per new outpatients	0.0	32.8	1.8	4.1	1.7	1.7	1.8	-	1.1	1.2	1.0	0.3
Domain G: Ethics and Values			**99.2**	**100.0**	**95.1**	**97.4**	**100.0**	**98.2**	**99.3**	**100.0**	**97.9**	**98.4**
G-1: Gender Equity, Recipients of Care **	95.5	100.0	99.7	100.0	100.0	96.2	100.0	97.8	100.0	100.0	95.9	99.7
G-2: Compliance with MOPH Policy and Local Laws	91.7	100.0	98.6	100.0	90.3	98.6	100.0	98.6	98.6	100.0	100.0	97.2
Composite Score* **			**82.5**	**68.6**	**82.9**	**78.3**	**78.0**	**75.1**	**76.4**	**79.6**	**68.7**	**80.3**

Facility ID			2178	691	692	706	630	648	662	1192	579	590
Province			Ghor	Helmand	Helmand	Helmand	Herat	Herat	Herat	Herat	Jawzjan	Jawzjan
Hospital Type	LBM*	UBM*	DH	PH	DH	DH	RH	DH	DH	DH	PH	DH
Domain A: Clients and Community			**85.7**	**94.2**	**82.0**	**78.3**	**34.9**	**42.8**	**83.4**	**83.2**	**65.1**	**79.4**
A-1: Client Satisfaction & Perception of Quality Index	70.0	83.6	71.3	88.4	76.4	81.5	69.7	85.5	79.2	85.0	67.6	71.3
A-2: Community Involvement and Participation	43.8	100.0	100.0	100.0	87.5	75.0	0.0	0.0	87.5	81.3	62.5	87.5
A-3: User Fees; Transparency and Exemptions	75.0	100.0	-	-	-	-	-	-	-	-	-	-
Domain B: Human Resources			**57.4**	**77.1**	**54.1**	**61.4**	**61.7**	**73.7**	**74.2**	**65.9**	**58.4**	**80.6**
B-1: Staffing Index	47.6	85.7	68.8	84.2	50.0	56.3	82.6	62.5	62.5	43.8	73.7	68.8
B-2: Staff Management	59.8	90.6	88.6	95.2	64.8	87.3	49.2	81.4	71.7	80.9	29.4	97.1
B-3: Staff Satisfaction	59.8	90.6	57.9	61.3	65.2	59.3	48.5	54.7	70.1	70.0	49.6	68.7
B-4: Staff Motivation	55.5	63.8	69.4	66.7	69.1	62.6	58.1	62.3	74.5	73.9	61.0	73.5
B-5: Hospital Training Activities	15.7	72.9	9.0	50.0	32.4	50.0	73.3	76.8	50.0	7.5	9.2	81.3
B-6: Provider Knowledge Score	57.3	66.0	59.5	59.7	50.0	61.3	61.7	61.6	73.4	61.7	-	-
B-7: Gender Equity, Providers of Care	40.0	100.0	90.5	100.0	95.4	100.0	100.0	100.0	96.7	100.0	85.7	100.0
B-8: Salaries up-to-date	15.0	100.0	15.4	100.0	6.3	14.3	20.0	90.0	94.7	89.5	100.0	75.0
Domain C: Physical Capacity			**75.2**	**95.5**	**82.0**	**76.1**	**75.4**	**85.0**	**68.8**	**53.2**	**45.9**	**59.1**
C1: Communications and Transport			**100.0**	**100.0**	**100.0**	**50.0**	**100.0**	**100.0**	**50.0**	**50.0**	**0.0**	**50.0**
C-1: Communications and Transport	50.0	100.0	100.0	100.0	100.0	50.0	100.0	100.0	50.0	50.0	0.0	50.0
C2: Infrastructure			**60.0**	**100.0**	**46.7**	**93.3**	**87.5**	**86.7**	**86.7**	**34.4**	**53.1**	**37.5**
C-2: Infrastructure Index	60.0	92.9	60.0	100.0	46.7	93.3	87.5	86.7	86.7	34.4	53.1	37.5
C3: Supplies-Drugs and Equipment			**77.8**	**94.1**	**94.8**	**91.0**	**57.7**	**84.7**	**78.7**	**53.5**	**70.5**	**76.4**
C-3: Equipment Functionality Index	60.7	80.0	72.5	92.4	94.0	90.5	69.2	80.6	72.2	39.0	72.6	77.1
C-4: Pharmaceuticals Availability Index	58.5	91.2	83.0	95.7	95.6	91.6	46.2	88.9	85.2	68.0	68.4	75.7
C4: Service Availability			**62.9**	**87.8**	**86.7**	**70.0**	**56.4**	**68.8**	**59.9**	**75.1**	**59.8**	**72.3**
C-5: Lab and X-ray Index	77.3	94.7	95.5	95.7	100.0	100.0	91.3	90.9	81.8	85.7	95.7	90.9
C-6: Clinical Guidelines Index	33.3	100.0	77.8	100.0	100.0	100.0	44.4	66.7	100.0	88.9	87.5	88.9
C-7: Record System Index	72.2	95.2	100.0	81.1	100.0	66.3	83.1	83.8	62.1	36.4	95.5	98.5
C-8: Hotel Services	7.7	59.1	22.7	74.4	77.8	13.8	39.5	87.2	70.4	78.4	26.5	41.0
C-9: Safety precautions	16.7	61.1	5.6	100.0	44.4	72.2	50.0	44.4	40.0	61.1	46.7	61.1
C-10: Female Friendly Facilities	36.1	69.4	76.0	75.4	97.8	67.9	30.1	39.6	5.0	100.0	7.2	53.3
Domain D: Quality of Service Provision			**78.3**	**77.9**	**84.2**	**75.9**	**65.0**	**81.7**	**61.7**	**43.8**	**89.8**	**72.6**
D1: Enabling Environment			**85.8**	**77.8**	**88.9**	**77.8**	**66.7**	**90.6**	**50.5**	**22.9**	**90.6**	**63.9**
D-1: Functioning of standing committees	25.0	100.0	93.8	100.0	100.0	100.0	100.0	81.3	51.0	12.5	81.3	50.0
D-2: Drug Storage and Record Keeping	50.0	100.0	77.8	55.6	77.8	55.6	33.3	100.0	50.0	33.3	100.0	77.8
D2: Quality of Care			**70.8**	**78.1**	**79.5**	**74.1**	**63.3**	**72.8**	**73.0**	**64.8**	**89.1**	**81.3**
D-3: Client History and Physical Exam Index	73.0	92.3	82.0	77.9	83.9	86.3	57.7	76.5	79.9	89.3	99.3	93.2
D-4: Client Counseling Index	20.1	49.0	56.8	56.3	63.0	49.0	56.5	59.9	74.5	63.0	93.6	92.1
D-5: Biohazard Precautions	48.6	81.9	73.5	100.0	91.4	87.0	75.7	82.1	64.6	42.0	74.3	58.6

Facility ID			2178	691	692	706	630	648	662	1192	579	590
Province			Ghor	Helmand	Helmand	Helmand	Herat	Herat	Herat	Herat	Jawzjan	Jawzjan
Hospital Type	LBM*	UBM*	DH	PH	DH	DH	RH	DH	DH	DH	PH	DH
Domain E: Management Systems			70.4	85.6	63.5	54.7	54.3	65.0	36.1	50.0	55.0	41.3
E-1: Management Team (Including training)	44.4	100.0	88.9	100.0	87.5	75.0	62.5	100.0	33.3	33.3	60.0	77.8
E-2: HMIS	83.3	100.0	83.3	100.0	100.0	100.0	83.3	83.3	83.3	100.0	83.3	100.0
E-3: Equipment Management	66.7	100.0	33.3	100.0	100.0	100.0	66.7	100.0	66.7	66.7	66.7	0.0
E-4: Administrative and Financial Autonomy	0.0	75.0	100.0	100.0	60.0	20.0	20.0	0.0	0.0	0.0	20.0	20.0
E-5: Local Financial Management	0.0	80.0	50.0	80.0	0.0	0.0	60.0	40.0	33.3	33.3	0.0	16.7
E-6: Security	33.3	100.0	66.7	33.3	33.3	33.3	33.3	66.7	0.0	66.7	100.0	33.3
Domain F: Functionality Indicators	**MIN**	**MAX**										
Total Inpatients/month	0.0	6484.0	121.3	1316.0	1.5	228.2	1407.3	83.7	265.8	6128.3	1758.0	682.0
Total Outpatients/month	0.0	40142.8	4866.3	-	-	315.0	27471.0	1430.5	13968.2	12045.0	20640.0	-
Total deliveries/month	0.0	2452.8	191.3	725.2	197.8	155.5	1936.3	250.8	148.8	71.0	451.0	332.0
CS rate (%)	0.0	38.2	1.0	10.2	1.9	1.3	15.7	3.3	1.7	2.6	15.3	1.5
Total Surgeries/month	0.0	2061.0	11.0	272.7	23.2	-	2061.0	76.2	28.5	14.8	437.0	31.0
Physicians per bed	0.0	4.1	0.5	0.3	0.3	0.3	0.3	0.1	0.1	0.1	0.2	0.2
Nurses per bed	0.1	1.0	0.5	0.7	0.3	0.3	0.4	0.3	0.5	0.2	0.3	0.4
Inpatient admissions/MD	0.0	2042.8	11.0	26.9	0.2	28.5	7.8	12.0	53.2	2042.8	40.9	75.8
Average Length of Stay (days)	1.0	342.0	211.0	2.0	16.0	-	3.0	100.0	2.0	342.0	2.0	-
Bed Turn Over Rate	0.1	55.1	6.6	16.3	6.1	9.6	12.6	8.7	6.7	7.4	9.5	10.6
Bed Occupancy Rate	4.0	144.0	36.0	110.0	80.0	30.0	97.0	72.0	65.0	20.0	71.0	14.0
OPD consults/MD	0.0	4015.0	442.4	-	-	39.4	151.8	204.4	2793.6	4015.0	480.0	-
Surgeries/MD	0.0	603.2	11.0	68.2	23.2	-	257.6	-	28.5	14.8	62.4	31.0
Deliveries/midwife	4.3	135.2	38.3	31.5	49.5	38.9	74.5	62.7	37.2	17.8	75.2	66.4
Average consultation time per OPD Patient (min)	2.0	42.4	3.3	6.8	4.0	42.4	2.6	3.4	3.2	3.7	2.7	4.6
Inpatient Utilization Male : Female	0.1	23.7	0.8	1.7	1.3	0.4	0.5	1.0	0.6	0.5	0.5	0.6
Inpatient Utilization U5 : O5	0.0	3.8	0.7	0.7	0.3	0.5	0.2	0.5	0.4	0.4	0.3	0.9
Outpatient Utilization Male : Female	0.0	1.6	0.8	-	-	0.5	0.8	0.7	0.5	0.8	0.9	-
Outpatient Utilization U5 : O5	0.0	1.7	0.2	-	-	0.5	0.3	0.6	0.7	1.2	0.3	-
Proportion of new outpatients prescribed antibiotics (%)	0.0	94.0	63.8	94.0	-	15.0	-	34.7	32.4	80.9	0.0	9.7
Average number of drugs per new outpatients	0.0	32.8	0.9	-	-	0.9	-	3.0	3.0	3.0	2.0	2.6
Domain G: Ethics and Values			100.0	98.6	97.2	95.2	100.0	100.0	99.0	99.0	98.9	98.1
G-1: Gender Equity, Recipients of Care **	95.5	100.0	100.0	100.0	99.9	90.5	100.0	100.0	100.0	100.0	97.7	96.1
G-2: Compliance with MOPH Policy and Local Laws	91.7	100.0	100.0	97.2	94.4	100.0	100.0	100.0	97.9	97.9	100.0	100.0
Composite Score* **			77.8	88.2	77.2	73.6	65.2	74.7	70.5	65.8	68.8	71.9

Facility ID			5	24	40	133	136	137	138	142	150	158
Province			Kabul	Kabul	Kabul	Kabul	Kabul	Kabul	Kabul	Kabul	Kabul	Kabul

Hospital Type	LBM*	UBM*	DH	NH	DH	NH	NH	NH	NH	NH	NH	NH
Domain A: Clients and Community			**88.2**	**37.9**	**29.6**	**33.8**	**47.1**	**37.5**	**74.5**	**37.1**	**32.1**	**60.3**
A-1: Client Satisfaction & Perception of Quality Index	70.0	83.6	88.8	75.8	59.2	67.5	52.4	74.9	65.6	74.1	64.2	80.8
A-2: Community Involvement and Participation	43.8	100.0	87.5	0.0	0.0	0.0	88.9	0.0	83.3	0.0	0.0	0.0
A-3: User Fees; Transparency and Exemptions	75.0	100.0	-	-	-	-	0.0	-	-	-	-	100.0
Domain B: Human Resources			**67.2**	**69.2**	**57.5**	**75.1**	**72.2**	**75.7**	**79.7**	**75.9**	**73.3**	**74.3**
B-1: Staffing Index	47.6	85.7	56.3	100.0	62.5	100.0	100.0	100.0	100.0	100.0	100.0	100.0
B-2: Staff Management	59.8	90.6	91.9	89.3	61.5	95.7	85.6	95.7	81.4	83.3	80.1	81.0
B-3: Staff Satisfaction	59.8	90.6	56.5	56.9	55.4	56.1	38.4	54.8	58.3	59.7	52.1	65.5
B-4: Staff Motivation	55.5	63.8	63.7	66.4	69.4	64.1	57.3	62.1	66.9	76.8	67.0	72.8
B-5: Hospital Training Activities	15.7	72.9	100.0	7.0	0.0	31.0	100.0	51.4	85.8	50.3	25.0	12.5
B-6: Provider Knowledge Score	57.3	66.0	59.2	57.6	64.9	58.8	53.9	57.0	59.9	66.8	62.4	67.5
B-7: Gender Equity, Providers of Care	40.0	100.0	100.0	96.3	100.0	100.0	77.3	100.0	90.6	-	100.0	100.0
B-8: Salaries up-to-date	15.0	100.0	10.0	80.0	46.2	95.0	65.0	85.0	94.7	94.7	100.0	95.0
Domain C: Physical Capacity			**65.1**	**76.2**	**63.5**	**77.1**	**63.9**	**39.7**	**64.7**	**73.4**	**66.7**	**64.8**
C1: Communications and Transport			**50.0**	**100.0**	**50.0**	**100.0**	**100.0**	**50.0**	**100.0**	**100.0**	**100.0**	**100.0**
C-1: Communications and Transport	50.0	100.0	50.0	100.0	50.0	100.0	100.0	50.0	100.0	100.0	100.0	100.0
C2: Infrastructure			**76.7**	**80.0**	**81.3**	**100.0**	**40.6**	**33.3**	**43.8**	**73.3**	**64.3**	**80.0**
C-2: Infrastructure Index	60.0	92.9	76.7	80.0	81.3	100.0	40.6	33.3	43.8	73.3	64.3	80.0
C3: Supplies-Drugs and Equipment			**69.7**	**70.7**	**72.2**	**57.9**	**68.7**	**40.9**	**65.9**	**59.7**	**57.7**	**38.3**
C-3: Equipment Functionality Index	60.7	80.0	83.3	72.7	71.8	60.3	64.1	54.0	67.0	66.3	55.1	51.7
C-4: Pharmaceuticals Availability Index	58.5	91.2	56.0	68.7	72.5	55.5	73.3	27.7	64.7	53.2	60.2	25.0
C4: Service Availability			**64.1**	**54.3**	**50.7**	**50.5**	**46.1**	**34.5**	**49.3**	**60.4**	**45.0**	**40.7**
C-5: Lab and X-ray Index	77.3	94.7	86.4	65.0	54.5	73.9	87.0	65.2	69.6	95.7	60.0	40.0
C-6: Clinical Guidelines Index	33.3	100.0	88.9	33.3	77.8	0.0	0.0	12.5	37.5	25.0	0.0	0.0
C-7: Record System Index	72.2	95.2	97.3	68.0	84.7	89.6	76.3	67.9	77.1	98.4	80.4	87.2
C-8: Hotel Services	7.7	59.1	32.3	22.9	15.4	15.8	25.0	4.5	24.3	23.4	77.8	0.0
C-9: Safety precautions	16.7	61.1	68.8	61.1	7.1	72.2	22.2	27.8	50.0	50.0	16.7	46.2
C-10: Female Friendly Facilities	36.1	69.4	11.1	75.3	64.7	51.7	66.2	28.9	37.5	70.0	35.4	70.8
Domain D: Quality of Service Provision			**73.7**	**84.7**	**57.6**	**60.6**	**53.6**	**70.6**	**89.2**	**79.4**	**70.5**	**42.4**
D1: Enabling Environment			**88.9**	**91.7**	**65.6**	**56.3**	**67.4**	**83.3**	**100.0**	**83.3**	**93.8**	**36.1**
D-1: Functioning of standing committees	25.0	100.0	100.0	100.0	31.3	45.8	79.2	100.0	100.0	100.0	87.5	50.0
D-2: Drug Storage and Record Keeping	50.0	100.0	77.8	83.3	100.0	66.7	55.6	66.7	100.0	66.7	100.0	22.2
D2: Quality of Care			**58.4**	**77.7**	**49.6**	**64.9**	**39.8**	**57.9**	**78.5**	**75.4**	**47.3**	**48.6**
D-3: Client History and Physical Exam Index	73.0	92.3	78.1	94.0	76.0	73.8	46.6	81.5	90.5	96.4	50.4	82.2
D-4: Client Counseling Index	20.1	49.0	20.1	93.1	31.8	67.9	17.0	57.1	69.2	74.0	32.3	26.0
D-5: Biohazard Precautions	48.6	81.9	77.1	45.8	40.9	53.0	55.9	35.0	75.7	55.9	59.1	37.5
Domain E: Management Systems			**86.8**	**51.4**	**37.5**	**61.5**	**71.5**	**65.0**	**78.9**	**65.4**	**81.7**	**42.2**
E-1: Management Team (Including training)	44.4	100.0	87.5	75.0	25.0	88.9	88.9	100.0	100.0	88.9	100.0	83.3

Facility ID			**5**	**24**	**40**	**133**	**136**	**137**	**138**	**142**	**150**	**158**
Province			**Kabul**	**Kabul**	**Kabul**	**Kabul**	**Kabul**	**Kabul**	**Kabul**	**Kabul**	**Kabul**	**Kabul**
Hospital Type	**LBM***	**UBM***	**DH**	**NH**	**DH**	**NH**	**NH**	**NH**	**NH**	**NH**	**NH**	**NH**
E-2: HMIS	83.3	100.0	100.0	66.7	66.7	66.7	83.3	50.0	66.7	50.0	83.3	50.0
E-3: Equipment Management	66.7	100.0	100.0	33.3	66.7	0.0	66.7	66.7	100.0	100.0	66.7	33.3
E-4: Administrative and Financial Autonomy	0.0	75.0	100.0	60.0	0.0	80.0	40.0	60.0	60.0	40.0	60.0	20.0
E-5: Local Financial Management	0.0	80.0	33.3	40.0	0.0	66.7	83.3	80.0	80.0	80.0	80.0	0.0
E-6: Security	33.3	100.0	100.0	33.3	66.7	66.7	66.7	33.3	66.7	33.3	100.0	66.7
Domain F: Functionality Indicators	**MIN**	**MAX**										
Total Inpatients/month	0.0	6484.0	534.7	2973.3	312.0	1212.7	884.5	662.8	2562.0	-	362.0	0.0
Total Outpatients/month	0.0	40142.8	13520.0	4273.3	5572.0	7285.2	13560.5	-	11075.0	7197.0	3765.7	0.0
Total deliveries/month	0.0	2452.8	478.2	2452.8	163.0	-	-	-	1361.8	1511.5	-	-
CS rate (%)	0.0	38.2	0.3	16.9	0.0	-	-	-	11.3	24.1	-	-
Total Surgeries/month	0.0	2061.0	171.5	603.2	10.0	258.3	370.5	-	858.7	571.2	-	423.7
Physicians per bed	0.0	4.1	0.4	0.8	0.3	0.0	0.3	0.2	0.3	0.6	0.2	0.5
Nurses per bed	0.1	1.0	0.8	0.8	0.6	0.4	0.5	0.2	0.3	0.5	0.3	0.3
Inpatient admissions/MD	0.0	2042.8	66.8	20.9	52.0	202.1	21.1	14.4	23.1	-	8.0	0.0
Average Length of Stay (days)	1.0	342.0	1.0	14.0	9.0	4.0	4.0	4.0	2.0	1.0	4.0	2.0
Bed Turn Over Rate	0.1	55.1	28.1	55.1	15.1	6.0	6.2	6.8	7.0	14.9	2.8	5.0
Bed Occupancy Rate	4.0	144.0	107.0	79.0	89.0	70.0	88.0	70.0	74.0	82.0	84.0	22.0
OPD consults/MD	0.0	4015.0	1690.0	30.1	928.7	1214.2	322.9	-	99.8	56.2	83.7	0.0
Surgeries/MD	0.0	603.2	171.5	603.2	10.0	129.2	37.0	-	95.4	81.6	-	21.2
Deliveries/midwife	4.3	135.2	119.5	24.5	40.8	-	-	-	29.0	21.9	-	-
Average consultation time per OPD Patient (min)	2.0	42.4	4.6	9.9	6.3	6.8	3.7	7.0	9.4	7.1	8.3	5.1
Inpatient Utilization Male : Female	0.1	23.7	23.7	0.1	0.4	1.2	0.9	0.9	0.2	-	0.8	-
Inpatient Utilization U5 : O5	0.0	3.8	0.1	0.1	0.4	0.0	-	0.0	0.1	-	3.8	-
Outpatient Utilization Male : Female	0.0	1.6	0.6	0.0	0.7	1.2	0.9	-	0.3	0.0	1.1	-
Outpatient Utilization U5 : O5	0.0	1.7	0.7	0.0	0.4	0.0	0.0	-	0.0	0.0	1.6	-
Proportion of new outpatients prescribed antibiotics (%)	0.0	94.0	41.1	-	73.5	72.0	-	44.4	-	-	-	79.4
Average number of drugs per new outpatients	0.0	32.8	1.8	-	2.0	1.7	-	32.8	-	-	-	1.0
Domain G: Ethics and Values			**97.0**	**100.0**	**90.5**	**100.0**	**84.2**	**99.5**	**100.0**	**100.0**	**98.4**	**97.8**
G-1: Gender Equity, Recipients of Care **	95.5	100.0	94.1	-	99.7	100.0	74.0	99.0	100.0	-	98.8	95.6
G-2: Compliance with MOPH Policy and Local Laws	91.7	100.0	100.0	100.0	81.3	100.0	94.4	100.0	100.0	100.0	97.9	100.0
Composite Score***			**79.7**	**69.9**	**56.0**	**68.0**	**65.4**	**64.7**	**81.2**	**71.9**	**70.5**	**63.6**

Facility ID			161	167	169	170	1001	1703	3719	3720	751	1228
Province			Kabul	Kabul	Kabul	Kabul	Kabul	Kabul	Kabul	Kabul	Kandahar	Kandahar
Hospital Type	LBM*	UBM*	NH	NH	NH	NH	NH	NH	NH	NH	DH	RH
Domain A: Clients and Community			**37.6**	**30.1**	**62.0**	**72.5**	**20.1**	**28.3**	**41.7**	**41.4**	**91.6**	**84.8**
A-1: Client Satisfaction & Perception of Quality Index	70.0	83.6	75.1	60.2	74.0	44.9	60.4	73.8	83.4	82.8	83.2	80.6
A-2: Community Involvement and Participation	43.8	100.0	0.0	0.0	50.0	100.0	0.0	11.1	0.0	0.0	100.0	88.9
A-3: User Fees; Transparency and Exemptions	75.0	100.0	-	-	-	-	0.0	0.0	-	-	-	-
Domain B: Human Resources			**74.6**	**68.0**	**71.2**	**64.0**	**76.0**	**79.9**	**65.5**	**69.5**	**75.3**	**69.1**
B-1: Staffing Index	47.6	85.7	100.0	75.0	100.0	100.0	100.0	100.0	100.0	100.0	75.0	65.2
B-2: Staff Management	59.8	90.6	98.3	81.7	79.2	76.6	60.0	73.2	39.8	79.3	95.2	64.2
B-3: Staff Satisfaction	59.8	90.6	60.2	64.5	48.3	56.6	61.0	54.1	60.6	62.8	63.8	62.2
B-4: Staff Motivation	55.5	63.8	73.4	70.2	69.2	64.3	66.8	61.3	70.6	66.1	71.7	73.4
B-5: Hospital Training Activities	15.7	72.9	13.0	0.0	41.1	0.0	75.7	87.5	0.0	0.0	70.8	28.6
B-6: Provider Knowledge Score	57.3	66.0	51.8	59.4	67.0	57.3	44.4	62.7	57.8	62.5	59.1	65.0
B-7: Gender Equity, Providers of Care	40.0	100.0	100.0	99.5	92.5	-	100.0	100.0	95.0	95.6	100.0	100.0
B-8: Salaries up-to-date	15.0	100.0	100.0	93.3	72.2	93.3	100.0	100.0	100.0	89.5	66.7	94.4
Domain C: Physical Capacity			**84.4**	**79.6**	**65.1**	**59.9**	**57.1**	**63.0**	**58.0**	**70.1**	**75.4**	**92.9**
C1: Communications and Transport			**100.0**	**100.0**	**100.0**	**50.0**	**100.0**	**100.0**	**100.0**	**100.0**	**50.0**	**100.0**
C-1: Communications and Transport	50.0	100.0	100.0	100.0	100.0	50.0	100.0	100.0	100.0	100.0	50.0	100.0
C2: Infrastructure			**100.0**	**93.8**	**53.6**	**73.3**	**26.7**	**73.3**	**71.4**	**85.7**	**81.3**	**93.8**
C-2: Infrastructure Index	60.0	92.9	100.0	93.8	53.6	73.3	26.7	73.3	71.4	85.7	81.3	93.8
C3: Supplies-Drugs and Equipment			**82.3**	**53.1**	**65.2**	**70.3**	**60.5**	**36.5**	**31.6**	**51.9**	**93.8**	**89.9**
C-3: Equipment Functionality Index	60.7	80.0	74.6	54.5	66.2	66.0	68.1	60.4	63.2	58.3	92.3	87.0
C-4: Pharmaceuticals Availability Index	58.5	91.2	90.0	51.7	64.3	74.6	52.9	12.5	0.0	45.5	95.2	92.9
C4: Service Availability			**55.3**	**71.7**	**41.7**	**46.1**	**41.3**	**42.2**	**28.9**	**42.8**	**76.7**	**87.8**
C-5: Lab and X-ray Index	77.3	94.7	91.3	86.4	75.0	50.0	78.3	70.0	65.2	56.5	81.8	95.7
C-6: Clinical Guidelines Index	33.3	100.0	0.0	50.0	12.5	22.2	11.1	0.0	0.0	0.0	100.0	100.0
C-7: Record System Index	72.2	95.2	97.9	100.0	94.0	75.0	71.9	71.6	58.3	77.8	96.4	100.0
C-8: Hotel Services	7.7	59.1	9.7	73.9	2.9	53.1	14.3	11.1	0.0	6.3	90.9	94.7
C-9: Safety precautions	16.7	61.1	56.3	83.3	25.0	42.9	66.7	62.5	50.0	58.3	56.3	66.7
C-10: Female Friendly Facilities	36.1	69.4	76.7	36.7	40.8	33.3	5.4	37.9	0.0	57.8	35.0	69.6
Domain D: Quality of Service Provision			**79.4**	**76.6**	**64.0**	**50.2**	**82.3**	**81.9**	**47.2**	**64.6**	**79.9**	**88.8**
D1: Enabling Environment			**96.9**	**84.4**	**70.8**	**53.8**	**100.0**	**100.0**	**54.2**	**66.7**	**81.9**	**100.0**
D-1: Functioning of standing committees	25.0	100.0	93.8	68.8	75.0	18.8	100.0	100.0	75.0	100.0	75.0	100.0
D-2: Drug Storage and Record Keeping	50.0	100.0	100.0	100.0	66.7	88.9	100.0	100.0	33.3	33.3	88.9	100.0
D2: Quality of Care			**61.9**	**68.9**	**57.2**	**46.6**	**64.6**	**63.7**	**40.3**	**62.4**	**77.8**	**77.5**
D-3: Client History and Physical Exam Index	73.0	92.3	83.3	84.5	79.8	59.0	80.6	93.5	79.6	95.9	78.1	67.8
D-4: Client Counseling Index	20.1	49.0	40.0	43.8	61.4	18.8	60.0	47.7	22.7	50.0	78.2	73.4
D-5: Biohazard Precautions	48.6	81.9	62.5	78.4	30.4	62.1	53.2	50.0	18.5	41.4	77.2	91.4

Facility ID			161	167	169	170	1001	1703	3719	3720	751	1228
Province			Kabul	Kabul	Kabul	Kabul	Kabul	Kabul	Kabul	Kabul	Kandahar	Kandahar
Hospital Type	LBM*	UBM*	NH	NH	NH	NH	NH	NH	NH	NH	DH	RH
Domain E: Management Systems			**65.0**	**64.6**	**53.2**	**48.7**	**77.6**	**68.3**	**56.5**	**62.4**	**57.0**	**53.9**
E-1: Management Team (Including training)	44.4	100.0	100.0	77.8	77.8	55.6	88.9	100.0	55.6	77.8	55.6	100.0
E-2: HMIS	83.3	100.0	83.3	16.7	33.3	83.3	83.3	50.0	83.3	83.3	100.0	83.3
E-3: Equipment Management	66.7	100.0	33.3	66.7	0.0	66.7	100.0	33.3	100.0	100.0	100.0	33.3
E-4: Administrative and Financial Autonomy	0.0	75.0	40.0	80.0	75.0	0.0	60.0	80.0	40.0	40.0	0.0	0.0
E-5: Local Financial Management	0.0	80.0	66.7	80.0	66.7	20.0	66.7	80.0	60.0	40.0	20.0	40.0
E-6: Security	33.3	100.0	66.7	66.7	66.7	66.7	66.7	66.7	0.0	33.3	66.7	66.7
Domain F: Functionality Indicators	**MIN**	**MAX**										
Total Inpatients/month	0.0	6484.0	906.3	-	1592.0	5.0	3762.5	197.3	29.7	93.5	99.8	2768.3
Total Outpatients/month	0.0	40142.8	8099.8	183.0	22499.5	7667.3	17242.0	3697.8	1180.2	12889.3	7313.7	17849.2
Total deliveries/month	0.0	2452.8	0.0	-	1618.8	629.2	-	-	-	-	268.0	1565.0
CS rate (%)	0.0	38.2	-	-	38.2	4.1	-	-	-	-	1.7	7.5
Total Surgeries/month	0.0	2061.0	1167.3	-	265.8	35.0	762.0	-	-	0.0	30.8	1108.5
Physicians per bed	0.0	4.1	0.7	0.2	0.6	0.3	0.6	0.2	0.3	4.1	0.4	0.2
Nurses per bed	0.1	1.0	0.6	0.1	0.6	0.2	0.4	0.2	0.3	0.2	0.5	0.3
Inpatient admissions/MD	0.0	2042.8	6.0	-	27.9	0.2	19.0	8.6	3.0	0.8	11.1	34.6
Average Length of Stay (days)	1.0	342.0	6.0	235.0	1.0	4.0	3.0	11.0	2.0	2.0	6.0	2.0
Bed Turn Over Rate	0.1	55.1	4.5	0.1	16.4	0.1	10.1	2.3	0.3	3.8	4.1	12.9
Bed Occupancy Rate	4.0	144.0	97.0	47.0	90.0	30.0	11.0	80.0	64.0	5.0	36.0	112.0
OPD consults/MD	0.0	4015.0	54.0	14.1	394.7	284.0	87.1	160.8	118.0	105.7	812.6	223.1
Surgeries/MD	0.0	603.2	194.6	-	88.6	11.7	40.1	-	-	0.0	30.8	92.4
Deliveries/midwife	4.3	135.2	-	-	124.5	78.6	-	-	-	-	67.0	71.1
Average consultation time per OPD Patient (min)	2.0	42.4	5.9	8.0	6.7	4.3	5.1	6.7	4.0	5.3	3.8	2.5
Inpatient Utilization Male : Female	0.1	23.7	2.0	-	7.9	0.8	1.2	2.7	0.5	1.4	0.7	1.4
Inpatient Utilization U5 : O5	0.0	3.8	0.0	-	0.1	-	1.8	0.0	-	0.0	0.7	0.3
Outpatient Utilization Male : Female	0.0	1.6	1.1	1.6	0.7	0.5	1.0	0.9	1.2	0.9	1.3	0.3
Outpatient Utilization U5 : O5	0.0	1.7	0.0	-	1.7	0.8	0.9	0.0	0.0	0.1	0.3	0.3
Proportion of new outpatients prescribed antibiotics (%)	0.0	94.0	35.3	-	76.0	11.1	-	0.0	-	91.9	56.7	-
Average number of drugs per new outpatients	0.0	32.8	1.0	-	-	-	-	24.4	-	0.1	1.0	-
Domain G: Ethics and Values			**96.1**	**94.7**	**99.9**	**96.7**	**100.0**	**100.0**	**100.0**	**99.2**	**100.0**	**98.9**
G-1: Gender Equity, Recipients of Care **	95.5	100.0	94.9	89.4	99.7	93.3	100.0	100.0	100.0	98.3	100.0	97.8
G-2: Compliance with MOPH Policy and Local Laws	91.7	100.0	97.2	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Composite Score***			**72.8**	**68.9**	**69.2**	**65.3**	**68.9**	**70.2**	**61.5**	**67.9**	**79.9**	**81.4**

Facility ID			50	1018	682	380	1590	519	1159	356	226	231
Province			Kapisa	Kapisa	Khost	Kunar	Kunar	Kunduz	Kunduz	Laghman	Logar	Logar
Hospital Type	LBM*	UBM*	PH	DH	PH	PH	DH	RH	DH	PH	PH	DH
Domain A: Clients and Community			**88.2**	**85.9**	**81.6**	**85.5**	**83.3**	**92.4**	**67.8**	**92.1**	**67.5**	**83.0**
A-1: Client Satisfaction & Perception of Quality Index	70.0	83.6	88.9	84.3	74.3	71.0	66.6	84.7	79.2	84.1	83.8	77.1
A-2: Community Involvement and Participation	43.8	100.0	87.5	87.5	88.9	100.0	100.0	100.0	56.3	100.0	93.8	88.9
A-3: User Fees; Transparency and Exemptions	75.0	100.0	-	-	-	-	-	-	-	-	25.0	-
Domain B: Human Resources			**77.5**	**68.1**	**67.1**	**76.3**	**72.3**	**66.6**	**70.3**	**78.3**	**80.7**	**80.4**
B-1: Staffing Index	47.6	85.7	73.7	68.8	89.5	73.7	50.0	73.9	68.8	89.5	73.7	62.5
B-2: Staff Management	59.8	90.6	92.1	82.0	86.7	77.1	93.2	79.9	57.9	96.4	98.6	100.0
B-3: Staff Satisfaction	59.8	90.6	68.5	56.8	61.0	68.9	61.3	63.4	59.2	51.5	65.0	66.6
B-4: Staff Motivation	55.5	63.8	73.5	68.9	68.9	78.2	75.3	66.9	65.6	64.9	69.2	70.3
B-5: Hospital Training Activities	15.7	72.9	77.4	65.0	70.6	35.3	29.0	31.0	56.4	64.0	91.5	76.7
B-6: Provider Knowledge Score	57.3	66.0	64.7	62.0	54.9	77.2	74.6	62.8	54.8	65.6	62.9	74.2
B-7: Gender Equity, Providers of Care	40.0	100.0	100.0	94.2	100.0	100.0	94.8	100.0	100.0	100.0	100.0	93.0
B-8: Salaries up-to-date	15.0	100.0	70.0	47.4	5.3	100.0	100.0	55.0	100.0	94.4	85.0	100.0
Domain C: Physical Capacity			**88.8**	**85.8**	**93.5**	**80.2**	**65.7**	**87.8**	**76.8**	**85.2**	**97.8**	**83.6**
C1: Communications and Transport			**100.0**	**100.0**	**100.0**	**100.0**	**50.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
C-1: Communications and Transport	50.0	100.0	100.0	100.0	100.0	100.0	50.0	100.0	100.0	100.0	100.0	100.0
C2: Infrastructure			**93.3**	**80.0**	**100.0**	**68.8**	**80.0**	**93.8**	**66.7**	**75.0**	**100.0**	**53.3**
C-2: Infrastructure Index	60.0	92.9	93.3	80.0	100.0	68.8	80.0	93.8	66.7	75.0	100.0	53.3
C3: Supplies-Drugs and Equipment			**80.8**	**82.3**	**96.7**	**76.7**	**71.5**	**71.1**	**74.3**	**85.9**	**94.5**	**93.3**
C-3: Equipment Functionality Index	60.7	80.0	84.4	80.8	94.6	80.9	77.8	74.0	66.3	88.9	93.3	93.5
C-4: Pharmaceuticals Availability Index	58.5	91.2	77.1	83.8	98.8	72.4	65.2	68.3	82.4	82.9	95.7	93.1
C4: Service Availability			**81.2**	**81.0**	**77.2**	**75.2**	**61.4**	**86.1**	**66.2**	**79.9**	**96.5**	**87.8**
C-5: Lab and X-ray Index	77.3	94.7	91.3	81.8	87.0	87.0	77.3	87.0	86.4	91.3	95.7	86.4
C-6: Clinical Guidelines Index	33.3	100.0	88.9	100.0	100.0	100.0	100.0	85.7	88.9	88.9	100.0	100.0
C-7: Record System Index	72.2	95.2	91.8	100.0	97.6	96.6	95.4	93.8	74.2	100.0	100.0	100.0
C-8: Hotel Services	7.7	59.1	76.9	90.9	33.3	25.6	15.6	73.3	37.1	81.3	95.7	97.7
C-9: Safety precautions	16.7	61.1	61.1	71.4	77.8	88.2	41.2	100.0	33.3	66.7	88.9	100.0
C-10: Female Friendly Facilities	36.1	69.4	77.2	42.1	67.5	54.0	39.1	76.9	77.2	51.5	99.0	42.5
Domain D: Quality of Service Provision			**86.6**	**79.8**	**86.7**	**85.4**	**76.4**	**90.7**	**79.3**	**80.2**	**83.2**	**82.3**
D1: Enabling Environment			**100.0**	**79.2**	**100.0**	**100.0**	**84.7**	**100.0**	**80.9**	**91.3**	**100.0**	**100.0**
D-1: Functioning of standing committees	25.0	100.0	100.0	75.0	100.0	100.0	91.7	100.0	72.9	93.8	100.0	100.0
D-2: Drug Storage and Record Keeping	50.0	100.0	100.0	83.3	100.0	100.0	77.8	100.0	88.9	88.9	100.0	100.0
D2: Quality of Care			**73.1**	**80.4**	**73.3**	**70.8**	**68.1**	**81.4**	**77.7**	**69.0**	**66.3**	**64.6**
D-3: Client History and Physical Exam Index	73.0	92.3	89.3	97.0	89.8	97.6	95.8	98.0	94.0	87.5	78.4	79.2
D-4: Client Counseling Index	20.1	49.0	38.1	66.0	32.9	48.1	48.4	49.3	84.1	35.9	26.2	23.4
D-5: Biohazard Precautions	48.6	81.9	92.0	78.1	97.1	66.7	60.0	96.9	55.0	83.6	94.3	91.2

Facility ID			50	1018	682	380	1590	519	1159	356	226	231
Province			Kapisa	Kapisa	Khost	Kunar	Kunar	Kunduz	Kunduz	Laghman	Logar	Logar
Hospital Type	LBM*	UBM*	PH	DH	PH	PH	DH	RH	DH	PH	PH	DH
Domain E: Management Systems			**75.9**	**47.8**	**100.0**	**91.7**	**70.0**	**60.4**	**53.7**	**79.4**	**96.7**	**81.5**
E-1: Management Team (Including training)	44.4	100.0	88.9	33.3	100.0	100.0	100.0	55.6	85.7	100.0	100.0	62.5
E-2: HMIS	83.3	100.0	100.0	100.0	100.0	100.0	100.0	100.0	83.3	83.3	100.0	100.0
E-3: Equipment Management	66.7	100.0	100.0	100.0	100.0	100.0	100.0	100.0	66.7	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	0.0	75.0	20.0	0.0	100.0	100.0	20.0	40.0	0.0	60.0	80.0	80.0
E-5: Local Financial Management	0.0	80.0	80.0	20.0	100.0	83.3	33.3	0.0	20.0	66.7	100.0	80.0
E-6: Security	33.3	100.0	66.7	33.3	100.0	66.7	66.7	66.7	66.7	66.7	100.0	66.7
Domain F: Functionality Indicators	**MIN**	**MAX**										
Total Inpatients/month	0.0	6484.0	948.5	183.7	944.3	1560.7	292.5	1380.7	816.8	2057.5	911.7	716.3
Total Outpatients/month	0.0	40142.8	11638.7	4949.5	13208.2	14793.7	7758.2	8576.7	8529.8	15804.7	14652.7	8260.5
Total deliveries/month	0.0	2452.8	351.0	123.0	416.3	482.2	47.8	782.0	520.0	697.8	585.0	209.0
CS rate (%)	0.0	38.2	2.6	-	4.6	4.5	0.0	13.0	1.8	1.6	15.7	1.0
Total Surgeries/month	0.0	2061.0	34.5	14.5	330.0	689.2	36.5	284.8	81.5	244.5	211.0	18.2
Physicians per bed	0.0	4.1	0.2	0.1	0.2	0.1	0.3	0.3	0.1	0.2	0.2	0.2
Nurses per bed	0.1	1.0	0.3	0.2	0.3	0.2	0.6	0.4	0.2	0.2	0.3	0.3
Inpatient admissions/MD	0.0	2042.8	63.2	36.7	41.1	78.0	41.8	17.7	136.1	89.5	57.0	89.5
Average Length of Stay (days)	1.0	342.0	7.0	2.0	-	95.0	2.0	3.0	3.0	2.0	3.0	3.0
Bed Turn Over Rate	0.1	55.1	9.4	3.3	14.1	11.9	17.5	11.2	6.2	13.2	9.7	11.4
Bed Occupancy Rate	4.0	144.0	-	50.0	140.0	94.0	85.0	78.0	70.0	92.0	-	83.0
OPD consults/MD	0.0	4015.0	775.9	989.9	574.3	739.7	1108.3	110.0	1421.6	687.2	915.8	1032.6
Surgeries/MD	0.0	603.2	11.5	-	110.0	229.7	-	35.6	-	81.5	70.3	18.2
Deliveries/midwife	4.3	135.2	29.3	30.8	46.3	53.6	12.0	65.2	130.0	87.2	65.0	52.3
Average consultation time per OPD Patient (min)	2.0	42.4	5.0	5.7	7.2	2.3	6.3	3.5	4.5	6.3	4.0	4.1
Inpatient Utilization Male : Female	0.1	23.7	0.4	0.9	1.2	0.5	1.0	1.1	0.2	0.5	0.3	0.5
Inpatient Utilization U5 : O5	0.0	3.8	0.6	2.0	0.9	0.3	0.7	0.5	0.2	0.7	0.3	0.4
Outpatient Utilization Male : Female	0.0	1.6	0.7	0.6	0.7	0.9	0.8	0.9	0.6	0.9	0.6	0.7
Outpatient Utilization U5 : O5	0.0	1.7	0.5	0.4	0.5	0.5	0.6	0.4	0.6	0.5	0.4	0.3
Proportion of new outpatients prescribed antibiotics (%)	0.0	94.0	31.6	76.0	86.7	52.2	58.3	82.2	41.0	57.2	35.7	33.3
Average number of drugs per new outpatients	0.0	32.8	-	3.0	2.9	2.2	1.8	2.0	1.7	2.0	2.2	1.0
Domain G: Ethics and Values			**100.0**	**100.0**	**90.2**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**98.9**
G-1: Gender Equity, Recipients of Care **	95.5	100.0	100.0	100.0	80.4	100.0	100.0	100.0	100.0	100.0	100.0	97.9
G-2: Compliance with MOPH Policy and Local Laws	91.7	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Composite Score***			**86.2**	**77.9**	**86.5**	**86.5**	**78.0**	**83.0**	**74.6**	**85.9**	**87.7**	**85.0**

Facility ID			238	320	341	1212	686	845	814	815	836	278
Province			Logar	Nangrahar	Nangrahar	Nangrahar	Nimroz	Nuristan	Paktika	Paktika	Paktika	Paktya
Hospital Type	LBM*	UBM*	DH	DH	DH	RH	PH	DH	PH	DH	DH	PH
Domain A: Clients and Community			**92.6**	**96.5**	**98.8**	**82.9**	**84.1**	**81.0**	**88.7**	**75.9**	**71.1**	**81.7**
A-1: Client Satisfaction & Perception of Quality Index	70.0	83.6	85.2	93.0	97.6	65.8	77.2	74.4	77.3	70.5	79.7	63.4
A-2: Community Involvement and Participation	43.8	100.0	100.0	100.0	100.0	100.0	100.0	87.5	100.0	81.3	62.5	100.0
A-3: User Fees; Transparency and Exemptions	75.0	100.0	-	-	-	-	75.0	-	-	-	-	-
Domain B: Human Resources			**71.7**	**81.2**	**86.1**	**80.0**	**76.5**	**76.3**	**73.6**	**70.6**	**71.1**	**65.4**
B-1: Staffing Index	47.6	85.7	56.3	68.8	75.0	95.7	63.2	43.8	68.4	56.3	56.3	84.2
B-2: Staff Management	59.8	90.6	66.1	80.5	96.9	93.2	97.9	75.7	94.2	88.3	94.5	85.3
B-3: Staff Satisfaction	59.8	90.6	59.5	72.8	71.8	69.1	58.7	74.6	59.0	61.2	61.3	53.9
B-4: Staff Motivation	55.5	63.8	66.4	73.4	77.6	74.9	67.7	80.1	66.0	56.9	65.9	75.8
B-5: Hospital Training Activities	15.7	72.9	64.5	73.2	89.3	99.4	68.5	75.0	46.4	45.0	43.8	100.0
B-6: Provider Knowledge Score	57.3	66.0	60.4	-	78.3	-	61.1	61.2	57.0	64.7	58.9	51.9
B-7: Gender Equity, Providers of Care	40.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	97.7	92.5	100.0	72.3
B-8: Salaries up-to-date	15.0	100.0	100.0	100.0	100.0	27.8	94.7	100.0	100.0	100.0	88.2	0.0
Domain C: Physical Capacity			**86.3**	**88.7**	**87.1**	**91.1**	**81.5**	**71.8**	**84.9**	**61.6**	**66.2**	**66.8**
C1: Communications and Transport			**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**50.0**	**50.0**	**50.0**	**50.0**	**50.0**
C-1: Communications and Transport	50.0	100.0	100.0	100.0	100.0	100.0	100.0	50.0	50.0	50.0	50.0	50.0
C2: Infrastructure			**80.0**	**80.0**	**80.0**	**100.0**	**84.4**	**86.7**	**93.3**	**50.0**	**71.4**	**62.5**
C-2: Infrastructure Index	60.0	92.9	80.0	80.0	80.0	100.0	84.4	86.7	93.3	50.0	71.4	62.5
C3: Supplies-Drugs and Equipment			**85.9**	**87.1**	**85.3**	**82.5**	**83.2**	**66.3**	**97.6**	**87.1**	**85.4**	**89.9**
C-3: Equipment Functionality Index	60.7	80.0	83.8	83.8	76.3	80.2	70.4	43.1	95.4	83.7	76.4	80.6
C-4: Pharmaceuticals Availability Index	58.5	91.2	88.0	90.4	94.3	84.9	96.0	89.5	99.7	90.4	94.3	99.2
C4: Service Availability			**79.2**	**87.5**	**83.0**	**81.9**	**58.4**	**84.3**	**98.8**	**59.4**	**58.0**	**65.0**
C-5: Lab and X-ray Index	77.3	94.7	90.9	100.0	86.4	95.7	91.3	84.2	95.7	78.9	81.8	86.4
C-6: Clinical Guidelines Index	33.3	100.0	77.8	88.9	88.9	77.8	33.3	100.0	100.0	88.9	100.0	100.0
C-7: Record System Index	72.2	95.2	100.0	95.3	94.8	96.0	80.7	99.4	100.0	100.0	78.9	86.4
C-8: Hotel Services	7.7	59.1	57.1	52.8	55.6	57.9	34.2	62.2	100.0	41.7	31.4	19.1
C-9: Safety precautions	16.7	61.1	72.2	88.9	94.4	88.9	55.6	94.4	100.0	33.3	38.9	44.4
C-10: Female Friendly Facilities	36.1	69.4	77.1	99.3	77.8	75.2	55.0	65.7	97.3	13.7	17.2	53.5
Domain D: Quality of Service Provision			**76.7**	**89.3**	**90.0**	**68.7**	**78.0**	**75.3**	**92.7**	**89.5**	**81.0**	**75.4**
D1: Enabling Environment			**100.0**	**100.0**	**96.9**	**85.8**	**100.0**	**62.8**	**100.0**	**100.0**	**81.3**	**100.0**
D-1: Functioning of standing committees	25.0	100.0	100.0	100.0	93.8	93.8	100.0	81.3	100.0	100.0	62.5	100.0
D-2: Drug Storage and Record Keeping	50.0	100.0	100.0	100.0	100.0	77.8	100.0	44.4	100.0	100.0	100.0	100.0
D2: Quality of Care			**53.5**	**78.7**	**83.1**	**51.6**	**56.0**	**87.7**	**85.5**	**79.1**	**80.8**	**50.8**
D-3: Client History and Physical Exam Index	73.0	92.3	69.1	98.1	100.0	66.3	72.0	96.3	93.0	91.0	94.1	71.8
D-4: Client Counseling Index	20.1	49.0	19.1	60.1	80.7	12.0	39.6	81.4	69.2	66.2	68.8	1.0
D-5: Biohazard Precautions	48.6	81.9	72.1	77.9	68.6	76.5	56.4	85.3	94.3	80.0	79.4	79.4

Facility ID			238	320	341	1212	686	845	814	815	836	278
Province			Logar	Nangrahar	Nangrahar	Nangrahar	Nimroz	Nuristan	Paktika	Paktika	Paktika	Paktya
Hospital Type	LBM*	UBM*	DH	DH	DH	RH	PH	DH	PH	DH	DH	PH
Domain E: Management Systems			**68.1**	**87.8**	**91.1**	**91.1**	**96.7**	**59.8**	**89.8**	**76.5**	**66.1**	**78.7**
E-1: Management Team (Including training)	44.4	100.0	75.0	100.0	100.0	100.0	100.0	71.9	88.9	85.7	100.0	88.9
E-2: HMIS	83.3	100.0	100.0	100.0	100.0	83.3	100.0	100.0	100.0	100.0	83.3	100.0
E-3: Equipment Management	66.7	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	0.0	75.0	0.0	80.0	100.0	80.0	80.0	0.0	100.0	40.0	60.0	100.0
E-5: Local Financial Management	0.0	80.0	33.3	80.0	80.0	83.3	100.0	20.0	83.3	33.3	20.0	50.0
E-6: Security	33.3	100.0	100.0	66.7	66.7	100.0	100.0	66.7	66.7	100.0	33.3	33.3
Domain F: Functionality Indicators	**MIN**	**MAX**										
Total Inpatients/month	0.0	6484.0	273.3	1010.7	1031.3	6484.0	552.7	119.0	760.0	60.2	137.8	1004.5
Total Outpatients/month	0.0	40142.8	6375.5	11837.8	13738.2	40142.8	14034.2	2182.2	12146.2	3519.3	4485.7	10863.0
Total deliveries/month	0.0	2452.8	337.5	262.2	523.7	2057.5	588.2	14.0	313.7	26.0	148.7	669.0
CS rate (%)	0.0	38.2	2.2	1.7	2.1	7.8	4.0	1.2	6.1	-	2.9	5.1
Total Surgeries/month	0.0	2061.0	19.7	298.3	143.8	2048.8	139.0	11.5	246.2	-	93.8	342.3
Physicians per bed	0.0	4.1	0.2	0.2	0.1	0.3	0.1	0.2	0.3	0.6	0.3	0.3
Nurses per bed	0.1	1.0	0.6	0.3	0.3	0.4	0.3	0.5	0.4	1.0	0.5	0.5
Inpatient admissions/MD	0.0	2042.8	45.6	101.1	171.9	39.3	42.5	29.8	44.7	10.0	23.0	41.9
Average Length of Stay (days)	1.0	342.0	2.0	2.0	2.0	2.0	3.0	2.0	2.0	2.0	3.0	2.0
Bed Turn Over Rate	0.1	55.1	10.3	15.2	17.5	13.9	7.1	7.9	13.2	6.8	8.6	16.2
Bed Occupancy Rate	4.0	144.0	81.0	-	121.0	91.0	100.0	40.0	104.0	43.0	73.0	101.0
OPD consults/MD	0.0	4015.0	1062.6	1183.8	2289.7	243.3	1079.6	545.5	714.5	586.6	747.6	452.6
Surgeries/MD	0.0	603.2	19.7	149.2	143.8	186.3	69.5	11.5	123.1	-	93.8	85.6
Deliveries/midwife	4.3	135.2	84.4	65.5	87.3	73.5	65.4	4.7	39.2	8.7	37.2	83.6
Average consultation time per OPD Patient (min)	2.0	42.4	2.4	9.8	9.8	5.6	3.3	7.3	13.2	10.2	12.3	2.2
Inpatient Utilization Male : Female	0.1	23.7	0.2	0.3	0.2	0.6	1.0	0.8	0.4	0.4	1.0	0.2
Inpatient Utilization U5 : O5	0.0	3.8	0.3	0.4	0.3	0.2	0.6	0.9	0.2	0.5	0.5	0.3
Outpatient Utilization Male : Female	0.0	1.6	0.5	0.7	1.0	0.9	0.5	1.1	1.2	1.1	0.9	0.9
Outpatient Utilization U5 : O5	0.0	1.7	0.3	0.5	0.7	0.6	0.4	0.5	0.6	0.3	0.5	0.4
Proportion of new outpatients prescribed antibiotics (%)	0.0	94.0	40.0	51.3	36.6	63.3	53.7	56.6	62.2	36.7	79.7	69.4
Average number of drugs per new outpatients	0.0	32.8	2.8	2.0	1.9	1.7	3.0	0.5	25.7	29.4	29.4	30.3
Domain G: Ethics and Values			**100.0**	**100.0**	**100.0**	**94.9**	**100.0**	**100.0**	**99.3**	**99.9**	**100.0**	**92.2**
G-1: Gender Equity, Recipients of Care **	95.5	100.0	100.0	100.0	100.0	89.9	100.0	100.0	100.0	99.7	100.0	94.1
G-2: Compliance with MOPH Policy and Local Laws	91.7	100.0	100.0	100.0	100.0	100.0	100.0	100.0	98.6	100.0	100.0	90.3
Composite Score***			**82.6**	**90.6**	**92.2**	**84.8**	**86.1**	**77.4**	**88.2**	**79.0**	**75.9**	**76.7**

Facility ID			289	293	21	61	1109	530	532	536	2857	853
Province			Paktya	Paktya	Panjsher	Parwan	Parwan	Samangan	Samangan	Samangan	Samangan	Saripul
Hospital Type	LBM*	UBM*	DH	DH	DH	PH	DH	PH	DH	DH	DH	PH
Domain A: Clients and Community			**77.4**	**73.2**	**87.6**	**57.5**	**44.6**	**86.7**	**88.4**	**81.4**	**75.0**	**82.5**
A-1: Client Satisfaction & Perception of Quality Index	70.0	83.6	54.8	46.3	81.4	80.7	83.9	85.8	82.9	87.7	75.0	64.9
A-2: Community Involvement and Participation	43.8	100.0	100.0	100.0	93.8	66.7	50.0	87.5	93.8	75.0	75.0	100.0
A-3: User Fees; Transparency and Exemptions	75.0	100.0	-	-	-	25.0	0.0	-	-	-	-	-
Domain B: Human Resources			**55.5**	**65.2**	**65.0**	**66.5**	**66.1**	**75.7**	**67.6**	**74.0**	**69.7**	**66.0**
B-1: Staffing Index	47.6	85.7	68.8	56.3	50.0	89.5	43.8	89.5	56.3	56.3	56.3	63.2
B-2: Staff Management	59.8	90.6	66.9	84.0	33.6	55.5	59.5	82.1	85.7	97.1	60.6	84.8
B-3: Staff Satisfaction	59.8	90.6	57.5	54.9	64.1	59.5	62.5	70.0	66.7	67.1	66.3	54.2
B-4: Staff Motivation	55.5	63.8	64.9	65.9	73.6	63.7	69.5	66.6	75.7	82.0	76.3	61.3
B-5: Hospital Training Activities	15.7	72.9	60.0	91.7	46.9	41.1	33.3	29.2	12.5	28.6	51.5	28.8
B-6: Provider Knowledge Score	57.3	66.0	70.4	63.1	67.9	49.8	68.5	68.1	74.2	66.3	67.0	62.7
B-7: Gender Equity, Providers of Care	40.0	100.0	-	100.0	100.0	82.8	100.0	100.0	100.0	100.0	100.0	100.0
B-8: Salaries up-to-date	15.0	100.0	0.0	5.6	84.2	90.0	91.7	100.0	70.0	95.0	80.0	73.3
Domain C: Physical Capacity			**55.8**	**59.5**	**55.6**	**74.3**	**56.8**	**86.3**	**58.2**	**58.1**	**68.5**	**58.5**
C1: Communications and Transport			**50.0**	**50.0**	**50.0**	**50.0**	**50.0**	**100.0**	**50.0**	**50.0**	**50.0**	**50.0**
C-1: Communications and Transport	50.0	100.0	50.0	50.0	50.0	50.0	50.0	100.0	50.0	50.0	50.0	50.0
C2: Infrastructure			**26.7**	**43.8**	**53.3**	**87.5**	**53.3**	**100.0**	**46.7**	**46.7**	**78.6**	**37.5**
C-2: Infrastructure Index	60.0	92.9	26.7	43.8	53.3	87.5	53.3	100.0	46.7	46.7	78.6	37.5
C3: Supplies-Drugs and Equipment			**79.2**	**86.7**	**62.9**	**84.2**	**63.0**	**73.6**	**73.1**	**75.0**	**75.3**	**85.5**
C-3: Equipment Functionality Index	60.7	80.0	74.7	80.0	56.1	87.7	74.6	73.1	69.0	73.6	76.4	84.1
C-4: Pharmaceuticals Availability Index	58.5	91.2	83.7	93.5	69.6	80.7	51.4	74.0	77.2	76.4	74.2	86.8
C4: Service Availability			**67.4**	**57.7**	**56.3**	**75.7**	**60.8**	**71.7**	**63.1**	**60.8**	**70.0**	**60.9**
C-5: Lab and X-ray Index	77.3	94.7	86.4	86.4	95.5	82.6	90.9	100.0	95.5	95.5	90.9	82.6
C-6: Clinical Guidelines Index	33.3	100.0	100.0	55.6	66.7	100.0	77.8	37.5	77.8	77.8	77.8	75.0
C-7: Record System Index	72.2	95.2	93.5	68.4	78.6	93.9	86.3	85.7	85.2	95.8	87.1	80.2
C-8: Hotel Services	7.7	59.1	15.6	40.0	21.9	43.8	63.9	64.9	60.9	36.4	59.1	8.3
C-9: Safety precautions	16.7	61.1	33.3	21.4	37.5	55.6	11.1	88.9	14.3	18.2	63.6	66.7
C-10: Female Friendly Facilities	36.1	69.4	75.3	74.4	37.5	78.2	35.0	53.2	45.0	41.0	41.7	52.3
Domain D: Quality of Service Provision			**83.9**	**73.4**	**67.2**	**77.5**	**54.0**	**75.7**	**74.7**	**55.2**	**72.9**	**70.7**
D1: Enabling Environment			**100.0**	**100.0**	**77.1**	**95.8**	**59.4**	**88.2**	**72.6**	**44.4**	**83.3**	**85.8**
D-1: Functioning of standing committees	25.0	100.0	100.0	100.0	87.5	91.7	18.8	87.5	56.3	33.3	66.7	93.8
D-2: Drug Storage and Record Keeping	50.0	100.0	100.0	100.0	66.7	100.0	100.0	88.9	88.9	55.6	100.0	77.8
D2: Quality of Care			**67.7**	**46.7**	**57.3**	**59.1**	**48.6**	**63.1**	**76.7**	**66.0**	**62.4**	**55.7**
D-3: Client History and Physical Exam Index	73.0	92.3	88.1	56.3	80.8	80.8	67.5	62.7	87.9	84.1	77.3	59.6
D-4: Client Counseling Index	20.1	49.0	37.9	0.5	37.9	29.2	19.3	41.7	55.2	48.3	48.3	54.6
D-5: Biohazard Precautions	48.6	81.9	77.1	83.3	53.1	67.4	59.0	85.0	87.1	65.6	61.7	52.9

Facility ID			289	293	21	61	1109	530	532	536	2857	853
Province			Paktya	Paktya	Panjsher	Parwan	Parwan	Samangan	Samangan	Samangan	Samangan	Saripul
Hospital Type	LBM*	UBM*	DH	DH	DH	PH	DH	PH	DH	DH	DH	PH
Domain E: Management Systems			**81.7**	**80.6**	**46.3**	**70.0**	**47.2**	**64.4**	**68.0**	**44.4**	**57.2**	**77.6**
E-1: Management Team (Including training)	44.4	100.0	100.0	100.0	44.4	100.0	50.0	52.8	77.8	33.3	66.7	55.6
E-2: HMIS	83.3	100.0	100.0	83.3	83.3	100.0	83.3	100.0	83.3	83.3	83.3	83.3
E-3: Equipment Management	66.7	100.0	100.0	100.0	66.7	100.0	100.0	100.0	66.7	66.7	66.7	100.0
E-4: Administrative and Financial Autonomy	0.0	75.0	40.0	100.0	0.0	20.0	0.0	40.0	40.0	50.0	40.0	80.0
E-5: Local Financial Management	0.0	80.0	50.0	33.3	16.7	33.3	16.7	60.0	40.0	0.0	20.0	80.0
E-6: Security	33.3	100.0	100.0	66.7	66.7	66.7	33.3	33.3	100.0	33.3	66.7	66.7
Domain F: Functionality Indicators	**MIN**	**MAX**										
Total Inpatients/month	0.0	6484.0	146.7	39.3	109.0	469.8	90.8	588.5	160.3	-	199.3	530.8
Total Outpatients/month	0.0	40142.8	2259.2	217.5	2918.7	18800.0	2798.7	9612.8	6076.0	5569.7	4533.2	10579.5
Total deliveries/month	0.0	2452.8	338.2	99.2	29.8	542.7	8.7	435.5	59.3	42.8	45.2	283.7
CS rate (%)	0.0	38.2	0.6	1.3	7.8	2.1	0.0	6.4	7.0	11.7	12.9	6.1
Total Surgeries/month	0.0	2061.0	121.7	74.8	8.5	210.7	12.8	81.2	23.0	52.0	29.8	83.3
Physicians per bed	0.0	4.1	0.2	0.2	0.2	0.5	0.0	0.4	0.4	0.4	0.3	0.3
Nurses per bed	0.1	1.0	0.4	0.5	0.2	0.2	0.1	0.6	0.7	0.7	0.5	0.5
Inpatient admissions/MD	0.0	2042.8	16.3	6.6	13.6	9.8	45.4	18.4	17.8	-	22.1	23.1
Average Length of Stay (days)	1.0	342.0	5.0	11.0	3.0	2.0	3.0	4.0	2.0	3.0	3.0	3.0
Bed Turn Over Rate	0.1	55.1	4.0	2.6	2.8	8.8	1.7	7.3	8.0	8.7	8.7	12.6
Bed Occupancy Rate	4.0	144.0	86.0	61.0	33.0	88.0	41.0	-	97.0	95.0	-	107.0
OPD consults/MD	0.0	4015.0	251.0	36.3	364.8	391.7	1399.3	300.4	675.1	696.2	503.7	460.0
Surgeries/MD	0.0	603.2	121.7	74.8	8.5	52.7	12.8	40.6	23.0	52.0	29.8	83.3
Deliveries/midwife	4.3	135.2	84.5	24.8	9.9	54.3	4.3	43.5	14.8	10.7	9.0	35.5
Average consultation time per OPD Patient (min)	2.0	42.4	3.3	2.0	3.8	5.0	4.3	4.6	5.3	5.3	6.0	2.6
Inpatient Utilization Male : Female	0.1	23.7	1.4	0.8	0.4	1.0	0.5	0.9	1.2	-	0.7	1.1
Inpatient Utilization U5 : O5	0.0	3.8	0.5	2.3	0.2	0.5	0.3	0.8	2.5	-	1.1	1.2
Outpatient Utilization Male : Female	0.0	1.6	1.2	0.9	0.6	0.5	0.7	0.7	0.6	1.0	0.6	0.8
Outpatient Utilization U5 : O5	0.0	1.7	0.6	1.4	0.3	0.6	0.3	0.4	0.3	0.4	0.4	0.5
Proportion of new outpatients prescribed antibiotics (%)	0.0	94.0	-	-	60.6	40.0	81.6	3.4	66.7	27.5	38.9	49.3
Average number of drugs per new outpatients	0.0	32.8	-	6.2	1.8	1.5	1.4	1.7	2.5	1.6	2.6	1.0
Domain G: Ethics and Values			**97.1**	**87.1**	**100.0**	**99.0**	**97.2**	**98.5**	**95.3**	**98.0**	**100.0**	**100.0**
G-1: Gender Equity, Recipients of Care **	95.5	100.0	100.0	81.2	100.0	100.0	94.4	97.0	90.5	97.3	100.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	91.7	100.0	94.2	93.1	100.0	97.9	100.0	100.0	100.0	98.6	100.0	100.0
Composite Score* **			**75.2**	**73.2**	**70.3**	**74.1**	**61.0**	**81.2**	**75.4**	**68.5**	**73.9**	**75.9**

Facility ID			856	1880	429	439	449	1162	772	781	91	202
Province			Saripul	Saripul	Takhar	Takhar	Takhar	Takhar	Uruzgan	Uruzgan	Wardak	Wardak
Hospital Type	LBM*	UBM*	DH	DH	PH	DH	DH	DH	PH	DH	PH	DH
Domain A: Clients and Community			**83.6**	**81.5**	**86.2**	**82.6**	**86.1**	**88.6**	**87.1**	**91.2**	**85.5**	**90.3**
A-1: Client Satisfaction & Perception of Quality Index	70.0	83.6	67.1	63.0	83.5	71.3	83.2	77.2	74.2	82.3	70.9	80.5
A-2: Community Involvement and Participation	43.8	100.0	100.0	100.0	88.9	93.8	88.9	100.0	100.0	100.0	100.0	100.0
A-3: User Fees; Transparency and Exemptions	75.0	100.0	-	-	-	-	-	-	-	-	-	-
Domain B: Human Resources			**78.0**	**64.8**	**77.3**	**59.9**	**66.2**	**60.3**	**64.5**	**64.0**	**70.1**	**64.9**
B-1: Staffing Index	47.6	85.7	56.3	50.0	94.7	56.3	62.5	56.3	52.6	56.3	73.7	43.8
B-2: Staff Management	59.8	90.6	100.0	84.5	83.4	79.2	76.1	82.1	97.1	64.0	95.6	71.4
B-3: Staff Satisfaction	59.8	90.6	70.0	64.8	55.7	69.2	58.7	61.4	64.0	42.1	59.4	59.6
B-4: Staff Motivation	55.5	63.8	74.7	70.8	67.8	82.3	68.3	69.1	72.3	63.1	72.8	65.0
B-5: Hospital Training Activities	15.7	72.9	56.8	25.0	100.0	27.5	100.0	41.9	39.2	50.0	0.0	36.4
B-6: Provider Knowledge Score	57.3	66.0	66.3	64.6	61.4	65.2	64.3	64.4	-	-	64.4	49.3
B-7: Gender Equity, Providers of Care	40.0	100.0	100.0	100.0	94.6	100.0	100.0	97.0	100.0	100.0	100.0	100.0
B-8: Salaries up-to-date	15.0	100.0	100.0	58.3	61.1	0.0	0.0	10.5	26.3	72.2	95.0	94.1
Domain C: Physical Capacity			**60.9**	**59.4**	**90.0**	**66.2**	**73.8**	**64.0**	**91.7**	**86.5**	**66.3**	**57.5**
C1: Communications and Transport			**50.0**	**50.0**	**100.0**	**50.0**	**50.0**	**50.0**	**100.0**	**100.0**	**50.0**	**0.0**
C-1: Communications and Transport	50.0	100.0	50.0	50.0	100.0	50.0	50.0	50.0	100.0	100.0	50.0	0.0
C2: Infrastructure			**40.0**	**36.7**	**75.0**	**85.7**	**86.7**	**80.0**	**93.8**	**66.7**	**75.0**	**66.7**
C-2: Infrastructure Index	60.0	92.9	40.0	36.7	75.0	85.7	86.7	80.0	93.8	66.7	75.0	66.7
C3: Supplies-Drugs and Equipment			**82.5**	**87.2**	**87.9**	**61.3**	**79.4**	**62.7**	**88.4**	**94.3**	**73.5**	**87.1**
C-3: Equipment Functionality Index	60.7	80.0	73.2	82.2	82.8	65.9	80.3	70.7	87.1	93.9	75.6	84.4
C-4: Pharmaceuticals Availability Index	58.5	91.2	91.7	92.2	92.9	56.8	78.6	54.7	89.7	94.6	71.4	89.7
C4: Service Availability			**71.3**	**63.6**	**97.0**	**67.7**	**79.0**	**63.3**	**84.8**	**84.9**	**66.7**	**76.1**
C-5: Lab and X-ray Index	77.3	94.7	86.4	86.4	100.0	86.4	63.2	89.5	91.3	100.0	87.0	95.5
C-6: Clinical Guidelines Index	33.3	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	55.6	100.0
C-7: Record System Index	72.2	95.2	99.1	98.0	98.8	94.6	95.2	100.0	82.1	98.0	100.0	100.0
C-8: Hotel Services	7.7	59.1	25.0	2.8	100.0	28.9	63.4	21.1	36.8	81.4	56.3	31.3
C-9: Safety precautions	16.7	61.1	77.8	55.6	83.3	44.4	83.3	33.3	100.0	61.1	72.2	75.0
C-10: Female Friendly Facilities	36.1	69.4	39.5	39.1	100.0	51.9	68.8	36.1	98.3	68.7	29.3	55.0
Domain D: Quality of Service Provision			**77.5**	**71.7**	**81.5**	**56.1**	**78.5**	**58.9**	**81.0**	**90.7**	**80.9**	**69.6**
D1: Enabling Environment			**88.9**	**85.8**	**100.0**	**50.0**	**96.9**	**62.5**	**76.4**	**95.8**	**83.3**	**76.4**
D-1: Functioning of standing committees	25.0	100.0	100.0	93.8	100.0	0.0	93.8	25.0	75.0	91.7	66.7	75.0
D-2: Drug Storage and Record Keeping	50.0	100.0	77.8	77.8	100.0	100.0	100.0	100.0	77.8	100.0	100.0	77.8
D2: Quality of Care			**66.1**	**57.7**	**63.1**	**62.1**	**60.0**	**55.3**	**85.6**	**85.5**	**78.5**	**62.7**
D-3: Client History and Physical Exam Index	73.0	92.3	69.6	74.4	83.3	89.9	82.4	91.6	87.9	92.2	98.2	88.5
D-4: Client Counseling Index	20.1	49.0	57.2	42.2	13.0	30.7	18.2	24.4	79.7	81.8	64.4	27.6
D-5: Biohazard Precautions	48.6	81.9	71.4	56.4	92.9	65.7	79.4	50.0	89.3	82.6	72.9	72.1

Facility ID			856	1880	429	439	449	1162	772	781	91	202
Province			**Saripul**	**Saripul**	**Takhar**	**Takhar**	**Takhar**	**Takhar**	**Uruzgan**	**Uruzgan**	**Wardak**	**Wardak**
Hospital Type	**LBM***	**UBM***	**DH**	**DH**	**PH**	**DH**	**DH**	**DH**	**PH**	**DH**	**PH**	**DH**
Domain E: Management Systems			**73.2**	**58.2**	**75.6**	**51.1**	**47.9**	**45.7**	**100.0**	**65.7**	**80.1**	**64.9**
E-1: Management Team (Including training)	44.4	100.0	62.5	62.5	100.0	100.0	87.5	87.5	100.0	87.5	55.6	52.8
E-2: HMIS	83.3	100.0	100.0	66.7	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
E-3: Equipment Management	66.7	100.0	100.0	100.0	66.7	66.7	100.0	66.7	100.0	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	0.0	75.0	60.0	80.0	40.0	20.0	0.0	20.0	100.0	20.0	25.0	20.0
E-5: Local Financial Management	0.0	80.0	16.7	40.0	80.0	20.0	0.0	0.0	100.0	20.0	100.0	50.0
E-6: Security	33.3	100.0	100.0	0.0	66.7	0.0	0.0	0.0	100.0	66.7	100.0	66.7
Domain F: Functionality Indicators	**MIN**	**MAX**										
Total Inpatients/month	0.0	6484.0	122.2	229.2	3014.2	222.0	132.5	104.3	314.2	260.0	866.8	105.2
Total Outpatients/month	0.0	40142.8	6094.8	4082.5	10067.7	4900.3	8950.3	6188.5	8741.3	6190.0	12249.3	2321.8
Total deliveries/month	0.0	2452.8	170.0	44.5	788.5	96.7	197.7	194.7	171.0	110.8	307.0	18.3
CS rate (%)	0.0	38.2	1.5	7.5	8.6	1.2	0.9	2.8	4.1	5.3	4.6	0.9
Total Surgeries/month	0.0	2061.0	25.2	17.2	305.0	18.3	13.2	28.0	485.8	247.0	90.8	25.0
Physicians per bed	0.0	4.1	0.4	0.3	0.4	0.1	0.2	0.2	0.1	0.1	0.2	0.2
Nurses per bed	0.1	1.0	0.6	0.7	0.5	0.3	0.3	0.5	0.4	0.5	0.3	0.4
Inpatient admissions/MD	0.0	2042.8	15.3	45.8	68.5	55.5	26.5	20.9	28.6	65.0	51.0	17.5
Average Length of Stay (days)	1.0	342.0	4.0	3.0	3.0	2.0	5.0	5.0	4.0	-	3.0	3.0
Bed Turn Over Rate	0.1	55.1	9.6	11.9	-	8.2	3.9	-	4.8	8.1	10.4	5.6
Bed Occupancy Rate	4.0	144.0	23.0	11.0	100.0	59.0	80.0	100.0	54.0	85.0	8.0	54.0
OPD consults/MD	0.0	4015.0	761.9	816.5	228.8	1225.1	1790.1	1237.7	794.7	1547.5	720.5	387.0
Surgeries/MD	0.0	603.2	-	-	101.7	18.3	13.2	28.0	242.9	247.0	30.3	25.0
Deliveries/midwife	4.3	135.2	42.5	11.1	71.7	24.2	49.4	38.9	21.4	27.7	38.4	4.6
Average consultation time per OPD Patient (min)	2.0	42.4	3.5	2.3	3.8	4.8	3.9	4.4	7.8	4.4	3.0	3.2
Inpatient Utilization Male : Female	0.1	23.7	1.0	0.5	1.2	0.5	1.1	1.2	1.0	0.9	0.4	0.7
Inpatient Utilization U5 : O5	0.0	3.8	3.6	0.6	2.7	0.4	1.2	1.5	1.1	0.8	0.4	0.4
Outpatient Utilization Male : Female	0.0	1.6	0.5	0.6	0.7	0.7	0.6	0.7	0.8	0.7	0.7	0.8
Outpatient Utilization U5 : O5	0.0	1.7	0.4	0.3	0.5	0.5	0.4	0.6	0.7	0.5	0.2	0.1
Proportion of new outpatients prescribed antibiotics (%)	0.0	94.0	40.6	43.8	-	57.6	40.7	-	40.2	23.1	40.0	31.3
Average number of drugs per new outpatients	0.0	32.8	0.9	0.9	2.3	1.9	1.3	2.2	-	-	-	0.0
Domain G: Ethics and Values			**98.6**	**99.0**	**100.0**	**76.7**	**93.5**	**84.7**	**99.2**	**97.1**	**100.0**	**100.0**
G-1: Gender Equity, Recipients of Care **	95.5	100.0	100.0	98.0	100.0	95.1	96.7	100.0	98.5	94.2	100.0	100.0
G-2: Compliance with MOPH Policy and Local Laws	91.7	100.0	97.2	100.0	100.0	58.3	90.3	69.4	100.0	100.0	100.0	100.0
Composite Score***			**78.6**	**72.4**	**85.1**	**65.4**	**74.3**	**67.0**	**87.3**	**82.5**	**80.5**	**74.5**

Facility ID			**213**	**759**	**2117**
Province			**Wardak**	**Zabul**	**Zabul**
Hospital Type	**LBM***	**UBM***	**DH**	**DH**	**PH**
Domain A: Clients and Community			**81.9**	**97.8**	**78.9**
A-1: Client Satisfaction & Perception of Quality Index	70.0	83.6	63.7	95.6	70.2
A-2: Community Involvement and Participation	43.8	100.0	100.0	100.0	87.5
A-3: User Fees; Transparency and Exemptions	75.0	100.0	-	-	-
Domain B: Human Resources			**71.8**	**79.9**	**66.0**
B-1: Staffing Index	47.6	85.7	75.0	56.3	68.4
B-2: Staff Management	59.8	90.6	91.3	96.9	92.3
B-3: Staff Satisfaction	59.8	90.6	53.5	77.7	65.0
B-4: Staff Motivation	55.5	63.8	65.6	80.8	69.3
B-5: Hospital Training Activities	15.7	72.9	33.3	78.1	17.1
B-6: Provider Knowledge Score	57.3	66.0	61.6	54.4	49.9
B-7: Gender Equity, Providers of Care	40.0	100.0	100.0	95.0	-
B-8: Salaries up-to-date	15.0	100.0	94.4	100.0	100.0
Domain C: Physical Capacity			**81.5**	**83.9**	**87.9**
C1: Communications and Transport			**100.0**	**100.0**	**100.0**
C-1: Communications and Transport	50.0	100.0	100.0	100.0	100.0
C2: Infrastructure			**73.3**	**58.3**	**93.8**
C-2: Infrastructure Index	60.0	92.9	73.3	58.3	93.8
C3: Supplies-Drugs and Equipment			**86.5**	**96.7**	**84.3**
C-3: Equipment Functionality Index	60.7	80.0	80.3	93.3	86.4
C-4: Pharmaceuticals Availability Index	58.5	91.2	92.6	100.0	82.1
C4: Service Availability			**66.2**	**80.7**	**73.5**
C-5: Lab and X-ray Index	77.3	94.7	90.9	100.0	78.3
C-6: Clinical Guidelines Index	33.3	100.0	100.0	100.0	87.5
C-7: Record System Index	72.2	95.2	100.0	97.6	97.3
C-8: Hotel Services	7.7	59.1	28.6	59.5	47.5
C-9: Safety precautions	16.7	61.1	38.9	71.4	55.6
C-10: Female Friendly Facilities	36.1	69.4	38.7	55.7	74.6
Domain D: Quality of Service Provision			**81.7**	**87.8**	**75.2**
D1: Enabling Environment			**88.9**	**93.8**	**83.3**
D-1: Functioning of standing committees	25.0	100.0	100.0	87.5	100.0
D-2: Drug Storage and Record Keeping	50.0	100.0	77.8	100.0	66.7
D2: Quality of Care			**74.5**	**81.8**	**67.1**
D-3: Client History and Physical Exam Index	73.0	92.3	88.9	93.2	74.2
D-4: Client Counseling Index	20.1	49.0	65.6	71.4	44.3
D-5: Biohazard Precautions	48.6	81.9	69.1	80.9	82.9

Facility ID			**213**	**759**	**2117**
Province			**Wardak**	**Zabul**	**Zabul**
Hospital Type	**LBM***	**UBM***	**DH**	**DH**	**PH**
Domain E: Management Systems			**63.0**	**51.3**	**83.3**
E-1: Management Team (Including training)	44.4	100.0	77.8	96.3	100.0
E-2: HMIS	83.3	100.0	100.0	-	100.0
E-3: Equipment Management	66.7	100.0	100.0	100.0	100.0
E-4: Administrative and Financial Autonomy	0.0	75.0	0.0	40.0	20.0
E-5: Local Financial Management	0.0	80.0	66.7	20.0	80.0
E-6: Security	33.3	100.0	33.3	0.0	100.0
Domain F: Functionality Indicators	**MIN**	**MAX**			
Total Inpatients/month	0.0	6484.0	78.2	29.7	522.5
Total Outpatients/month	0.0	40142.8	1248.3	1164.7	7556.2
Total deliveries/month	0.0	2452.8	229.5	190.0	218.7
CS rate (%)	0.0	38.2	2.8	3.9	5.6
Total Surgeries/month	0.0	2061.0	104.7	51.8	204.7
Physicians per bed	0.0	4.1	0.2	0.3	0.2
Nurses per bed	0.1	1.0	0.3	0.4	0.4
Inpatient admissions/MD	0.0	2042.8	9.8	3.7	29.0
Average Length of Stay (days)	1.0	342.0	16.0	5.0	2.0
Bed Turn Over Rate	0.1	55.1	10.1	4.9	10.9
Bed Occupancy Rate	4.0	144.0	89.0	90.0	97.0
OPD consults/MD	0.0	4015.0	156.0	145.6	419.8
Surgeries/MD	0.0	603.2	52.3	51.8	102.3
Deliveries/midwife	4.3	135.2	57.4	47.5	36.4
Average consultation time per OPD Patient (min)	2.0	42.4	4.3	4.3	2.4
Inpatient Utilization Male : Female	0.1	23.7	0.3	0.5	1.1
Inpatient Utilization U5 : O5	0.0	3.8	0.2	0.6	0.7
Outpatient Utilization Male : Female	0.0	1.6	0.8	0.7	0.8
Outpatient Utilization U5 : O5	0.0	1.7	0.3	0.4	0.4
Proportion of new outpatients prescribed antibiotics (%)	0.0	94.0	39.9	23.1	69.8
Average number of drugs per new outpatients	0.0	32.8	0.7	1.1	0.6
Domain G: Ethics and Values			**98.8**	**98.8**	**100.0**
G-1: Gender Equity, Recipients of Care **	95.5	100.0	97.6	97.5	100.0
G-2: Compliance with MOPH Policy and Local Laws	91.7	100.0	100.0	100.0	100.0
Composite Score***			**79.8**	**83.3**	**81.9**

ANNEX 3: LIST OF ITEMS INCLUDED IN THE 2015 EPHS BALANCED SCORECARD

List of Items Included in the 2015 EPHS Balanced Scorecard

No.	Indicator/Sub-item
A-1	**Client satisfaction and perception of quality index**
1	How satisfied are you with the wait times at this hospital?
2	Do you have to buy any medicine for your treatment from outside?
3	If you or someone in your family is sick in the future, how likely are you to return to this hospital?
4	How satisfied are you with the hospital cleanliness?
5	How satisfied are you with the cleanliness of the toilets in the ward?
6	How satisfied are you with your doctor's/health worker's explanation of the cause of your illness?
7	How satisfied are you with your doctor's/health worker's explanation of your treatment?
8	How satisfied are you with the level of privacy at this hospital?
9	How satisfied are you with respectfulness of health care providers?
10	How satisfied are you with the cost of your treatment at this hospital?
11	How satisfied are you with your overall hospital stay/visit?
12	How satisfied are you with the ease of getting the medicines the health workers prescribed?
13	How satisfied are you with the amount of time the health worker spent with the patient?
14	How satisfied are you with the hours during which the hospital is open?
15	How satisfied are you with the amount of time you spent waiting to be seen by a health provider?
A-2	**Community involvement and participation**
	In reviewing or updating the strategic plan, which of the following were consulted?
1	Hospital staff
2	Central MOPH
3	NGOs
4	Community
5	Local government
6	Others (specify)
7	Not sure/don't know
8	Is there a Hospital-Community Board present? Ask for TOR and/or minutes
9	Are all minutes from the meetings held in the last three months available?
10	Is a list of members and contact information of the Hospital-Community Board available?
11	Does the Hospital have written records of the activities carried out by the Hospital Community Board in past 3 months?
12	Were there any activities carried out by the Hospital Community Board in the past 3 months at the community level?
	Are the following people members of the Board?
13	At least 3 people from a community organization
14	At least 1 person from a local NGO
15	At least 1 person from local government

No.	Indicator/Sub-item
16	An annual hospital-community Action Plan present?
A-3	**User Fees; Transparency and exemptions**
1	Are outpatients charged any fee (e.g. drugs, lab, etc.)?
2	Are inpatients charged any fee (e.g. for consultation, drugs, lab, etc.)?
3	Are written guidelines on inpatients user fees present?
4	Are written guidelines on outpatients' user fees present?
5	Are some people exempted from paying fees for health care at this hospital because of poverty or other reason?
6	Does this hospital have a written exemption policy for patients?
7	Are the fees charged and exemption criteria put up for display?
B-1	**Staffing index**
	Personnel at the facility (Male/female)
1	Hospital director
2	Medical director
3	Nursing director
4	Administrator
5	Surgeon
6	Ophthalmologist
7	ENT
8	Anesthetist
9	Obstetricians and Gynecologist
10	Pediatrician
11	Internal Medicine Specialist
12	General practitioners
13	Radiologist
14	Dentist
15	Operation Theatre and sterilization nurse
16	Nurse (Anesthetic)
17	Midwife
18	Nurse for wards
19	Nurses for Emergency room and OPD
20	Pharmacist
21	X-Ray technician
22	Lab technologist/ technician
23	Vaccinator
B-2	**Staff management**
1	When was the last time that someone from the Ministry of Public Health in Kabul visited your work area?
2	When was the most recent time that a hospital supervisor or administrator talked with you about your work?

No.	Indicator/Sub-item
3	Have you had a formal employee performance assessment in the past 12 months?
4	Is there a personnel record system in place? (files for each staff with appointment, promotion, assessment information)?
	Personnel records (Are the following kept as part of employee records?)
5	current job description (Doctor, Nurse/Tech, Adm/Support)
6	Employee Contract (Doctor, Nurse/Tech, Adm/Support)
7	Performance Appraisals (Doctor, Nurse/Tech, Adm/Support)
B-3	**Staff Satisfaction**
1	I know what is expected of me in this job
2	This job allows me to use all my skills
3	I understand my daily duties at this job
4	In this job management rarely interferes in my work
5	This job allows me to use my personal judgment in carrying out the work
6	There are unnecessary procedures in this job that take time away from my actual work
7	I am often asked to do things that are not my duties
8	I often have to work extra hours in this job
9	This job provides me with adequate opportunities to learn new skills
10	This job provides me with adequate opportunities to participate in training programs
11	I know how much I will get paid at the end of each month in this job
12	I have to work extra to have enough money for my family
13	The benefits we receive (such as housing, transportation allowance and others) are as good as most other jobs offer in Afghanistan
14	I understand the types of benefits that I am supposed to receive in this job
15	There are few rewards for those who work here
16	There is really too little chance for promotion in this job
17	People get ahead as fast here as they do in other organizations
18	Those who do well on the job stand a fair chance of being promoted
19	In this job work assignments are not fully explained
20	I can get help from my supervisor when I need it
21	My supervisor never gives me any feedback about how well I am doing in my job
22	When I do a good job, I receive the recognition from my supervisor
23	I have good working relationships with my colleagues
24	I find I have to work harder at my job because of the incompetence of people I work with
25	I have all the necessary equipment and tools to do my job well
26	This hospital provides adequate medicine to provide good quality of care

No.	Indicator/Sub-item
27	Physical condition of the building I work in is adequate
28	I worry a lot about my family's and my own security living in this community
29	There is adequate security in the hospital to do my job properly
30	People in this hospital do not have to worry often about getting fired
31	I can keep this job as long as I want
32	Staff in this hospital have opportunities to participate in developing hospital's budget
33	Staff in this hospital have opportunities to express their opinions
34	The rules for salary payments are fair
35	My supervisor is unfair to me
36	I feel like I am rewarded fairly for the work I do
B-4	**Staff Motivation**
1	I work in this job because I have a chance to help other people through my work
2	I work in this facility because it plays an important role in the community
3	I work here because it makes me feel important
4	I only work here to get so that I can get paid
5	I frequently think of quitting this job
6	I feel I should personally take the credit or blame for the results of my work on this job
7	I do this job because my family would be disappointed if I quit
8	I work here because of opportunities for promotion
9	I sometimes feel my work here is meaningless
10	I work in this job because it allows me to decide how my work is organized
11	I work in this facility because it has sufficient resources I need to do my job (medicine, equipment, infrastructure)
12	I work in this job because it allows me to use my skills
13	I do this job because it gives me respect in the community
14	I work here because it is located in a safe area
15	I work here because of good benefits I receive (Note: all benefits – housing, transportation, anything else you receive – think overall)
16	I don't care much about the quality of work here
17	I work in this job because I can accomplish something worthwhile in this job
18	I work here because it provides long term security for me
19	I work here because I have no other choice
20	I feel a very high degree of personal responsibility for the work I do on this job
B-5	**Hospital Training Activities**
	Number of people received professional training (Male/Female)
1	Hospital director

No.	Indicator/Sub-item
2	Medical director
3	Nursing director
4	Administrator
5	Surgeon
6	Ophthalmologist
7	ENT
8	Anesthetist
9	Obstetricians and Gynecologist
10	Pediatrician
11	Internal Medicine Specialist
12	General practitioners
13	Radiologist
14	Dentist
15	Operation Theatre and sterilization nurse
16	Nurse (Anesthetic)
17	Midwife
18	Nurse for wards
19	Nurses for Emergency room and OPD
20	Pharmacist
21	X-Ray technician
22	Lab technologist/ technician
23	Vaccinator
24	Does the hospital have a training plan for current year?
25	Is there a training budget for hospital workers to get additional training outside the hospital?
B-6	**Provider's Knowledge Score (Skipped)**
B-7	**Gender Equity, Providers of Care**
1	I know what is expected of me in this job
2	This job allows me to use all my skills
3	I understand my daily duties at this job
4	In this job management rarely interferes in my work
5	This job allows me to use my personal judgment in carrying out the work
6	There are unnecessary procedures in this job that take time away from my actual work
7	I am often asked to do things that are not my duties
8	I often have to work extra hours in this job
9	This job provides me with adequate opportunities to learn new skills
10	This job provides me with adequate opportunities to participate in training programs
11	I know how much I will get paid at the end of each month in this job

No.	Indicator/Sub-item
12	I have to work extra to have enough money for my family
13	The benefits we receive (such as housing, transportation allowance and others) are as good as most other jobs offer in Afghanistan
14	I understand the types of benefits that I am supposed to receive in this job
15	There are few rewards for those who work here
16	There is really too little chance for promotion in this job
17	People get ahead as fast here as they do in other organizations
18	Those who do well on the job stand a fair chance of being promoted
19	In this job work assignments are not fully explained
20	I can get help from my supervisor when I need it
21	My supervisor never gives me any feedback about how well I am doing in my job
22	When I do a good job, I receive the recognition from my supervisor
23	I have good working relationships with my colleagues
24	I find I have to work harder at my job because of the incompetence of people I work with
25	I have all the necessary equipment and tools to do my job well
26	This hospital provides adequate medicine to provide good quality of care
27	Physical condition of the building I work in is adequate
28	I worry a lot about my family's and my own security living in this community
29	There is adequate security in the hospital to do my job properly
30	People in this hospital do not have to worry often about getting fired
31	I can keep this job as long as I want
32	Staff in this hospital have opportunities to participate in developing hospital's budget
33	Staff in this hospital have opportunities to express their opinions
34	The rules for salary payments are fair
35	My supervisor is unfair to me
B-8	**Salaries up-to-date**
1	Is the payment of your salary up to date?
C-1	**Communications and Transport**
1	Is there a functioning phone or radio?
2	Is there a functioning ambulance available?
C-2	**Infrastructure Index**
1	How reliable is the hospital’s main water source?
2	How reliable is the main source of electricity?
3	How reliable is the hospital's alternative power source
	General condition of the building
4	Windows and doors

No.	Indicator/Sub-item
5	Toilets
6	Facility exterior walls
7	Roof condition
8	Lighting
9	Grounds, fence/wall
10	Gate
11	Cleanliness of Hospital grounds
12	Is there a mortuary in the hospital?
13	Does the mortuary have functioning cooling equipment?
14	Is there a separate reception/registration room?
15	Are there separate toilets for female patients?
16	Is there a record room for storing inpatient medical records, which can be locked and with limited access?
C-3	**Equipment Functionality Index**
1	Timer or clock with second hand
2	Children's scale
3	Height measure
4	Blood pressure cuff
5	Thermometers
6	Stethoscope
7	Otoscope/ophthalmoscope
8	Baby scale
9	Obstetrical Doppler
10	Partograph
11	Fetoscope
12	Vacuum Extractor
13	Suction machine
14	Baby warmer
15	Mucus aspirator
16	Infant laryngoscope
17	At least 3 unused delivery sets
18	D&C pack
19	Phototherapy lamp
20	At least one incubator
21	Pulseoxymeter
22	Cardiac monitor
23	Respirator
24	IV Stands

No.	Indicator/Sub-item
25	Delivery Table
26	Infant Emergency Resuscitator
27	Nebuliser
28	Defibrillator
29	Laparotomy set
30	Gynecology set
31	Caesarian section set
32	Obstructed labor set
33	Episiotomy set
34	Surgical light
35	Anaesthesia machine
36	Oxygen source
37	Handwashing basin with elbow tap in the surgical areas
38	Wheelchair
39	Microscope
40	Centrifuge
41	Hemoglobinometer
42	Refrigerator for storing reagents
43	7
44	Ambu bag with mask
45	Anaphylaxis tray/Cardiac tray
46	Bed frames for traction
47	Blocks for elevating beds
48	Is there a drug refrigerator in place with a thermometer?
49	Are x-ray services routinely available?
50	Is there a functioning X-ray machine (fixed/mobile) present?
C-4	**Pharmaceuticals Availability Index**
1	Nitrous Oxide (present/not present)
2	Halothane (present/not present)
3	Oxytocin Injection (present? expired?)
4	Ergometrine Injection (present? expired?)
5	lidocaine injection (present? expired?)
6	Diazepam injection (present? expired?)
7	Adrenaline injection (present? expired?)
8	Chlorpheniramine injection (present? expired?)
9	Pethidine or morphine injection (present? expired?)
10	Frusemide Injection (present? expired?)
11	Magnesium sulfate Injection (present? expired?)

No.	Indicator/Sub-item
12	IV Fluid (present? expired?)
13	Medical oxygen (present/not present)
14	Ketamine injection (present? expired?)
15	Succinyl Choline injection (present? expired?)
16	Atropine injection (present? expired?)
17	Pentazocine injection (present? expired?)
18	Chloroquine (present? expired?)
19	Cotrimoxazole (present? expired?)
20	Tetracycline Eye Ointment (present? expired?)
21	Misoprostol (present? expired?)
22	Mebendazole (present? expired?)
23	Metronidazole (present? expired?)
24	Quinine (present? expired?)
25	Artesunate – ACT (present? expired?)
26	Sodium Lactate (present? expired?)
27	Iodine (present? expired?)
28	Retinol (Vitamin A) (present? expired?)
29	Zinc (present? expired?)
30	Vitamin K (present? expired?)
31	HDPTHib vaccines (pentavalent) (present? expired?)
32	Polio vaccines (present? expired?)
33	BCG vaccines (present? expired?)
34	Tetanus toxoid vaccines (present? expired?)
35	Oral contraceptive tablets (present? expired?)
36	DMPA or other injectable contraceptive (present? expired?)
37	IUD (present? expired?)
38	Amoxicillin or ampicillin tablets or capsules (present? expired?)
39	Salbutamol tablets (present? expired?)
40	Iron tabs (with or without folic acid) (present? expired?)
41	Gentamicin injection (present? expired?)
42	Paracetamol Tablet (present? expired?)
43	ORS sachets (present? expired?)
44	Ciprofloxacin (present? expired?)
C-5	**Lab and X-ray Index**
1	White cell and red cell counts
2	Malaria smears (thick and thin)
3	TB smears
4	Gram stains

No.	Indicator/Sub-item
5	HIV testing
6	Hepatitis B
7	Hepatitis C
8	Liver function testing
9	Syphilis testing
10	Rapid diagnostic test for malaria
11	Urine dipstick tests
12	Pregnancy testing
13	Blood Sugar
14	Stool tests for parasites
15	Stool tests for occult blood
16	Haemoglobin
17	Bleeding time and Coagulation time
18	ESR
19	Blood group and cross match
20	Chest x-ray
21	Abdominal x-ray
22	Ultrasound
C-6	**Clinical Guidelines Index**
1	Are Clinical Guidelines for common IMCI presentations present?
2	Are Clinical Guidelines for Universal Precautions present?
3	Are Clinical Guidelines for Malaria present?
4	Are Clinical Guidelines Nutrition present?
5	Are Clinical Guidelines for HIV Counselling and Testing present?
6	Are Clinical Guidelines for common Family Planning present?
7	Are Clinical Guidelines for common Maternal and Neonatal Care present?
8	Are Clinical Guidelines for Immunizations present?
9	Are Clinical Guidelines for Tuberculosis present?
C-7	**Record System Index**
	Patient Charts (1,2)
1	Admission form
2	History and Physical Exam forms
3	Vital signs charted for today
4	Doctor's progress note charted for today
5	Nurse's notes charted for today
6	Medication record present and up to date
7	Laboratory results recorded
8	Protocol of operation and anesthesia

No.	Indicator/Sub-item
9	Are specific surgical records used
10	Are specific maternity records used
11	Partograph record completed and current
C-8	**Hotel Services**
1	Cleanliness of Reception areas
	Ward cleanliness
2	Patient Room clean
3	Patient toilet clean
4	Room equipment clean
5	Bed Sheets clean
6	Curtains clean
7	Delivery room clean
8	Female Patient Room clean
9	Female Patient Toilet clean
10	Female Room equipment clean
11	State of cleanliness of dressing room
	Operation theatre cleanliness
12	Floor and walls
13	Anesthesia equipment
14	Operating tables condition
15	Suction equipment
	Central sterile supply repair
16	Room equipment Clean
	Recovery room cleanliness
17	Beds
18	Floors
19	Room equipment Clean
20	Does the hospital have a place for patient caretakers to stay?
21	Are heating and cooling equipment present in patient areas (for temperature control in all seasons)?
C-9	**Safety precautions**
1	Are emergency exits clearly marked and free of obstructions?
2	Is there a functioning fire extinguisher in the OPD?
	Hospital Kitchen
3	Fuel is stored in a safe manner?

No.	Indicator/Sub-item
4	Is there a functioning fire extinguisher in the Kitchen?
5	Has the staff involved been trained in disaster management?
6	Is there a fire alarm or notification system in place?
7	Has there been any disaster practice conducted within the past 12 months?
8	Are emergency exits clearly marked & free of obstructions?
9	Is a functional fire extinguisher available in the ward?
C-10	**Female Friendly Facilities**
1	Is there a separate waiting room (for men/for women/for both)?
2	Is there the similar number of toilets present for women patients as for men patients?
3	How satisfied are you with the level of privacy at this hospital?
D-1	**Functioning of standing committees**
1	Does this hospital have a Quality Improvement Committee?
2	Has a Quality Improvement assessment been carried out in the past 12 months?
3	Is there a written action plan based on the assessment?
4	Does this hospital have an infection prevention committee?
5	Has an infection prevention assessment been carried out in the past 12 months?
6	Is there a written action plan based on the assessment?
7	Does this hospital have a Death Review/Audit Committee?
8	Has a Death Review/Audit assessment been carried out in the past 12 months?
9	Is there a written action plan based on the assessment?
10	Have all Maternal Deaths in the past 12 months been reviewed?
11	Is there a purchasing order/request present?
12	Is there a comparative table present in the purchase order?
13	Have the purchased items been inspected by the hospital's inspection team?
14	Does the purchase order specify clear description of the item?
15	Does the purchase order specify quantity of the item?
D-2	**Drug Storage and Record Keeping**
	Compare the balance amount of drugs in the card with what is available in the pharmacy
1	Numbers are the same or the difference is less than 5%
2	Difference is more than 5%
3	Cannot be checked because no documentation available (no stock cards)
4	Is there a drug refrigerator in place with a thermometer?
5	Are controlled substances kept in a secure location? (e.g. behind a locked door)
6	Are the hospital drugs in the central pharmacy shielded from sunlight?
7	Are the hospital drugs stored in a clean environment?
D-3	**Client History and Physical Exam Index**
1	Health worker greets the patient or caretaker?
2	Was patient age asked?

No.	Indicator/Sub-item
3	Health worker asks about nature of complaint?
4	Is the duration of the primary complaint asked?
5	Does the health worker ask for previous treatment for the same condition, before coming to the health facility/hospital?
6	Door was closed or screen was drawn to ensure patient's privacy?
7	Does the health worker check the palms of the child's hands, or compare these against the mother's? (anemia)
8	Does the health worker look at both feet or both ankles? (edema)
9	Does the health worker examine some part of the patient's body, either by close inspection or actual contact?
10	Checks blood pressure in adults (>15 years)?
11	Is fever a complaint?
12	Checks temperature using thermometer?
13	Health worker examines some part of the patient's body, either by close inspection or actual contact?
D-4	**Client Counseling Index**
	Does the health worker:
1	Tell patient or caretaker the name of the disease?
2	Explain about the disease, its causes and course?
3	Explain what precautions or home nursing care to take?
4	Tell patient/caretaker the name of the pharmaceutical products?
5	Explain to the patient how to take the product?
6	Say what adverse reactions might be expected, and what to do about them?
7	Indicate to the patient the signs or symptoms that should prompt return to the hospital?
8	Ask whether patient or caretaker has any questions?
D-5	**Biohazard Precautions**
1	Use of disinfectants?
2	Active surveillance for infections?
3	Management of an infection outbreak?
4	Is there an active program to control hospital acquired (nosocomial) infections?
5	In the past six months has there been at least one training session for hospital employees in infection prevention?
6	Is there a Register of blood donors?
7	Are all blood transfusions screened for HIV?
8	Are all blood transfusions screened for Hepatitis B?
9	Are all blood transfusions screened for Hepatitis C?
	Which of the following is present to protect employees and patients from X-Ray radiation?
10	Room properly insulated
11	X-ray operating area is protected
12	Personal protection for staff

No.	Indicator/Sub-item
13	Personal protection for patients
14	None of the above
15	Is the area of "restricted circulation" clearly marked?
	Theatre equipment
16	Handwashing basin with elbow tap in the surgical areas
	Central sterile supply area
17	Autoclave
18	Dry sterilizer
19	Are there separate areas for receiving, washing, sterilization and storage of sterile equipment
20	Have quality control tests been conducted within the past 6 months for autoclaves (measures heat or sterility)?
21	Are expiry dates clearly marked on all sterilized packs?
	Central sterile supply cleanliness
22	Instrument washing areas
23	Instrument packing areas
24	Instrument storage areas
25	Is there evidence that the safety boxes or closed containers are being used properly for disposal of used sharps?
26	Is there evidence that syringes are being disposed of WITHOUT being recapped?
27	Are there posted procedures for decontamination procedure steps?
28	Is a basin with a water source and soap available in all rooms?
29	Is there evidence that disinfectants are being used in the facility?
30	Is there evidence that the burial pit is being used regularly?
31	Is there evidence that the sterilizer is being used regularly?
32	Is there evidence that the incinerator is being used regularly?
33	Is there evidence that a closed container is being used properly for disposal of medical waste?
34	Are Disposable Syringes being used for all injections
35	Are there used needles, sharps, syringes, and other medical waste lying on the ground inside or outside the facility?
36	Can this ward isolate infectious patients?
E-1	**Management Team (Including training)**
1	Is there a formal hospital organogram present?
2	Is there a hospital management board present?
3	Has the Hospital Management Board met in the last three months?
4	Does the board have a written action plan?
	Are the following people members of the hospital management board?
5	Hospital director
6	Administrator
7	Medical director

No.	Indicator/Sub-item
8	Nursing director
	Have the following persons ever received a diploma or certificate in management?
9	Hospital director
10	Administrator
11	Medical director
12	Nursing director
E-2	**HMIS**
1	Has the person responsible for hospital HMIS ever received HMIS training?
	Review records for the last completed month or last reporting period
2	Hospital Monthly Inpatient Report (HMIR)
3	Monthly Integrated Activity Report (MIAR)
4	Hospital Status Report (Quarterly)
5	Notifiable Disease Report
6	Vaccination Activity report
E-3	**Equipment Management**
1	Maintenance plan for vehicles and equipment available and updated in the past 12 months?
2	Inventory of furniture and other non-technical items updated in the past 12 months?
3	Inventory of all hospital technical equipment (ECGs, anesthesia machines, lab equipment etc) updated in the last 12 months?
E-4	**Administrative and Financial Autonomy**
1	Does the Hospital Director and/or Hospital Board have the ability to hire and terminate employment
2	Does the Hospital Director and/or Hospital Board have the ability to monitor and adjust hospital budgeting
3	Does the Hospital Director and/or Hospital Board have the ability to decide capital equipment purchases
4	Does the Hospital Director and/or Hospital Board have the ability to add or discontinue clinical services or programs
5	Does the Hospital Director and/or Hospital Board have the ability to decide revenue accrual methods
E-5	**Local Financial Management**
1	Does the hospital have a bank account?
2	Is there a hospital safe for storage of cash and important documents?
3	Is there a budget-tracking system in place which can identify significant variances when they occur (internal audit system)?
4	For the last quarter, is/are the financial statement(s) available?
5	For the last quarter, is/are the income statement(s)/report(s) for user fees earned present?
6	Is there a petty cash system currently being used in this hospital?
E-5	**Security**
1	Does this hospital have a written security policy?
2	Are security guards present at the entrance?
3	Are the main gates of the hospital closed?

No.	Indicator/Sub-item
Domain F	**Functionality Indicators**
1	Do you have data available on outpatients consultations
	Patient age and sex (Outpatients)
2	Age below five years (male/female/total)
3	Age five years or more (male/female/total)
4	Do you have data available on inpatients admissions
	Patient age and sex (Inpatients)
5	Age below five years (male/female/total)
6	Age five years or more (male/female/total)
7	Grand total of inpatients admissions subtracting pregnancy inpatients
8	Total number of vaginal deliveries in last completed 6 months
9	Total number of vaginal deliveries in last completed month
10	Total number of caesarean sections in last completed 6 months
11	Total number of caesarean sections in last completed month
12	Number of surgical procedures conducted in the past 6 months (Major/Minor/Total)
13	In the last full working day how many prescriptions were given out to new outpatients?
14	How many prescriptions contained at least one antibiotic?
15	Total number of drugs prescribed for new outpatients?
16	What is the official hospital bed capacity?
17	What is the bed occupancy rate for the past 6 months?
18	What is the bed occupancy rate for the past month?
19	Average length of stay in past month
20	How much time in total did the health worker spend in consultation with patient?
21	Count the number of occupied beds in the ward today. (including other section of ward like ICU and etc)
22	Actual number of beds present (including other section of ward like ICU and etc)
G-1	**Gender Equity, Recipients of Care**
1	How satisfied are you with the wait times at this hospital?
2	Do you have to buy any medicine for your treatment from outside?
3	If you or someone in your family is sick in the future, how likely are you to return to this hospital?
4	How satisfied are you with the hospital cleanliness?
5	How satisfied are you with the cleanliness of the toilets in the ward?
6	How satisfied are you with your doctor's explanation of the cause of your illness?
7	How satisfied are you with your doctor's explanation of your treatment?
8	How satisfied are you with the amount of time you spent waiting to be seen by a health provider?
9	How satisfied are you with the level of privacy at this hospital?
10	How satisfied are you with respectfulness of health care providers?
11	How satisfied are you with the amount of time you spent waiting to be seen by a health provider?

No.	Indicator/Sub-item
12	How satisfied are you with the cost of your treatment at this hospital?
13	How satisfied are you with the hours during which the hospital is open?
14	How satisfied are you with your overall hospital stay/visit?
G-2	**Compliance with MOPH Policy and Local Laws**
1	Have you or anyone else you know been ever asked for gifts to receive services in this hospital in the last 6 months?
2	Have you or anyone else you know ever been asked by a health worker at this hospital to visit their private clinic for consultation?

ANNEX 4: SUPPLEMENTAL INDICATORS, 2015

Supplemental Indicators Related to Nutrition, HIV and Waste Management: National Medians by Hospital Type

Hospital Type	Nutrition Assessing and Counseling	Staff Knowledge of Nutrition	Staff Knowledge of HIV	Staff Attitude toward PLWHA	Proportion of hospitals in which safety boxes or closed containers are being used properly for disposal of used sharps	Proportion of hospitals in which syringes are being disposed of WITHOUT being recapped	Proportion of hospitals with posted procedures for decontamination procedure steps	Proportion of hospitals with a basin with a water source and soap available in this room	Proportion of hospitals in which disinfectants are being used	Proportion of hospitals in which evidence that the incinerator is being used regularly	Proportion of hospitals that disposable syringes are being used for all injections	Proportion of hospitals with evidence that the sterilizer is being used regularly	HCWM Composite Index
District Hospitals	42.3	69.8	69.5	65.7	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	87.5
Provincial Hospitals	24.7	69.3	69.9	67.2	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	87.5
Regional Hospitals	24.2	70.0	72.6	66.2	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	87.5
National Hospitals	6.3	65.4	69.6	62.9	100.0	0.0	0.0	0.0	100.0	100.0	100.0	0.0	62.5

Supplemental Indicators Related to Nutrition, HIV and Waste Management: Provincial Means

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	67.7	48.9	65.1	65.1	100.0	66.7	66.7	33.3	66.7	100.0	100.0	100.0	79.2
Badghis	9.8	58.9	67.1	67.5	100.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	50.0
Baghlan	43.1	79.3	72.0	74.6	100.0	100.0	100.0	33.3	100.0	100.0	100.0	100.0	91.7
Balkh	27.7	73.2	72.6	73.6	83.3	0.0	50.0	50.0	33.3	0.0	100.0	83.3	50.0
Bamyan	48.0	73.0	75.6	69.3	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Daykundi	42.8	80.1	76.6	70.2	66.7	100.0	66.7	33.3	100.0	100.0	100.0	66.7	79.2
Farah	23.5	53.5	56.7	55.6	50.0	50.0	50.0	0.0	50.0	100.0	100.0	100.0	62.5
Faryab	20.5	66.4	68.0	60.3	100.0	0.0	66.7	0.0	100.0	100.0	100.0	100.0	70.8
Ghazni	37.5	64.5	64.5	59.7	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Ghor	34.5	66.6	71.3	61.5	100.0	100.0	50.0	50.0	50.0	100.0	100.0	0.0	68.8
Helmand	59.8	71.9	69.7	60.3	100.0	100.0	66.7	66.7	100.0	100.0	100.0	100.0	91.7
Herat	63.0	75.7	71.1	70.7	100.0	25.0	25.0	75.0	100.0	100.0	100.0	75.0	75.0
Jawzjan	70.0				100.0	100.0	50.0	50.0	50.0	100.0	100.0	100.0	81.3
Kabul	17.6	64.0	70.4	62.4	81.3	52.9	35.3	52.9	70.6	52.9	100.0	52.9	62.5
Kandahar	28.3	74.7	70.6	61.0	100.0	50.0	50.0	100.0	100.0	100.0	100.0	100.0	87.5
Kapisa	40.5	54.9	63.9	61.4	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Khost	12.1	72.0	71.4	59.5	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Kunar	59.8	83.4	88.3	87.2	100.0	100.0	50.0	50.0	100.0	0.0	100.0	100.0	75.0
Kunduz	48.0	76.3	73.3	66.2	100.0	100.0	50.0	50.0	100.0	100.0	100.0	100.0	87.5

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
Laghman	52.3	80.2	81.2	74.8	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Logar	30.1	69.0	70.4	67.6	100.0	100.0	100.0	100.0	100.0	66.7	100.0	100.0	95.8
Nangrahar	48.7	100.0	88.9	100.0	100.0	100.0	100.0	66.7	100.0	66.7	100.0	100.0	91.7
Nimroz	13.6	66.4	75.8	59.9	100.0	100.0	0.0	0.0	0.0	0.0	100.0	0.0	37.5
Nuristan	52.3	62.4	66.9	82.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Paktika	41.9	64.9	68.8	64.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Paktya	9.3	47.1	67.9	52.3	100.0	33.3	50.0	66.7	100.0	100.0	100.0	100.0	82.7
Panjsher	19.8	69.2	67.1	65.1	100.0	100.0	0.0	0.0	0.0	100.0	100.0	100.0	62.5
Parwan	17.0	71.7	64.4	60.1	100.0	0.0	50.0	50.0	100.0	100.0	100.0	100.0	74.1
Samangan	38.1	70.9	76.9	65.7	75.0	25.0	50.0	75.0	75.0	100.0	100.0	100.0	75.0
Saripul	24.7	74.7	57.9	75.3	100.0	66.7	0.0	0.0	33.3	66.7	100.0	0.0	45.8
Takhar	28.0	67.4	72.2	67.9	75.0	75.0	50.0	25.0	75.0	100.0	100.0	50.0	68.8
Uruzgan	51.9				100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Wardak	39.4	72.5	69.4	69.3	100.0	66.7	66.7	33.3	100.0	33.3	100.0	66.7	70.8
Zabul	34.1	61.6	61.7	49.1	100.0	100.0	100.0	50.0	0.0	100.0	100.0	100.0	81.3