

ANNEXE IV
HEALTH FACILITY SURVEY-BHUTAN, 2009
QUESTIONNAIRE FOR ASSESSMENT OF LABORATORY SERVICES
(JDW National Referral Hospital)

Serial number of health facility

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General Information

Name of the facility:	
District:	Gewog/Town:
Name and designations of persons interviewed:	
Interview completion status: 1.Completed <input type="checkbox"/> 2.Not completed <input type="checkbox"/> If not completed, specify the question number from where the interview was terminated: <div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
Type of health facility: 1. National Referral Hospital <input type="checkbox"/> 2. Public Health Laboratory <input type="checkbox"/> 3. Regional Referral Hospitals <input type="checkbox"/>	

Interviewer's code: ____/____/____ Signature: _____

Interview date: ____/____/____

Start time of interview: _____

End time of interview: _____

Checked by:

Name of supervisor: _____

Date: ____/____/____

Signature: _____

Section 1: Laboratory Tests Conducted

No.	Questions	Coding categories	Skip to	Score
	<i>Laboratory tests conducted for HIV</i>			
Q1	Are CD4 tests done for HIV positive patients? (observation)	Yes 1 No 2		2 0
	<i>Laboratory tests conducted for STI</i>			
Q2	What laboratory tests are conducted for STI? (Multiple responses) Circle 1 if mentioned Circle 2 if not mentioned	Gonorrhoea 1 2 Chlamydia 1 2		2 1
Q3	What specimens are used for STI testing? (Multiple responses) Circle 1 if mentioned Circle 2 if not mentioned	Blood 1 2 Urethral swab (male) 1 2 Vaginal swab (female) 1 2 Urine (male/female) 1 2		X
Q4	What are the tests performed for STI? (Multiple responses) Circle 1 if mentioned Circle 2 if not mentioned	Gram stain 1 2 Culture & Sensitivity 1 2 Dark field microscopy 1 2		2 1 0
Score for this sub section (-----/ -----) x100				%
Grade for this section				

Section 2: Facility setup and supplies

No.	Questions	Coding categories	Skip to	Score
A. Infrastructure				
Physical condition of the laboratory				
Q5	Is the laboratory space adequate? (observation)	Yes 1 No 2		2 0
Water supply				
Q5.1	Is adequate water supply available in the laboratory? (observation)	Yes 1 No 2		2 0
Autoclave				
Q5.2	Does the laboratory have access to a functioning autoclave? (observation)	Yes 1 No 2	→ Q5.5	2 0
Q5.3	If autoclaving is done, is there an autoclave on site? (observation)	Yes 1 No 2		2 0
Q5.4	Are standard procedures followed for autoclaving?	Yes 1 No 2		2 0
Q5.5	If there is no autoclave, how are materials sterilized usually, in last 7 days?	Boiling 1 Hot air oven 2 Other 99 (Specify).....		2 1 0
Incinerator				
Q5.6	Does the laboratory have access to a functioning incinerator? (observation)	Yes 1 No 2	→ Q6.1	2 0
Q5.7	Is it within the reachable distance?	Yes 1 No 2		2 0
Score for this sub-section (...../.....)×100				%
Grade for this sub- section				
B. Equipments/Materials				
		Presence	Functioning	
Q6.1	Microscope (observation)	Yes 1 No 2	Yes 1 No 2	2 0
Q6.2	Sink for staining (observation)	Yes 1 No 2		2 0
Q6.3	Micropipettes (observation)	Yes 1 No 2	Yes 1 No 2	2 0
Q6.4	Candle Jar (observation)	Yes 1 No 2	Yes 1 No 2	2 0
Q6.5	Bunsen Burner/spirit lamp (observation)	Yes 1 No 2	Yes 1 No 2	2 0
Q6.6	Hot Air Oven (observation)	Yes 1 No 2	Yes 1 No 2	2 0

No.	Questions	Coding categories		Skip to	Score
Q6.7	Incubator (observation)	Yes 1 No 2	Yes 1 No 2		2 0
Q6.8	Plate Shaker (observation)	Yes 1 No 2	Yes 1 No 2		2 0
Q6.9	CD4 (observation)	Yes 1 No 2	Yes 1 No 2		2 0
Q6.10	Refrigerator (observation)	Yes 1 No 2	Yes 1 No 2		2 0
Q6.11	–20°C freezer (observation)	Yes 1 No 2	Yes 1 No 2		2 0
Q 6.12	–70°C freezer (observation)	Yes 1 No 2	Yes 1 No 2		2 0
Q6.13	Are the number of refrigerators (-20°C and –70°C) adequate for the need of this laboratory? (observation)	Yes 1 No 2	Yes 1 No 2		2 0
Q6.14	Computer (observation)	Yes 1 No 2			2 0
Q6.15	Printer (observation)	Yes 1 No 2			2 0
Score for this sub section (-----/ -----) x100					%
Grade for this sub section					
C. Laboratory supplies					
<i>Reagents/Kits/Chemicals</i>					
Q7.1	Does the laboratory have adequate reagents/kits for STI diagnosis available? (observation)	Yes 1 No 2			2 1 0
Q7.2	Does the laboratory have adequate reagents/kits for HIV diagnosis available? (observation)	Yes 1 No 2			2 1 0
Q7.3	Do the reagents/kits usually arrive in the reference laboratory in right conditions (e.g. temperature, intact packages, etc)	Yes 1 No 2			2 1 0

No.	Questions	Coding categories	Skip to	Score
Q7.4	What does the laboratory do if the supplies do not arrive in right condition?	Discard 1 Returned 2 Reuse 3 Other 99 Specify.....		2 0
Q7.5	Are any of the reagents/kits available at the facility beyond expired date? (observation)	Yes 1 No 2	→ Q 7.7	2 0
Q7.6	What is done with the expired reagents/kits?	Discard 1 Returned 2 Reuse 3 Other 99 Specify.....		2 0
Q7.7	Does the laboratory usually have adequate quantity of disinfectants for STI? (observation)	Yes 1 No 2		2 1 0
Q7.8	What are the disinfectants used in the laboratory? (Multiple responses) Circle 1 if mentioned Circle 2 if not mentioned	Sodium Hypochlorite solution 1 2 Savlon 1 2 70% ethanol 1 2		2 1 0
Score for this sub-section(...../.....)×100				%
Grade for this sub- section				
Other laboratory supplies				
Q7.9	Are following laboratory supplies available to perform the test? (Multiple responses) Circle 1 if mentioned Circle 2 if not mentioned	Glassware 1 2 Tips 1 2 Eppendorf tube 1 2 Bucket 1 2 Disposable syringe 1 2 Needle 1 2 Mask 1 2		2 1 0
Q7.10	Is separate glassware, tips, transfer	Yes 1		2 0

No.	Questions	Coding categories	Skip to	Score
	pipettes etc used for testing? (observation)	No 2		
Gloves				
Q7.11	Was this facility ever out of stock of gloves in the last 12 months? (observation)	Yes 1 No 2		2 0
Score for this sub-section (...../.....)×100				%
Grade for this sub- section				

Section 3: Personnel

No.	Questions	Coding categories	Skip to	Score
<i>Virologist/Microbiologist</i>				
Q8.1	Is there a virologist/microbiologist is present in this laboratory now? (observation)	Yes 1 No 2	→Q8.3	2 0
Q8.2	If yes, has she/he received training in STI/HIV?	Yes 1 No 2		2 0
<i>Laboratory technologist</i>				
Q8.3	Is there any laboratory technologist is present in this laboratory now? (observation)	Yes 1 No 2	→Q8.5	2 0
Q8.4	If yes, has she/he training on the relevant tests that s/he conducts?	Yes 1 No 2		2 0
<i>Laboratory technician</i>				
Q8.5	Is there a laboratory technician is present in this laboratory now? (observation)	Yes 1 No 2		2 0
Q8.6	If yes, has she/he training on the relevant tests that s/he conducts?	Yes 1 No 2	→Q8.7	2 0
<i>Laboratory cleaner/attendant/care taker</i>				
Q8.7	Is there any cleaner/attendant/care taker available in this laboratory? (observation)	Yes 1 No 2	→Q8.10	2 0
Q8.8	Does the cleaner/attendant/care taker have to handle biohazard substances?	Yes 1 No 2		X

No.	Questions	Coding categories	Skip to	Score
Q8.9	If yes, are measures taken for the individual's protection? (multiple responses) Circle 1 if mentioned Circle 2 if not mentioned	Gloves 1 2 Mask 1 2 Apron 1 2 Foot wear 1 2 Other 99 Specify.....		2 1 0
Biomedical Engineer				
Q8.10	Is there an engineer available who is responsible for maintaining the equipment in this laboratory? (observation)	Yes 1 No 2	→ Q9.1	2 0
Q8.11	If yes, does she/he have B. Sc level of qualification?	Yes 1 No 2		2 1
Score for this section (...../.....)×100				%
Grade for this section				

Section 4: Universal Precautions and waste disposal

No.	Questions	Coding categories	Skip to	Score
A. General infection prevention practices				
Q9.1	Are staffs at the laboratory aware of the importance of infection prevention and basic measures necessary? Multiple response Circle 1 if mentioned Circle 2 if not mentioned	Hand washing 1 2 Gloving 1 2 Decontamination 1 2 Cleaning 1 2 Sterilisation/Autoclaving 1 2 Waste disposal 1 2 Management of accidental injury 1 2		2 0
Q9.2	Have staffs working in this laboratory received any training on Universal	Yes 1 No 2		2 0
Q9.3	Is all laboratory staff following rules of hand washing? (ask to show the procedure)	Yes 1 No 2		2 0

No.	Questions	Coding categories	Skip to	Score
Q9.4	Is the recent universal precaution guideline available? (observation)	Yes 1 No 2		2 1 0
Q9.5	Are gloves usually used in the laboratory while handling samples? (observation)	Yes 1 No 2		2 0
Q9.6	Are gloves usually used in the laboratory while conducting HIV/STI tests?	Yes 1 No 2		2 0
Q9.7	Are lab coats worn in laboratory while performing the tests? (observation)	Yes 1 No 2		2 0
Q9.8	Are mats placed on the testing area? (observation)	Yes 1 No 2		2 0
Q9.9	Is there any PEP system in place?	Yes 1 No 2		2 0
Score for this section (...../.....)×100				%
Grade for this sub section				
B. Safe handling of needles and sharp instruments				
Q9.10	Where are the sharps disposed usually? (observation)	Plastic bins 1 Safety box/sharp box 2 Bottle 3 Other 99 (Specify).....		2 0
Q9.11	Do all clinical staff dispose needle and syringe appropriately?	Yes 1 No 2		2 0
Score for this section (...../.....)×100				%
Grade for this sub section				
C. Decontamination, cleaning and sterilization of instruments				
Q10.1	Are the instruments decontaminated and sterilized after each use?	Yes 1 No 2		2 0
Q10.2	Is hypochlorite solution/savlon used in this facility?	Yes 1 No 2	→ Q10.6	2 0
Q10.3	If yes, for how long the instruments are dipped?	<10 min 1 10 – 30 min 2 >30 min 3		2 0

No.	Questions	Coding categories	Skip to	Score
Q10.4	How frequently is the hypochlorite solution/savlon prepared?	Daily/whenever required 1 Once in 2 days 2 Others 99 (Specify)		2 1 0
Q10.5	After dipping in hypochlorite solution/savlon, are the instruments washed by continuous flow of water?	Yes 1 No 2		2 0
Q10.6	After cleaning, are instruments autoclaved?	Yes 1 No 2		2 0
Score for this sub section (-----/ -----) x100				%
Grade for this sub section				
D. Waste disposal				
Q11.1	Is there any established procedure for waste disposal?	Yes 1 No 2		2 0
Q11.2	How sharps are disposed usually? (observation)	Collected in hard closed bin and taken to deep pit burial 1 Collected in any bucket and taken to deep pit burial 2 Other 99 (Specify).....		2 0
Q11.3	How glass wares are disposed usually? (observation)	Collected in hard closed bin and taken to deep pit burial 1 Collected in hard closed bin and reused after autoclaving 2 Collected in any bucket and taken to deep pit burial 3 Collected in any bucket and reused after autoclaving 4 Other 99 (Specify).....		2 1 0

No.	Questions	Coding categories	Skip to	Score
Q11.4	How liquid clinical waste is disposed usually?	Decontaminate with disinfectant for 30 min and lead to underground drainage 1 Lead to underground drainage 2 Other 99 (Specify).....		2 0
Q11.5	Are there separate buckets for disposal of contaminated waste (e.g. swab), (e.g. used for swabbing)	Yes 1 No 2		2 0
Q11.6	How infectious materials are disposed (e.g. blood, used cotton, gauge) usually? (Observation)	Deep pit burial 1 Burnt 2 Other 99 (Specify).....		2 0
Score for this section (...../.....)×100				%
Grade for this section				

Section 5: Record Keeping

No.	Questions	Coding categories	Skip to	Score
Q12.1	Does the laboratory keep records of samples that were tested for HIV?(observation)	Yes 1 No 2		2 0
Q12.2	Has the laboratory kept records of samples that were tested for STI? (observation)	Yes 1 No 2		2 0
Q12.3	How are the records of STI/HIV recorded?(observation) (multiple responses) Circle 1 if mentioned Circle 2 if not mentioned	Computerized 1 2 Register book 1 2 Other 99 (Specify).....		2 1 0
Q12.4	Is there any person responsible for maintaining the laboratory test record? (observation)	Yes 1 No 2		2 0
Q12.5	Does the facility provide STI and HIV report to the authority in a timely manner? (observation)	Yes (Whenever required) 1 No 2		2 0
Score for this section (...../.....)×100				%
Grade for this section				

Section 6: Quality control system (QC)

No.	Questions	Coding categories	Skip to	Score
Q13.1	Is there an internal QC system for HIV/STI testing in this laboratory? (observation)	Yes 1 No 2	→ Q13.3	2 0
Q13.2	If there is none now, was there ever an internal QC system in the laboratory?	Yes 1 No 2		1 0
Q13.3	Is there an external QC system for HIV/STI testing in this laboratory? (observation)	Yes 1 No 2	→ Q13.5	2 0

No.	Questions	Coding categories	Skip to	Score
Q13.4	If there is none now, was there ever an external QC system in the laboratory?	Yes 1 No 2		1 0
Q13.5	Is there any specific personnel for checking the QC system in the laboratory?	Yes 1 No 2		2 0
Q13.6	Has the laboratory ever conducted any QC on any samples received from other laboratories?	Yes 1 No 2	→Q14.1	X
Q13.7	If yes, is this done on a regular basis?	Yes 1 No 2		X
Score for this section (...../.....)×100				%
Grade for this section				

Section 7: Confidentiality

No.	Questions	Coding categories	Skip to	Score
A. General infection prevention practices				
Q14.1	Do all laboratory personnel understand the meaning of confidentiality? (ask the meaning of confidentiality)	Yes 1 No 2		2 0
Q14.2	Have you had any break in confidentiality in this facility?	Yes 1 No 2	→Q14.3 →Q15.1	2 0
Q14.3	If yes, how was this managed? (multiple responses) Circle 1 if mentioned Circle 2 if not mentioned	Meeting with all staff 1 2 Meeting with individual 1 2 person who breaks confidentiality Other 99 Specify.....		1 0
Score for this sub-section (...../.....)×100				%
Grade for this sub- section				

Section 8: Utilization of the services

No.	Questions	Coding categories	Skip to	Score
Q15.1	How many of STI cases tested in the last 12 months? (observation)	<div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div>		X
Q15.2	How many of HIV cases tested in the last 12 months? (observation)	<div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div>		X
Q15.3	Proportion of referral cases of STI among the tests performed in the last 12 months? (number of referred cases of STI cases come from other lab/ total number of STI cases tested) x100 (observation)	<div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div> %		2 1 0
Q15.4	Proportion of referral cases of HIV among the tests performed in the last 12 months? (number of referred cases of HIV cases come from other lab/ total number of HIV cases tested) x100 (observation)	<div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; display: inline-block; width: 30px; height: 20px;"></div> %		2 1 0
Score for this section (...../.....)×100				%
Grade for this section				

(End the interview by giving thanks to the interview participant)