



# Afghanistan Health Sector Balanced Scorecard 2008

Authored by:  
Johns Hopkins University Bloomberg School of Public Health  
and  
Indian Institute of Health Management Research



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## EXECUTIVE SUMMARY

Since 2004, the Ministry of Public Health (MoPH) of Afghanistan, with technical assistance from Johns Hopkins University and the Indian Institute for Health Management Research, has adopted the Balanced Scorecard (BSC) as a performance measurement and management tool for the Basic Package of Health Services in Afghanistan (BPHS). The BSC evaluates the quality of service performance at primary care facilities in Afghanistan across six areas, including: patients and community; staff; capacity for service provision; service provision; financial systems; and the overall MoPH vision. Every year, a sample of more than 600 facilities providing are surveyed nationwide to produce 29 indicators that are measured across the six BSC domains.

Considerable progress has been achieved across all domains in the five years of the BSC. The average performance of indicators in the overall vision domain has improved by 1.5 percentage points, indicating slight improvement in provision of services that are pro-poor and pro-female. Performance in this domain remained constant from 2007 to 2008. The staff domain has increased by 5.8 percentage points over the past five years, from 70.1% to 75.9%. However, performance in this domain decreased in the last year from a high of 79.9 in 2007, due to a drop in the on-time salary payments indicator within this domain. In addition, health worker satisfaction has remained unchanged at 69.0% from 2007 to 2008. From 2004 to 2008, indicators in the patients and community domain have improved by nearly 20 percentage points, rising by four points in the last year alone, due to increases in *shura-e-sehie* activities and patient satisfaction from 2007 to 2008.

Average performance in the service provision domain has increased considerably in the past five years, from 41.4% to 68.2%. Since 2004, large gains have been made in provision of antenatal and delivery care and outpatient volume at BHCs. In the past year alone, continued large gains were made in outpatient visits to BHCs (number of facilities with more than 750 new patients per month), which increased from 57.4% to 84.2%, and in ability of facilities to provide delivery care according to BPHS standards, which increase by 11 points to 71.2% of facilities. However, proper disposal of sharps, as an indicator of infection control, showed a decrease for the first time this year, from 84.4% to 75.4%, signaling a concern for infection prevention. In addition, the patient counseling index has remained low at 48%, indicating that on average, providers are completing less than half the steps that should be done to counsel patients about their condition and treatment. The time spent with patients has remained low, with fewer than 20% of patient consultations exceeding 9 minutes in 2008.

The capacity for service provision domain has shown the largest average increase since 2004, with a gain of 27.9 percentage points. Particularly large gains have been made in the past five

years in meeting minimum staffing guidelines, availability of family planning supplies, completeness of health information system and presence of clinical guidelines, refresher training for staff, lab functionality, and presence of a TB register. From 2007 to 2008, all the indicators in this domain increased, with the exception of the infrastructure index and use of patient records. After declining in 2005 and 2006, the infrastructure index increased in 2006, but has remained low; at 54.1% in 2008 it is still below its 2004 level, indicating that the physical infrastructure of BPHS facilities is still weak.

There are two main changes in the 2008 BSC. First the methodology for measuring health worker knowledge was revised, based upon input from the MoPH, donor agencies, NGOs contracted for implementation of BPHS and local experts from national and international agencies. For the first time, vaccinators were included in the knowledge assessment. Clinical case scenarios were used to assess knowledge of health workers in three areas: vaccination (all clinical staff); integrated management of childhood illness (doctors, assistant doctors and nurses); and reproductive health (midwives and auxiliary midwives). Due to this change, the 2008 health worker knowledge results are not comparable to those from previous years.

The second change pertains to the two indicators on user fees in the financial systems domain. These are no longer relevant in 2008, following the MoPH's discontinuation on user fees in May 2008. This domain was therefore not included in the 2008 BSC.

Composite summary scores for the BSC, including the mean score and the percent of upper and lower benchmarks met, are therefore calculated using only 26 indicators, omitting the health worker knowledge and the two financial systems indicators. These revised composite measures were calculated for all years and show very similar trends compared to the original composite scores using all 29 indicators. Using the revised composite scores, the national median province met 57.7% of the upper benchmarks in 2008 across the 26 indicators, compared to 15.4% in 2004, and 51.9% in 2007. It is clear that remarkable progress has been made since the first year of the BSC in 2004. The benchmarks, set as the upper quintile of provincial performance in 2004, were intended to be attainable goals relevant to Afghanistan's experience, and many have already been achieved during a period of rapid expansion and improvement of the BPHS.

The national median score for the average performance across the 26 indicators has increased from 50.4% in 2004 to 71.7% in 2008, an increase of more than 20 points. In 2008, all provinces achieved mean scores greater than 50%, and all except one, Kabul, achieved a score of more than 60%. There was substantial variability among provinces in their mean performance, with Jawzjan achieving the highest mean score of 84.1% and Kabul the lowest, at 56.1%.

## SECTION A

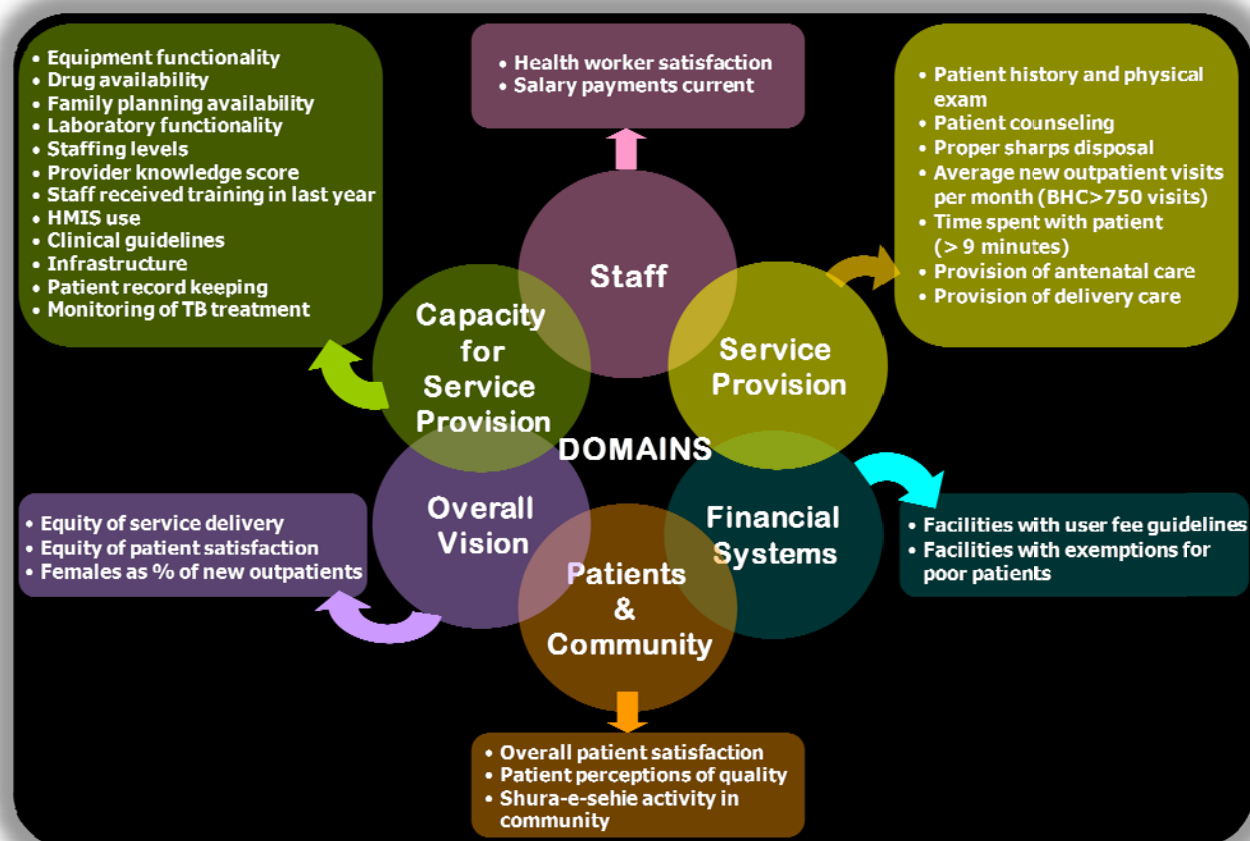
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# INTRODUCING AFGHANISTAN HEALTH SECTOR BALANCED SCORECARD

The purpose of the Afghanistan Health Sector Balanced Scorecard is to summarize the performance of Afghanistan's provinces in the delivery of the Basic Package of Health Services (BPHS), and to provide policymakers, health managers and other decision makers with evidence for areas of strength and weakness. The Balanced Scorecard (BSC) provides a frame-work to efficiently look at multiple areas of the health sector called domains, which each contain an array of indicators. This allows the Ministry of Public Health (MoPH) and other stakeholders in the health sector to visualize the performance of various provinces as well as how the country is providing health services. The 2008 BSC can be compared to the 2004, 2005, 2006 and 2007 BSCs, allowing for an assessment of the progress made over the first five years of BPHS implementation in Afghanistan. The benchmarks used in the 2005, 2006, 2007, and 2008 BSCs are based on the performance of provinces documented in the 2004 BSC.

The BSC is not only a measurement tool; it is used by the MoPH to clarify its vision and strategies, and to manage change. The BSC provides a framework to organize activities and learn from experience. Six domains comprising 29 indicators were selected to summarize health sector performance (Schematic 1). This was determined through a participatory process that involved the MoPH, NGOs and other development partners, and was facilitated by the Third Party Evaluation team from the Johns Hopkins Bloomberg School of Public Health (JHSPH) and the Indian Institute of Health Management Research (IIHMR). The BSC domains summarize the health sector from the following six perspectives:

1. **Patients and Community**
2. **Staff**
3. **Capacity for Service Provision**
4. **Service Provision**
5. **Financial Systems**
6. **Overall Vision (MoPH Values)**



**Schematic 1: Afghanistan Health Sector Balanced Scorecard Framework**

The data for the BSC are taken from the National Health Services Performance Assessment (NHSPA), which is conducted each year between June and September, using a stratified random sample of all health facilities providing the BPHS from the provinces of Afghanistan, and systematic random samples of patients and health workers. The 2004 NHSPA included all provinces except Daykundi, which was newly formed and had no BPHS facilities when preparations for the 2004 NHSPA were underway. In 2005, 2006 and 2007, the NHSPA included Daykundi, but did not include Kandahar, Helmand, Zabul and Uruzgan, since security conditions prohibited assessment teams from reaching facilities in these provinces. In 2008, the NHSPA also did not include Farah province, in addition to Kandahar, Helmand, Zabul and Uruzgan, due to poor security conditions in the province at the time. A summary of the samples for NHSPA 2004, 2005, 2006, 2007 and 2008 for each province is shown in Annexure B.

Each year, survey teams assess over 600 health facilities; conduct approximately 6,000 direct observations of patient-provider interactions and patient exit interviews, and interview more than 1,500 health workers (Table 1).

TABLE 1: NATIONAL SAMPLE 2008

UNIT	2004	2005	2006	2007	2008
Number of Provinces	33	30	30	30	29
Number of Facilities	617	629	630	636	618
Number of Observations of Patient-Provider Interactions	5719	5856	5964	6089	5970
Number of Exit Interviews	5597	5862	5964	6087	5950
Number of Health Workers Interviewed	1553	1452	1723	1940	2233

#### HOW TO READ THE BALANCED SCORECARD

The BSC tables are color-coded. Numbers in green-colored cells indicate that the score is above the upper benchmark (i.e., the score would have placed the province in the top quintile in 2004). Scores shown in red cells indicate that the score would have placed the province in the bottom quintile of performers in 2004. All results between the top and bottom quintiles are shown in yellow cells, representing the performers in the middle three quintiles.

The indicators are classified according to one of six domains. Each indicator is measured as a percentage. In some cases, the number shows the percentage of results in a province that met a certain standard. For example, Indicator 21 shows the percentage of Basic Health Centers (BHCs) in a province that provided services to an average of 750 new outpatients per month and Indicator 22 shows the percentage of patient consultations in which the health worker spent at least nine minutes with the patient. For some indicators, such as the Equipment Functionality Index, the score reflects the percentage of items in the index that are present and functional.

Indicators 28 and 29 are based on Concentration Indices that have been converted into percentages. A Concentration Index is a measure of equity of each attribute (outpatient visits for Indicator 28 and satisfaction with services for Indicator 29) which is analyzed according to

how it is distributed among the population with regard to wealth status. The original Concentration Indices have been converted into 100 point scales in order to make the results easier to interpret. In the converted scale, a score of 0 is equal to a score of +1 on the original Concentration Index (indicating an extreme anti-poor orientation where the wealthiest segment of the population has all of the attribute in question) and a score of 100 is equal to a score of -1 on the original scale (indicating an extreme pro-poor orientation, where the poorest segment has all of the attribute in question). A score of 50 on the converted scale is equal to a score of 0 on the concentration index, indicating complete equality between the poor and non-poor in service utilization or satisfaction with services. On the converted index, scores above 50 represent a positive (that is, pro-poor) result from the perspective of the MoPH. As a result of the conversion of the Concentration Indices, all indicators in the BSC are now based on a scale of 0-100, with a higher score representing a more positive result from the perspective of MoPH.

The last two indicators in the BSC are composite measures of performance. The first is “the percent of upper benchmarks achieved” and the second is “the percent of lower benchmarks achieved”. The “percent of upper benchmarks achieved” demonstrates how well provinces have done in meeting the upper benchmarks across the indicators on the BSC. This can be viewed as the percentage of indicators for which the province is achieving a high level of performance relative to the level of health service performance in Afghanistan during the baseline assessment in 2004.

The second composite indicator measures how well provinces have done in meeting the lower benchmarks across the indicators. For those indicators for which a province does not meet the lower benchmark (i.e., the scores are colored red), the province can be viewed as demonstrating a low level of performance relative to other provinces in Afghanistan at the baseline in 2004. Indicators in the “red zone” should be targeted by managers as priority areas for improvement.

“ Each year, survey teams assess over 600 health facilities; conduct approximately 6,000 direct observations of patient-provider interactions and patient exit interviews, and interview more than 1,500 health workers..... ”

## WHAT'S NEW FOR THE 2008 BALANCED SCORECARD

There are several changes to the 2008 BSC compared to previous years. First, as noted above, the methodology for the health worker knowledge assessment was changed in 2008 in an attempt to better capture clinical knowledge through clinical case scenarios. In addition, the types of health workers assessed in 2008 were expanded to include vaccinators.

Knowledge questions and clinical case scenarios were presented in three areas: vaccination, Integrated Management of Childhood Illness (IMCI), and reproductive health. Vaccination questions were asked of vaccinators, doctors, assistant doctors, nurses, midwives, and auxiliary midwives. IMCI case scenarios were posed to doctors, assistant doctors, and nurses. Reproductive health scenarios were presented to midwives and auxiliary midwives. Credit was given separately for correct responses in each of the diagnosis and treatment steps in the scenarios. The three knowledge areas were scored separately, with sub-indices created for vaccination, IMCI, and reproductive health. The three sub-indices, weighted by provider type, were then averaged to get an overall health worker knowledge score for each province.

Since the measurement of health worker knowledge changed in 2008, new benchmarks had to be created for this indicator, as the 2004 benchmarks were no longer valid. With input from the MoPH, it was decided that the top and bottom quintiles of provincial performance on health worker knowledge in 2008 would be set as the upper and lower benchmark, respectively. The scores for the health worker knowledge index are presented in the BSC and discussed in detail in Section B, but they are not included in the overall composite measures for the 2008 BSC.

The second major change to the 2008 BSC concerns Domain E: Financial Systems. In previous years, this domain measured best practices in transparency and equity when user fees are charged. Both indicators were assessed among surveyed BPHS facilities that reported charging fees, which ranged from 71% of facilities in 2004 to 84% in 2007. The first indicator assessed whether user fee guidelines were present at facilities charging fees, and the second indicators measured whether exemptions for poor patients were in place.

In late April 2008, the MoPH issued a new policy discontinuing user fees at all facilities providing the BPHS. As a result, the indicators within the Financial Systems domain are no longer relevant for the 2008 BSC. Therefore, the indicators on this domain are not included in the 2008 BSC.

As a result of the changes in the health worker knowledge index and the two indicators in the Financial Systems domain, there are three indicators in the 2008 BSC that are not directly comparable to previous rounds of the BSC. Therefore, to ensure comparability of the BSC



composite measures across the five years, a set of revised composite measures was created. The revised composite measures include only the 26 indicators whose measurement method and meaning have not changed in 2008, therefore excluding the health worker knowledge index and the two indicators in the Financial Systems domain. Revised composite measures using the 26 comparable indicators were created for the overall mean provincial score, as well as the per-cent of upper and lower benchmarks achieved. These revised summary measures were calculated for 2004, 2005, 2006, and 2007 as well, to enable comparison of the 2008 BSC to those in previous years. A sensitivity analysis of the trends in performance comparing the original mean score using 29 indicators to the revised mean score using 26 indicators showed that the two mean scores tracked closely and did not change the rank order of provinces considerably (see Annexure A).

The National BSC is shown in Table 2. The first column on the left is the serial number of the indicator. The next column to its right is the name of the indicator listed according to the six domains. The colored columns to the right indicate the results accumulated across the provinces. The first five of these columns contain the median values from 2004, 2005, 2006, 2007, and 2008 respectively. This represents the middle value among the provinces, with half the provinces having results above the median, and the other half of the provinces having scores below that value. The next five columns show the percentage of provinces meeting the lower benchmarks each year and the final five columns show the same information for the upper benchmarks.

“ .....several changes to the 2008 BSC compared to previous years. First...the methodology for the health worker knowledge assessment was changed in 2008..... The second major change to the 2008 BSC concerns Domain E: Financial Systems.”

TABLE 2: NATIONAL MEDIAN SCORES AND ACHIEVEMENT OF BENCHMARKS, 2004- 2008

Indicator	National Median					Provinces meeting lower benchmark					Provinces meeting upper benchmark				
	2004	2005	2006	2007	2008	2004	2005	2006	2007	2008	2004	2005	2006	2007	2008
<b>A. Patients &amp; Community</b>															
1 Overall Patient Satisfaction	83.1	86.3	86.0	77.7	81.0	81.3	96.7	96.7	93.3	93.1	18.8	26.7	20.0	3.3	20.7
2 Patient Perception of Quality Index	76.0	76.2	80.3	77.6	77.5	81.8	96.7	96.7	96.7	100	18.2	10.0	33.3	10.0	44.8
3 Written <i>Shura-e-sehie</i> activities	34.2	54.5	66.4	86.0	94.3	81.8	83.3	93.3	100	100	18.2	26.7	50.0	90.0	93.1
<b>B. Staff</b>															
4 Health Worker Satisfaction Index	63.5	64.1	68.1	69.0	69.1	81.8	86.7	93.3	93.3	96.6	18.2	33.3	53.3	56.7	62.1
5 Salary payments current	76.7	90.0	81.3	90.7	82.7	81.8	96.7	83.3	83.3	82.8	18.2	43.3	33.3	46.7	41.4
<b>C. Capacity for Service Provision</b>															
6 Equipment Functionality Index	65.7	67.0	78.7	83.8	88.4	81.8	73.3	86.7	100.0	100.0	0.0	0.0	3.3	30.0	41.4
7 Drug Availability Index	71.1	83.7	85.7	81.0	86.3	81.8	100	100	96.7	100	18.2	56.7	53.3	46.7	58.6
8 Family Planning Availability Index	61.4	70.0	82.9	93.7	94.9	81.8	90.0	100	100	100	18.2	23.3	53.3	93.3	93.1
9 Laboratory Functionality Index (Hospitals & CHCs)	18.3	36.3	43.3	58.5	64.5	81.8	100	100	100	100	18.2	66.7	83.3	100	96.6
10 Staffing Index -- Meeting minimum staff guidelines	39.3	58.0	66.9	63.9	72.1	81.8	93.3	96.7	100	100	18.2	60.0	76.7	76.7	79.3
11 Provider Knowledge Score*	53.5	69.0	68.7	68.7	N/A	81.8	100	100	100	N/A	18.2	86.7	76.7	80.0	N/A
11a Revised Provider Knowledge Score*	N/A	N/A	N/A	N/A	79.3	N/A	N/A	N/A	N/A	82.7	N/A	N/A	N/A	N/A	20.7
12 Staff received training in last year	39.0	74.3	68.9	68.5	71.1	81.8	93.3	96.7	100	96.6	18.2	90.0	70.0	73.3	72.4
13 HMIS Index	67.7	65.8	74.9	91.5	92.4	81.8	70.0	76.7	100	100	18.2	16.7	43.3	70.0	82.8
14 Clinical Guidelines Index	34.8	48.9	61.6	78.3	83.9	81.8	93.3	100	100	100	18.2	46.7	70.0	93.3	100
15 Infrastructure Index	55.0	44.6	48.7	54.6	54.1	81.8	33.3	46.7	70.0	69.0	18.2	10.0	6.7	16.7	24.1
16 Patient Record Index	65.6	63.2	69.4	70.0	69.9	81.8	70.0	93.3	93.3	93.1	18.2	3.3	3.3	6.7	20.7
17 Facilities having TB register	15.8	20.6	37.4	53.7	62.9	81.8	83.3	96.7	100	100	18.2	36.7	86.7	100	100
<b>D. Service Provision</b>															
18 Patient History and Physical Exam	70.6	73.5	82.2	83.1	83.9	81.8	100	96.7	100	96.6	18.2	26.7	43.3	50.0	51.7
19 Patient Counseling Index	29.6	35.1	36.6	48.7	48.0	81.8	90.0	93.3	96.7	96.6	18.2	16.7	13.3	46.7	44.8
20 Proper sharps disposal	62.2	52.0	77.5	84.4	75.4	81.8	76.7	73.3	90.0	93.1	18.2	10.0	33.3	50.0	31.0
21 Average new outpatient visit per month (BHC > 750 visits)	22.2	32.3	55.0	57.4	84.2	74.2	83.3	93.3	96.7	100	19.4	40.0	46.7	50.0	79.3
22 Time spent with patient (> 9 minutes)	18.0	6.2	7.0	18.4	19.7	81.8	70.0	80.0	83.3	86.2	18.2	3.3	3.3	23.3	41.4
23 BPHS facilities providing ANC	62.0	79.3	84.9	95.3	95.2	81.8	93.3	93.3	100	100	18.2	40.0	56.7	90.0	89.7
24 Delivery care according to BPHS	25.4	22.3	42.3	59.5	71.2	81.8	76.7	90.0	100	100	18.2	20.0	60.0	90.0	93.1
<b>E. Financial Systems</b>															
25 Facilities with user fee guidelines*	90.6	86.7	82.5	95.9	N/A	81.3	72.4	51.7	72.4	N/A	31.3	31.0	31.0	44.8	N/A
26 Facilities with exemptions for poor patients*	84.7	93.1	100	100	N/A	81.3	89.7	82.8	96.6	N/A	25.0	37.9	55.2	79.3	N/A
<b>F. Overall Vision</b>															
27 Females as % of new outpatients	55.2	57.3	57.8	60.0	60.0	81.8	96.7	93.3	96.7	96.6	18.2	20.0	46.7	53.3	48.3
28 Outpatient visit concentration Index	50.5	50.6	51.2	50.0	50.0	81.8	79.3	86.2	82.8	82.1	18.2	31.0	27.6	27.6	89.3
29 Patient satisfaction concentration index	49.9	49.8	49.8	49.6	49.6	81.8	96.6	82.8	96.6	89.3	18.2	3.4	3.5	0.0	7.1
<b>Revised Composite Scores</b> ( <i>The indicators listed above marked with an asterisk '*' are not included in the revised composite scores</i> )															
32 Percent of Upper Benchmarks met	15.4	28.8	38.5	51.9	57.7	97.0	100	100	100	100	27.3	66.7	86.7	96.7	100
33 Percent of Lower Benchmarks met	84.6	88.5	92.3	96.2	96.2	87.9	90.0	93.3	100	100	30.3	56.7	80.0	93.0	93.1
Mean scores across 26 indicators	50.4	57.1	61.8	69.0	71.7	81.8	90.0	100	100	100	18.2	66.7	86.7	100	100

N/A: Not Applicable

## SECTION B

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# NATIONAL LEVEL FINDINGS OF THE 2008 BALANCED SCORECARD

The following section reviews the findings from the 2008 BSC for each indicator and the changes in performance between 2004 and 2008. Many different summary measures could be used to describe changes in performance. This report focuses on three important summary measures, and these are presented for each indicator on the national scorecard in Table 2. The first summary measure is the national median score. It should be noted that the provinces included in the samples from each year are not identical, and this has implications for interpreting the change in national median score. The 2004 sample included all 33 provinces that existed at the time that preparations for the 2004 NHSPA were underway. When Daykundi was established in 2004 as the 34th province of Afghanistan, it did not have any BPHS facilities, and thus was not included in the 2004 NHSPA. The national median score from 2004 was the score achieved by the 17th ranked province for the indicator in question, with 16 provinces ranking higher and 16 provinces ranking lower. The 2005, 2006 and 2007 samples included Daykundi, but did not include Kandahar, Helmand, Zabul and Uruzgan due to deterioration in the security situation. In 2008, unfortunately the security situation deteriorated further and lead to the exclusion of Farah in addition to the above mentioned provinces in the sample. Therefore, in 2008 the sample included 29 provinces. The national median score from each of these years was the average of the scores achieved by the 15th and 16th ranked provinces. No single province would thus have the median score (unless the 15th and 16th provinces have the same score), and 15 provinces would be above and 15 provinces below that value.

The second and third summary measures presented refer to the percentage of provinces that achieved the upper and lower benchmarks for the indicator, respectively. Since the upper benchmark for an indicator reflects the score of the sixth ranked province for that indicator in 2004, 18.2% (6/33) of provinces met the upper benchmark for each indicator in 2004, except in rare cases where the sixth and seventh provinces had the same scores. The only exception to this is the Equipment Functionality Index, for which MoPH made a decision in advance that the upper benchmark for this indicator should be established at 90%, even though no province achieved this score in 2004. For all indicators, the benchmarks were kept at the 2004 level for subsequent BSCs. Comparing the percentage of provinces achieving the upper benchmark in 2008 to the percentage achieving the same benchmark in previous years enables one to see

whether the percentage of provinces achieving high levels of performance has increased over time.

Similarly, the lower benchmarks in 2004 were defined as the level of performance achieved by the province that is just above the cutoff for the bottom quintile. For all indicators, 81.8% of provinces in 2004 thus met the lower benchmark, except in the rare case of a tie between the provinces ranked sixth and seventh from the bottom. Comparing the percentage of provinces achieving the lower benchmark in 2008 to the percentage achieving the same benchmark in previous years enables one to see whether the percentage of provinces with low levels of performance for the indicator in question has decreased over time.

“ Using the revised composite scores, the national median province met 57.7% of the upper benchmarks in 2008 across the 26 indicators, compared to 15.4% in 2004, and 51.9% in 2007..... national median score for the average performance across the 26 indicators has increased from 50.4% in 2004 to 71.7% in 2008. ”

## DOMAIN A: PATIENTS AND COMMUNITY PERSPECTIVES

Domain A reflects the perspective of patients and communities. Most respondents interviewed in each round reported high levels of satisfaction and positive perceptions of the quality of services they received from BPHS facilities. However, the scores for these indicators decreased between 2006 and 2007.

### INDICATOR 1: OVERALL PATIENT SATISFACTION

Overall patient satisfaction increased to 81% in 2008 after it decreased to an absolute score of 77.7% in 2007 following three years of relatively stable scores in the mid-80% range (Figure 1).

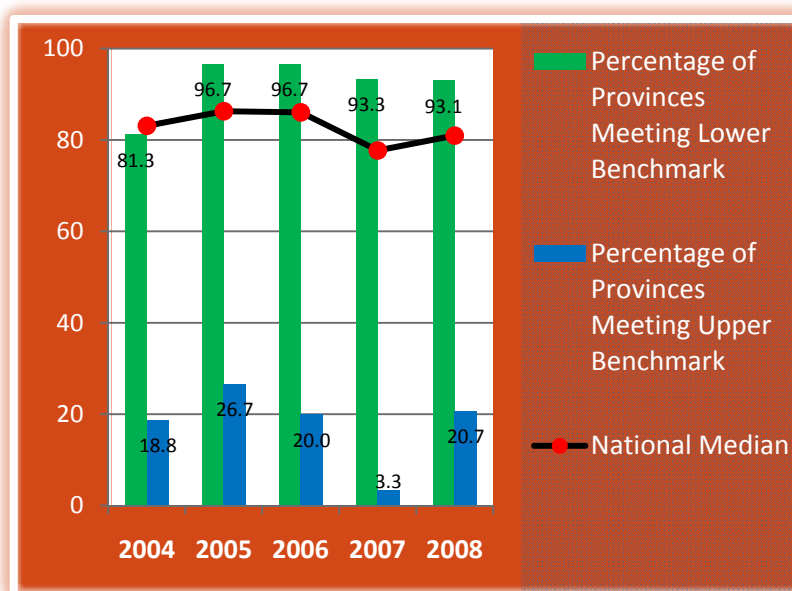


Figure 1: Overall Patient Satisfaction

The percentage of provinces meeting the upper benchmark increased substantially between 2007 and 2008, with slightly more than 20% of provinces receiving upper benchmark scores for overall patient satisfaction in 2008. The percentage had dropped to merely 3% in 2007 from 20% in 2006.

“ The percentage of provinces meeting the upper benchmark increased substantially between 2007 and 2008. ”

## INDICATOR 2: PATIENT PERCEPTION OF QUALITY INDEX

Patient perceptions of quality followed a similar overall pattern, with similar scores between 2007 and 2008 after it dropped slightly from 206 to 2007 (Figure 2a). The percentage of provinces meeting the upper benchmark for patient perceptions of quality increased to almost 45 % in 2008 as compared to 10% in 2007, and no province was below the lower benchmark.

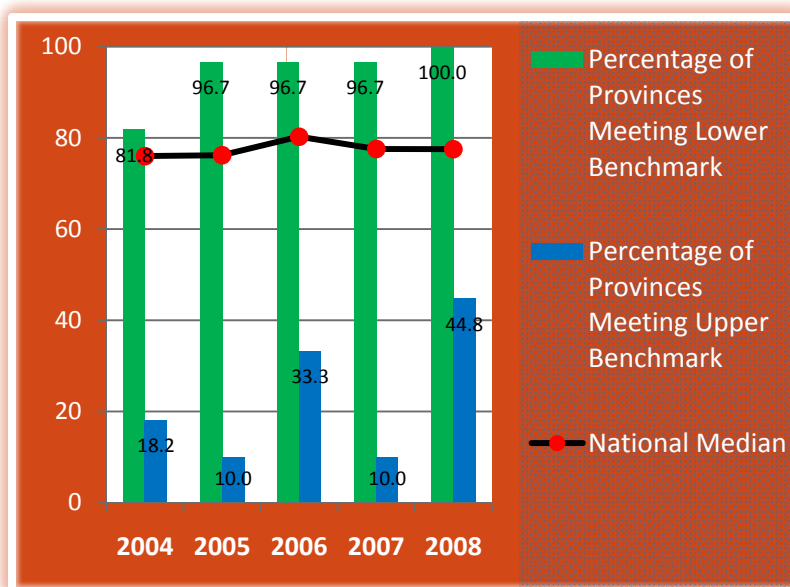


Figure 2a: Patient Perception of Quality

The patient perception of quality index is comprised of nine individual items. Although scores for these items remained relatively stable across all four years, their absolute values differed substantially from one another. In the year 2008 all items constituting this index improved from last year. Figure 2b displays a selection of these individual items and their trends over time. Patients have consistently reported the highest levels of satisfaction with the

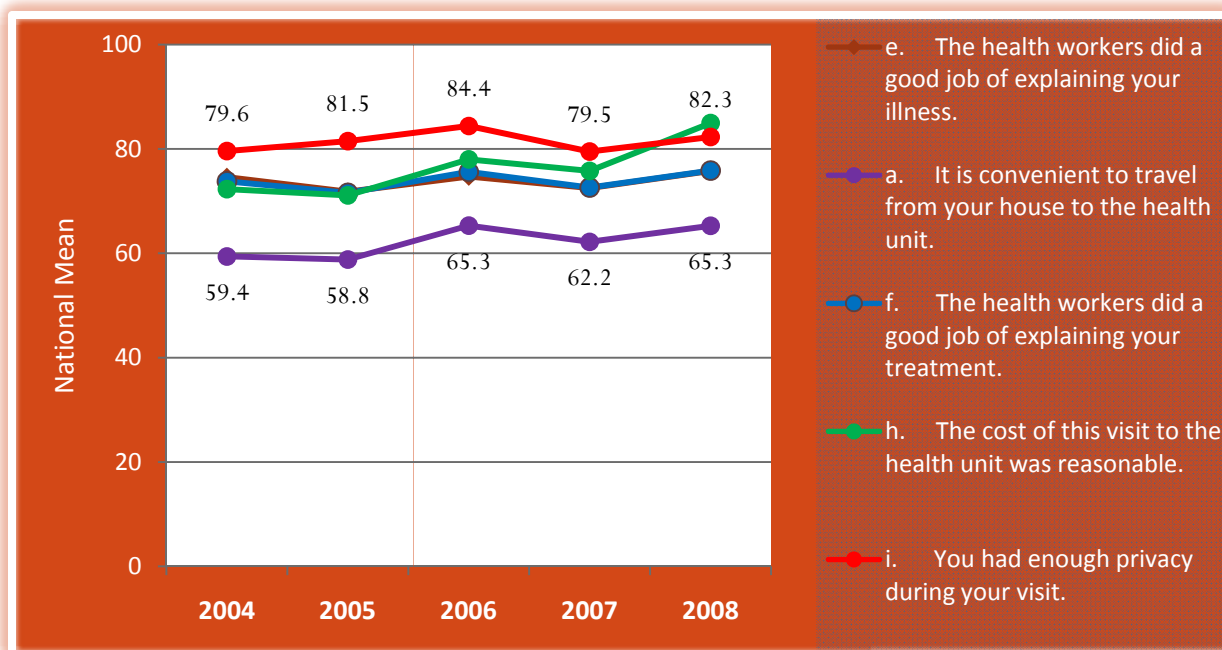


Figure 2b: Mean scores of the selected sub-items of Patient Perception of Quality index



level of privacy during the visit and the lowest levels of satisfaction with convenience of travel to facilities. Patient perceptions of the cost incurred in the visit to the health facility improved from 2007 to 2008. Satisfaction with the cost had peaked in 2006 but dropped slightly in 2007. The satisfaction with the health worker explaining the illness and the treatment follow exactly the same pattern in all years and showed an improvement in the year 2008 as compared to 2007. Results for all individual items that constitute the index of patient perceptions of quality are shown in Annexure C.

### INDICATOR 3: SHURA-E-SEHIE ACTIVITIES

This indicator is a proxy measure for the involvement of the community in the health services in a province. Community participation in health services through *shura-e-sehie* activities has shown dramatic progress. From 2004 to 2008 the median score for this indicator, which measures whether an active *shura-e-sehie* is present, with verification of written records of its activities, increased from 34.2% to 94.3% (Figure 3).

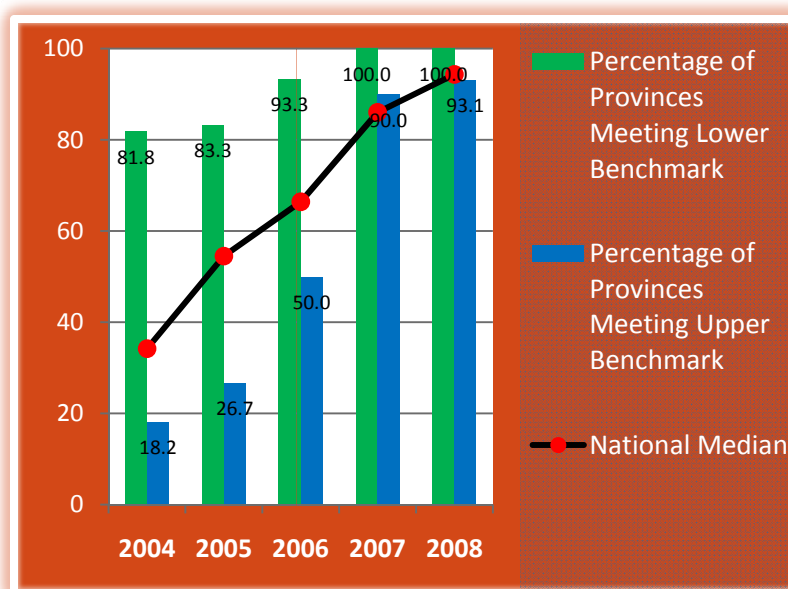


Figure 3: Shura-e-Sehie activities

The percentage of provinces achieving upper benchmark for this indicator increased from 90% in 2007 to 93.1% in 2008. All provinces in 2007 and 2008 met the lower benchmark for this indicator.

“ From 2004 to 2008....active *shura-e-sehie* with verification of records increased from 34.2% to 94.3%. ”

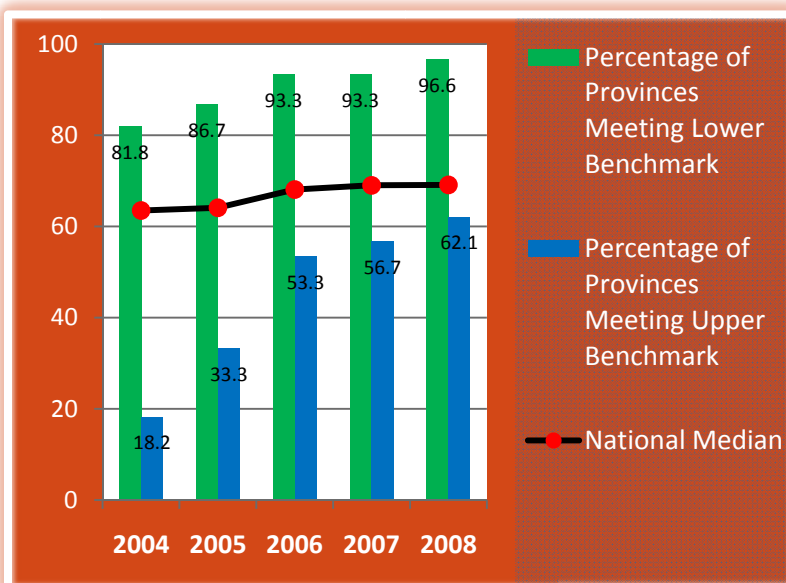


## DOMAIN B: STAFF PERSPECTIVES

Domain B addresses the perspectives of staff within the health system. The 2008 BSC shows that health workers in BPHS facilities report moderate levels of satisfaction but there is a substantial drop in the levels of timeliness of salary payments.

### INDICATOR 4: HEALTH WORKER SATISFACTION INDEX

Health worker satisfaction has been approximately the same since 2006 to 2008 (Figure 4a). However, the percentage of provinces meeting the upper benchmark for this indicator has improved by 6 percentage points between 2007 and 2008. Similarly, there has been an increase in the percentage of the provinces meeting the lower benchmark. Daykundi continues



**Figure 4a: Health Worker Satisfaction**

to be below the lower benchmark for the second year in a row. On the other hand the health worker satisfaction in Paktika improved from 2007 to achieve the lower benchmark in 2008. The score for health worker satisfaction is comprised of 18 individual items whose scores determine the overall score for health worker satisfaction. Although the national median score remains at the similar levels of 2007 but the individual items have shown a fluctuation in their scores over time. Figure 4b shows a selection of these items and their trends overtime. In 2008 the health workers reported high level of satisfaction with their relationships health facility staff and the local leadership. These items also showed highest improvements among all individual items in terms of the absolute value of improvement. Several items in this index which had shown improvements in 2007 have shown high to modest decline in 2008. There is a high level of decline in the satisfaction of health workers with the security in providing health services, physical condition of the health facility, opportunities for promotion and timeliness of their salaries as compared to 2007. The satisfaction of the health workers for the availability of medicines continues to drop since 2006.

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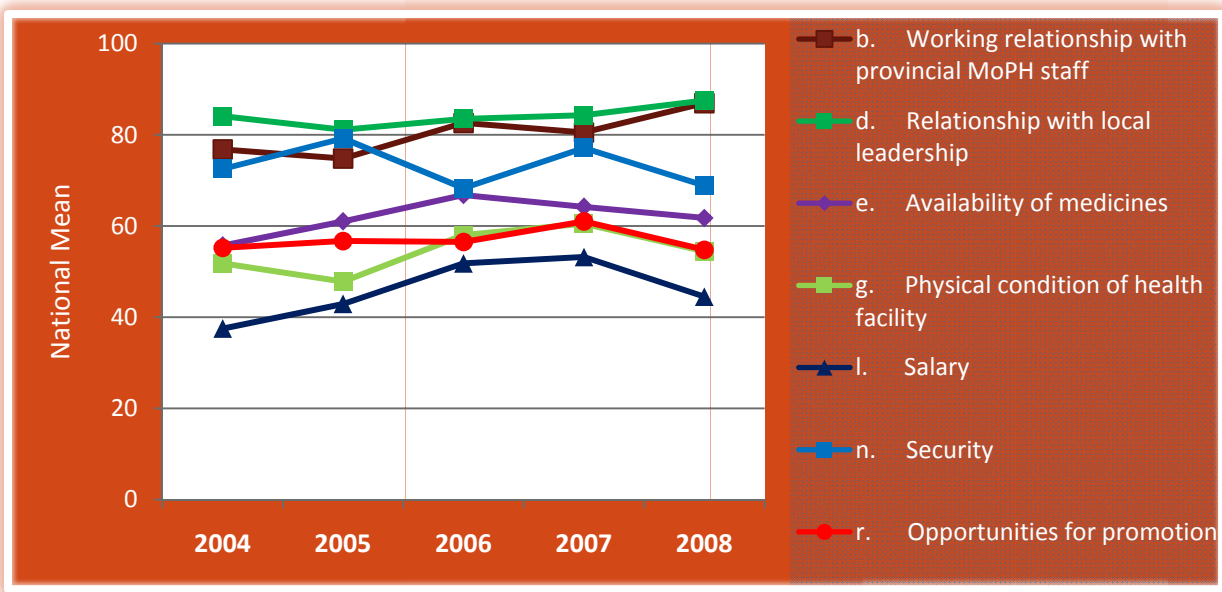


Figure 4b: Mean scores of the selected individual items for health worker satisfaction index

#### INDICATOR 5: SALARY PAYMENT CURRENT

This indicator measures the timeliness of the payment of salaries to the health workers. Figure 5 shows the trend of the median score for this indicator. The timeliness of the salary payment varies considerably from year to year. Starting from 2004, the performance of this indicator drops every alternate year. In 2008 salary payments was one of the indicators that registered highest amount of decrease from 2007. As compared to 90 % in 2007 only 82% of the health workers reported timely salary payment. As seen in the figure 6, although the percentage of provinces achieving the lower benchmark remains the same as 2007 but the percentage achieving upper benchmark has decreased by 5 percentage points in 2008.

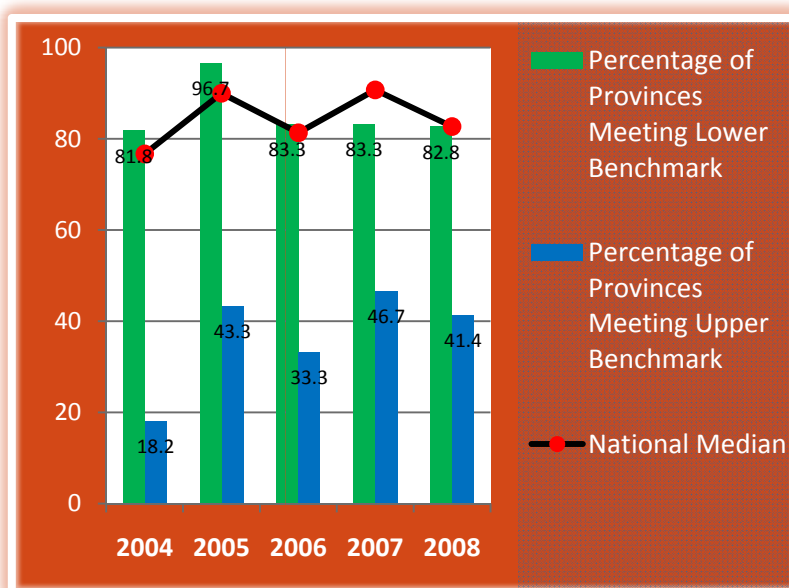


Figure 5: Salary payment current

Daykundi, Ghor, Kabul, Khost and Wardak failed to achieve the lower benchmark in 2008. In 2007 Kabul and Khost had very high scores and Kabul had achieved the upper benchmark. On the other hand, Nuristan and Kunduz were unable to meet the lower benchmark in 2007 but both of them achieved the upper benchmark in 2008.

## DOMAIN C: CAPACITY FOR SERVICE PROVISION

This domain consists of twelve indicators and it measures the readiness of a health facility to provide high quality services.

### INDICATOR 6: EQUIPMENT FUNCTIONALITY INDEX

The Equipment Functionality Index, which measures the availability of functional equipment at

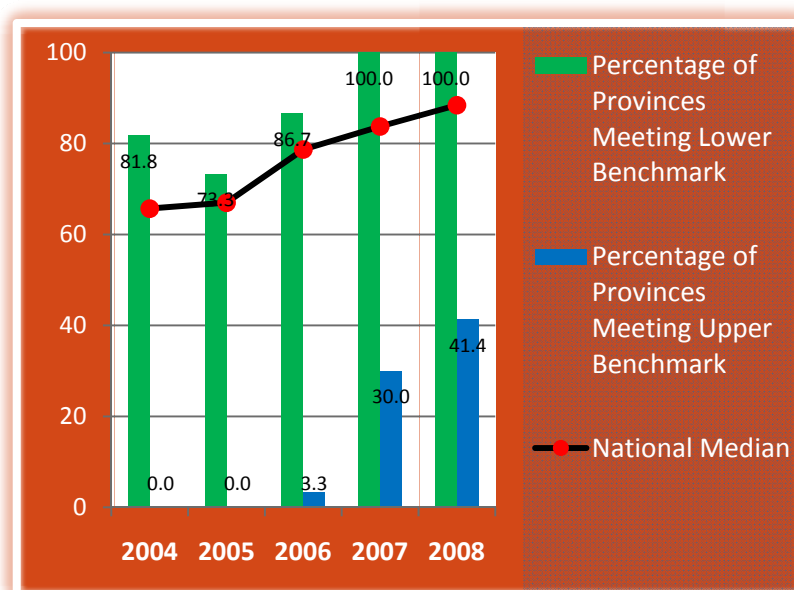


Figure 6a: Equipment functionality index

the health facility, has improved across each round of the BSC (Figure 6a). In 2004, the MoPH determined that all facilities should have at least 90% of the individual equipment items in this index, and consequently set this level as the upper benchmark. No provinces met this benchmark in 2004 or 2005 and only one province, Kunar, met this benchmark in 2006; in 2007 30% of provinces met this benchmark which increased to 41% in 2008.

All individual equipment items comprising this index have higher scores (that is, they are present in more facilities) in 2008 compared to 2004, with suction/aspiration devices, vision charts and specula showing the largest gains over this time (Figure 6b). Although the availability of these three items has improved substantially between 2004 and 2007, two of them (suction/aspiration devices, vision charts) are still present in fewer facilities across the country than the other equipment items measured in this index. Compared to 2007, all of the individual equipment items have shown small to large increase, except for sterilizers, the availability of which has decreased by almost 10 percentage points. A detailed list of all the equipments and the trend of their availability in last four years can be seen in Annexure C.

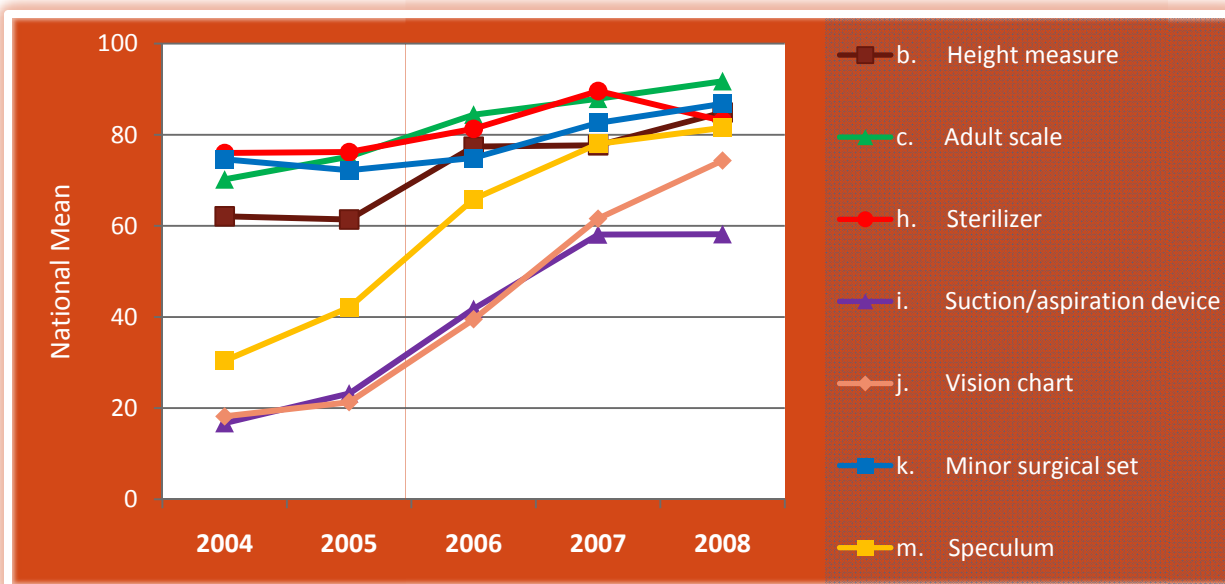


Figure 6b: Mean scores of the selected individual items for equipment functionality index

#### INDICATOR 7: DRUG AVAILABILITY INDEX

The availability of essential drugs at the BPHS health facilities (BHCs, CHCs and outpatient services of DHs) increased to the highest levels since 2004 in 2008 after it had decreased in 2007, with the national median score increasing from 81.5% to 86.3% (Figure 7a).

As depicted in figure 7a the percentage of provinces meeting upper benchmark for this indicator increased from 46.7% in 2007 to 58.5% in 2008 which is also the highest in all previous years. All the provinces met the lower benchmark for this indicator in 2008.

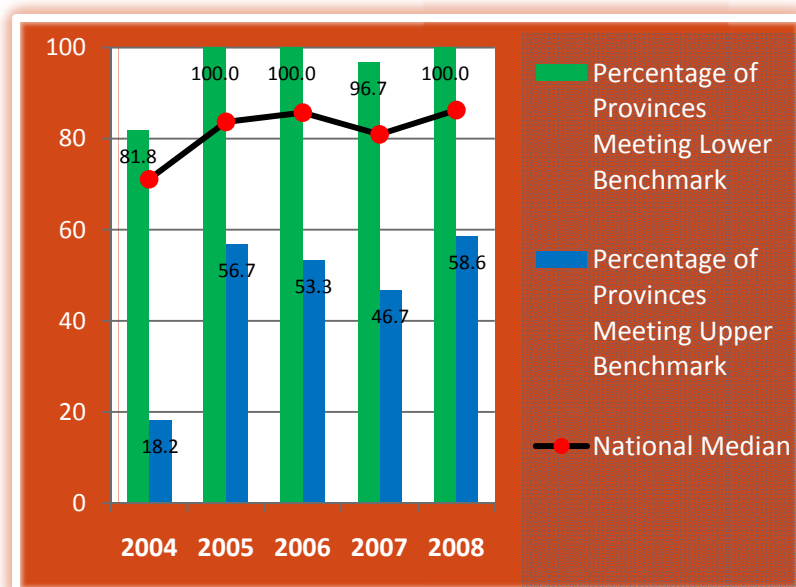


Figure 7a: Drug availability index

As can be seen in figure 7b, the availability of all the drugs in this index has shown an improvement from 2007 to 2008. Availability of paracetamol tablets showed the highest increase in terms of the absolute value of the



increase. Amoxicillin and tetracycline ophthalmic ointment showed little improvement in their availability and were approximately at the same levels as in 2007. Availability of ORS packets and iron tablets was higher than the national average at 88.7 % and 94.2% respectively.

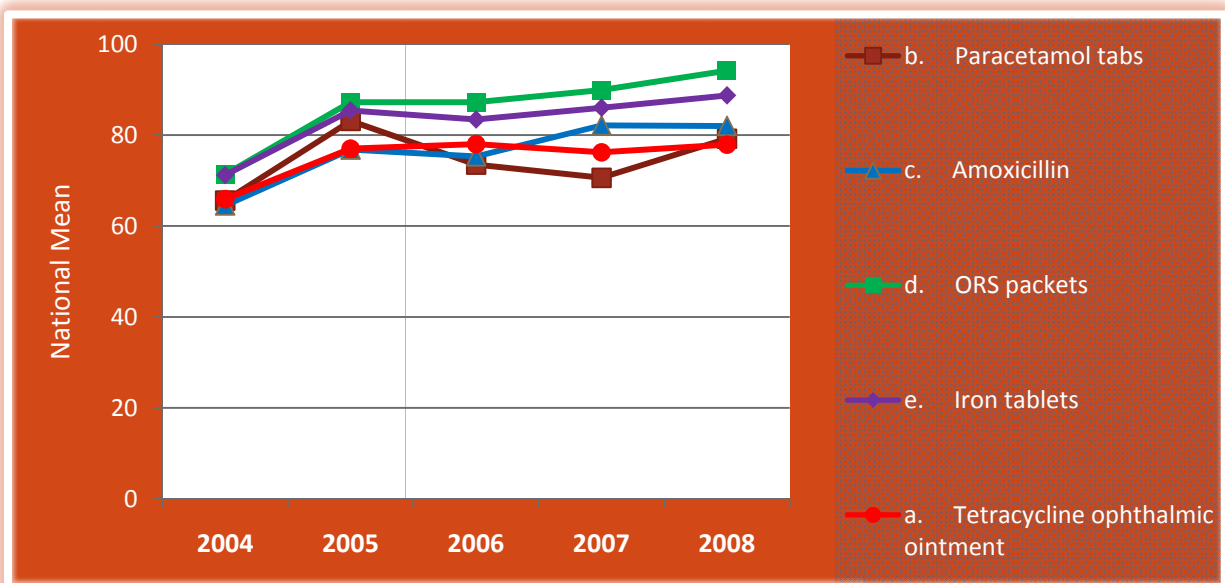


Figure 7b: Mean scores of the individual items for drug availability index

Figure 7c shows the trend of national mean of the availability of essential drugs in the five rounds of BSC broken down by facility types. The national mean for this index can be interpreted as the percentage of facilities where all of the drugs included in this index were in continuous supply.



Figure 7c: Mean scores of the drug availability index by facility type

The availability of essential drugs has consistently increased in all three types of health facilities across the five years. As figure 7c shows, in 2007 the availability of drugs decreased slightly for CHCs and DHs from 80.4% and 83.8% to 79.5% and 82.6% respectively. However, in 2008 all three types of health facilities had the same level of drug availability with national mean of approximately 84%.

## INDICATOR 8: FAMILY PLANNING AVAILABILITY INDEX

The family planning index measures the availability of family planning supplies (condoms, Intra Uterine Devices (IUDs), Depot Medroxy Progesterone Acetate (DMPA) and Oral Contraceptive Pills (OCP)) in the health

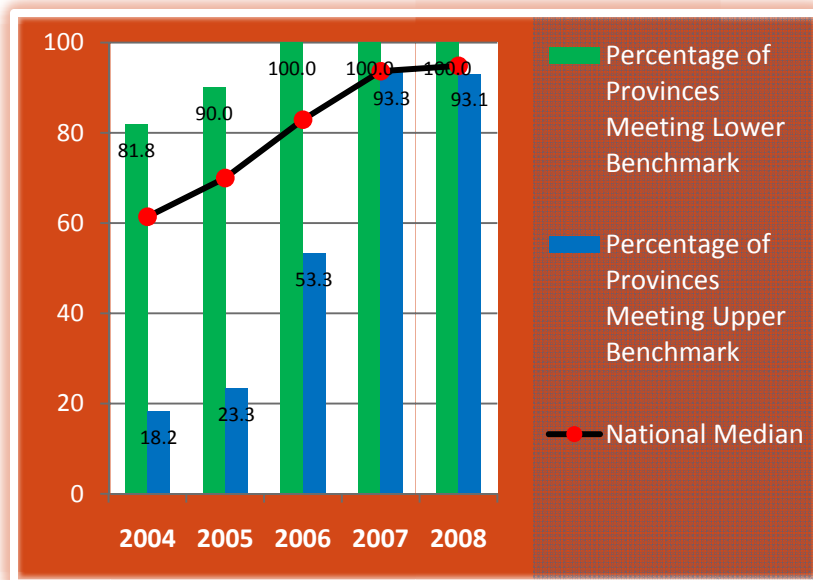


Figure 8a: Family planning availability index

8a shows, more than 93% of the provinces achieved the upper benchmark for this indicator in both 2007 and 2008 rounds of BSC. All provinces achieved the lower benchmark for third year in a row in 2008.

Figure 8b shows the trend of the availability of the individual family planning items included in this index. Each data point reflects the percentage of the facilities with continuous supply of that item for that year. All of the items have shown a steady increase in their availability over time. In 2004, among all items the IUDs had the least availability across the BPHS facilities with only 48% of the facilities having a continuous supply of IUDs.

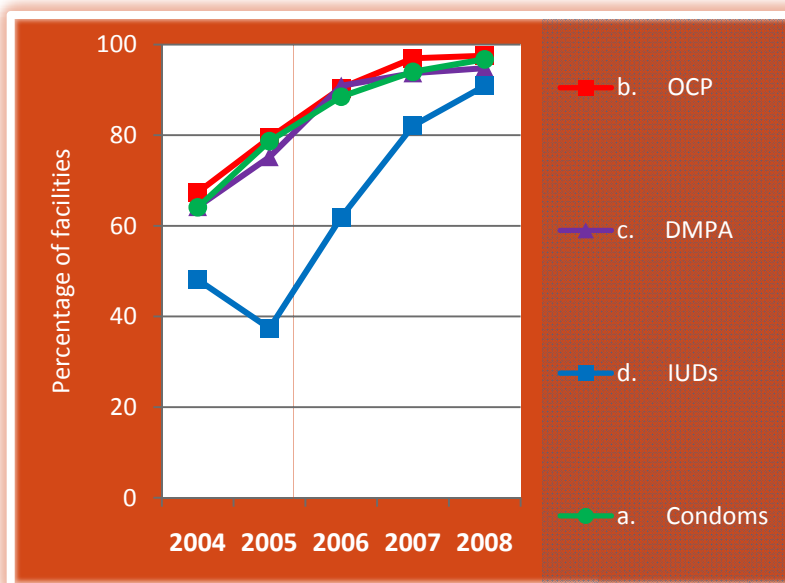


Figure 8b: Mean scores of individual items for family planning availability index

The mean availability of OCPs, DMPA and condoms has increased at the same rate since 2004.



In 2008 the availability of all four items in this index was approximately the same.

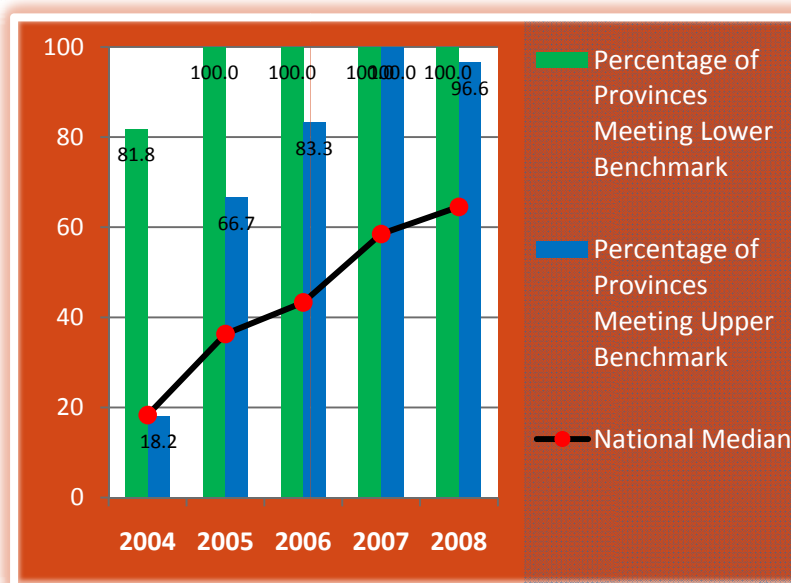
Figure 8c shows the percent of each BPHS facility type which had the continuous supply of family planning supplies for every year from 2004 to 2008. The family planning supply has increased in each facility type across five year. BHCs had comparatively lower family planning supplies till 2006 but in 2007 and 2008 all facility

**Figure 8c: Mean scores of family planning availability index by facility type**  
types have approximately the same level of supplies at 94-96%.

## INDICATOR 9: LABORATORY FUNCTIONALITY INDEX

This indicator measures the ability of the laboratories in the CHCs and DHs to carry out basic laboratory tests. The laboratories are assessed for their ability to conduct eleven different types of tests.

Figure 9a shows the performance trend of this indicator for 2004 – 2008. Although the national median score has more than tripled in five years for this indicator, it remains at low absolute level with a median score of 64.5% in 2008.



**Figure 9a: Laboratory functionality index**



Figure 9b depicts the percentage of facilities which were able to conduct the individual laboratory tests in the given years. There is a wide variation in the percentage of the facilities that were able to do the various tests. A high number of facilities (80 – 90%) in 2008 were able to conduct tests for malaria smears, urine dipstick, TB smears, complete blood count and pregnancy. A mediocre percentage of CHCs and DHs (70%) were able to perform HIV testing and blood type and cross match. A low average percentage of CHCs and DHs (35-40%) were able to conduct rapid diagnostic tests for malaria, gram stains and syphilis testing. A very low percentage of CHCs and DHs (10%) were able to perform liver function tests.

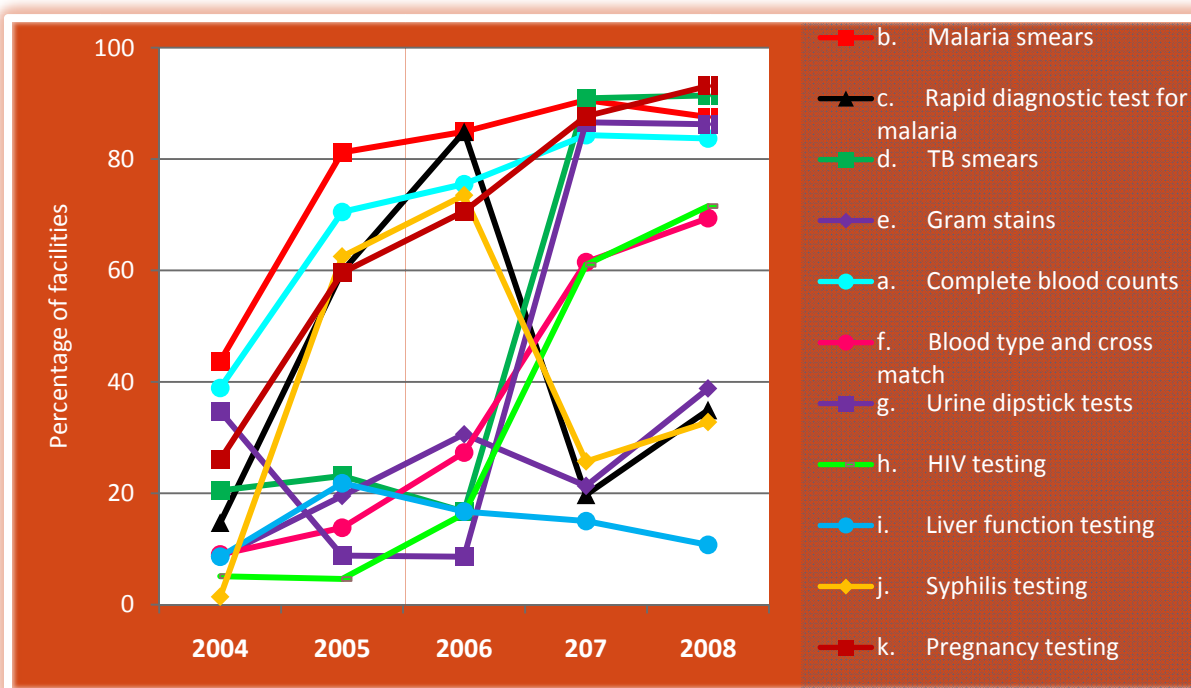


Figure 9b: National mean for individual tests comprised in laboratory functionality index

#### INDICATOR 10: MEETING MINIMUM STAFFING GUIDELINES

This indicator measures whether facilities meet minimum staffing guidelines established for BPHS facilities. Since staffing requirements differ across facility types, BHCs, CHCs and DHs have different standards to meet to receive credit for this indicator. BHCs should have two or more clinical staff (i.e., doctor, nurse or midwife), whereas CHCs should have at least six clinical staff, and DHs should have at least 21 clinical staff. Though large gains were made from 2004 to 2006, the national median score for this indicator decreased from 66.9% to 63.9% between 2006 and 2007 (Figure 10a). In 2008 the national median increased again and was highest for this indicator since 2004. All provinces in 2008 and 2007 met the lower benchmark. The

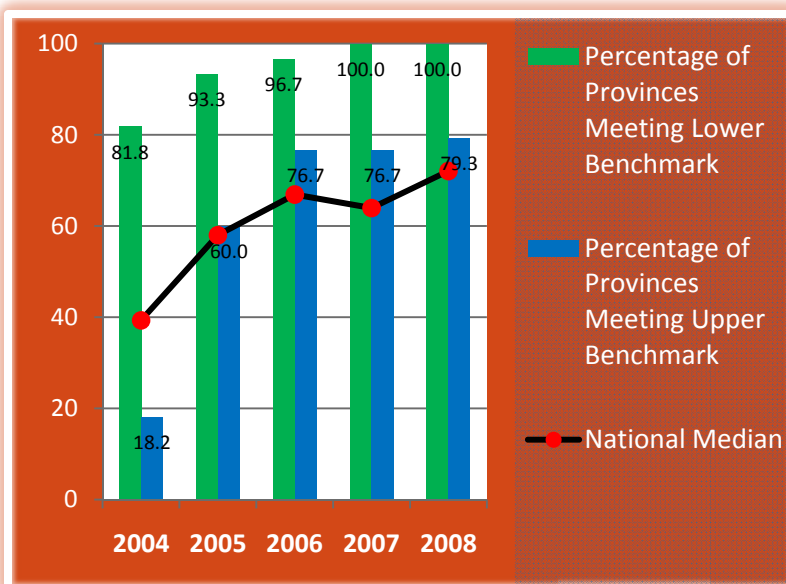


Figure 10a: Meeting minimum staffing guidelines

requirements has increased for all facility types since 2004. However, in 2004 there was big difference between the percentage of BHCs meeting minimum staffing requirement and CHCs and DHs. This difference remained in all rounds of BSC. In 2008 only 37% of CHC and DHs met the staffing requirement as compared to 85.5% BHCs. The percentage of DHs meeting minimum staffing requirement has also decreased from 40% in 2007 to 37% in 2008. However, it should be noted that there is a

big difference in the absolute numbers of the staff required by the various types of BPHS health facilities. For example a DH requires far more number of staff than a BHC.

percentage of provinces meeting the upper benchmark increased to 79.3% in 2008 from 76.7% in 2007.

Figure 10b shows the performance of this indicator for each type of health facility for all years. Each data point reflects the percentage of facilities meeting the minimum staffing requirements for each year. The percentage of facilities meeting minimum staffing



Figure 10b: Meeting minimum staffing guidelines by facility type

### INDICATOR 11: HEALTH WORKER KNOWLEDGE INDEX

As noted above the methodology for the assessment of health workers' knowledge was revised in 2008, consequently the knowledge score for 2008 is not directly comparable to the scores from the previous rounds of BSC. The details of the scores for the revised health worker knowledge index are discussed at the end of this section.

### INDICATOR 12: STAFF RECEIVING IN-SERVICE TRAINING

This indicator measures the levels of in-service trainings received by the health workers in BPHS health facilities. It is measured by determining the number of health workers who have received any in-service training in the last 12 months of the assessment.

A large improvement in the percentage of health workers receiving in-service training was observed between 2004 and 2005, but no further increase has been seen since that time (Figure 12).

The performance of this indicator has improved slightly from last year with the national median increasing from 68.5% in 2007 to 71.1% in 2008 (Figure 12).

While all provinces met the lower benchmark for this indicator in 2007, Paktika was not able to meet the lower benchmark in 2008.

Although most of the provinces have met the lower benchmark for this indicator, only an estimated 71.1% of the health workers received any in-service training in 2008.

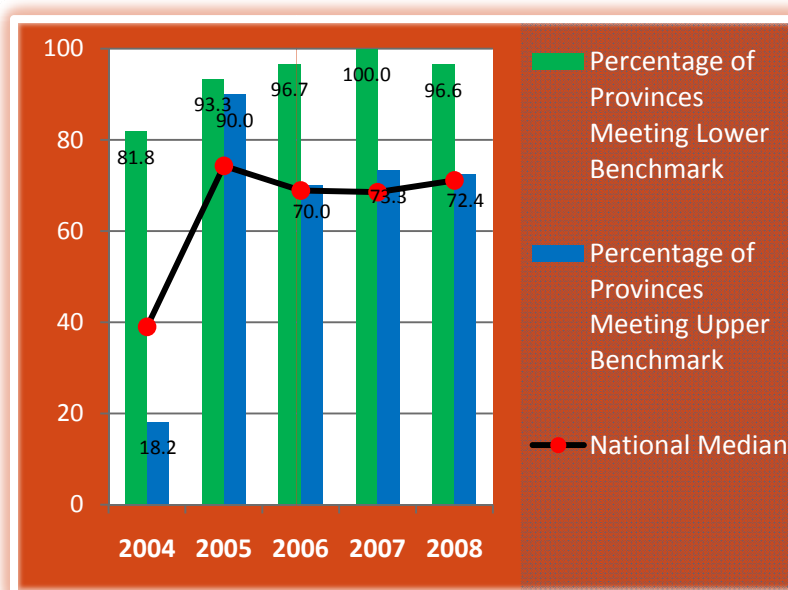


Figure 12: Staff receiving in-service training

### INDICATOR 13: HMIS USE INDEX

The completeness and adequacy of HMIS reporting has increased substantially over the past five years. After two years of scores in the mid-60s, large gains are observed over the last three years (Figure 13a). This index consists of three items: the Monthly Integrated Activity Report (MIAR), the Facility Status Report (FSR) and the Notifiable Disease Report (NDR). For a facility to be given credit for MIAR or

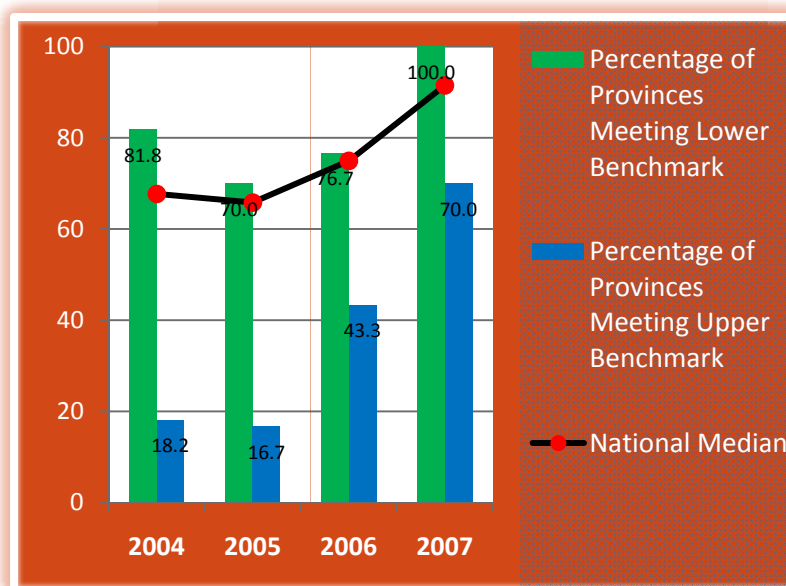


Figure 13a: HMIS use index

FSR, the facility must have a completed form from the last completed month present at the facility. Since facilities are only required to fill out NDRs when encountering patients with notifiable diseases, credit is also given if the facility has a blank copy of the form present.

Figure 13b depicts the percentage of facilities that had the completed HIMS form present for last completed month. As Figure 13b shows, all three individual items of the HMIS index have increased substantially in the past five years. The MIAR is more commonly present at health

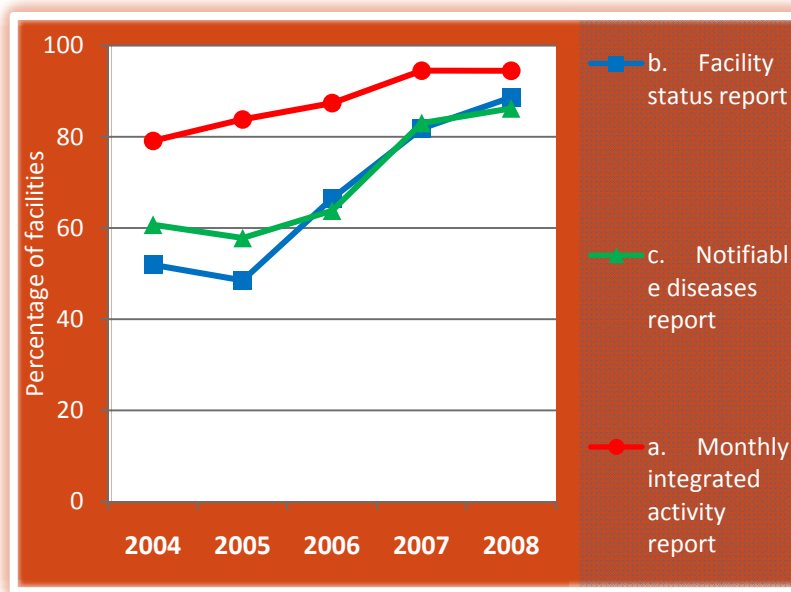


Figure 13b: National means of sub-items comprising HMIS use index

facilities compared to the other two items. The presence of completed MIAR was much higher than the other two in 2004 and 2005. However the differential presence of the completed forms has decreased over the three years. In 2008 the difference in the presence of these three forms across was the least. All three types of forms were present in 85-95% of health facilities.



## INDICATOR 14: CLINICAL GUIDELINES INDEX

The presence of clinical guidelines at facilities has increased substantially, with median scores for this indicator improving from 34.8% in 2004 to 83.9% in 2008 (Figure 14a). All provinces met the lower benchmark for this indicator for the third year in a row. As compared to 93.3% in 2007 all provinces met the upper benchmark for this indicator in 2008. Overall, large

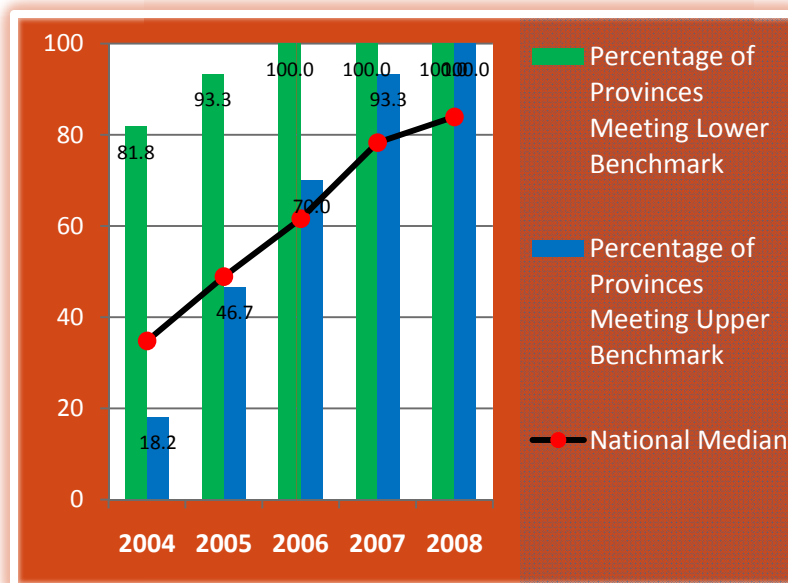


Figure 14a: Clinical guidelines index

improvements have been made across all nine individual items that comprise this index, with especially large gains in the presence of guidelines for tuberculosis, Integrated Management of Childhood Illness (IMCI), immunization schedule, family planning and oral rehydration therapy (ORT) (Figure 14b). In 2008 the presence of malaria treatment guidelines decreased significantly and fell to the lowest levels since 2005. Since 2005, guidelines on HMIS were the most common guideline with national median scores above 80% of facilities, but dropped slightly in 2008. The presence of an immunization schedule decreased between 2004 and 2005, but has increased substantially since that time and is the most common guideline in 2008.

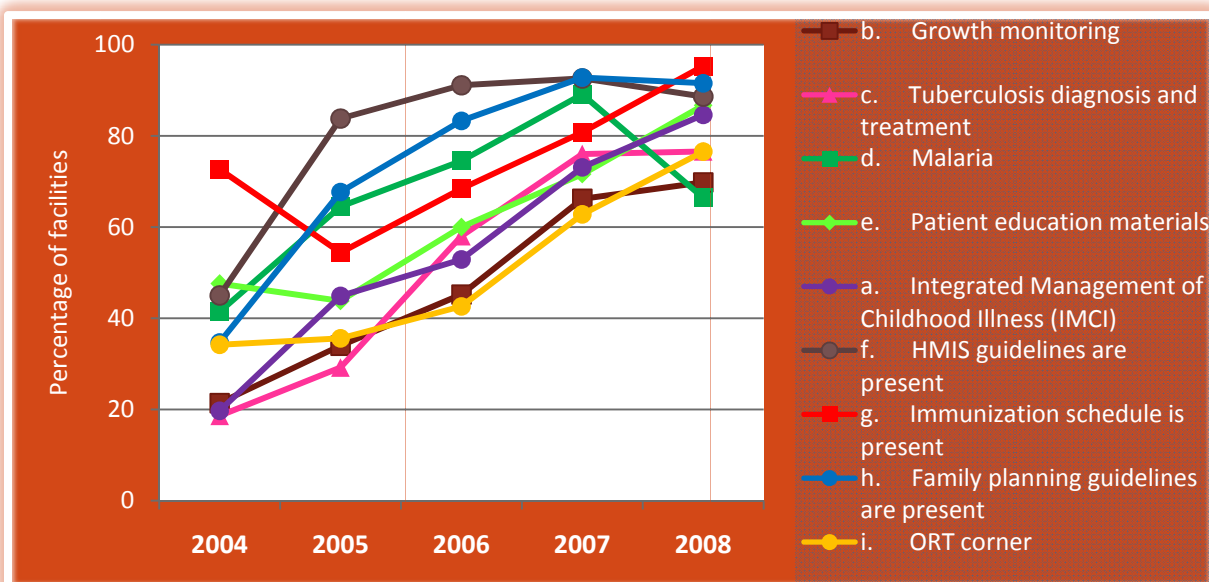


Figure 14b: National means of sub-items comprising clinical guidelines index

## INDICATOR 15: INFRASTRUCTURE INDEX

The scores for this index have remained relatively static and low over time. The national median remained approximately same as 2007 at 54% (Figure 15a). In 2008 more than 24% of the provinces met the upper benchmark which is the highest for this indicator in five years.

Six items comprise the infrastructure index: waiting room, emergencies treatment

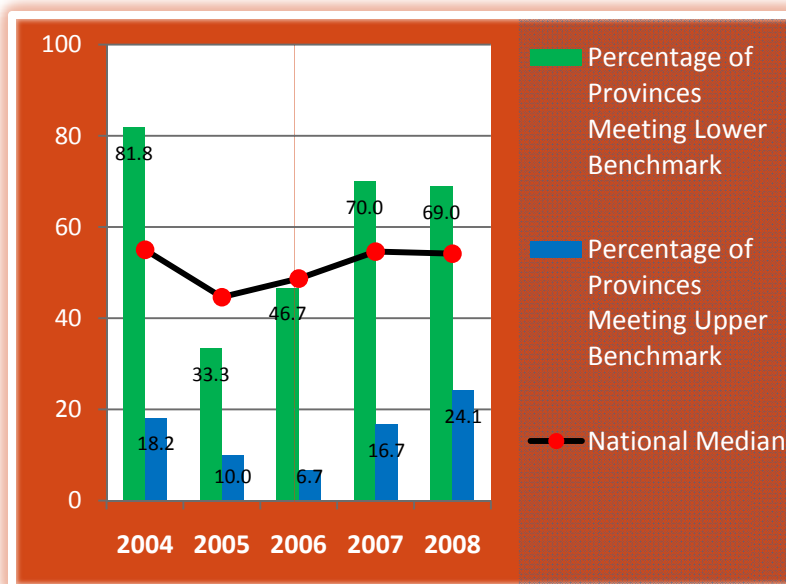


Figure 15a: Infrastructure index

room, a room for injections, treatments or dressings, a separate pharmacy, accommodations for health workers on call, minor surgery theater and reception/registration room. Figure 15b depicts the percentage of facilities having these items in each year. The score for the presence of a minor surgery theater showed an increase for the first time since 2005. Presence of a separate pharmacy and room for emergencies has consistently been highest in all years. Since the BPHS does not require BHCs to have either a minor surgery theater or a separate reception or registration room, these items were not considered when calculating scores for BHCs.

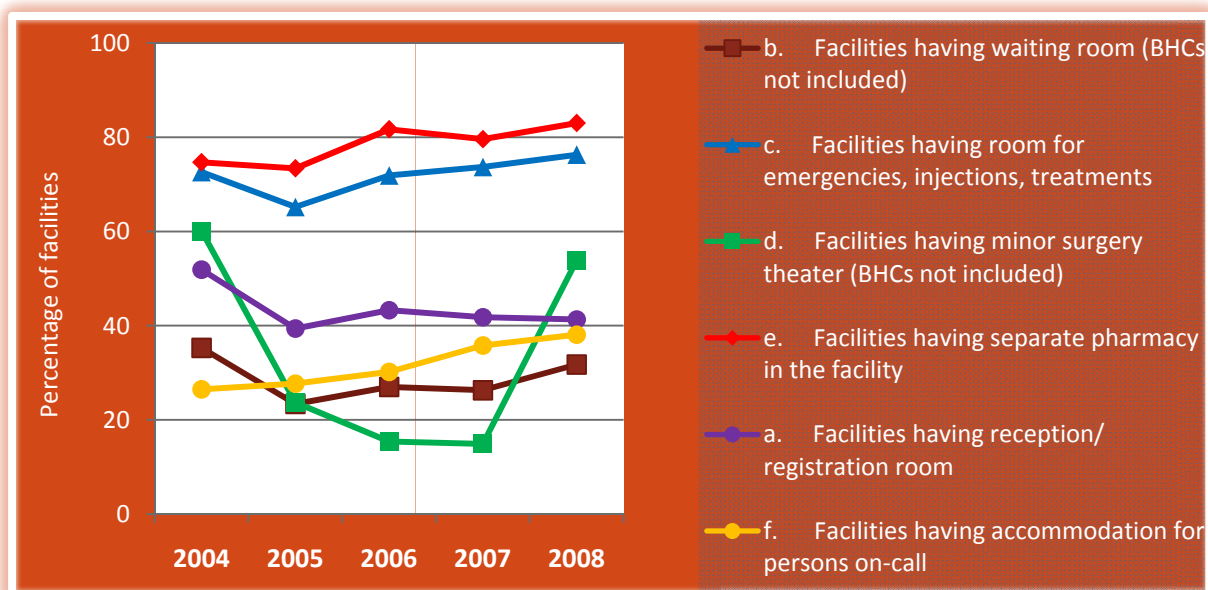


Figure 15b: National means of sub-items comprising infrastructure index

## INDICATOR 16: PATIENT RECORD INDEX

Scores for satisfactory keeping of patient records at BPHS facilities have remained relatively static in each round of the assessment since 2006. On average, health workers completed 70% of appropriate records in 2008 (Figure 16a). This index is based on direct observation of health workers completing an individual patient record (or card or passport), marking a patient tally sheet, and

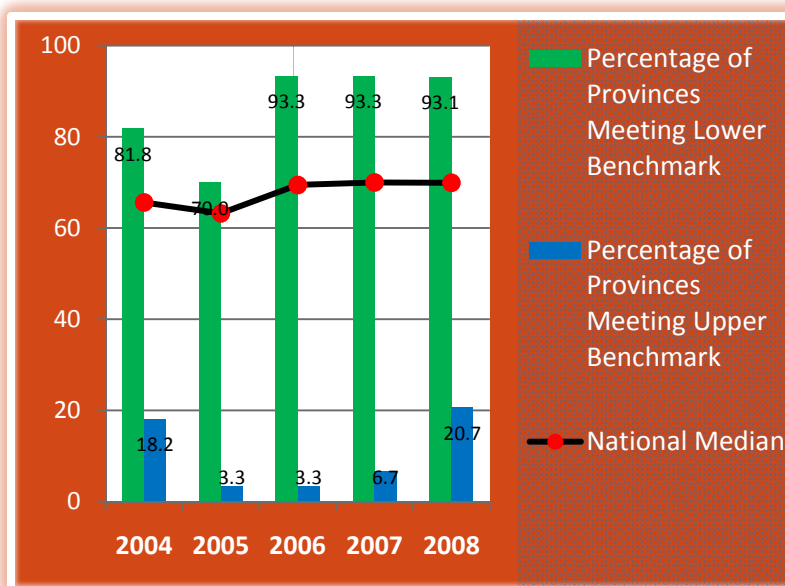


Figure 16a: Patient record index

recording the visit in a register book. More than 20% of the provinces met the upper benchmark for this indicator in 2008 which is highest of all years.

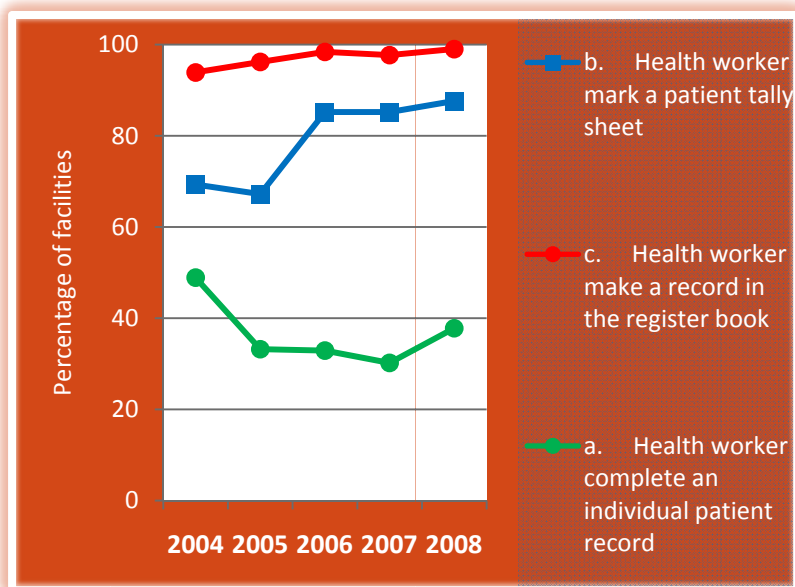


Figure 16b: National mean for sub-items in patient record index

patient record was at the highest levels in 2004 and consistently decreased from 2005 to 2007. In 2008 it improved for the first time but is still at very low levels.

Figure 16b depicts the percentage of facilities with each type of record in each year. Completion of register book has been most common in the health facilities in all five years. The use of patient tally sheet by health workers improved by a large percentage in 2006 and remained at the same levels until 2008, when use rose slightly. Percentage of facilities with completed patient record was at the



#### INDICATOR 17: FACILITIES HAVING TB REGISTER

The final indicator in Domain C assesses the facility's capacity to monitor tuberculosis (TB) treatment by measuring the percentage of facilities that maintain an active TB register. For this indicator, the denominator includes all sampled facilities, including those that do not provide TB treatment. The percentage of facilities providing TB treatment and maintaining proper TB registers has increased from 15.8% in 2004 to over 60% in 2008 (Figure 17). All facilities met the upper benchmark for this indicator in 2007. Despite this large improvement, however, the percentage of facilities

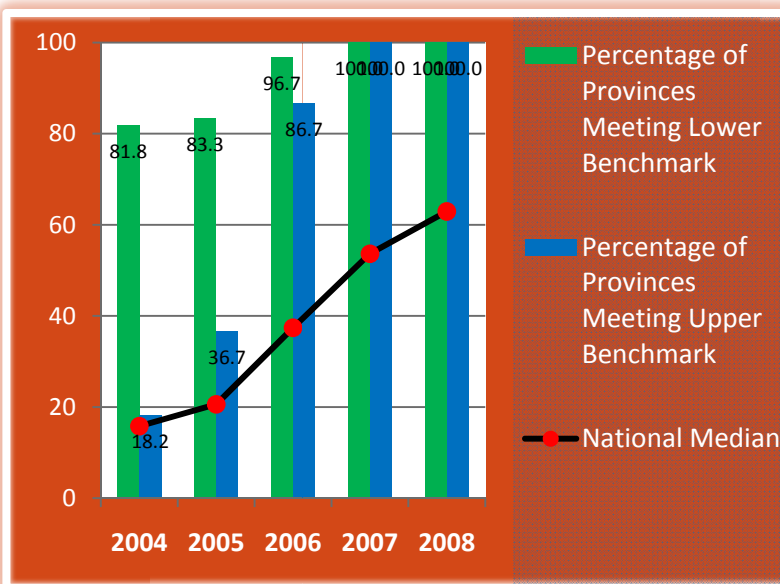


Figure 17: Facilities having TB register

providing TB treatment and maintaining active TB registers remains low (53.7% nationally). Maintaining an active TB register is necessary to adequately manage TB patients and to implement DOTS. Afghanistan has a large burden of disease associated with TB—effectively monitoring TB treatment continues to be a priority area for improvement. All provinces met the upper and lower benchmarks for this indicator for the second year in a row.

“...maintaining proper TB registers has increased from 15.8% in 2004 to over 60% in 2008..... effectively monitoring TB treatment continues to be a priority area for improvement”

## DOMAIN D: SERVICE PROVISION

Domain D measures technical aspects of health service provision.

### INDICATOR 18: PATIENT HISTORY AND PHYSICAL EXAM INDEX

On average, health workers in BPHS health facilities followed nearly 84% of the basic steps involved in conducting a patient history and physical examination (Figure 18). Scores for this indicator have increased with each round of the BSC, indicating sustained progress, and the median score met the upper benchmark (83.5) for the first time in 2008. In 2008, 51.7% of provinces met the upper benchmark for this indicator, a substantial improvement from only 18.2% in 2004 (Table 2).

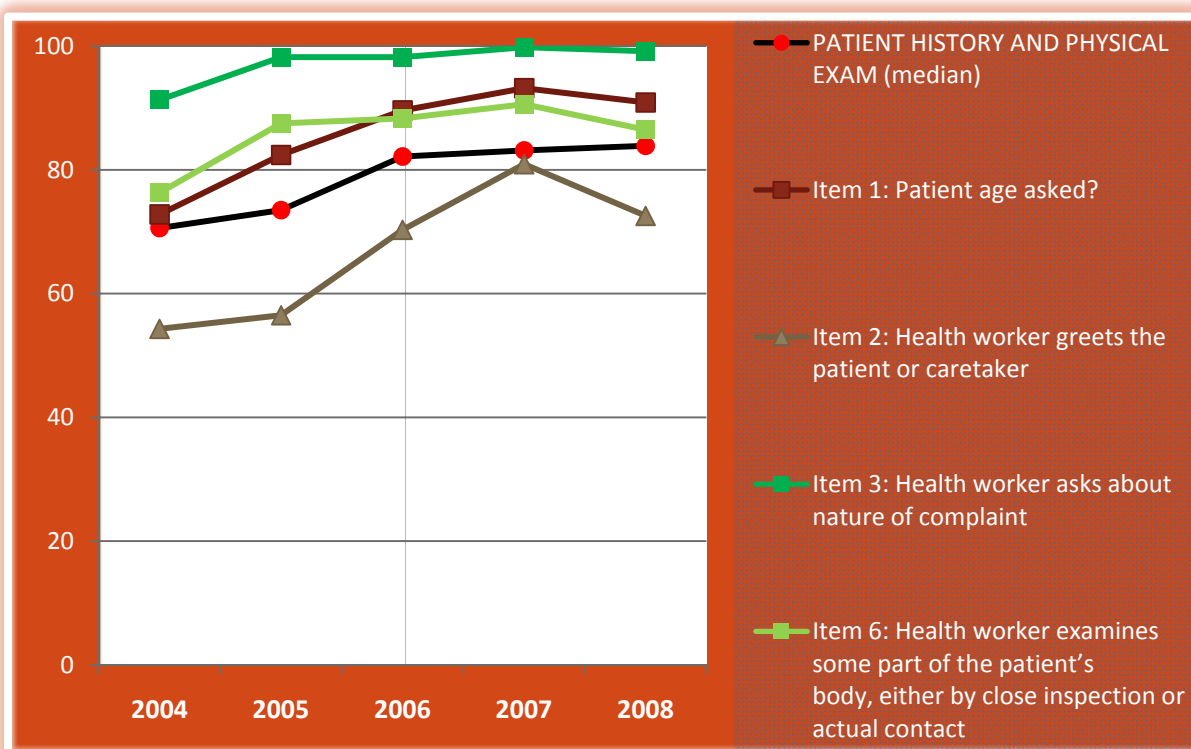


Figure 18: Patient history and physical exam index and its sub-items

The Patient History and Physical Exam Index is comprised of seven individual items which assess if the health worker: 1) asked the patient's age; 2) greets the patient/caretaker; 3) asks about the nature of the complaint; 4) asks about the duration of the complaint; 5) asks about previous treatments; 6) examines the patient and; 7) ensures the patient's privacy. Scores for individual items comprising the index represent the national (un-weighted) mean, as opposed to median scores. Although the overall national median increased very slightly, all but one of the items comprising the index declined somewhat between 2007 and 2008. Except for ensuring the patient's privacy, which remained constant, scores of the sub-items decreased by

several percentage points on average (Annexure C). Scores for ensuring the patient's privacy and asking patients about previous treatment received have remained low across all five years, indicating areas where further improvements are needed (Figure 18).

#### INDICATOR 19: PATIENT COUNSELING INDEX

The 2008 national median score of 48.0% for patient counseling indicates that on average health workers complete fewer than half of the steps involved in providing basic information and counseling to patients or their care-takers (Figure 19). Although, substantial improvements were achieved between 2004 and 2007, with an increase of more than 18 percentage points in the first four years, the median score for this indicator remains low and declined for the first time in 2008. Thirteen provinces met the upper benchmark in 2008, compared to fourteen in 2007. Scores for patient counseling remain considerably lower than scores for patient history and physical examination for the fifth year in a row. It is possible that health workers and supervisors do not fully appreciate the importance of patient communication or barriers are discouraging health workers from communicating key messages. In order to improve the quality of care provided to patients, health managers must identify and address the root cause of this problem.

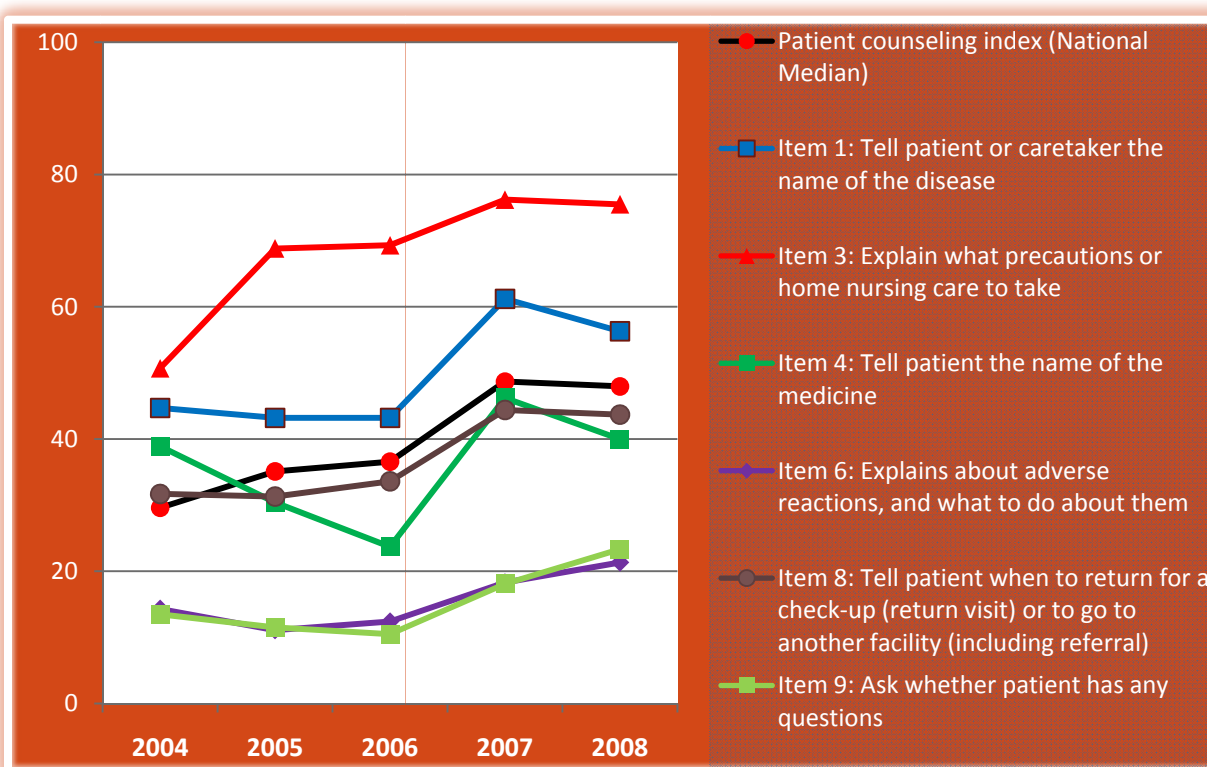


Figure 19: Patient counseling index and its sub-items

The national mean scores for all nine items comprising this indicator have improved compared to 2004 baseline values, but the absolute values for several items remain low (Figure 19 and Annexure B). Scores are especially low for asking if the patient/caretaker has any questions, explaining potential adverse reactions to medication, and explaining what signs or symptoms should prompt a return to the clinic. In addition, six of the nine items comprising the patient counseling index have declined or remained static from 2007 to 2008, indicating that the gains made in the earlier years on patient counseling have stalled.

As shown in Annexure C, the trends in performance over time for this indicator vary among facilities of different types. Between 2007 and 2008, scores on most items decreased at BHCs, while they rose at CHCs. At DHs, scores for most items increased, except for informing patients of the name of the disease and of the name of the medication to take.

#### INDICATOR 20: PROPER SHARPS DISPOSAL

The median national score for proper sharps disposal decreased from 84.4 in 2007 to 75.4 in 2008, and was one of the two indicators that declined by more than five percentage points between 2007 and 2008. Adherence to proper sharps disposal protocols has varied by facility type. Although DHs have consistently shown the highest performance levels, followed by CHCs and then BHCs, the gap between facility types was narrower in 2008, due to declines in performance among CHCs and DHs. Proper sharps disposal among BHCs remained fairly steady at 71.0% between 2007 and 2008, while this indicator declined by nearly 7 percentage points at CHCs and by nearly 10 points at DHs, which showed a decline for the second year in a row. Due to decreasing performance in the last year, particularly among CHCs and DHs, proper sharps disposal is an area of concern this year, as an important part of biohazard control in health facilities (Figure 20).

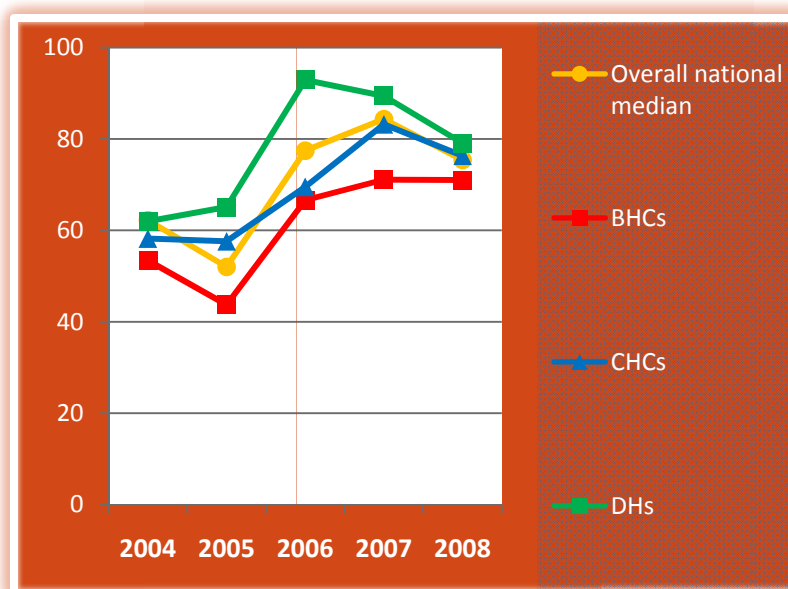


Figure 20: Proper sharps disposal by facility type



## INDICATOR 21: AVERAGE NEW OUTPATIENT VISITS PER MONTH

The average number of new outpatient visits at the BHC level has risen steadily over the past five years and showed an especially large increase between 2007 and 2008, jumping more than 25 percentage points. Among all the BSC indicators, this indicator showed the largest increase in its national median score between 2007 and 2008, indicating that the volume of outpatient visits at BHCs has risen sharply in the past year.

As indicated in Figure 21, 84.2% of BHCs provided services to at least 750 new outpatients per month in 2008. In addition, nearly 80% of provinces surveyed in 2008 met the upper benchmark, and all provinces met the lower benchmark for the first time

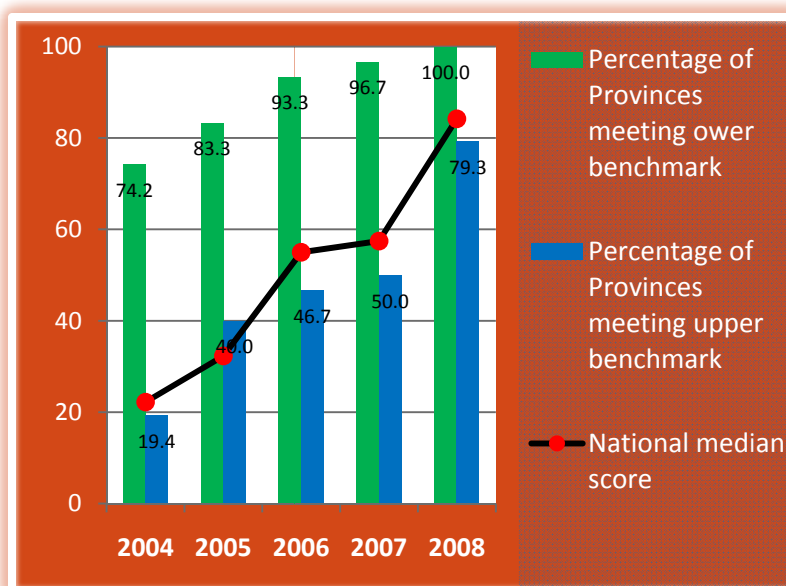


Figure 21: Average new outpatient visit per month

## INDICATOR 22: TIME SPENT WITH PATIENTS

The average time spent with patients continued to increase in 2008 following extremely low scores in 2005 and 2006 (Figure 22).

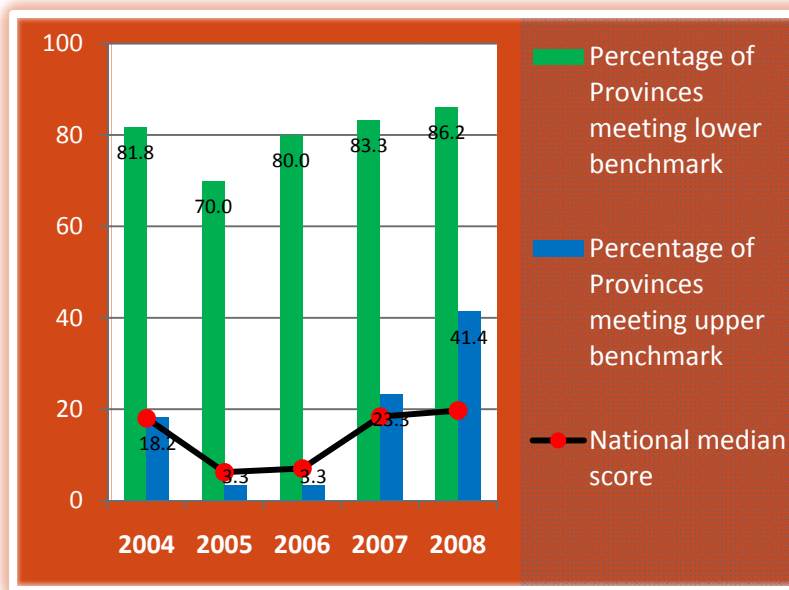


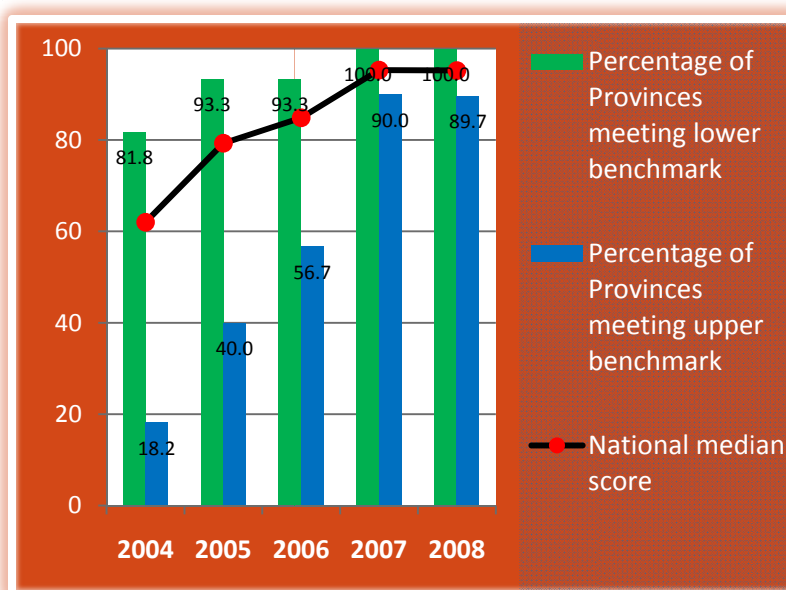
Figure 22: Time spent with patient

Despite this improvement, however, less than 20% of patient-provider interactions observed exceeded 9 minutes in the median province. As shown in Figure 33, the score for this indicator has dropped back to the 2004 level in 2007. In 2008, 86.2% of provinces met the lower benchmark, and the percent of provinces meeting the upper benchmark

increased from 23.3 to 41.4%, a large improvement from only 3.3% in 2006 (Figure 22). There was no appreciable variation in the amount of time spent with patients by facility type.

### INDICATOR 23: PROVISION OF ANTENATAL CARE

As shown in Figure 23a, the proportion of BPHS facilities providing antenatal care (ANC) on a routine basis has increased steadily from 2004 to 2007, and has held constant from 2007 to 2008 at a high level of 95.2%. In 2008, all sampled facilities in 12 provinces were providing ANC on a routine basis, a large improvement from only five in 2004. For the second year in a row, all provinces met the lower benchmark for this indicator, and nearly 90% met the upper benchmark.



benchmark.

Figure 23a: Provision of antenatal care

Figure 23b shows that the scores for this indicator have varied by facility type, with a higher

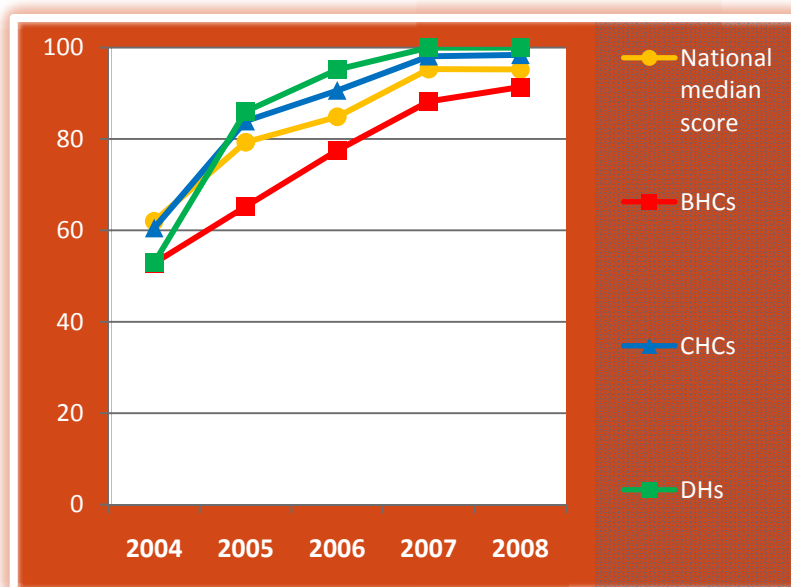


Figure 23b: Provision of antenatal care by facility type

proportion of DHs providing routine ANC as compared to lower level facilities. However, the gap has narrowed in 2008, with 100% of surveyed DHs, 98.4% of CHCs and 91.4% of BHCs providing antenatal care on a routine basis.



## INDICATOR 24: PROVISION OF DELIVERY CARE

Scores for provision of delivery care in health facilities are lower compared to scores for provision of ANC but continued to increase from 2007 to 2008 (Table 2). Delivery care showed the second-largest increase from 2007 to 2008 among BSC indicators, after the fastest-rising average number of OPD visits at BHCs. The national median for delivery care increased from 59.5% in 2007 to 71.2% in 2008. However, this implies that nearly 30% of facilities are not providing delivery care according to BPHS standards, which is a serious concern, given that the maternal mortality ratio in Afghanistan is among the highest in the world.

As shown in Figure 24, scores for the indicator of provision of delivery care vary by facility type. Different types of facilities have to meet different criteria to receive credit for this indicator. BHCs must manage routine deliveries, while CHCs must manage routine deliveries, have the ability to do blood-typing and cross-matching and have a partograph. In addition to the above, DHs must have the ability to provide an emergency caesarian section. The

largest gains in provision of delivery care have been achieved in DHs, where the score for this indicator has increased from only 2.4% in 2004 to 79.1% in 2008. Large gains in delivery care were achieved at the CHC level in 2007 and 2008, following low scores from 2004 to 2006. The

performance gains between 2007 and 2008 were largest at

CHCs, where they increased by 17.5 points, compared to those at DHs (14.0 points) and at BHCs (7.1 points).

Despite considerable improvements in 2007 and 2008, however, the absolute score of 54.3% at CHCs remains the lowest among the three facility types, compared to nearly 80% at BHCs and DHs. Health managers need to determine why improvements in delivery care have been slower at CHCs. It is imperative that delivery care be improved at all levels of the health system, particularly at lower levels, since most households do not have access to DHs in Afghanistan.

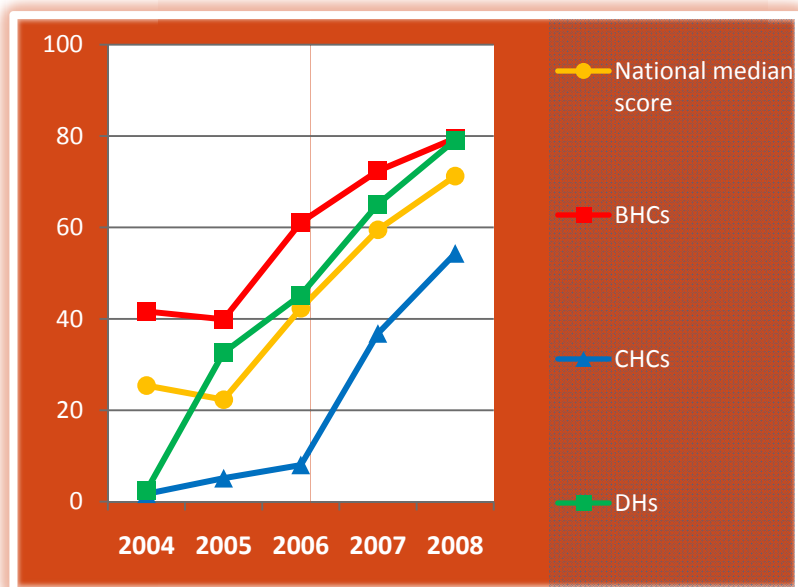


Figure 24: Provision of delivery care by facility type

Exploring individual items which comprise the indicator of provision of delivery care helps identify specific areas where improvements have been made and areas where further improvements are needed. All four items have increased across each round of the BSC, with especially large improvements in the proportion of DHs able to manage emergency cesarean sections (from 9.3% in 2004 to 88.4% in 2008). The percentage of CHCs and DHs with partographs has increased from 8.2% in 2004 to 84.0% in 2008 (Annexure C). However, the ability to do bloodtyping and cross-matching has not increased as much as the other four indicators, particularly at CHCs, where it stands at 64.0% in 2008. Although the proportion of facilities in the sample providing routine delivery services has nearly tripled from 2004 to 2008, such services should be provided at all BPHS facilities and almost 30% of BPHS facilities still do not provide adequate delivery services.

“ The national median for delivery care increased from 59.5% in 2007 to 71.2% in 2008.....Health managers need to determine why improvements in delivery care have been smaller at CHCs. It is imperative that delivery care be improved at all levels of the health system, particularly at lower levels, since most households do not have access to DHs in Afghanistan. ”

## DOMAIN E: FINANCIAL SYSTEMS

As noted above, the MoPH discontinued user fees at BPHS facilities in late April 2008. As a result, the two indicators in the Financial Systems domain on user fees are no longer relevant for the 2008 BSC.

During the 2008 NHSPA, only 16 of the 618 facilities surveyed (2.6%) reported charging user fees. Facilities charging fees were located in only seven provinces surveyed, and in 22 of the 29 provinces, none of the surveyed facilities reported charging fees.

## DOMAIN F: OVERALL VISION (MOPH VALUES)

Domain F includes three indicators that reflect the MoPH's overall vision for the health sector. These indicators measure females as a percentage of new outpatients, equity in service utilization and equity in satisfaction with services received.

### INDICATOR 27: FEMALES AS PERCENT OF NEW OUTPATIENTS

As shown in Figure 27, females are more likely to utilize outpatient services than males, which

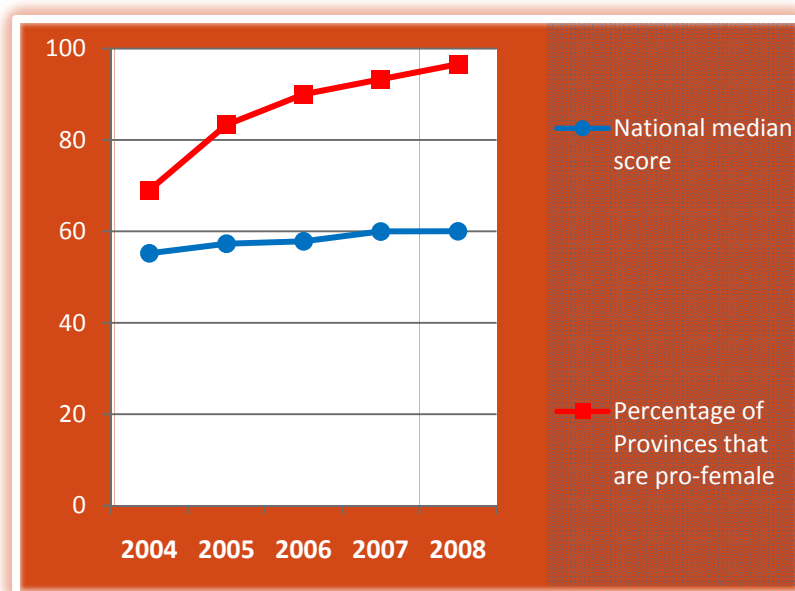


Figure 27: Females as percent of new outpatients

is in line with the MOPH's vision for promoting access to health system by females. In 2008, all provinces, except Nuristan, were pro-female, defined as seeing more females as new outpatients than males. Health managers in Nuristan should determine why fewer females are being seen as new outpatients compared to males and how levels of access and utilization among women can be increased.

### INDICATOR 28: OUTPATIENT VISIT CONCENTRATION INDEX

The outpatient visit concentration index, which measures the level of equity of utilization of outpatient services, shows that the poor are equally likely to utilize outpatient BPHS services as the relatively better off. The median score, which has remained steady at 50.0% since 2004, indicates equality between the poor and non-poor in their levels of utilization of outpatient services (Figure 28). The MoPH's vision for the health sector is not equality between the poor and the non-poor, but a pro-poor orientation, in which the poor utilize more BPHS services than the non-poor. In 2008, utilization of BPHS facilities appeared relatively equitable between the poor and non-poor. However, this indicator should be interpreted with caution. The reference population that is used to develop the wealth quintiles comes from a catchment area household survey that was conducted as part of NHSPA in 2004. The households surveyed in

2004 were resident in the health facility catchment area (within 90 minutes walking distance), and are not strictly representative of the catchment areas for the subsequent years. It is possible that those households living close to facilities are wealthier than their non-surveyed counterparts who reside farther away. In addition, the wealth patterns in 2004 are likely very different than those

in subsequent years, as considerable wealth accumulation and population migration has taken place in Afghanistan over the past five years. It is also likely that wealth accumulation has occurred differentially across provinces, making the standards for defining poor and non-poor outdated in the 2008 BSC.

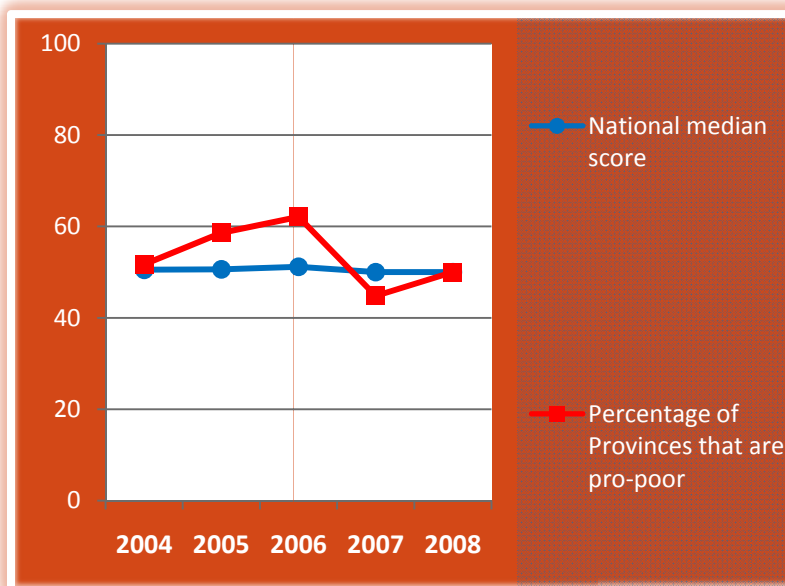


Figure 28: Outpatient visit concentration index

#### INDICATOR 29: PATIENT SATISFACTION CONCENTRATION INDEX

The patient satisfaction concentration index, which measures whether the poor are more or less satisfied with services received compared to the relatively better off, shows that the poor and the non-poor report approximately equal levels of satisfaction with the services they receive. These scores have remained stable across the five rounds, and have not shown a wide

variation, indicating relative equity in all provinces (Figure 29).

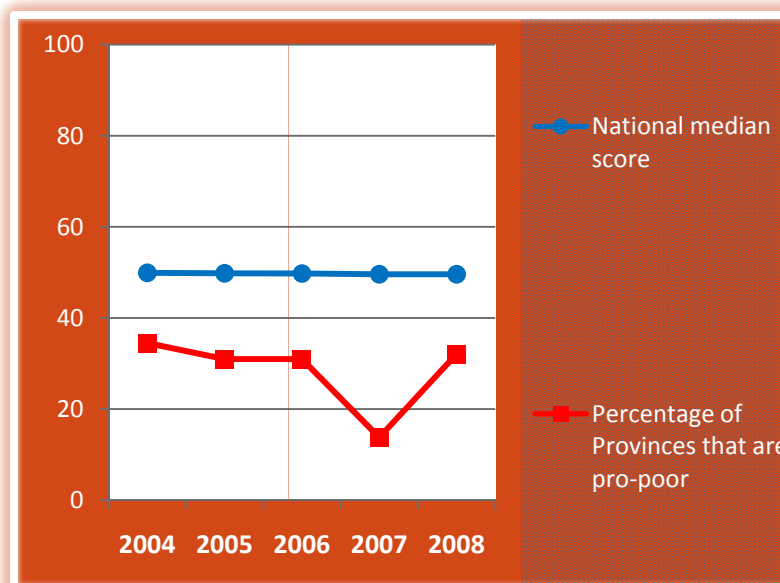


Figure 29: Patient satisfaction concentration index

## COMPOSITE MEASURE OF PERFORMANCE

The composite measures—including the percentage of upper and lower benchmarks achieved and the mean score across the 26 indicators—show that substantial progress has been made in the implementation of the BPHS in Afghanistan. The national median score has increased from 2004 baseline values for 22 out of 26 indicators. Scores for 16 of these indicators have increased by more than 10 percentage points—these include *shura-e-sehie* activities, equipment functionality, drug availability, availability of family planning supplies, laboratory functionality, staffing levels, staff training, HMIS use, clinical guidelines, monitoring tuberculosis treatment, conducting patient histories and physical examinations, patient counseling, properly disposing of sharps, patients seen at BHCs, and provision of antenatal and delivery care. Furthermore, national median scores for 10 indicators have increased by more than 25 percentage points across the five years, including *shura-e-sehie* activities, availability of family planning supplies, laboratory functionality, staffing levels, staff training, clinical guidelines, monitoring tuberculosis treatment, patients seen at BHCs, and provision of antenatal and delivery care.

Indicators 30 and 31, which measure the percentage of upper and lower benchmarks achieved, also indicate substantial improvements in performance across a broad range of areas. In 2004, the median province achieved upper benchmark scores for 15.4% of indicators—this figure rose to 28.8% in 2005, 38.5% in 2006, 51.9% in 2007, and 57.7% in 2008. This shows that more provinces are achieving higher levels of performance across more indicators, compared to earlier years.

In 2004, the median province achieved lower benchmark scores for 84.6% of indicators—by 2008, the median province achieved lower benchmark scores for 96.2% of indicators. This shows that in 2007 the provinces of Afghanistan had fewer areas of exceptionally low performance compared to 2004. The mean scores across the 26 indicators have also increased considerably. The national median for the summary mean score was 50.4% in 2004, and increased by more than 20 points to 71.7% in 2008.

Although the BSC shows that very substantial progress has been made in BPHS implementation, progress has not been demonstrated in several important areas since 2004—these include patient satisfaction and perceptions of quality, on-time salary payments, health worker satisfaction, and facility infrastructure. For other indicators, despite improvements over 2004 levels, the absolute scores remain low—these include the monitoring of TB care, laboratory functionality, and provision of information and counseling to patients. Consequently, these should be taken as priority areas for improvement. In addition, despite considerable gains since 2004 and in the last year alone, delivery care meets BPHS standards at only 71.2% of



facilities, and at only 54.3% of CHCs, which is problematic, given the high burden of maternal mortality in Afghanistan. Continued focus should be kept on improving delivery services to meet standards at all BPHS facilities.

## REVISED HEALTH WORKER KNOWLEDGE SCORE

As noted above, the health worker knowledge score was revised in 2008, after extensive discussions with the MoPH and other health sector stakeholders, to measure knowledge more accurately of health workers in priority areas for the MoPH. Clinical case scenarios were presented to health workers in three areas: vaccination, integrated management of childhood illness (IMCI), and reproductive health. For the first time, vaccinators were included in the knowledge assessment. Vaccination questions were asked of all clinical staff, including vaccinators; IMCI questions of doctors, assistant doctors and nurses; and reproductive health questions of midwives and auxiliary midwives only.

As a result of the changes in assessment methodology, the 2008 health worker knowledge results are not comparable to those from previous years and are presented separately in this section. For each knowledge area, questions for diagnosis, treatment and, in the case of vaccination, the time that each vaccination should be given, were assessed and scored separately. A simple index, giving one point for correct responses and zero for incorrect responses, was created using the total number of knowledge questions within each knowledge area. For all provinces, each sub-index was weighted by the composition of health workers who answered those questions. The sub-indices for vaccination, IMCI, and reproductive health were then averaged to get an overall health worker knowledge score for each province.

Since the 2004 benchmarks for health worker knowledge cannot be applied to the revised health worker knowledge score in 2008, new benchmarks were created for the 2008 scores. Similar to the way the benchmarks were created in 2004, the scores for each province in 2008 on health worker knowledge were calculated and rank-ordered from highest to lowest. The bottom of the top quintile, or the province that is sixth from the top, was selected as the upper benchmark. The minimum level of performance achieved by provinces above the bottom quintile, or the performance of the 23rd-ranked province, was selected as the lower benchmark.

The national median performance on the 2008 revised health worker knowledge index was 79.3%, indicating that health workers gave correct responses to on average nearly 80% of knowledge questions. There was a wide variation in performance among the provinces; with Logar receiving the highest score at 98.2% and Ghor the lowest at 65.1% (see Table 3). The

range in performance was similar among the different knowledge areas. The performance in Logar was high across all three knowledge areas, and its overall score was nearly 10 points higher than the next-highest-scoring province.

TABLE 3: HEALTH WORKER KNOWLEDGE SCORES IN 2008, OVERALL AND FOR SUB-INDICES

Province	Vaccination Score	IMCI Score	RH Score	OVERALL <sup>1</sup>
Badakshan	63.3	93.8	80.5	79.2
Badghis	62.9	78.0	70.3	70.4
Baghlan	76.0	90.5	91.5	86.0
Balkh	78.8	92.3	85.7	85.6
Bamyan	60.8	96.6	93.6	83.7
Daykundi	63.6	92.5	81.0	79.0
Faryab	92.8	93.0	76.9	87.6
Ghazni	80.5	56.2	76.8	71.2
Ghor	56.3	79.2	59.8	65.1
Herat	79.0	91.3	73.9	81.4
Jawzjan	79.0	78.8	97.4	85.1
Kabul	85.1	86.0	75.6	82.2
Kapisa	92.1	94.8	75.3	87.4
Khost	63.3	83.5	64.2	70.3
Kunar	73.2	84.4	68.9	75.5
Kunduz	65.8	76.4	60.7	67.6
Laghman	91.9	94.4	77.6	88.0
Logar	96.5	98.6	99.5	98.2
Nangrahar	82.0	87.5	68.5	79.3
Nimroz	60.1	93.2	61.3	71.5
Nuristan	61.8	90.8	70.0	74.2
Paktika	59.5	89.7	80.5	76.6
Paktya	83.1	83.1	63.4	76.5
Panjsher	72.5	86.9	65.0	74.8
Parwan	86.7	93.0	68.8	82.8
Samangan	76.8	84.2	79.3	80.1
Saripul	80.3	96.9	89.4	88.9
Takhar	77.8	88.1	82.7	82.9
Wardak	64.7	93.8	77.7	78.7

<sup>1</sup> The red color indicates a score below lower benchmark, green indicates a score above upper benchmark and the yellow indicates a score between the two benchmarks.

## SECTION C

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# FINDINGS OF THE 2008 PROVINCIAL BALANCED SCORECARD

The individual provincial BSC results are shown in the pages that follow. Each provincial scorecard shows upper and lower benchmarks and the scores achieved by the province for each indicator for each of the five rounds conducted thus far. Each cell is color-coded according to whether the score is above the upper benchmark (green), below the lower benchmark (red) or in between the two benchmarks (yellow). Recall that benchmarks were set according to the performance levels in the 2004 BSC; six provinces had scores at or above the upper benchmark while six provinces scored below the lower benchmark in 2004.

The national median score for the average performance across the 26 indicators has increased from 50.4% in 2004 to 71.7% in 2008, an increase of more than 20 points. In 2008, all provinces achieved mean scores greater than 50%, and all except one, Kabul, achieved a score of more than 60%. In addition, three provinces had a mean score of above 80% in 2008, compared to only one in 2007 (see Table 4). Twenty-two of the 29 provinces assessed in 2008 (75.9%) saw an increase in their mean score from 2007 to 2008. Three provinces, including Baghlan, Kunduz and Laghman, improved their mean scores by more than 14 points between the two years. Since 2004, mean provincial scores have improved by 21.8 points, on average, by 2008. Except for Kabul, the mean score in each province has increased by at least 10 points in the last five years, and 15 provinces have seen increases of more than 20 points.

However, there was substantial variability in 2008 among provinces in their mean performance, with Jawzjan achieving the highest mean score of 84.1% and Kabul the lowest, at 56.1%. Although the mean score increased from 2007 to 2008 for most provinces, the mean score in Kabul declined by 10.3 points and those in Badghis and Balkh declined by 9.7 and 6.2 points respectively.

There is also a wide range among the provinces in the percent of upper benchmarks met. In 2008, Jawzjan and Samangan provinces each achieved scores above the upper benchmark for 22 of the 26 (84.6%) indicators. At the lower end, Kabul province achieved upper benchmarks for only 9 of the 26 indicators (34.6%).

TABLE 4: MEAN SCORES, BY PROVINCE, ACROSS 26 INDICATORS FOR 2004 TO 2008

Province	Lower Benchmark	Upper Benchmark	2004	2005	2006	2007	2008
Badakshan	46.2	54.9	48.6	48.4	59.5	70.5	71.7
Badghis	46.2	54.9	46.9	57.1	50.2	79.1	69.4
Baghlan	46.2	54.9	47.8	58.7	66.7	65.8	80.1
Balkh	46.2	54.9	54.9	69.5	69.4	77.4	71.3
Bamyan	46.2	54.9	57.4	63.3	66.0	70.2	71.7
Daykundi	46.2	54.9	NA	56.9	58.4	56.3	63.5
Farah	46.2	54.9	50.4	56.5	49.1	77.7	NA
Faryab	46.2	54.9	44.7	58.0	58.8	70.0	78.2
Ghazni	46.2	54.9	57.5	59.5	59.3	60.3	67.8
Ghor	46.2	54.9	41.8	55.6	58.3	59.6	60.5
Herat	46.2	54.9	52.8	52.0	57.2	68.5	65.7
Jawzjan	46.2	54.9	46.2	54.6	54.9	80.2	84.1
Kabul	46.2	54.9	53.4	64.2	67.3	66.4	56.1
Kapisa	46.2	54.9	51.1	58.1	71.9	71.6	78.8
Khost	46.2	54.9	42.2	45.2	49.1	62.3	60.8
Kunar	46.2	54.9	44.9	52.6	68.5	70.0	74.4
Kunduz	46.2	54.9	56.1	58.2	62.0	63.5	77.7
Laghman	46.2	54.9	51.0	61.0	65.8	63.9	78.7
Logar	46.2	54.9	50.5	56.3	70.1	66.2	75.0
Nangarhar	46.2	54.9	53.7	48.2	63.0	69.5	69.8
Nimroz	46.2	54.9	49.8	47.7	56.9	74.6	75.5
Nuristan	46.2	54.9	47.6	35.2	58.4	64.5	70.6
Paktika	46.2	54.9	45.0	42.3	46.5	55.3	62.6
Paktiya	46.2	54.9	49.0	50.9	64.5	64.1	65.1
Panjsher	46.2	54.9	52.1	61.4	67.2	73.3	71.8
Parwan	46.2	54.9	47.2	57.1	74.4	72.9	72.7
Samangan	46.2	54.9	51.1	58.2	67.6	72.3	81.5
Saripul	46.2	54.9	48.0	60.4	61.1	67.0	74.8
Takhar	46.2	54.9	54.4	57.7	61.6	73.0	73.5
Wardak	46.2	54.9	51.9	67.4	70.3	67.7	69.0
Zabul	46.2	54.9	56.9	NA	NA	NA	NA
Uruzgan	46.2	54.9	64.1	NA	NA	NA	NA
Kandahar	46.2	54.9	49.6	NA	NA	NA	NA
Helmand	46.2	54.9	39.9	NA	NA	NA	NA



# Afghanistan Health Sector Balanced Scorecard 2008 – Provincial Result Summaries



		Benchmarks		Badakhshan				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	86.4	94.2	86.8	87.6	85.5
2	Patient Perception of Quality Index	66.2	83.9	77.6	82.9	77.5	86.1	76.6
3	Written Shura-e-sehie activities in community	18.1	66.5	35.6	8.4	73.4	96.0	95.6
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	63.5	64.8	70.6	73.0	68.0
5	Salary payments current	52.4	92.0	54.9	83.0	75.2	98.8	58.8
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	69.6	49.5	73.3	82.3	93.3
7	Drug Availability Index	53.3	81.8	52.9	81.5	74.0	75.3	78.3
8	Family Planning Availability Index	43.4	80.3	54.2	65.5	80.2	90.0	99.2
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	31.7	32.3	38.2	62.9	76.6
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	38.0	37.2	66.3	73.4	86.9
11	Provider Knowledge Score*	44.8	62.3	48.6	67.3	61.8	60.3	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	79.2
12	Staff received training in last year	30.1	56.3	68.9	87.3	53.7	70.0	71.1
13	HMIS Use Index	49.6	80.7	60.9	27.6	72.0	83.7	96.0
14	Clinical Guidelines Index	22.5	51.0	18.3	40.2	48.1	78.1	85.4
15	Infrastructure Index	49.3	63.2	63.2	35.5	38.9	42.0	41.1
16	Patient Record Index	56.1	92.5	51.5	51.4	66.4	69.4	69.6
17	Facilities having TB register	8.3	26.6	32.5	38.1	46.3	68.1	65.8
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	54.2	67.7	72.6	86.7	73.9
19	Patient Counseling Index	23.3	48.9	23.3	31.1	35.0	55.8	34.3
20	Proper sharps disposal	34.1	85.0	64.4	34.4	75.6	88.4	70.5
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	27.3	26.7	23.1	46.7	85.7
22	Time spent with patient (> 9 minutes)	3.5	31.2	21.0	12.0	23.1	16.9	3.4
23	BPHS facilities providing antenatal care	28.9	82.8	28.9	35.8	90.6	96.0	100.0
24	Delivery care according to BPHS	10.5	39.3	38.0	20.5	31.5	51.6	92.5
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	94.8	84.4	70.7	79.3	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	68.5	70.9	100.0	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	46.9	52.4	54.6	56.8	59.5
28	Outpatient visit concentration index	48.0	52.7	48.9	49.0	49.8	46.7	48.2
29	Patient satisfaction concentration index	49.0	50.9	50.9	50.0	50.0	49.6	49.5
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	19.2	15.4	23.1	61.5	50.0
	Percent of Lower Benchmarks Achieved	69.2	88.5	84.6	80.8	96.2	92.3	92.3
	<b>Mean scores across 26 indicators</b>	46.2	54.9	48.6	48.4	59.5	70.5	71.7
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	N/A = Not Available							
	Number of Facilities			24	25	24	25	25
	Number of Observations of Patient-Provider Interactions			216	247	212	232	246
	Number of Exit Interviews			204	248	212	232	246
	Number of Health Workers Interviewed			74	46	69	75	94
	Number of CHWs Interviewed			10	30	49	45	NA

### Domain A: Patients and Community

- Performance declined slightly in 2008 for this domain
- Overall patient satisfaction continued to fall short of achieving a score above the upper benchmark since 2005
- Patient perceptions of quality fell below the upper benchmark in 2008, after having risen above it for the first time the year before

### Domain B: Staff Results

- Performance in this domain was diminished since 2007
- Health worker satisfaction, while remaining above the upper benchmark, fell to a three-year low of 68.0%
- Only 58.8% of health workers reported that their salary payments were current, slipping well below the upper benchmark, and representing a four-year low

### Domain C: Capacity for Service Provision

- Overall performance in this domain was good, with all but two indicators posting gains from 2007 to 2008
- Though increasing, drug availability remained below the upper benchmark for the fifth straight year
- Equipment functionality jumped to 93.3% in 2008, surpassing the upper benchmark for the first time
- The infrastructure index declined slightly to 41.1%, and failed to meet the lower benchmark for the fourth year in a row
- There was a marginal drop in the percentage of facilities maintaining TB registers from 2007 to 2008, though the indicator still remained above the upper benchmark

### Domain D: Service Provision

- This domain showed mixed performance, with four of the seven indicators' scores decreasing from 2007 to 2008
- The patient history and physical exam, patient counseling, and proper sharps disposal indices all lost ground this year, falling below the upper benchmark after having reached it for the first time in 2007
- Just over 3.0% of patient interactions were greater than 9 minutes, causing the indicator to fall below the lower benchmark for the first time
- Average new outpatient visits remained at mid-level performance, but posted large gains from 2007

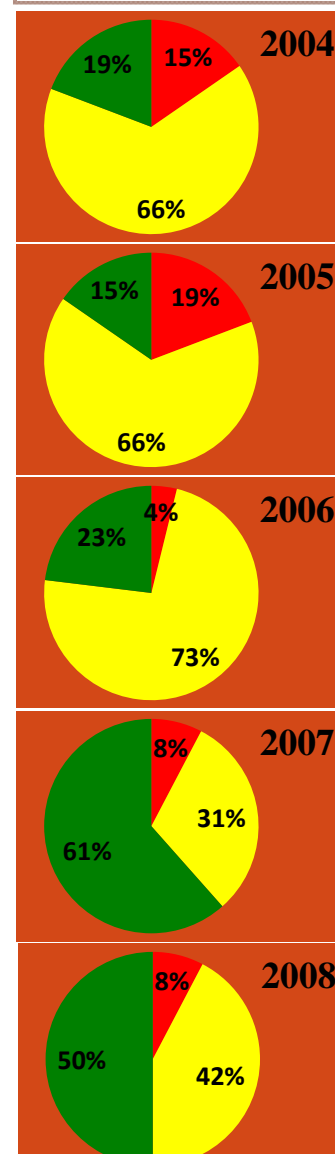
### Domain E: Financial Systems

- In adherence to the Ministry of Public Health's new policy to discontinue user fees as all BPHS-providing facilities, no facilities in Badakhshan reported charging fees of its patients

### Domain F: Overall Vision

- Scores for this domain reflect mid-level performance, though all have improved from 2007 to 2008
- Both the outpatient visit and patient satisfaction concentration indices were slightly below 50.0%, indicating roughly equitable service use and patient satisfaction among the poor and non-poor

**Areas of Concern:** Time spent with patients, patient records, patient perception of quality, patient exam, patient counseling, proper sharps disposal, and salary payments current



		Benchmarks		Badghis				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	76.9	71.3	42.7	78.9	75.1
2	Patient Perception of Quality Index	66.2	83.9	66.2	69.8	55.6	71.7	74.4
3	Written Shura-e-sehie activities in community	18.1	66.5	0.0	48.8	62.8	100.0	93.4
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	57.6	54.7	51.5	82.7	64.0
5	Salary payments current	52.4	92.0	91.8	96.2	88.1	100.0	72.2
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	62.2	66.4	60.8	94.5	85.2
7	Drug Availability Index	53.3	81.8	50.1	92.3	62.0	100.0	61.9
8	Family Planning Availability Index	43.4	80.3	57.9	57.3	75.8	97.1	92.9
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	3.8	25.0	18.2	81.8	67.0
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	22.4	52.3	44.4	59.3	41.6
11	Provider Knowledge Score*	44.8	62.3	41.6	66.6	56.0	67.4	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	70.4
12	Staff received training in last year	30.1	56.3	50.9	73.5	53.6	96.9	79.0
13	HMIS Use Index	49.6	80.7	62.7	80.2	44.8	100.0	78.2
14	Clinical Guidelines Index	22.5	51.0	25.5	59.6	39.9	98.2	95.9
15	Infrastructure Index	49.3	63.2	49.7	46.0	35.5	63.5	45.2
16	Patient Record Index	56.1	92.5	98.5	63.3	69.2	86.7	95.1
17	Facilities having TB register	8.3	26.6	27.0	58.1	71.2	73.0	93.4
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	71.7	87.7	77.8	81.0	68.0
19	Patient Counseling Index	23.3	48.9	40.4	63.6	20.3	58.2	30.2
20	Proper sharps disposal	34.1	85.0	34.1	73.3	76.4	94.6	83.2
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	10.0	0.0	25.0	50.0	84.2
22	Time spent with patient (> 9 minutes)	3.5	31.2	30.7	4.5	4.8	55.4	37.6
23	BPHS facilities providing antenatal care	28.9	82.8	49.4	82.6	60.3	94.6	96.7
24	Delivery care according to BPHS	10.5	39.3	36.2	7.0	9.6	78.4	42.0
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	95.6	100.0	22.4	100.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	54.6	68.6	59.4	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	45.9	54.4	54.7	56.9	54.1
28	Outpatient visit concentration index	48.0	52.7	48.8	46.3	53.6	54.0	46.5
29	Patient satisfaction concentration index	49.0	50.9	50.0	49.5	47.0	49.4	48.2
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	7.7	26.9	7.7	73.1	42.3
	Percent of Lower Benchmarks Achieved	69.2	88.5	84.6	80.8	65.4	100.0	88.5
	<b>Mean scores across 26 indicators</b>	46.2	54.9	46.9	57.1	50.2	79.1	69.4
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			20	22	24	13	22
	Number of Observations of Patient-Provider Interactions			193	203	203	129	209
	Number of Exit Interviews			183	201	203	129	209
	Number of Health Workers Interviewed			50	40	56	39	73
	Number of CHWs Interviewed			16	30	17	44	NA

**Domain A: Patients and Community**

- Results for this domain in 2008 were mixed
- Patient satisfaction dropped slightly between 2007 and 2008
- Patient perceptions of quality remained fairly static within the yellow zone in both 2007 and 2008, after being in the red zone in 2006
- Written *Shura-e-sehie* activities in community remained within the green zone but showed a marginal drop in 2008 after recording a perfect 100% in 2007

**Domain B: Staff Results**

- Both indicators showed substantial declines in 2008 after fairly good performance in 2007
- Health worker satisfaction moved back to the yellow zone after being in the green zone in 2007
- On-time salary payments fell back in the yellow zone in 2008 after an excellent performance in 2007 when all health workers reported that their salary payments were current

**Domain C: Capacity for Service Provision**

- Decline in performances in this domain since 2007, with six indicators in the green zone as opposed to eleven in 2007
- Family planning availability, laboratory functionality, staff receiving training and clinical guidelines remained in green zone since 2007 but the actual scores declined in 2008
- After attaining the maximum score in 2007, the HMIS use index and staffing index showed substantial decline in 2008 and slipped into the yellow zone.
- The infrastructure index, as a result of steep decline slipped back into red zone in 2008 from the green zone in 2007
- Facilities having TB register was the only indicator of 12 indicators in this domain which showed improvement in 2008 as compared to 2007

**Domain D: Service Provision**

- Decline in performance in this domain since 2007, with five out of seven indicators showing a decrease in their scores between 2007 and 2008
- BPHS facilities providing ANC increased marginally but facilities providing delivery care according to BPHS decreased, although it still managed to be in the green zone.
- Average new outpatient visits per month increased substantially and entered the green zone for the first time
- Patient counseling and proper sharps disposal dropped to yellow zone from green in 2007

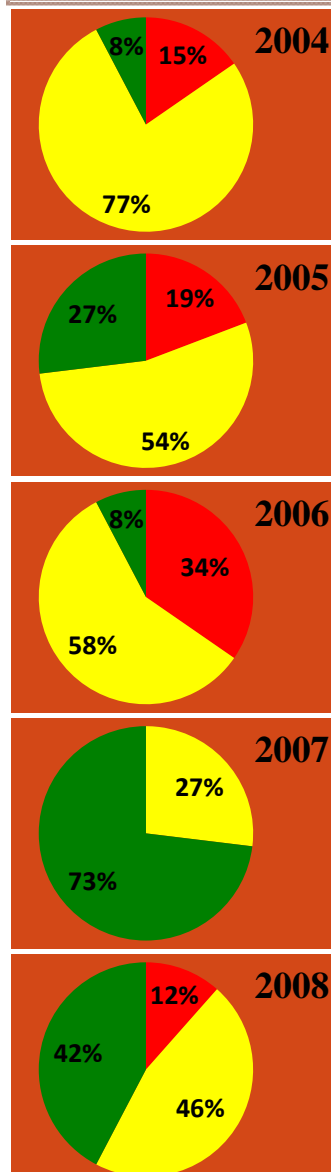
**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's recent policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Badghis province reported charging fees to patients

**Domain F: Overall Vision**

- Overall decline in all the indicators of the domain between 2007 and 2008
- Female outpatients outnumbered male outpatients for the third year in a row, an improvement from 2004's red zone score but the score decreased marginally to fall below 2005, 2006 and 2007 levels
- Showing a decline in the performance over 2007, the outpatient visit concentration index entered the red zone. Score below 50% mark in 2008 indicates that non-poor are more likely to utilize the services of the health facility than the poor
- The patient satisfaction concentration index has marginally decreased to slip into the red zone where the poor are reporting lower levels of satisfaction compared to the non-poor

**Areas of concern:** Patient satisfaction, health worker satisfaction, salary payment current, drug availability, staffing index, infrastructure, patient history and physical examination, patient counseling, number of new outpatient visits and satisfaction with services among the poor compared to the non-poor

**% of indicators in three benchmark ranges**


		Benchmarks		Baghlan				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	90.9	91.9	89.2	78.4	91.1
2	Patient Perception of Quality Index	66.2	83.9	82.2	74.5	82.4	78.2	90.3
3	Written Shura-e-sehie activities in community	18.1	66.5	34.2	76.2	84.1	69.4	91.7
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	67.9	62.4	69.0	69.5	76.4
5	Salary payments current	52.4	92.0	45.8	84.6	38.4	92.2	82.7
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	57.5	65.6	83.9	81.3	91.8
7	Drug Availability Index	53.3	81.8	72.8	82.0	65.9	74.7	78.5
8	Family Planning Availability Index	43.4	80.3	70.4	74.5	92.0	95.5	99.0
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	15.2	36.3	43.0	53.7	69.4
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	42.7	64.4	69.8	55.5	79.4
11	Provider Knowledge Score*	44.8	62.3	49.3	68.3	72.3	66.3	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	86.0
12	Staff received training in last year	30.1	56.3	39.0	74.5	85.3	73.2	75.5
13	HMIS Use Index	49.6	80.7	40.0	68.7	86.9	81.4	96.3
14	Clinical Guidelines Index	22.5	51.0	29.9	48.9	78.7	72.2	90.5
15	Infrastructure Index	49.3	63.2	50.0	38.7	45.7	27.3	62.3
16	Patient Record Index	56.1	92.5	80.7	56.2	65.9	73.7	78.9
17	Facilities having TB register	8.3	26.6	16.1	13.8	54.2	80.0	100.0
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	55.1	81.6	81.8	76.7	88.5
19	Patient Counseling Index	23.3	48.9	29.3	40.3	36.2	33.1	71.1
20	Proper sharps disposal	34.1	85.0	76.9	58.1	96.2	63.4	85.5
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	27.3	69.2	87.5	53.3	86.7
22	Time spent with patient (> 9 minutes)	3.5	31.2	1.2	4.1	1.6	11.5	67.4
23	BPHS facilities providing antenatal care	28.9	82.8	49.7	77.5	88.5	88.0	91.7
24	Delivery care according to BPHS	10.5	39.3	10.5	22.5	45.8	64.3	77.9
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	95.9	91.0	87.0	81.4	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	69.3	80.6	73.3	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	56.0	58.3	61.5	64.4	61.1
28	Outpatient visit concentration index	48.0	52.7	51.9	50.8	51.7	50.7	48.2
29	Patient satisfaction concentration index	49.0	50.9	49.8	50.2	50.1	50.1	49.7
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	<b>Percent of Upper Benchmarks Achieved</b>	7.7	26.9	7.7	26.9	53.8	50.0	76.9
	<b>Percent of Lower Benchmarks Achieved</b>	69.2	88.5	84.6	96.2	88.5	96.2	100.0
	<b>Mean scores across 26 indicators</b>	46.2	54.9	47.8	58.7	66.7	65.8	80.1
	<b>KEY</b>							
	<b>Score Above Upper Benchmark</b>	GREEN						
	<b>Score Between Lower &amp; Upper Benchmark</b>	YELLOW						
	<b>Score Below Lower Benchmark</b>	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			24	25	25	28	25
	Number of Observations of Patient-Provider Interactions			207	249	249	272	249
	Number of Exit Interviews			205	250	249	272	247
	Number of Health Workers Interviewed			65	66	57	84	97
	Number of CHWs Interviewed			10	28	42	100	NA



**Domain A: Patients and Community**

- Scores for all three indicators increased significantly from 2007 to 2008, following a decrease for each in the previous round
- Each indicator is now above the upper benchmark, which is a first-time achievement for the patient perception of quality index

**Domain B: Staff Results**

- Performance in this domain was mixed this year
- Health worker satisfaction remained above the upper benchmark, continuing its steady increase from a low in 2005
- The score for salary payments current fell below the upper benchmark in 2008, after having jumped above it in 2007 from its low in 2006 below the lower benchmark

**Domain C: Capacity for Service Provision**

- Performance in this domain was strong in 2008, with all indicators posting gains from their 2007 level, and all but three achieving a score above the upper benchmark
- Equipment functionality posted a strong increase in 2008, exceeding the upper benchmark for the first time
- The infrastructure index jumped nearly 40 points in 2008 from 2007, returning to a value above the lower benchmark after four years in the red zone
- Patient record keeping and drug availability, though improving from 2007, both remain in the yellow zone this year
- Notably, the percentage of facilities maintaining TB registers in 2008 reached 100%, up from 80% in 2007

**Domain D: Service Provision**

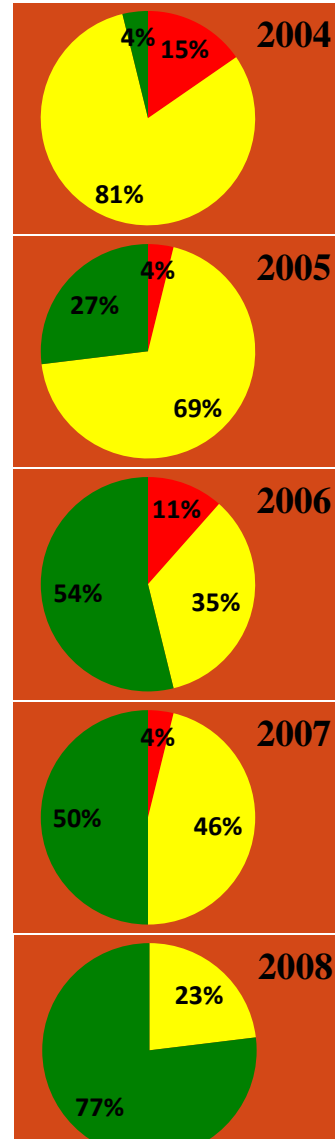
- Overall performance in this domain was impressive, with all indicators increasing and achieving values above their upper benchmarks
- The patient history and physical exam and patient counseling indices surpassed the upper benchmark for the first time in 2008
- Time spent with patients moved from the yellow zone in 2007 to the green for the first time since the start of the survey
- The score for average new outpatient visits per month returned to the green zone this year, though is still below its high achieved in 2006

**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's recent policy to discontinue user fees at all BPHS facilities, none of the surveyed facilities in Baghlan reported charging fees to patients

**Domain F: Overall Vision**

- This domain showed moderate performance this year, with all three indicators declining slightly from 2007
- The outpatient visit and patient satisfaction concentration indices both dropped to a five year low this year, and were both below 50%, indicating that the non-poor were slightly more likely than the poor to use services and reported slightly higher levels of satisfaction with services than the poor.



**Areas of concern:** Patient records, facility infrastructure, salary payments current, and drug availability

		Benchmarks		Balkh				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	84.7	78.4	74.1	92.8	73.5
2	Patient Perception of Quality Index	66.2	83.9	80.0	74.8	80.5	87.0	77.4
3	Written Shura-e-sehie activities in community	18.1	66.5	17.7	92.2	87.8	100.0	100.0
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	68.3	72.9	73.6	84.5	59.5
5	Salary payments current	52.4	92.0	53.3	90.3	78.9	89.9	60.2
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	67.3	86.1	86.4	95.6	81.9
7	Drug Availability Index	53.3	81.8	56.1	84.0	63.8	94.3	82.2
8	Family Planning Availability Index	43.4	80.3	64.9	86.9	83.7	94.9	85.0
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	0.0	63.6	67.3	71.4	74.4
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	45.8	77.9	81.7	83.0	84.3
11	Provider Knowledge Score*	44.8	62.3	54.0	70.9	71.3	69.9	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	85.6
12	Staff received training in last year	30.1	56.3	52.4	84.1	68.8	57.2	69.3
13	HMIS Use Index	49.6	80.7	72.9	90.6	88.6	100.0	90.1
14	Clinical Guidelines Index	22.5	51.0	16.4	79.3	86.3	96.0	83.9
15	Infrastructure Index	49.3	63.2	58.3	53.2	48.8	54.9	56.6
16	Patient Record Index	56.1	92.5	97.3	72.8	62.8	57.5	77.8
17	Facilities having TB register	8.3	26.6	16.4	26.6	47.0	48.1	37.5
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	85.4	71.3	80.0	82.1	83.2
19	Patient Counseling Index	23.3	48.9	55.3	28.9	37.0	54.3	60.5
20	Proper sharps disposal	34.1	85.0	75.1	96.1	95.9	100.0	6.7
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	71.4	73.3	66.7	73.3	100.0
22	Time spent with patient (> 9 minutes)	3.5	31.2	27.3	1.6	5.5	32.6	49.5
23	BPHS facilities providing antenatal care	28.9	82.8	67.2	92.2	100.0	100.0	100.0
24	Delivery care according to BPHS	10.5	39.3	39.3	66.2	75.3	97.5	95.6
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	28.9	85.2	100.0	95.7	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	84.3	95.1	100.0	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	55.1	65.2	65.1	66.3	66.4
28	Outpatient visit concentration index	48.0	52.7	48.7	49.6	49.5	50.1	48.2
29	Patient satisfaction concentration index	49.0	50.9	50.4	48.9	48.9	50.3	49.6
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	23.1	57.7	53.8	76.9	57.7
	Percent of Lower Benchmarks Achieved	69.2	88.5	88.5	92.3	92.3	100.0	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	54.9	69.5	69.4	77.4	71.3
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	N/A = Not Available							
	Number of Facilities			27	25	25	27	25
	Number of Observations of Patient-Provider Interactions			245	249	248	263	243
	Number of Exit Interviews			240	250	248	263	243
	Number of Health Workers Interviewed			85	82	81	106	98
	Number of CHWs Interviewed			5	42	44	105	NA

**Domain A: Patients and Community**

- Mixed performance in this domain with scores of two out of three indicators showing a decline over the 2007 scores
- Indicator for written *shura-e-sehie* activities maintained its perfect score of 100% as in 2007
- Patient satisfaction and patient perceptions of quality declined to enter into the yellow zone

**Domain B: Staff Results**

- Both indicators in this domain declined from 2007 to 2008
- Health worker satisfaction entered the yellow zone for the first time in 5 years and had the lowest absolute score so far (59.5%)
- Salary payment remained in the yellow zone despite a substantial decline in the score as compared to 2007

**Domain C: Capacity for Service Provision**

- Mixed performance in this domain, with all except three of the indicators meeting the upper benchmark
- Eight indicators met the upper benchmark for the third years in a row
- Equipment functionality slipped back into the yellow zone from green zone in 2007.
- Infrastructure and patient record index continued to remain in the yellow zones although their scores increased from 2007
- Drug availability, family planning availability, HMIS use and clinical guidelines index managed to remain in the green zone despite substantial declines in the scores from previous years

**Domain D: Service Provision**

- Performance improved in all except two indicators
- Average time spent with patients continues to improve and be in the green zone
- Average new outpatient visit per month achieved the maximum possible score of 100 points
- BPHS facilities providing antenatal care continues to achieve the highest score (100%) for the third year in a row
- Proper sharp disposals registered extreme decline to enter the red zone

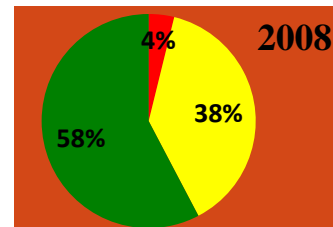
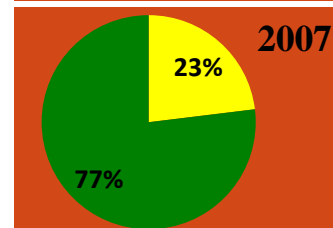
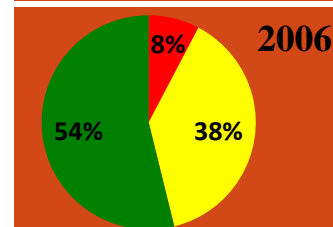
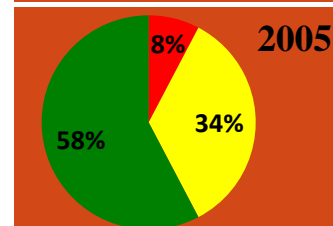
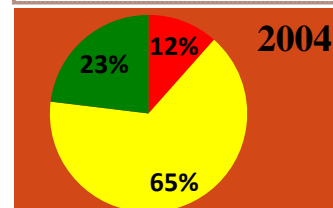
**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's new policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Balkh province reported charging fees to patients

**Domain F: Overall Vision**

- Mixed performance in this domain between 2007 and 2008
- Outpatient services in the health care facility were pro-female with 66.4% of new outpatients as females in 2008
- The outpatient visit and patient satisfaction concentration indices both registered a slight decline and fell just below 50% indicating slight inequality in service utilization and satisfaction levels between the poor and non-poor

**Areas of concern:** Overall patient satisfaction and patient perceptions of quality, health worker satisfaction, salary payments current, equipment functionality, infrastructure, proper sharps disposal



		Benchmarks		Bamyan				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	97.9	90.6	87.8	84.1	90.3
2	Patient Perception of Quality Index	66.2	83.9	84.4	78.4	74.2	80.8	87.0
3	Written Shura-e-sehie activities in community	18.1	66.5	34.5	34.2	64.9	92.5	79.9
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	61.4	66.2	68.0	64.6	71.0
5	Salary payments current	52.4	92.0	91.4	80.2	81.8	64.1	98.2
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	75.8	82.5	76.8	92.5	88.4
7	Drug Availability Index	53.3	81.8	85.6	97.7	87.1	76.9	86.7
8	Family Planning Availability Index	43.4	80.3	82.7	88.5	91.0	98.1	97.2
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	37.0	58.4	57.0	70.3	58.7
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	53.0	88.2	61.0	78.6	77.7
11	Provider Knowledge Score*	44.8	62.3	69.0	74.6	73.2	74.3	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	83.7
12	Staff received training in last year	30.1	56.3	35.5	76.8	72.2	50.3	79.0
13	HMIS Use Index	49.6	80.7	67.7	85.0	77.7	98.8	80.0
14	Clinical Guidelines Index	22.5	51.0	41.9	72.8	75.7	78.5	70.2
15	Infrastructure Index	49.3	63.2	57.9	50.2	39.3	59.1	50.5
16	Patient Record Index	56.1	92.5	64.5	74.8	85.8	79.3	78.2
17	Facilities having TB register	8.3	26.6	0.0	0.0	55.3	65.4	50.2
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	83.6	83.5	73.9	82.1	90.6
19	Patient Counseling Index	23.3	48.9	33.2	31.3	30.7	39.5	59.3
20	Proper sharps disposal	34.1	85.0	85.0	58.5	96.0	92.5	63.2
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	22.2	31.3	33.3	18.8	46.7
22	Time spent with patient (> 9 minutes)	3.5	31.2	12.8	6.5	5.8	17.1	28.1
23	BPHS facilities providing antenatal care	28.9	82.8	88.1	92.7	95.9	100.0	100.0
24	Delivery care according to BPHS	10.5	39.3	38.0	61.1	64.4	86.0	77.3
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	86.1	74.5	79.9	92.0	66.5
26	Facilities with exemptions for poor patients*	64.4	100.0	95.6	96.1	100.0	96.0	100.0
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	55.2	53.2	58.0	60.4	61.6
28	Outpatient visit concentration index	48.0	52.7	53.8	53.7	51.8	46.6	46.1
29	Patient satisfaction concentration index	49.0	50.9	50.2	49.6	49.3	49.0	49.5
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	34.6	42.3	42.3	46.2	61.5
	Percent of Lower Benchmarks Achieved	69.2	88.5	96.2	96.2	96.2	96.2	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	57.4	63.3	66.0	70.2	71.7
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			24	25	25	25	25
	Number of Observations of Patient-Provider Interactions			224	232	244	244	219
	Number of Exit Interviews			229	233	244	244	219
	Number of Health Workers Interviewed			72	53	75	72	76
	Number of CHWs Interviewed			8	31	56	84	NA

**Domain A: Patients and Community**

- Overall performance of this domain was positive with two out of three indicators meeting the upper benchmark
- Scores for patient perceptions of quality improved this year, placing this index in the green zone for the first time since 2004
- For the first time, written *Shura-e-sehie* activities have shown a decrease, though they remain above the upper benchmark

**Domain B: Staff Results**

- Both indicators in this domain rose above the upper benchmark between 2007 and 2008
- Health worker satisfaction, after improving steadily from 2004 to 2006, fell in 2007; however, this year it is back on track and firmly in the green
- A full 98.2% of staff reported that their salary payments were current in 2008

**Domain C: Capacity for Service Provision**

- High performance continues in this domain, with seven indicators meeting the upper benchmark and no indicators below the lower benchmark
- Equipment functionality fell back to the yellow zone, after meeting the upper benchmark in 2007
- Drug availability and staff training both improved this year, returning to the green zone
- Family planning availability and laboratory functionality met the upper benchmark all five years
- Performance on HIMS use continues to fluctuate, falling below the upper benchmark in 2008

**Domain D: Service Provision**

- Service provision showed overall improvement in 2008, with four out of seven indicators in the green zone
- Both patient history and patient counseling improved this year, reaching the upper benchmark for the first time in at least two years
- Though still in the yellow zone, average new outpatient visits and time spent with patients increased substantially
- The use of proper sharps disposal fell sharply this year, placing the indicator in the yellow zone for the first time in two years
- All facilities provided antenatal care and 86% provided delivery care according to BPHS

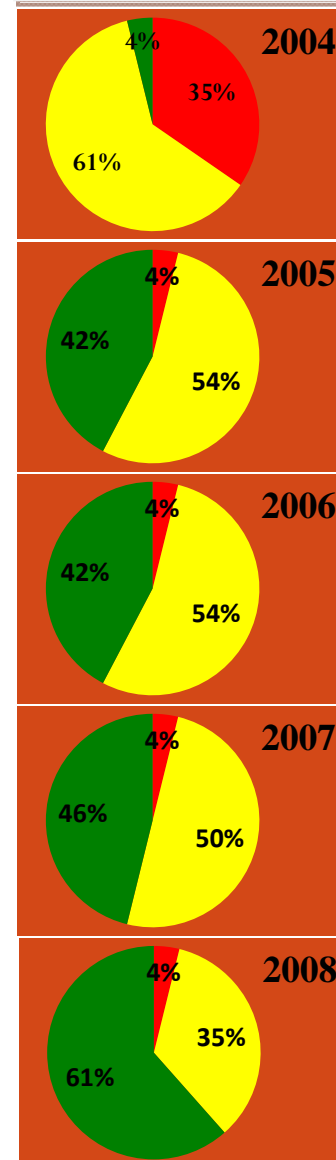
**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's recent discontinuation of user fees in BPHS facilities, only three of the 25 surveyed facilities in Bamyan reported charging user fees
- Of the three facilities which charged fees, two had user fee guidelines in place and all three had exemptions for poor patients

**Domain F: Overall Vision**

- Performance for this domain was mixed
- In 2008, 61.6% of new outpatients were female, meeting the upper benchmark for the second year in a row
- The outpatient visit concentration index remained in the red zone for 2008, indicating that services are not reaching the poor to the same degree they are reaching the non-poor
- The poor and the non-poor reported similar levels of satisfaction with services across all four years

**Areas of concern:** Proper sharps disposal, HMIS use, facilities with TB register, Laboratory functionality, equipment functionality, patient records, infrastructure, and time spent with patients, .

**% of indicators in three benchmark ranges**



		Benchmarks		Daykundi			
		Lower	Upper	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>						
1	Overall Patient Satisfaction	66.4	90.9	81.9	81.1	71.6	80.5
2	Patient Perception of Quality Index	66.2	83.9	69.7	68.5	66.8	77.5
3	Written Shura-e-sehie activities in community	18.1	66.5	0.0	0.0	67.4	79.2
	<b>B. Staff</b>						
4	Health Worker Satisfaction Index	56.1	67.9	61.4	66.1	48.7	53.6
5	Salary payments current	52.4	92.0	100.0	82.4	27.4	17.4
	<b>C. Capacity for Service Provision</b>						
6	Equipment Functionality Index	61.3	90.0	73.6	80.5	64.0	81.6
7	Drug Availability Index	53.3	81.8	84.6	88.9	57.6	76.2
8	Family Planning Availability Index	43.4	80.3	74.9	74.5	81.4	89.7
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	25.3	40.9	52.7	41.9
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	93.2	91.4	85.9	72.9
11	Provider Knowledge Score*	44.8	62.3	63.1	64.5	61.9	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	79.0
12	Staff received training in last year	30.1	56.3	13.0	72.2	46.8	71.9
13	HMIS Use Index	49.6	80.7	63.4	18.2	65.9	84.7
14	Clinical Guidelines Index	22.5	51.0	64.0	51.2	47.6	70.3
15	Infrastructure Index	49.3	63.2	71.0	50.2	31.5	46.6
16	Patient Record Index	56.1	92.5	47.4	78.5	30.9	49.3
17	Facilities having TB register	8.3	26.6	0.0	8.6	35.3	34.8
	<b>D. Service Provision</b>						
18	Patient History and Physical Exam Index	55.1	83.5	84.5	72.5	66.9	74.4
19	Patient Counseling Index	23.3	48.9	25.5	25.9	34.1	37.8
20	Proper sharps disposal	34.1	85.0	93.2	82.0	83.7	77.9
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	25.0	28.6	42.9	69.2
22	Time spent with patient (> 9 minutes)	3.5	31.2	11.6	12.3	20.1	5.8
23	BPHS facilities providing antenatal care	28.9	82.8	93.2	100.0	100.0	95.2
24	Delivery care according to BPHS	10.5	39.3	58.5	74.1	69.6	79.8
	<b>E. Financial Systems</b>						
25	Facilities with user fee guidelines*	80.3	100.0	100.0	64.0	9.2	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	100.0	91.4	100.0	N/A
	<b>F. Overall Vision</b>						
27	Females as % of new outpatients	46.5	59.7	49.6	54.0	53.5	56.5
28	Outpatient visit concentration index	48.0	52.7	N/A	N/A	N/A	N/A
29	Patient satisfaction concentration index	49.0	50.9	N/A	N/A	N/A	N/A
	* Indicators not included in composite scores						
	<b>Revised Composite Scores</b>						
	<b>Percent of Upper Benchmarks Achieved</b>	7.7	26.9	37.5	29.2	26.9	42.3
	<b>Percent of Lower Benchmarks Achieved</b>	69.2	88.5	83.3	91.7	84.6	76.9
	<b>Mean scores across 26 indicators</b>	46.2	54.9	56.9	58.4	56.3	63.5
	<b>KEY</b>						
	<b>Score Above Upper Benchmark</b>	GREEN					
	<b>Score Between Lower &amp; Upper Benchmark</b>	YELLOW					
	<b>Score Below Lower Benchmark</b>	RED					
	<b>N/A = Not Available</b>						
	Number of Facilities			8	11	12	18
	Number of Observations of Patient-Provider Interactions			80	109	117	174
	Number of Exit Interviews			80	109	117	172
	Number of Health Workers Interviewed			20	30	34	58
	Number of CHWs Interviewed			9	9	27	NA

## Domain A: Patients and Community

- All three indicators for this domain improved this year
- Patient satisfaction and patient perception of quality have been in the yellow zone for all four years
- Written *Shura-e-sehie* activities continued to improve this year with 79.2% of facilities having records this year, compared to 0% in 2006

## Domain B: Staff Results

- Performance in this domain was very poor for 2008
- Scores for both indicators remain in the red zone for 2008
- Salary payments current decreased for the fourth year in a row, with only 17.4 % of staff reporting current salary payments

## Domain C: Capacity for Service Provision

- Overall performance in this domain improved from 2007 to 2008, with seven of the 11 indicators receiving higher scores in 2008 compared to 2007
- Family planning availability, laboratory functionality, staffing, and facilities maintaining a TB register all remained above the upper benchmark
- Scores for staff training, HMIS use, and clinical guidelines all rose from the yellow into the green zone this year
- Infrastructure and patient record index are both below the lower benchmark for the second year in a row, though both scores rose more than 15 points from last year

## Domain D: Service Provision

- Overall performance for this domain improved slightly this year, with three of the seven indicators above the upper benchmark, and none below the lower
- Patient history and physical examination, and proper sharps disposal remained in the yellow zone for the third year in a row, falling from upper benchmark scores in 2005
- Average new outpatient visits increased substantially in 2008, bringing it into the green zone
- Time spent with patients declined slightly from 2007, but remains in the yellow zone
- Provision of delivery care according to BPHS and provision of antenatal care remained in the green zone for the fourth year in a row

## Domain E: Financial Systems

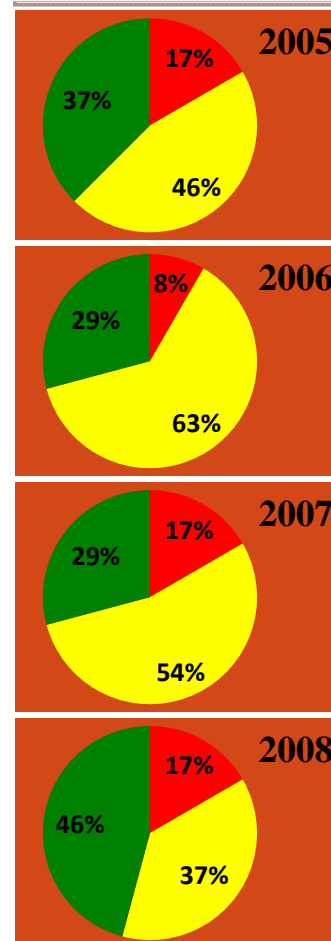
- In adherence to the Ministry of Public Health's recent discontinuation of user fees, none of the 18 facilities surveyed in Daykundi reported charging fees for their services

## Domain F: Overall Vision

- Approximately half of new outpatients were females over all four years, though the percentage increased slightly this year
- Concentration indices are not available in Daykundi because 2004 baseline data, required to establish wealth quintiles, is not available. Daykundi was not included in the 2004 assessment since no active BPHS facilities were operating at the time

**Areas of concern:** Health worker satisfaction, salary payments current, facility infrastructure, patient records, patient counseling, proper sharps disposal, and time spent with patients

% of indicators in three benchmark ranges



		Benchmarks		Faryab				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	69.5	90.7	79.8	67.6	91.8
2	Patient Perception of Quality Index	66.2	83.9	54.2	78.0	81.3	70.3	87.3
3	Written Shura-e-sehie activities in community	18.1	66.5	32.5	42.8	59.8	96.0	100.0
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	52.6	68.7	68.2	65.9	79.8
5	Salary payments current	52.4	92.0	22.4	87.6	78.9	93.5	96.9
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	68.0	72.4	77.6	90.3	89.4
7	Drug Availability Index	53.3	81.8	42.0	86.2	67.4	85.6	63.6
8	Family Planning Availability Index	43.4	80.3	69.8	64.0	90.6	99.0	100.0
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	6.8	30.6	43.2	65.0	63.5
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	10.1	32.2	41.4	64.3	72.8
11	Provider Knowledge Score*	44.8	62.3	58.7	68.3	63.5	60.7	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	87.6
12	Staff received training in last year	30.1	56.3	52.3	82.7	71.9	59.1	60.7
13	HMIS Use Index	49.6	80.7	73.2	78.3	62.0	98.7	100.0
14	Clinical Guidelines Index	22.5	51.0	34.5	51.7	60.5	80.0	80.0
15	Infrastructure Index	49.3	63.2	42.6	38.2	44.3	38.6	63.0
16	Patient Record Index	56.1	92.5	74.4	92.3	95.2	99.3	96.1
17	Facilities having TB register	8.3	26.6	10.7	19.4	36.8	48.1	66.8
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	76.1	78.5	83.4	92.5	85.6
19	Patient Counseling Index	23.3	48.9	37.0	47.4	46.2	52.5	53.8
20	Proper sharps disposal	34.1	85.0	34.0	83.0	16.3	92.0	79.5
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	25.0	0.0	21.4	0.0	93.3
22	Time spent with patient (> 9 minutes)	3.5	31.2	5.2	44.6	12.8	23.2	38.7
23	BPHS facilities providing antenatal care	28.9	82.8	72.6	53.7	79.3	100.0	100.0
24	Delivery care according to BPHS	10.5	39.3	32.7	21.0	41.4	67.9	96.5
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	94.4	88.2	30.0	96.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	100.0	100.0	100.0	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	55.3	57.6	67.9	64.3	67.6
28	Outpatient visit concentration index	48.0	52.7	58.5	56.0	53.5	57.2	56.2
29	Patient satisfaction concentration index	49.0	50.9	51.1	50.7	49.2	49.6	50.1
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	7.7	23.1	38.5	73.1	80.8
	Percent of Lower Benchmarks Achieved	69.2	88.5	76.9	92.3	92.3	92.3	100.0
	<b>Mean scores across 26 indicators</b>	46.2	54.9	44.7	58.0	58.8	70.0	78.2
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	N/A = Not Available							
	Number of Facilities			21	25	25	25	25
	Number of Observations of Patient-Provider Interactions			205	212	229	227	250
	Number of Exit Interviews			200	217	229	227	250
	Number of Health Workers Interviewed			66	68	67	79	93
	Number of CHWs Interviewed			14	33	33	82	NA

**Domain A: Patients and Community**

- Substantial improvement in this domain
- All three indicators – patient satisfaction, patient perceptions of quality and written *shura-e-sehie* activities in the community – met the upper benchmark as indicated by the green color
- Written *shura-e-sehie* activities achieved the maximum possible score of 100% for the first time in 5 years

**Domain B: Staff Results**

- Overall good performance in this domain with both the indicators showing improvement over 2007
- Showing a substantial improvement, the health worker satisfaction re-entered into the green zone after falling in the yellow zone in 2007
- Score for salary payment continued to show improvement reaching 96.9% in 2008

**Domain C: Capacity for Service Provision**

- Mixed performance in the domain with eight out of twelve indicators meeting the upper benchmark, which indicates a substantial improvement over 2004, 2005 and 2006 but mild decline over 2007 when ten indicators were green
- Infrastructure index achieved the lower benchmark for the first time and entered the yellow zone but it still has the scope to move on to green zone
- Family planning availability and HMIS use achieved the maximum possible score of 100%.
- Equipment functionality and drug availability slipped back into the yellow zone after decline in performance over 2007

**Domain D: Service Provision**

- All indicators, except two showed improvement in the performance over previous years.
- Average monthly outpatient visits recorded the best performance in last five years and achieved the green zone with than 93.3% of the BHCs having more than 750 patients per month
- Time spent with patients showed improvement over 2007 and entered into the green zone
- Delivery care according to BPHS improved substantially while provision of antenatal care maintained the maximum possible score of 100%
- Proper sharps disposal declined substantially from 2007 to 2008, slipping back into the yellow zone from green in 2007

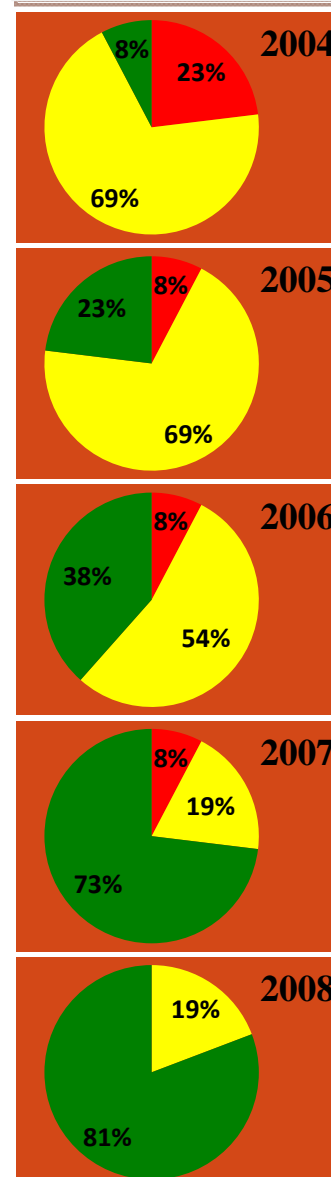
**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's recent policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Faryab province reported charging fees to patients

**Domain F: Overall Vision**

- Health services appear to be pro-female as around two-thirds of new outpatients were female for three years in a row since the year 2006
- The poor were more likely to utilize outpatient services than the non-poor over the past five years
- The poor and non-poor reported relatively equal levels of satisfaction with services across all five years

**% of indicators in three benchmark ranges**



**Areas of concern:** Drug availability, infrastructure, proper sharps disposal

		Benchmarks		Ghazni				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	85.0	85.8	79.4	71.3	86.6
2	Patient Perception of Quality Index	66.2	83.9	79.9	75.1	77.0	77.0	88.0
3	Written Shura-e-sehie activities in community	18.1	66.5	53.8	74.8	54.1	73.5	87.5
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	73.0	63.8	65.9	67.6	67.2
5	Salary payments current	52.4	92.0	83.0	89.8	79.8	76.6	77.3
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	65.1	74.9	72.7	83.4	88.3
7	Drug Availability Index	53.3	81.8	80.7	84.9	87.0	85.3	81.2
8	Family Planning Availability Index	43.4	80.3	56.8	76.7	77.6	76.8	89.9
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	22.2	43.8	36.7	56.7	52.2
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	5.8	57.5	55.3	50.7	57.2
11	Provider Knowledge Score*	44.8	62.3	63.0	71.2	71.6	62.3	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	71.2
12	Staff received training in last year	30.1	56.3	12.1	64.7	62.9	43.3	40.7
13	HMIS Use Index	49.6	80.7	82.5	71.6	85.8	100.0	93.1
14	Clinical Guidelines Index	22.5	51.0	38.3	52.1	59.7	69.7	77.8
15	Infrastructure Index	49.3	63.2	68.9	58.0	67.4	68.6	65.8
16	Patient Record Index	56.1	92.5	98.0	60.6	74.5	62.3	76.6
17	Facilities having TB register	8.3	26.6	15.8	18.4	29.5	39.9	55.5
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	86.2	90.0	86.0	86.6	78.2
19	Patient Counseling Index	23.3	48.9	40.0	36.3	37.0	30.5	29.5
20	Proper sharps disposal	34.1	85.0	94.2	63.8	66.0	51.9	95.6
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	85.7	46.2	53.8	20.0	53.3
22	Time spent with patient (> 9 minutes)	3.5	31.2	1.8	5.0	1.9	3.3	19.7
23	BPHS facilities providing antenatal care	28.9	82.8	68.0	79.1	57.5	67.5	79.5
24	Delivery care according to BPHS	10.5	39.3	39.0	20.9	21.0	50.4	66.1
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	80.3	85.4	100.0	91.4	90.0
26	Facilities with exemptions for poor patients*	64.4	100.0	93.4	87.4	89.8	100.0	100.0
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	58.3	55.2	53.2	55.2	58.4
28	Outpatient visit concentration index	48.0	52.7	50.5	47.6	50.4	50.0	47.6
29	Patient satisfaction concentration index	49.0	50.9	50.0	50.2	50.0	50.3	50.4
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	26.9	26.9	34.6	34.6	42.3
	Percent of Lower Benchmarks Achieved	69.2	88.5	88.5	96.2	96.2	96.2	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	57.5	59.5	59.3	60.3	67.8
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			20	25	25	25	25
	Number of Observations of Patient-Provider Interactions			194	234	236	241	239
	Number of Exit Interviews			198	234	236	241	232
	Number of Health Workers Interviewed			23	60	60	72	85
	Number of CHWs Interviewed			6	31	32	57	NA



**Domain A: Patients and Community**

- Overall performance of this domain improved substantially in 2008 as compared to 2007
- All the three indicators in this domain achieved increase of 11 to 15 percentage points in 2008 as compared to 2007
- Patient perception of quality for the first time came to the green zone in 2008, while written *Shura-e-sehie* activities maintained its green status in 2008.

**Domain B: Staff Results**

- This domain continues to have a middle level of performance since 2005
- The score for health worker satisfaction remained in the yellow zone and decreased marginally in 2008 as compared to 2007
- The score for health workers reporting salary payments were current continued to be in the yellow zone since 2004, improved marginally in 2008

**Domain C: Capacity for Service Provision**

- The number of indicators reaching the upper benchmark remained the same between 2007 and 2008
- More than half of the indicators achieved green zone scores in 2008
- The scores for family planning availability and staffing levels moved to the green zone in 2008 from the yellow zone in 2007, while in the same period the score for drug availability index fell into the yellow zone, from green
- Clinical guidelines and laboratory functionality met the upper benchmark consecutively in all the four years except for 2004

**Domain D: Service Provision**

- Overall service provision performance was mixed
- Patient history and physical examination fell in the yellow zone in 2008 after four consecutive years of the green zone status
- Proper sharps disposal achieved the upper benchmark in 2008 after three years in the yellow zone, with ever highest score in the last five years
- Delivery care according to BPHS maintained the upper benchmark score in 2008 with the highest ever score since 2004
- Average time spent with patients moved from the red zone to the yellow showing the highest ever score in the last five years

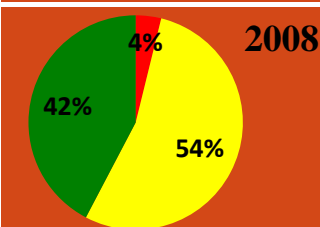
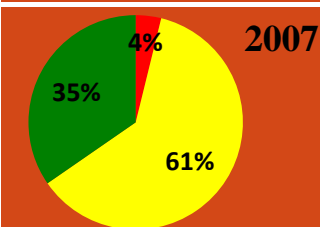
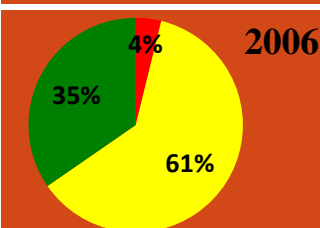
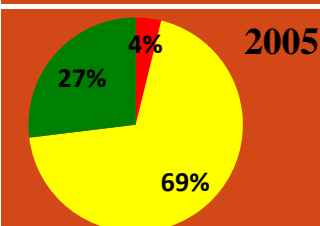
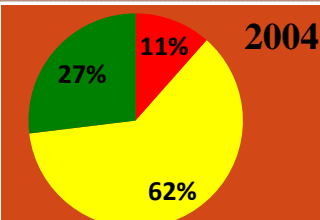
**Domain E: Financial Systems**

- Two of the 25 facilities in Ghazni reported charging fees at the time of the survey
- One of these facilities had user fee guidelines present, and both had exemptions for poor patients

**Domain F: Overall Vision**

- In the year 2008 the number of new outpatient visits made by females was 58.4% and was highest across all five years, but still remained in the yellow zone
- The poor were less likely to utilize outpatient services than non-poor, similar to the year 2005
- The poor and non-poor were reported similar levels of satisfaction with services provided

**Areas of concern:** Drug availability index, staff training, HMIS use index, patient examination index, patient counseling index, and outpatient visit concentration index



		Benchmarks		Ghor				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	64.1	80.2	87.7	80.8	74.0
2	Patient Perception of Quality Index	66.2	83.9	66.7	72.7	84.3	77.1	69.8
3	Written Shura-e-sehie activities in community	18.1	66.5	18.7	43.6	47.5	76.0	76.7
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	56.1	56.4	67.7	76.3	70.8
5	Salary payments current	52.4	92.0	38.4	42.0	90.6	51.8	35.1
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	59.0	61.2	75.4	74.2	82.0
7	Drug Availability Index	53.3	81.8	73.2	89.0	91.4	75.5	98.4
8	Family Planning Availability Index	43.4	80.3	51.2	82.8	77.1	85.0	90.3
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	0.8	25.0	33.8	33.8	65.3
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	0.0	44.6	42.1	55.9	42.7
11	Provider Knowledge Score*	44.8	62.3	41.6	69.3	66.0	64.9	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	65.1
12	Staff received training in last year	30.1	56.3	36.4	59.4	60.4	61.9	53.0
13	HMIS Use Index	49.6	80.7	81.0	68.2	46.8	59.0	67.6
14	Clinical Guidelines Index	22.5	51.0	19.6	53.2	62.5	70.8	56.9
15	Infrastructure Index	49.3	63.2	49.3	55.5	59.3	53.0	48.2
16	Patient Record Index	56.1	92.5	70.0	88.4	78.3	96.1	69.1
17	Facilities having TB register	8.3	26.6	8.3	27.9	28.8	34.9	33.9
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	69.1	74.2	86.0	78.7	67.6
19	Patient Counseling Index	23.3	48.9	48.9	35.7	42.8	47.7	35.3
20	Proper sharps disposal	34.1	85.0	81.3	89.1	20.3	29.4	57.5
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	0.0	20.0	77.8	69.2	68.8
22	Time spent with patient (> 9 minutes)	3.5	31.2	6.7	28.2	18.4	13.8	9.7
23	BPHS facilities providing antenatal care	28.9	82.8	25.3	83.9	67.8	86.1	100.0
24	Delivery care according to BPHS	10.5	39.3	19.6	27.5	21.8	14.3	53.4
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	28.6	81.2	100.0	89.6	33.3
26	Facilities with exemptions for poor patients*	64.4	100.0	88.6	100.0	100.0	100.0	66.7
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	48.1	47.0	52.2	49.2	51.4
28	Outpatient visit concentration index	48.0	52.7	46.2	41.1	46.0	49.2	44.9
29	Patient satisfaction concentration index	49.0	50.9	49.3	49.0	50.3	49.6	51.0
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	7.7	26.9	30.8	42.3	42.3
	Percent of Lower Benchmarks Achieved	69.2	88.5	65.4	88.5	88.5	92.3	88.5
	<b>Mean scores across 26 indicators</b>	46.2	54.9	41.8	55.6	58.3	59.6	60.5
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	N/A = Not Available							
	Number of Facilities			17	19	19	21	25
	Number of Observations of Patient-Provider Interactions			157	184	177	189	240
	Number of Exit Interviews			142	180	177	189	240
	Number of Health Workers Interviewed			27	34	36	44	82
	Number of CHWs Interviewed			5	25	11	14	NA

**Domain A: Patients and Community**

- Slight decline in the performance for this domain
- Continuing with the trend observed in 2007, both overall patient satisfaction and patient perceptions of quality declined further in 2008 but remained in the yellow zone
- Written *shura-e-sehie* activities again met the upper benchmark with a near stagnant score over 2007 but substantial improvement over pre-2007 years

**Domain B: Staff Results**

- Decline in the performance in this domain over 2007
- Health worker satisfaction remained in the green zone after a fall in the performance over 2007 when it met the upper benchmark for the first time
- The score for salary payments dropped further below the 2007 level and is lowest since last five years. In 2007 this indicator had fallen into the red zone after a high level of performance in 2006

**Domain C: Capacity for Service Provision**

- Mixed performance with five indicators out of twelve meeting the upper benchmark.
- Facilities having a TB register met the upper benchmark for the fourth year in a row
- Drug availability index improved to reach the green zone
- Laboratory functionality met the upper benchmark for the third year in a row with consistent improvements
- Patient record index moved to the green zone for the first time in 2007
- Staffing levels and staff received training during last year again fell back to yellow zone
- Equipment functionality showed improvement, but failed to meet the upper benchmark in all five years
- Infrastructure index showed decline and for the first time even failed to meet the lower benchmark

**Domain D: Service Provision**

- Mid-level performance in this domain
- Delivery care according to BPHS achieved the upper benchmark for the first time
- All BPHS facilities had provision of antenatal care in 2008
- Average new outpatient visit per month achieved the upper benchmark for the third year in a row
- Proper sharps disposal improved to recover into the yellow zone after consistently bad performance during 2006 and 2007
- Patient counseling index and Time spent with patients continued to perform low and be in the yellow zone

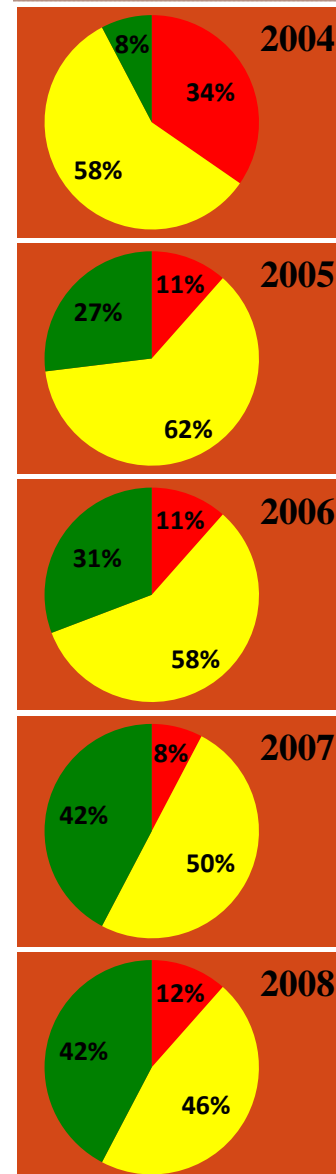
**Domain E: Financial Systems**

- Of the 25 facilities surveyed in Ghor province, three charged fees at the time of the survey. Only one of them had user fee guidelines posted, but two of them had exemptions for poor patients

**Domain F: Overall Vision**

- Approximately half of new outpatients were females across all five years
- The outpatient visit concentration index again fell into the red zone indicating that services are not reaching the poor as much as the non-poor
- The poor and non poor reported equal levels of satisfaction with services and with a slight improvement in the score this indicator met the upper benchmark for the first time in five years

**Areas of concern:** Overall patient satisfaction and patient perception of quality, salary payments current, equipment functionality, staffing and staff received training, infrastructure, patient history and physical examination, patient counseling, Number of new outpatient visits among the poor



		Benchmarks		Herat				
		Lower	Upper	2004	2005	2006	2007	2008
<b>A. Patients &amp; Community</b>								
1	Overall Patient Satisfaction	66.4	90.9	63.6	87.9	84.7	83.5	81.0
2	Patient Perception of Quality Index	66.2	83.9	73.6	72.8	75.8	77.2	68.3
3	Written Shura-e-sehie activities in community	18.1	66.5	27.5	52.7	64.1	97.5	95.8
<b>B. Staff</b>								
4	Health Worker Satisfaction Index	56.1	67.9	65.1	63.9	65.1	68.6	61.8
5	Salary payments current	52.4	92.0	87.2	92.4	74.7	96.2	91.6
<b>C. Capacity for Service Provision</b>								
6	Equipment Functionality Index	61.3	90.0	65.7	54.2	68.6	81.3	77.9
7	Drug Availability Index	53.3	81.8	71.1	57.1	72.1	76.2	72.3
8	Family Planning Availability Index	43.4	80.3	62.8	78.5	86.4	99.0	99.0
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	18.3	31.8	39.0	52.6	72.2
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	43.2	48.5	58.8	73.7	73.9
11	Provider Knowledge Score*	44.8	62.3	59.9	62.2	61.7	66.5	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	81.4
12	Staff received training in last year	30.1	56.3	39.0	56.8	68.0	67.9	61.2
13	HMIS Use Index	49.6	80.7	42.9	54.4	60.5	91.0	94.5
14	Clinical Guidelines Index	22.5	51.0	34.7	36.1	45.3	68.3	76.4
15	Infrastructure Index	49.3	63.2	55.0	44.3	45.6	58.5	49.9
16	Patient Record Index	56.1	92.5	86.9	67.9	74.4	70.6	58.8
17	Facilities having TB register	8.3	26.6	35.8	27.6	17.4	30.8	37.7
<b>D. Service Provision</b>								
18	Patient History and Physical Exam Index	55.1	83.5	74.5	83.2	63.0	94.5	40.2
19	Patient Counseling Index	23.3	48.9	45.7	34.4	23.7	60.9	12.0
20	Proper sharps disposal	34.1	85.0	42.5	18.7	35.0	55.6	30.3
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	57.1	21.4	56.3	53.3	86.7
22	Time spent with patient (> 9 minutes)	3.5	31.2	21.1	1.3	6.6	10.1	5.9
23	BPHS facilities providing antenatal care	28.9	82.8	73.6	83.3	84.7	88.0	100.0
24	Delivery care according to BPHS	10.5	39.3	26.2	16.7	51.2	60.7	95.6
<b>E. Financial Systems</b>								
25	Facilities with user fee guidelines*	80.3	100.0	100.0	62.6	61.3	57.1	0.0
26	Facilities with exemptions for poor patients*	64.4	100.0	100.0	91.3	100.0	100.0	100.0
<b>F. Overall Vision</b>								
27	Females as % of new outpatients	46.5	59.7	60.4	59.4	62.6	65.2	63.4
28	Outpatient visit concentration index	48.0	52.7	51.8	57.3	54.3	51.5	52.2
29	Patient satisfaction concentration index	49.0	50.9	48.3	49.9	50.4	49.2	50.0
* Indicators not included in composite scores								
<b>Revised Composite Scores</b>								
Percent of Upper Benchmarks Achieved		7.7	26.9	11.5	23.1	30.8	57.7	46.2
Percent of Lower Benchmarks Achieved		69.2	88.5	88.5	84.6	96.2	100.0	88.5
<b>Mean scores across 26 indicators</b>		46.2	54.9	52.8	52.0	57.2	68.5	65.7
<b>KEY</b>								
Score Above Upper Benchmark		GREEN						
Score Between Lower & Upper Benchmark		YELLOW						
Score Below Lower Benchmark		RED						
N/A = Not Available								
Number of Facilities				25	25	25	25	25
Number of Observations of Patient-Provider Interactions				242	234	218	240	245
Number of Exit Interviews				245	219	218	240	245
Number of Health Workers Interviewed				87	65	71	81	98
Number of CHWs Interviewed				20	33	28	68	NA

**Domain A: Patients and Community**

- Performance in this domain remained moderate in 2008
- Scores for patient satisfaction and patient perceptions of quality both failed to reach the upper benchmark for the fifth straight year
- Written *Shura-e-sehie* activities, while declining to 958%, remained above the upper benchmark

**Domain B: Staff Results**

- Both indicators in this domain fell below the upper benchmark in 2008, which had been achieved in 2007
- Health worker satisfaction fell to its five-year low in 2008

**Domain C: Capacity for Service Provision**

- The indicators in this domain had mixed movement, though the position of each above or below the upper benchmark did not change
- The equipment functionality, drug availability, infrastructure, and patient record indices all posted losses from 2007 to 2008, but all remained in the mid-level performance range
- Staffing, HMIS use, and clinical guidelines indices all had marginal gains from 2007 to 2008

**Domain D: Service Provision**

- Overall performance in this domain dropped significantly from 2007 to 2008
- The patient history and physical examination and patient counseling indices, as well as proper sharps disposal, fell dramatically to below the lower benchmark in 2008. The former two had been above the upper benchmark the year prior
- Average time spent with patients increased to 86.7% in 2008, reaching the upper benchmark for this first time since the first year of the survey
- Provision of antenatal care met the upper benchmark for the fourth year in a row, reaching 100% of facilities in 2008
- Provision of delivery care according to the BPHS remained above the upper benchmark for the third year in a row
- Time spent with patients failed to reach the upper benchmark again, posting a 5-point drop

**Domain E: Financial Systems**

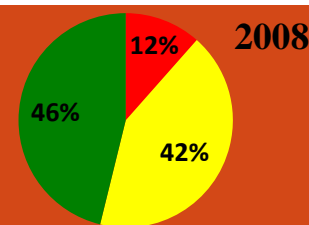
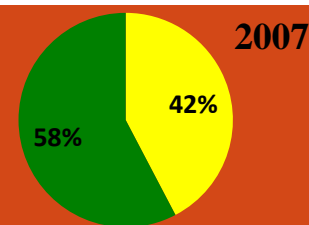
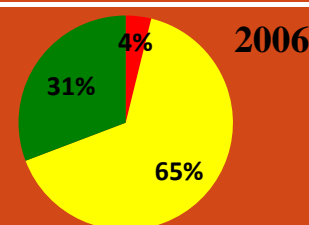
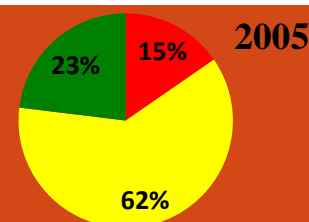
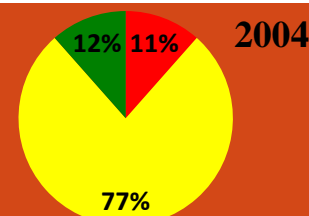
- Two of the facilities surveyed in Herat reported charging user fees at the time of the survey
- Neither of these facilities had user fee guidelines, but both reported exemption mechanisms for the poor

**Domain F: Overall Vision**

- Each of the indicators in this domain remained relatively constant from 2007 to 2008
- 634% of new outpatients were female in 2008, a small decrease from the previous year
- The patient satisfaction concentration index increased slightly to 50%, but did not reach the upper benchmark for the fifth straight year

**Areas of concern:** health worker satisfaction, salary payments current, proper sharps disposal, patient counseling, patient records, time spent with patients, and patient history and physical exam

% of indicators in three benchmark ranges





		Benchmarks		Jawzjan				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	64.8	92.5	89.3	75.2	96.3
2	Patient Perception of Quality Index	66.2	83.9	61.3	89.3	88.8	81.4	97.3
3	Written Shura-e-sehie activities in community	18.1	66.5	27.3	56.4	64.1	100.0	100.0
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	54.8	65.6	72.1	73.6	93.7
5	Salary payments current	52.4	92.0	78.2	63.4	96.1	83.0	100.0
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	61.3	67.6	59.8	97.5	98.1
7	Drug Availability Index	53.3	81.8	65.3	83.7	67.6	85.6	98.2
8	Family Planning Availability Index	43.4	80.3	60.8	55.2	66.1	100.0	100.0
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	0.9	8.3	29.8	68.3	77.3
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	34.9	57.4	73.3	100.0	75.1
11	Provider Knowledge Score*	44.8	62.3	58.8	59.9	60.2	71.6	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	85.1
12	Staff received training in last year	30.1	56.3	55.8	75.4	31.9	83.2	59.3
13	HMIS Use Index	49.6	80.7	53.4	52.8	52.1	100.0	97.0
14	Clinical Guidelines Index	22.5	51.0	22.3	57.6	37.4	92.2	97.9
15	Infrastructure Index	49.3	63.2	47.8	65.4	45.5	67.0	76.9
16	Patient Record Index	56.1	92.5	62.9	63.2	75.8	85.6	100.0
17	Facilities having TB register	8.3	26.6	8.7	3.4	34.3	84.0	100.0
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	83.5	72.9	85.1	84.7	90.1
19	Patient Counseling Index	23.3	48.9	45.1	37.4	39.9	64.1	47.2
20	Proper sharps disposal	34.1	85.0	36.6	34.5	14.9	89.5	100.0
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	20.0	28.6	30.8	80.0	100.0
22	Time spent with patient (> 9 minutes)	3.5	31.2	2.4	1.5	2.3	26.6	17.3
23	BPHS facilities providing antenatal care	28.9	82.8	77.1	89.7	82.0	100.0	100.0
24	Delivery care according to BPHS	10.5	39.3	17.5	37.9	28.8	100.0	94.9
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	57.1	100.0	83.4	100.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	100.0	100.0	100.0	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	56.7	61.6	59.8	66.3	70.4
28	Outpatient visit concentration index	48.0	52.7	49.8	49.5	49.7	49.0	49.7
29	Patient satisfaction concentration index	49.0	50.9	50.9	50.1	51.2	49.6	49.8
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	3.8	34.6	30.8	73.1	84.6
	Percent of Lower Benchmarks Achieved	69.2	88.5	73.1	92.3	84.6	100.0	100.0
	<b>Mean scores across 26 indicators</b>	46.2	54.9	46.2	54.6	54.9	80.2	84.1
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			21	25	25	22	22
	Number of Observations of Patient-Provider Interactions			206	231	212	215	219
	Number of Exit Interviews			207	233	212	215	218
	Number of Health Workers Interviewed			50	62	64	71	75
	Number of CHWs Interviewed			1	31	24	79	NA

**Domain A: Patients and Community**

- Substantial improvement in the performance
- Overall patient satisfaction and patient perceptions of quality improved to achieve the green zone
- As in 2007, all facilities had written *Shura-e-sehie* activities in 2008

**Domain B: Staff Results**

- This domain also registered substantial improvement
- Health worker satisfaction showed steep rise and met the upper benchmark for the third year in a row
- Salary payments current achieved the maximum possible score of 100%.

**Domain C: Capacity for Service Provision**

- This domain demonstrated a high level of performance in 2008, with all indicators meeting the upper benchmark, a substantial improvement from 2004 scores
- Drug availability, patient record and facilities having a TB register showed large improvements from 2007 to 2008. The latter two along with family planning availability also registered highest scores of 100%
- Staffing index and staff receiving training in last year dropped considerably over 2007 but remained in the green zone

**Domain D: Service Provision**

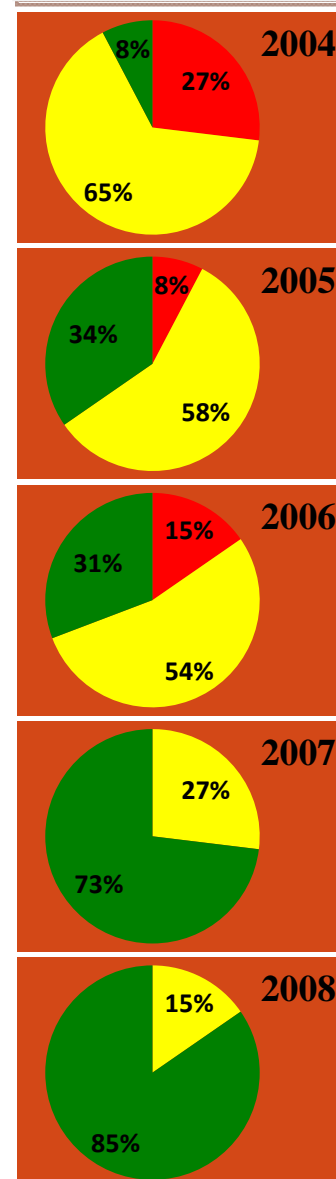
- Overall good performance with five out of the seven indicators meeting the upper benchmark in 2008, a substantial improvement from only one green zone indicator in 2004, 2005 and 2006
- Proper sharps disposal and average new outpatient visits per month showed substantial improvements to achieve highest score of 100%
- Delivery care according to BPHS decreased marginally but retained the green zone. As in 2007 all facilities provided antenatal care and delivery care according to BPHS requirements in 2008

**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Jawzjan province reported charging fees to patients

**Domain F: Overall Vision**

- Females as new outpatients continued to be in the green zone for fourth year in a row with a high absolute score of 70.4% in 2008
- The poor and non-poor were relatively equally likely to use health services and reported similar levels of satisfaction with services across all five years

**% of indicators in three benchmark ranges**

**Areas of concern:** Patient counseling and time spent with patients,

		Benchmarks		Kabul				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	84.8	75.6	94.8	76.3	82.6
2	Patient Perception of Quality Index	66.2	83.9	86.9	72.8	86.5	80.9	71.6
3	Written Shura-e-sehie activities in community	18.1	66.5	33.3	80.1	59.8	53.7	29.6
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	68.8	66.1	78.4	62.3	60.2
5	Salary payments current	52.4	92.0	52.4	91.4	94.8	93.3	50.3
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	75.6	80.8	80.8	83.2	74.3
7	Drug Availability Index	53.3	81.8	76.8	71.3	86.8	69.6	66.5
8	Family Planning Availability Index	43.4	80.3	65.4	76.7	89.4	89.1	97.8
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	30.4	44.1	43.7	41.6	51.7
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	54.0	79.7	85.3	77.2	73.4
11	Provider Knowledge Score*	44.8	62.3	59.1	73.8	78.5	73.3	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	82.2
12	Staff received training in last year	30.1	56.3	36.6	76.5	68.0	66.8	45.0
13	HMIS Use Index	49.6	80.7	80.7	63.6	62.8	61.0	60.3
14	Clinical Guidelines Index	22.5	51.0	38.4	64.9	60.7	77.7	62.3
15	Infrastructure Index	49.3	63.2	56.5	55.1	53.4	41.2	39.5
16	Patient Record Index	56.1	92.5	59.5	79.2	71.3	62.0	51.0
17	Facilities having TB register	8.3	26.6	10.7	7.8	38.0	51.2	51.8
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	70.6	79.7	92.4	92.6	63.6
19	Patient Counseling Index	23.3	48.9	37.5	52.0	64.8	65.4	35.0
20	Proper sharps disposal	34.1	85.0	54.4	59.7	66.1	65.9	44.6
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	11.1	90.9	69.2	85.7	46.7
22	Time spent with patient (> 9 minutes)	3.5	31.2	31.2	19.0	25.1	5.9	0.7
23	BPHS facilities providing antenatal care	28.9	82.8	80.2	87.9	85.0	100.0	91.7
24	Delivery care according to BPHS	10.5	39.3	27.9	27.3	30.6	58.3	42.2
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	100.0	91.3	100.0	100.0	0.0
26	Facilities with exemptions for poor patients*	64.4	100.0	64.0	47.5	100.0	100.0	100.0
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	62.6	64.7	61.8	64.3	61.0
28	Outpatient visit concentration index	48.0	52.7	51.9	50.6	50.0	49.9	55.3
29	Patient satisfaction concentration index	49.0	50.9	49.9	50.9	50.6	50.0	49.3
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	23.1	38.5	61.5	50.0	34.6
	Percent of Lower Benchmarks Achieved	69.2	88.5	100.0	96.2	100.0	96.2	84.6
	<b>Mean scores across 26 indicators</b>	46.2	54.9	53.4	64.2	67.3	66.4	56.1
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			25	25	25	28	25
	Number of Observations of Patient-Provider Interactions			228	245	242	272	231
	Number of Exit Interviews			224	249	242	272	231
	Number of Health Workers Interviewed			67	55	80	98	88
	Number of CHWs Interviewed			0	28	43	49	NA

**Domain A: Patients and Community**

- Two of three indicators decreased from 2007 to 2008
- Patient satisfaction and patient perceptions of quality remained in the yellow zone after obtaining the upper benchmark in 2006
- Written *Shura-e-sehie* activities dropped to the lowest score in 2008 compared to the previous four years

**Domain B: Staff Results**

- Overall performance in this domain was unimpressive
- Health worker satisfaction remained in the yellow zone for the second year in a row
- Salary payments current dropped by 43 points in the last year, moving from the upper benchmark all the way down to the red zone

**Domain C: Capacity for Service Provision**

- Overall performance in this domain was mixed, and declined slightly between 2007 and 2008
- Family planning availability, laboratory functionality, staffing levels, provider knowledge, and facilities with a TB register remained in the green zone from 2007
- Staff training dropped to the yellow zone in 2007 following three years in the green zone
- Patient records fell into the red zone for the first time after four years of yellow scores
- More than half of facilities maintained active TB registers in 2007, a substantial improvement over the previous two years

**Domain D: Service Provision**

- Service provision performance dropped sharply this year after steadily improving over the prior four years
- Three indicators - patient history, patient counseling and average new outpatient visits – all fell from the green zone into the yellow zone this year
- Time spent with patients fell below the lower benchmark after three years in the yellow zone
- Provision of delivery care according to BPHS and facilities providing antenatal care remained in the upper benchmark for 2008

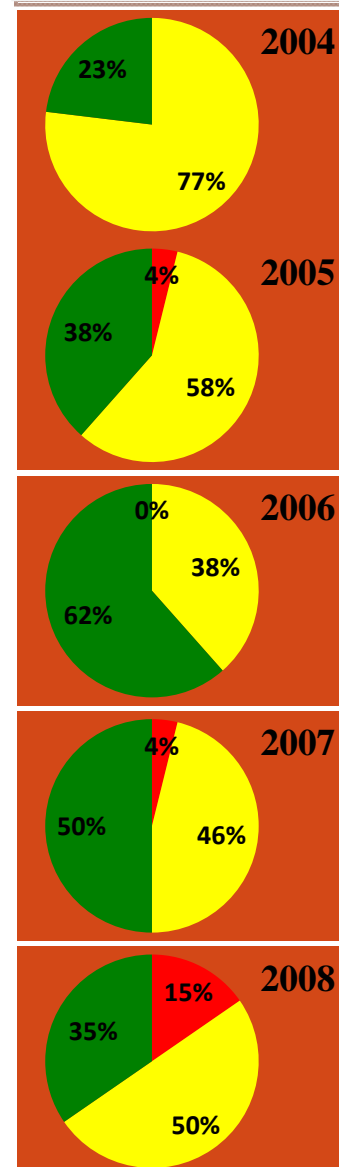
**Domain E: Financial Systems**

- Two of the 25 facilities surveyed in Kabul reported charging fees
- Neither of the two facilities charging fees had user fee guidelines in place, though both had exemptions for poor patients

**Domain F: Overall Vision**

- In 2008, 61% of new outpatients were female, meeting the upper benchmark for the fifth year in a row
- In 2008 the poor were slightly more likely to use health services than the non-poor, though they reported similar levels of satisfaction with services provided across all four years

**Areas of concern:** Patient perceptions of quality, *Shura-e-sehie* activities, salary payments current, drug availability, equipment functionality, staff training, facility infrastructure, patient records, patient history and physical exam, patient counseling, antenatal care, delivery care, and time spent with patients



		Benchmarks		Kapisa				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	95.7	92.4	99.6	79.0	84.0
2	Patient Perception of Quality Index	66.2	83.9	83.2	80.7	86.6	77.6	86.5
3	Written Shura-e-sehie activities in community	18.1	66.5	84.7	74.2	91.9	95.0	80.9
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	65.8	68.5	73.2	78.9	80.0
5	Salary payments current	52.4	92.0	49.0	76.7	57.4	100.0	100.0
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	48.8	71.3	85.4	82.2	93.5
7	Drug Availability Index	53.3	81.8	30.8	65.4	78.4	80.7	100.0
8	Family Planning Availability Index	43.4	80.3	84.3	51.3	92.6	95.5	100.0
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	12.6	27.5	50.1	48.4	56.0
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	50.7	58.5	67.8	63.6	65.8
11	Provider Knowledge Score*	44.8	62.3	71.1	78.8	90.7	85.0	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	87.4
12	Staff received training in last year	30.1	56.3	30.1	87.8	83.0	95.5	89.2
13	HMIS Use Index	49.6	80.7	88.6	71.2	98.6	82.0	95.4
14	Clinical Guidelines Index	22.5	51.0	22.5	35.6	72.4	88.3	94.6
15	Infrastructure Index	49.3	63.2	57.5	47.9	46.6	47.5	72.2
16	Patient Record Index	56.1	92.5	52.9	61.8	72.1	61.7	66.4
17	Facilities having TB register	8.3	26.6	12.6	3.7	43.0	45.1	58.5
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	79.9	88.3	91.1	81.2	98.2
19	Patient Counseling Index	23.3	48.9	29.6	56.8	66.9	61.8	76.0
20	Proper sharps disposal	34.1	85.0	82.5	35.8	83.7	85.0	100.0
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	55.6	75.0	60.0	72.7	100.0
22	Time spent with patient (> 9 minutes)	3.5	31.2	21.3	12.1	61.9	45.4	34.1
23	BPHS facilities providing antenatal care	28.9	82.8	22.4	73.1	91.9	90.0	92.2
24	Delivery care according to BPHS	10.5	39.3	17.5	36.6	51.5	48.6	66.5
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	91.7	100.0	79.6	100.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	100.0	100.0	100.0	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	49.0	57.2	61.8	58.9	58.9
28	Outpatient visit concentration index	48.0	52.7	49.9	50.8	50.7	48.7	50.2
29	Patient satisfaction concentration index	49.0	50.9	50.0	49.8	50.0	48.9	48.7
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	15.4	30.8	69.2	61.5	80.8
	Percent of Lower Benchmarks Achieved	69.2	88.5	80.8	92.3	96.2	92.3	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	51.1	58.1	71.9	71.6	78.8
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			21	25	23	22	16
	Number of Observations of Patient-Provider Interactions			177	230	219	204	159
	Number of Exit Interviews			166	224	219	204	159
	Number of Health Workers Interviewed			31	54	71	62	64
	Number of CHWs Interviewed			0	25	20	27	NA

**Domain A: Patients and Community**

- Performance for this domain was positive this year
- Patient satisfaction and patient perceptions of quality both improved from last year, with patient perception of quality regaining its green-zone status
- Written *Shura-e-sehie* activities decreased within the green zone

**Domain B: Staff Results**

- Both indicators in this domain met the upper benchmark in 2008
- Health worker satisfaction steadily increased over the five years, with green zone scores from 2005 to 2008
- All health workers reported that their salary payments were current in 2008, for the second year in a row

**Domain C: Capacity for Service Provision**

- Overall performance in this domain was quite impressive in 2008, with all but one of 11 indicators reaching the upper benchmark
- Drug availability and clinical guidelines increased each year with drug availability reaching 100% this year
- Laboratory functionality also achieved 100% for the first time
- Provider knowledge remained in the green zone across all five years
- Infrastructure met the upper benchmark, after three years in the red zone
- More than half of the facilities surveyed had a TB register

**Domain D: Service Provision**

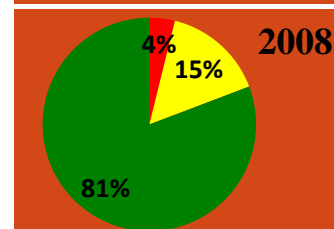
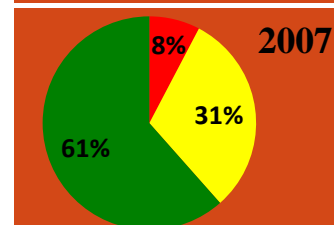
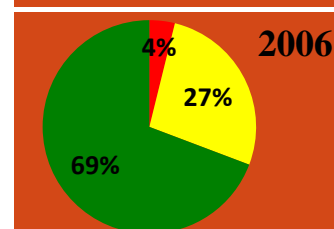
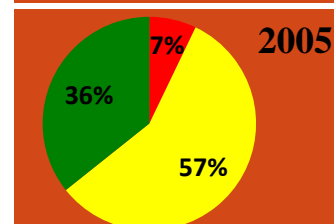
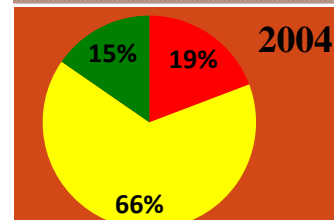
- Overall service provision performance remains high with all seven indicators in the green zone
- Patient history and physical examination improved to upper benchmark performance after one year in the yellow zone
- Proper sharps disposal and average new outpatient visits both met 100% in 2008
- Average time spent with patients continued to drop slightly between 2007 and 2008, though remained in the green zone
- 66.5% of facilities provided delivery care according to BPHS, a substantial improvement from 17.5% in 2004

**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's recent policy discontinuing user fees at BPHS facilities, none of the 16 facilities surveyed in Kapisa reported charging fees for services.

**Domain F: Overall Vision**

- Females as percent of new outpatients showed no change in 2008, though females outnumbered male patients for the fourth year in a row
- The poor and non-poor were equally likely to use outpatient services in 2008
- The patient satisfaction concentration index remained in the red zone, indicating that the poor reported slightly lower satisfaction with services than the non-poor



**Areas of concern:** *Shura-e-sehie* activities, patient satisfaction, patient records, time spent with patients, satisfaction of the poor compared to the non-poor



		Benchmarks		Khost				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	62.4	65.9	90.4	84.6	74.9
2	Patient Perception of Quality Index	66.2	83.9	59.9	58.0	77.9	79.5	67.5
3	Written Shura-e-sehie activities in community	18.1	66.5	68.2	51.3	24.2	35.3	63.5
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	49.7	55.2	61.6	67.2	67.8
5	Salary payments current	52.4	92.0	47.7	62.3	75.6	91.5	34.9
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	65.5	55.9	59.1	63.1	69.1
7	Drug Availability Index	53.3	81.8	67.7	92.4	88.6	89.0	78.4
8	Family Planning Availability Index	43.4	80.3	27.6	46.0	54.7	87.1	87.3
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	20.7	30.9	19.1	66.1	66.9
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	0.0	29.3	32.7	25.9	28.3
11	Provider Knowledge Score*	44.8	62.3	48.5	70.5	72.3	72.2	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	70.3
12	Staff received training in last year	30.1	56.3	42.6	85.5	18.5	90.7	74.9
13	HMIS Use Index	49.6	80.7	79.0	43.9	100.0	100.0	85.1
14	Clinical Guidelines Index	22.5	51.0	25.3	43.5	52.7	68.4	54.0
15	Infrastructure Index	49.3	63.2	59.7	38.9	36.6	54.4	47.4
16	Patient Record Index	56.1	92.5	66.8	53.2	66.9	75.4	93.9
17	Facilities having TB register	8.3	26.6	8.3	34.4	31.1	48.3	41.2
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	50.5	64.9	91.7	87.6	88.1
19	Patient Counseling Index	23.3	48.9	23.4	34.4	28.9	45.4	40.6
20	Proper sharps disposal	34.1	85.0	40.1	49.1	46.5	100.0	40.3
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	16.7	0.0	50.0	20.0	66.7
22	Time spent with patient (> 9 minutes)	3.5	31.2	35.0	1.6	3.3	1.3	21.0
23	BPHS facilities providing antenatal care	28.9	82.8	28.2	29.5	13.8	58.0	88.8
24	Delivery care according to BPHS	10.5	39.3	8.7	0.0	0.0	29.1	42.1
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	88.7	94.2	96.5	100.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	38.2	46.0	15.3	83.8	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	44.7	48.6	51.7	53.1	58.8
28	Outpatient visit concentration index	48.0	52.7	47.8	50.2	52.2	49.0	49.7
29	Patient satisfaction concentration index	49.0	50.9	49.9	49.6	49.1	49.2	49.1
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	7.7	11.5	19.2	34.6	46.2
	Percent of Lower Benchmarks Achieved	69.2	88.5	57.7	61.5	76.9	96.2	92.3
	<b>Mean scores across 26 indicators</b>	46.2	54.9	42.2	45.2	49.1	62.3	60.8
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			14	14	12	16	17
	Number of Observations of Patient-Provider Interactions			140	126	120	160	152
	Number of Exit Interviews			138	126	120	160	152
	Number of Health Workers Interviewed			34	28	26	45	60
	Number of CHWs Interviewed			5	15	5	35	NA

**Domain A: Patients and Community**

- Overall mid-level performance for this domain
- Patient satisfaction and patient perception of quality met the lower benchmark three years in a row, though lower scores in 2008 as compared to 2007
- Written *Shura-e-sehie* activities improved over 25 percentage points in 2008, but still failed to regain the green zone status of 2004

**Domain B: Staff Results**

- Overall performance in this domain was mixed
- Health worker satisfaction almost reached the upper benchmark in 2008
- There was a substantial decrease of 56.6 percentage points in the health workers reporting up-to-date salary payments. In 2008 this indicator fell into the red zone after being very close to the upper benchmark level in 2007.

**Domain C: Capacity for Service Provision**

- Overall performance of this domain in 2008 remained close to levels of performance achieved in 2007
- Equipment functionality and staffing index registered marginal increase in 2008 as compared to 2007
- Indices for staff training, HMIS, clinical guidelines and facilities having TB register maintained upper benchmark in 2008, but their scores went down as compared to 2007
- Drug availability index slipped to the yellow zone in 2008 after being in the green zone continuously for three years since 2005
- Infrastructure index again slipped back to the red zone in 2008 after achieving the yellow zone in 2007

**Domain D: Service Provision**

- Substantial improvement in the overall performance of this domain
- Out of the seven indices four achieved the upper benchmark
- Time spent with patients improved substantially in 2008 reaching to the yellow zone, after three consecutive years of red zone status
- The score for proper sharps disposal decreased nearly 60 percentage points in 2008 from the maximum score in 2007, taking it to the minimum after the 2004 score
- The indicators including provision of antenatal care, delivery care and average new outpatient visit achieved upper benchmark in 2008 for the first time, a substantial improvement as compared to 2007

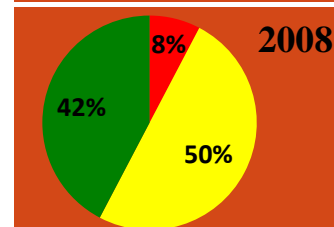
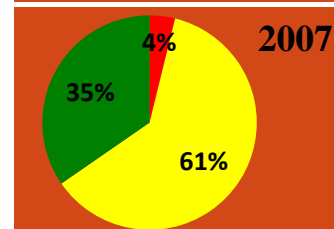
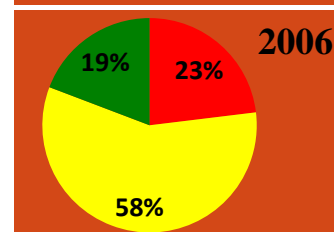
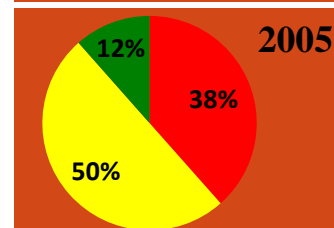
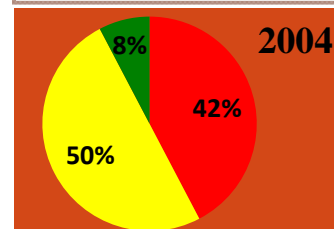
**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's recent policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Khost province reported charging user fees to patients of any category.

**Domain F: Overall Vision**

- Mixed overall performance in this domain since 2008
- In 2008, 58.8 % of new outpatients were female, close to the upper benchmark
- The poor and non-poor were equally likely to utilize outpatient services, and this indicator remained in the yellow zone for the fourth year in a row achieving a marginal improvement in 2008 over 2007
- The poor and non-poor reported similar levels of satisfaction with services across all five years

**Areas of concern:** Patient satisfaction, salary payment of staff, drug availability, infrastructure index, proper sharps disposal and HMIS index



		Benchmarks		Kunar				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	61.9	76.0	75.2	67.3	85.0
2	Patient Perception of Quality Index	66.2	83.9	64.0	69.0	73.7	81.9	84.9
3	Written Shura-e-sehie activities in community	18.1	66.5	66.5	79.4	100.0	100.0	95.2
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	59.7	61.7	66.9	67.2	69.1
5	Salary payments current	52.4	92.0	84.6	100.0	100.0	93.9	100.0
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	64.5	64.1	92.8	88.4	90.7
7	Drug Availability Index	53.3	81.8	65.5	68.0	87.3	77.6	87.9
8	Family Planning Availability Index	43.4	80.3	80.3	57.5	86.1	90.4	98.2
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	16.3	38.3	43.4	56.3	50.5
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	29.9	66.2	60.3	58.6	67.3
11	Provider Knowledge Score*	44.8	62.3	59.0	71.4	69.3	73.5	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	75.5
12	Staff received training in last year	30.1	56.3	56.3	63.3	84.2	52.2	93.7
13	HMIS Use Index	49.6	80.7	64.9	43.3	97.1	100.0	92.4
14	Clinical Guidelines Index	22.5	51.0	43.4	45.4	76.9	88.5	80.3
15	Infrastructure Index	49.3	63.2	50.7	36.1	55.5	58.9	46.4
16	Patient Record Index	56.1	92.5	45.5	53.8	68.2	64.8	64.6
17	Facilities having TB register	8.3	26.6	14.0	41.5	82.5	87.2	95.2
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	43.3	56.8	73.5	77.2	83.9
19	Patient Counseling Index	23.3	48.9	25.3	17.7	25.5	28.5	44.6
20	Proper sharps disposal	34.1	85.0	49.6	8.0	58.7	92.1	73.5
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	0.0	28.6	50.0	64.3	85.7
22	Time spent with patient (> 9 minutes)	3.5	31.2	15.1	1.5	9.2	15.4	9.5
23	BPHS facilities providing antenatal care	28.9	82.8	14.0	91.7	100.0	100.0	100.0
24	Delivery care according to BPHS	10.5	39.3	7.5	37.6	50.3	47.1	70.6
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	92.5	10.7	22.6	50.6	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	77.6	100.0	100.0	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	46.5	52.8	54.5	54.5	55.4
28	Outpatient visit concentration index	48.0	52.7	48.8	57.4	59.3	58.0	60.7
29	Patient satisfaction concentration index	49.0	50.9	48.8	51.2	49.0	49.9	49.6
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	11.5	34.6	53.8	50.0	69.2
	Percent of Lower Benchmarks Achieved	69.2	88.5	69.2	76.9	100.0	100.0	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	44.9	52.6	68.5	70.0	74.4
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	N/A = Not Available							
	Number of Facilities			14	24	24	24	23
	Number of Observations of Patient-Provider Interactions			130	250	228	238	230
	Number of Exit Interviews			127	240	228	238	230
	Number of Health Workers Interviewed			33	63	65	65	76
	Number of CHWs Interviewed			0	24	54	27	NA

**Domain A: Patients and Community**

- High-level performance for this domain
- Over all patient satisfaction achieved more than 17 percentage points increase between 2007 and 2008 but remained in the yellow zone
- Patient perception of quality achieved upper benchmark for the first time in five years
- In 2008, 95.2% of facilities had *Shura-e-sehie* activities as compared to 100 percent in 2006 and 2007

**Domain B: Staff Results**

- Overall high level performance for this domain
- After being in the yellow zone for four consecutive years, Health worker satisfaction met the upper benchmark for the first time in 2008
- The percentage of health workers reporting on-time salary payments regained the maximum possible level in 2008 similar to 2005 and 2006, maintaining the green zone status fourth year in a row since 2005

**Domain C: Capacity for Service Provision**

- Overall performance in this domain is high in 2008, as it was also in 2006
- Equipment functionality and drug availability regained their green zone status in 2008
- Staff training, which had failed to meet the upper benchmark for the first time in 2007, regained its green zone status in 2008 scoring 40 percentage points higher score as compared to 2007
- Lab functionality, staffing levels, provider knowledge, and TB registers remained in the green zone fourth year in a row
- Infrastructure index could not sustain lower benchmark score in 2008 and slipped into the red zone once again similar to 2005
- HMIS use maintained the green zone status third year in a row in 2008, but with lower score as compared to the maximum achieved in 2007
- The percentage of facilities with TB registers increased substantially from 14% in 2004 to 95.2% in 2008

**Domain D: Service Provision**

- Mid to high level performance in service provision in 2008, similar to 2007
- Proper sharps disposal could not maintain the upper benchmark in 2008, by losing over 18 percentage points as compared to 2007 score
- Number of new outpatient visit increased substantially across all five years; in 2008 over 85% of BHCs met the BPHS outpatient visit target, 21.4 percentage points higher than 2007
- All facilities provided antenatal care in Kunar for the third year in a row
- 70.6% facilities provided delivery care according to BPHS guidelines, highest since 2004

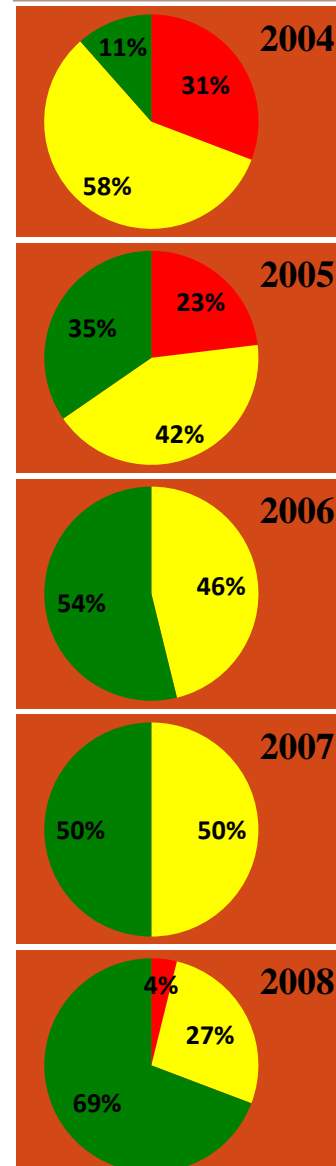
**Domain E: Financial Systems**

- In adherence to the new statutory guidelines of Ministry of Public Health Policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Kunar province reported charging user fees to patients of any category, so the indicators in Domain E are not applicable

**Domain F: Overall Vision**

- In 2008, 55.4% of new outpatients were female, highest since 2004
- The poor were more likely to use outpatient services than the non-poor over the past four years
- The poor and non-poor reported similar levels of satisfaction with services in 2008

**Areas of concern:** Infrastructure index, and proper sharps disposal



		Benchmarks		Kunduz				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	81.6	86.7	85.7	72.8	81.0
2	Patient Perception of Quality Index	66.2	83.9	71.7	81.2	77.4	72.2	74.9
3	Written Shura-e-sehie activities in community	18.1	66.5	21.5	66.3	65.3	54.1	100.0
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	66.3	69.2	64.6	70.1	76.6
5	Salary payments current	52.4	92.0	66.3	93.8	49.6	37.5	97.5
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	76.1	62.0	82.2	78.0	90.6
7	Drug Availability Index	53.3	81.8	94.3	94.6	64.0	44.9	89.2
8	Family Planning Availability Index	43.4	80.3	82.1	61.6	73.8	88.7	94.2
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	24.2	33.6	41.8	53.7	66.4
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	39.3	76.4	89.6	73.7	73.7
11	Provider Knowledge Score*	44.8	62.3	62.3	66.4	68.0	67.2	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	67.6
12	Staff received training in last year	30.1	56.3	49.5	88.3	76.6	69.2	66.5
13	HMIS Use Index	49.6	80.7	84.5	54.6	53.3	69.3	97.4
14	Clinical Guidelines Index	22.5	51.0	51.0	48.8	43.0	59.6	91.6
15	Infrastructure Index	49.3	63.2	58.1	48.9	55.0	46.9	72.2
16	Patient Record Index	56.1	92.5	80.4	50.1	47.6	61.9	69.9
17	Facilities having TB register	8.3	26.6	42.8	14.6	47.6	72.6	85.3
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	78.1	72.2	73.6	79.3	86.2
19	Patient Counseling Index	23.3	48.9	25.3	33.7	32.2	36.2	52.8
20	Proper sharps disposal	34.1	85.0	85.7	69.6	96.5	68.4	84.5
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	N/A	78.6	100.0	100.0	100.0
22	Time spent with patient (> 9 minutes)	3.5	31.2	1.1	5.5	6.9	20.3	40.2
23	BPHS facilities providing antenatal care	28.9	82.8	67.9	56.2	82.5	96.0	88.3
24	Delivery care according to BPHS	10.5	39.3	0.0	9.0	43.7	63.2	79.5
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	85.7	96.6	64.4	69.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	41.6	38.2	59.1	53.8	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	56.2	63.4	65.7	64.6	68.3
28	Outpatient visit concentration index	48.0	52.7	47.8	43.3	43.3	48.7	42.9
29	Patient satisfaction concentration index	49.0	50.9	49.5	49.9	49.3	49.6	51.6
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	24.0	30.8	30.8	42.3	80.8
	Percent of Lower Benchmarks Achieved	69.2	88.5	88.0	84.6	88.5	88.5	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	56.1	58.2	62.0	63.5	77.7
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			16	25	25	25	25
	Number of Observations of Patient-Provider Interactions			154	241	250	250	250
	Number of Exit Interviews			155	222	250	250	249
	Number of Health Workers Interviewed			41	66	70	68	97
	Number of CHWs Interviewed			0	25	0	4	NA

**Domain A: Patients and Community**

- Moderate to large gains observed in this domain The percent of facilities with written records of *Shura-e-sehie* activities jumped to 100% in 2008 from 541% in 2007, and surpassed the upper benchmark

**Domain B: Staff Results**

- Strong performance was observed in this domain in 2008
- Health worker satisfaction continued to exceed the upper benchmark in 2008
- The percentage of health workers reporting that their salary payments were current jumped 60 percentage points from its 2007 all-time low to 97.5% this year, moving from below the lower benchmark to above the upper benchmark

**Domain C: Capacity for Service Provision**

- Overall performance in this domain remained strong in 2008, with all but one indicator exceeding the upper benchmark
- The drug availability and infrastructure indices both moved from below the lower benchmark in 2007 to above the upper benchmark in 2008 The latter met the upper benchmark for the first time
- The lab functionality, staffing levels, staff training, family planning, HMIS use and clinical guidelines indices, as well as having a TB register, all continued to exceed the upper benchmark in 2008
- Patient record keeping increased for the third straight year, though still fell short of the upper benchmark and did not reach its high in the first year

**Domain D: Service Provision**

- Scores improved for five out of seven indicators between 2007 and 2008, and all but one met the upper benchmark
- The patient history and physical exam and patient counseling indices, as well as time spent with patients, each posted gains from 2007 to 2008 that moved these indicators to above the upper benchmark for the first time
- The score for the number of new outpatient visits exceeded the upper benchmark for the third year in a row. There was a notable drop in facilities that provided antenatal care from 2007 to 2008, though the indicator still remained above the upper benchmark
- Provision of delivery care according to BPHS requirements steadily improved from a low red zone score in 2004 to meeting the upper benchmark in 2008 for the third straight year

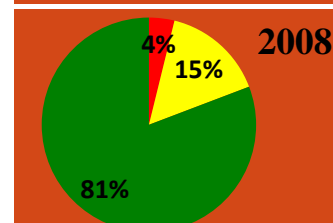
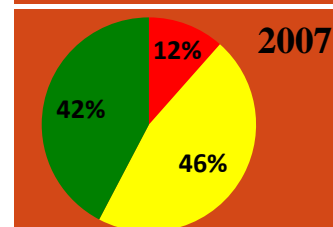
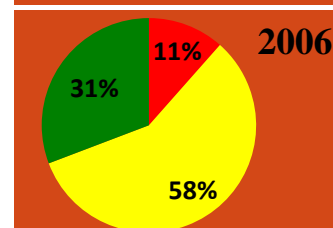
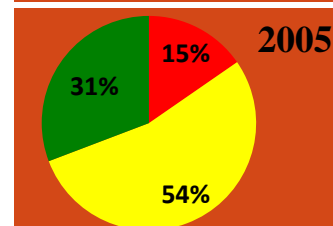
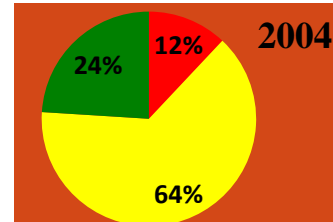
**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's recent policy to discontinue user fees at all health facilities providing BPHS, none of the surveyed facilities in Kunduz reported charging fees to patients

**Domain F: Overall Vision**

- The percentage of new outpatients that were female increased to 68.3% in 2008, and remained above the upper benchmark for the fourth year in a row
- The outpatient visit concentration index fell to its lowest level of all five years in 2008, and indicated that non-poor people were somewhat more likely than the poor to use services
- The patient concentration index increased to 51.6%, the first year it surpassed 50% and the upper benchmark, indicating that the poor are slightly more satisfied with services than the non-poor

**Areas of Concern:** Patient perceptions of quality, patient records, proper sharps disposal, BPHS facilities providing antenatal care, and the outpatient visit concentration index





		Benchmarks		Laghman				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	79.9	71.8	74.9	66.7	76.7
2	Patient Perception of Quality Index	66.2	83.9	76.3	70.2	74.1	67.1	84.1
3	Written Shura-e-sehie activities in community	18.1	66.5	58.5	68.7	95.9	78.7	95.5
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	64.9	64.3	69.6	64.2	81.7
5	Salary payments current	52.4	92.0	70.3	93.5	80.8	96.6	98.5
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	71.9	74.1	79.7	75.8	96.7
7	Drug Availability Index	53.3	81.8	53.3	80.2	73.5	78.0	97.3
8	Family Planning Availability Index	43.4	80.3	61.4	75.3	89.6	95.7	94.4
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	36.0	52.5	44.3	62.8	46.6
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	3.9	81.3	81.6	55.3	74.6
11	Provider Knowledge Score*	44.8	62.3	50.8	71.1	68.1	67.4	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	88.0
12	Staff received training in last year	30.1	56.3	25.2	80.9	77.6	82.3	96.2
13	HMIS Use Index	49.6	80.7	57.9	80.8	49.2	60.9	97.0
14	Clinical Guidelines Index	22.5	51.0	58.1	54.7	65.8	57.6	96.1
15	Infrastructure Index	49.3	63.2	55.8	44.3	61.8	61.1	60.1
16	Patient Record Index	56.1	92.5	71.4	77.4	83.0	49.0	76.6
17	Facilities having TB register	8.3	26.6	20.9	24.8	36.3	78.6	95.5
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	66.1	69.2	66.2	65.5	94.0
19	Patient Counseling Index	23.3	48.9	22.5	19.7	25.4	20.6	73.2
20	Proper sharps disposal	34.1	85.0	83.8	52.1	79.1	42.4	73.9
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	41.7	80.0	93.3	93.3	100.0
22	Time spent with patient (> 9 minutes)	3.5	31.2	21.2	9.9	3.9	1.2	44.9
23	BPHS facilities providing antenatal care	28.9	82.8	58.5	79.5	95.9	88.0	86.6
24	Delivery care according to BPHS	10.5	39.3	8.7	32.3	56.1	58.3	49.1
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	86.5	74.2	82.5	56.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	91.3	69.2	95.6	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	60.0	57.4	60.2	59.9	61.1
28	Outpatient visit concentration index	48.0	52.7	48.0	42.3	44.4	50.7	47.3
29	Patient satisfaction concentration index	49.0	50.9	49.4	49.7	49.8	50.0	49.5
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	11.5	30.8	46.2	46.2	76.9
	Percent of Lower Benchmarks Achieved	69.2	88.5	84.6	88.5	92.3	88.5	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	51.0	61.0	65.8	63.9	78.7
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			23	23	23	23	23
	Number of Observations of Patient-Provider Interactions			230	221	218	230	230
	Number of Exit Interviews			225	220	218	230	230
	Number of Health Workers Interviewed			51	60	74	58	79
	Number of CHWs Interviewed			6	26	39	34	NA

**Domain A: Patients and Community**

- Scores for all indicators increased substantially between 2007 and 2008
- Patient perceptions of quality achieved upper benchmark in 2008 for the first time
- Written *Shura-e-sehie* activities met the upper benchmark in 2008, fourth year in row since 2005

**Domain B: Staff Results**

- This domain achieved the best overall performance in 2008 since the year 2004
- Health worker satisfaction index and salary payments currently achieved met the upper benchmark and achieved the highest score in 2008 in all five years
- More than 98% of health workers reported that their salary payments were up-to-date in 2008

**Domain C: Capacity for Service Provision**

- Overall performance in this domain achieved the highest improvement in 2008 in all the five years, out of 12 indicators 9 were in the green zone
- Lab functionality and clinical guidelines met the upper benchmark for fifth year in a row
- HMIS use continued to improve and achieved green status in 2008 from red in 2006 and yellow in 2007. It also registered the highest score since 2005.
- Patient record keeping improved to yellow zone in 2008 after falling to red zone in 2007
- The percentage of facilities with TB registers improved almost four times between 2004 and 2008, maintaining the upper benchmark three years in row

**Domain D: Service Provision**

- Indicators in this domain achieved the best ever performance in 2008
- Out of seven indicators, six reached the upper benchmark
- Patient counseling reached the upper benchmark for the first time in five years
- Average time spent with patients increased substantially in 2008 and achieved the upper benchmark for the first time in five years after failing to meet the lower benchmark in 2007
- Average new outpatients visits maintained upper benchmark position consecutively for the fourth year in a row and achieved 100% in 2008
- Facilities providing antenatal care and delivery care according to BPHS maintained their green zone status since 2006 with small decrease in scores of both indicators between 2007 and 2008

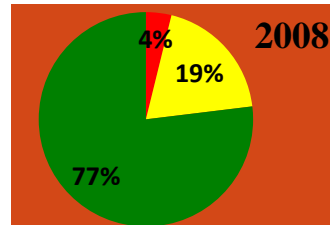
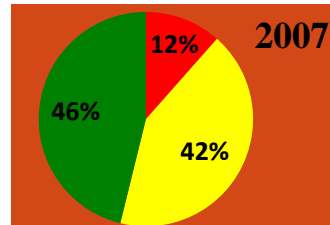
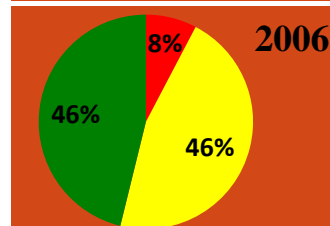
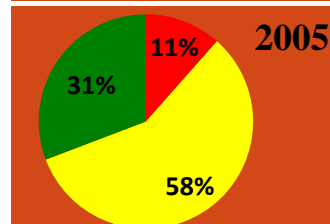
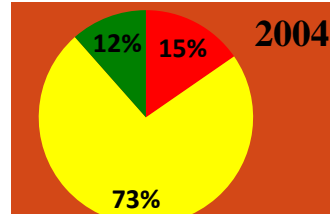
**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's recent policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Laghman province reported charging user fees to patients of any category.

**Domain F: Overall Vision**

- The percentage of females as new outpatients met the upper benchmark for the third year in a row
- After being in the yellow zone in 2007, the outpatient visit concentration index once again slipped to the red zone, third time since 2004, showing poor were less likely to utilize outpatient services than non-poor
- The poor and the non-poor reported approximately equal levels of satisfaction with the services they received across all five years

**Areas of Concern:** Overall patient satisfaction, Outpatient satisfaction concentration index



		Benchmarks		Logar				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	95.1	83.4	98.8	72.4	80.0
2	Patient Perception of Quality Index	66.2	83.9	83.9	67.3	87.3	68.8	66.5
3	Written Shura-e-sehie activities in community	18.1	66.5	51.5	40.5	67.5	88.0	94.3
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	77.6	68.9	75.5	64.9	71.0
5	Salary payments current	52.4	92.0	38.6	87.1	90.0	60.5	89.3
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	63.0	61.5	75.3	79.1	84.2
7	Drug Availability Index	53.3	81.8	71.4	84.7	80.8	81.0	90.0
8	Family Planning Availability Index	43.4	80.3	61.2	58.4	89.7	88.3	95.4
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	16.3	31.0	53.6	57.9	64.5
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	52.4	67.8	55.4	50.4	72.1
11	Provider Knowledge Score*	44.8	62.3	40.8	69.3	79.5	80.0	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	98.2
12	Staff received training in last year	30.1	56.3	31.3	60.2	86.7	37.8	79.2
13	HMIS Use Index	49.6	80.7	61.8	75.9	84.4	100.0	90.7
14	Clinical Guidelines Index	22.5	51.0	41.3	46.5	66.3	74.9	80.0
15	Infrastructure Index	49.3	63.2	57.6	45.1	56.2	61.4	71.0
16	Patient Record Index	56.1	92.5	56.1	79.7	72.2	66.7	66.3
17	Facilities having TB register	8.3	26.6	19.7	11.8	42.5	34.6	38.2
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	63.2	74.8	94.5	94.0	94.2
19	Patient Counseling Index	23.3	48.9	34.9	56.5	66.7	65.2	49.5
20	Proper sharps disposal	34.1	85.0	50.0	30.1	82.8	96.0	67.6
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	42.9	73.3	76.5	46.7	72.7
22	Time spent with patient (> 9 minutes)	3.5	31.2	7.9	12.7	29.4	37.3	89.3
23	BPHS facilities providing antenatal care	28.9	82.8	55.7	84.4	82.0	92.0	94.9
24	Delivery care according to BPHS	10.5	39.3	13.1	2.3	49.1	40.9	79.0
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	89.5	100.0	86.3	100.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	72.7	100.0	100.0	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	64.3	59.4	60.6	64.4	69.0
28	Outpatient visit concentration index	48.0	52.7	52.1	50.9	47.4	48.2	50.1
29	Patient satisfaction concentration index	49.0	50.9	49.5	49.5	50.1	49.8	50.1
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	15.4	26.9	61.5	50.0	69.2
	Percent of Lower Benchmarks Achieved	69.2	88.5	96.2	88.5	96.2	100.0	100.0
	<b>Mean scores across 26 indicators</b>	46.2	54.9	50.5	56.3	70.1	66.2	75.0
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			24	25	25	24	20
	Number of Observations of Patient-Provider Interactions			231	200	240	240	200
	Number of Exit Interviews			237	219	240	240	200
	Number of Health Workers Interviewed			62	57	61	66	79
	Number of CHWs Interviewed			0	25	45	73	NA

**Domain A: Patients and Community**

- Overall mid to high-level performance for this domain
- Patient satisfaction and patient perceptions of quality remained in the yellow zone for the second year in a row
- Written *Shura-e-sehie* activities improved every year from 2005 to 2008

**Domain B: Staff Results**

- Scores for both indicators improved between 2007 and 2008 but have not regained 2006 levels
- Health worker satisfaction regained its upper benchmark status after one year in the yellow zone
- The percentage of health workers reporting on-time salary payments improved from 60.5% in 2007 to 89.3% in 2008

**Domain C: Capacity for Service Provision**

- Overall performance in this domain improved substantially from 2007 to 2008 with 10 of 11 scores reaching the upper benchmark
- Drug availability, staffing, staff receiving training and facility infrastructure all moved from yellow scores to green scores in 2008
- The patient record index remains rather static, consistently scoring in the yellow zone for all five years
- Equipment functionality has improved steadily since 2005

**Domain D: Service Provision**

- Overall high performance in service provision, with six out of seven indicators meeting the upper benchmark
- High green zone scores for patient history and physical examination for the third year in a row
- Sharps disposal fell back into the yellow zone after attaining the upper benchmark for the first time in 2007
- Average new outpatient visits regained its green-zone status after falling into the yellow zone in 2007
- Time spent with patients and delivery care according to BPHS both increased considerably since 2004, rising from 7.9% to 89.3% and from 13.1% to 79% respectively
- The proportion of facilities providing antenatal care reached a five year high of 94.9% in 2008

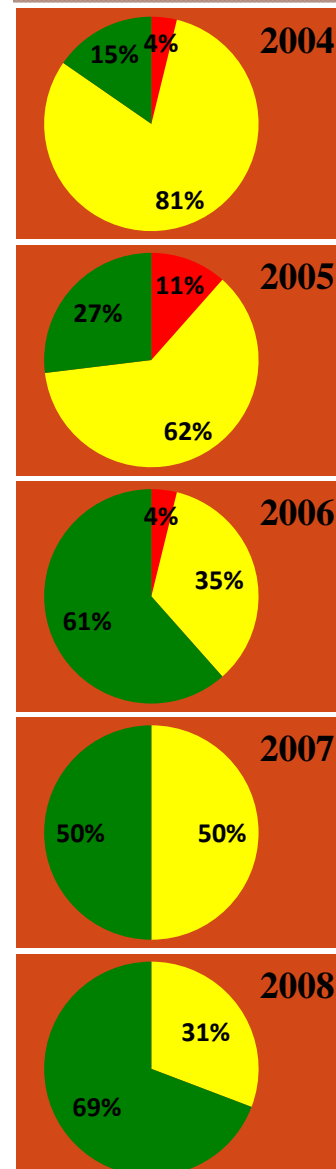
**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's recent discontinuation of user fees, none of the 20 facilities surveyed in Logar reported charging user fees

**Domain F: Overall Vision**

- The percentage of new outpatients who were female continued to grow steadily, reaching 69.0% in 2008, the highest score in five years
- The outpatient visit concentration index remained the yellow zone in 2008 with the poor and non-poor being equally likely to utilize outpatient services
- The poor and non-poor reported similar levels of satisfaction with the services they received for the fifth year in a row

**Areas of Concern:** Overall patient satisfaction, patient perceptions of quality, salary payments current, equipment functionality, and sharps disposal



		Benchmarks		Nangarhar				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	85.5	75.5	70.0	60.4	66.3
2	Patient Perception of Quality Index	66.2	83.9	76.0	73.8	67.5	64.1	75.2
3	Written Shura-e-sehie activities in community	18.1	66.5	46.9	15.7	36.4	80.0	95.8
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	64.1	62.3	64.5	68.1	66.2
5	Salary payments current	52.4	92.0	66.0	85.2	39.9	97.4	53.2
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	74.1	53.3	76.7	85.1	85.9
7	Drug Availability Index	53.3	81.8	65.3	68.4	55.1	76.8	76.5
8	Family Planning Availability Index	43.4	80.3	49.8	50.3	86.1	81.0	87.8
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	33.9	36.2	52.0	62.4	69.9
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	59.8	57.4	64.4	71.5	76.6
11	Provider Knowledge Score*	44.8	62.3	58.3	62.8	76.9	74.6	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	79.3
12	Staff received training in last year	30.1	56.3	42.0	53.5	56.4	74.8	55.9
13	HMIS Use Index	49.6	80.7	54.7	42.2	82.5	92.0	91.7
14	Clinical Guidelines Index	22.5	51.0	58.6	42.7	82.8	72.3	89.0
15	Infrastructure Index	49.3	63.2	53.2	44.9	48.6	53.5	51.1
16	Patient Record Index	56.1	92.5	59.5	57.3	65.9	66.0	70.2
17	Facilities having TB register	8.3	26.6	46.7	42.8	75.6	88.0	62.9
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	55.6	56.0	76.4	84.8	80.7
19	Patient Counseling Index	23.3	48.9	21.2	17.3	32.6	46.6	60.4
20	Proper sharps disposal	34.1	85.0	64.0	8.7	100.0	71.8	63.2
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	80.0	91.7	100.0	86.7	100.0
22	Time spent with patient (> 9 minutes)	3.5	31.2	22.5	3.8	6.9	27.4	13.0
23	BPHS facilities providing antenatal care	28.9	82.8	53.3	54.7	91.9	92.0	87.5
24	Delivery care according to BPHS	10.5	39.3	6.5	4.2	48.1	47.6	71.2
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	86.0	86.5	92.6	95.9	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	85.4	87.2	87.8	88.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	59.0	58.2	60.5	60.1	65.5
28	Outpatient visit concentration index	48.0	52.7	47.9	48.1	48.1	47.7	49.9
29	Patient satisfaction concentration index	49.0	50.9	49.3	49.3	49.7	49.8	49.0
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	19.2	15.4	46.2	57.7	46.2
	Percent of Lower Benchmarks Achieved	69.2	88.5	88.5	73.1	92.3	88.5	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	53.7	48.2	63.0	69.5	69.8
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			24	25	25	25	25
	Number of Observations of Patient-Provider Interactions			234	237	249	246	250
	Number of Exit Interviews			233	252	249	246	243
	Number of Health Workers Interviewed			55	61	67	84	94
	Number of CHWs Interviewed			3	35	33	89	NA

### Domain A: Patients and Community

- Overall performance for this domain was mixed
- Patient satisfaction, though increased in 2008 as compared to 2007, still remained below the lower benchmark as indicated by the red color
- Patient perceptions of quality improved over 11 percentage points between 2007 and 2008 and moved to the yellow level from the red
- Written *Shura-e-sehie* activities maintained the upper benchmark status in 2008, second year in row with ever highest score of over 95% since 2004

### Domain B: Staff Results

- Middle level of overall performance in this domain, both indicators slipped to the yellow level in 2008, losing their upper benchmark status in 2007
- Marginal decrease in the health worker satisfaction index since 2007
- Substantial decrease of over 44 percentage points score for health workers reporting on-time salary payments in 2008

### Domain C: Capacity for Service Provision

- Overall performance in this domain remained more or less similar between 2007 and 2008
- Lab functionality, staffing levels, and TB registers met the upper benchmark all five years
- Score for lab functionality doubled in 2008 as compared with 2004
- HMIS use, clinical guidelines and family planning availability maintained their upper benchmark in 2008, consecutively for three years
- Equipment functionality, drug availability, infrastructure and patient record keeping could not achieve upper benchmark in all five years
- Staff training slipped from upper to lower benchmark between 2007 to 2008, losing nearly 18 percentage points in one year
- Infrastructure index maintained yellow status in 2007 and 2008 after two consecutive years of red status in 2005 and 2006

### Domain D: Service Provision

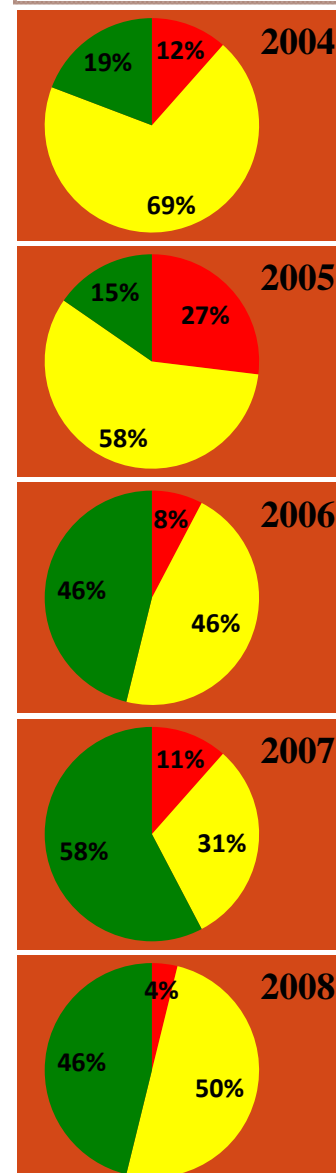
- Mid to high-level service provision performance
- Patient counseling met the upper benchmark for the first time in 2008
- Proper sharps disposal fell from a maximum score in 2006 to the yellow zone in 2007, maintaining its yellow status in 2008 but nearly 9 percentage points lower as compared to 2007
- Monthly outpatient visits remained in the green zone across all five years with the maximum score in 2007 and 2008
- Facilities providing antenatal care and delivery care remained in the green zone for the third year in a row, a substantial increase from the low level of performance in 2004 and 2005

### Domain E: Financial Systems

- In adherence to the Ministry of Public Health's policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Nangarhar province reported charging user fees to patients of any category.

### Domain F: Overall Vision

- Females comprised over 60% of new outpatients for the third year in a row
- The poor and non-poor were equally likely to utilize outpatient services
- The patient satisfaction concentration index shows that the non-poor and the poor reported similar levels of satisfaction with the services they received all five years



**Areas of Concern:** Overall patient satisfaction, salary payments current, staff satisfaction, and staff training



		Benchmarks		Nimroz				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	88.9	85.4	99.3	84.6	96.2
2	Patient Perception of Quality Index	66.2	83.9	79.2	85.2	96.0	81.5	85.1
3	Written Shura-e-sehie activities in community	18.1	66.5	0.0	0.0	43.3	76.0	84.4
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	64.9	58.3	61.5	72.6	77.4
5	Salary payments current	52.4	92.0	100.0	100.0	80.3	100.0	80.2
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	69.6	63.6	62.1	79.0	96.4
7	Drug Availability Index	53.3	81.8	68.6	79.5	98.7	96.1	93.9
8	Family Planning Availability Index	43.4	80.3	83.4	77.6	71.9	88.0	65.1
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	0.0	72.7	20.0	81.8	31.6
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	57.1	0.0	18.9	43.3	69.3
11	Provider Knowledge Score*	44.8	62.3	53.5	47.8	63.1	60.0	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	71.5
12	Staff received training in last year	30.1	56.3	15.4	56.4	43.6	82.2	80.8
13	HMIS Use Index	49.6	80.7	49.6	24.8	100.0	96.0	100.0
14	Clinical Guidelines Index	22.5	51.0	21.7	14.0	39.1	81.9	85.4
15	Infrastructure Index	49.3	63.2	33.7	39.0	61.9	59.1	56.2
16	Patient Record Index	56.1	92.5	59.3	32.2	69.2	66.2	68.3
17	Facilities having TB register	8.3	26.6	16.3	10.5	6.7	64.1	84.4
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	69.7	64.1	82.5	79.7	86.7
19	Patient Counseling Index	23.3	48.9	49.7	34.2	56.8	62.0	58.4
20	Proper sharps disposal	34.1	85.0	16.3	48.8	100.0	100.0	100.0
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	0.0	16.7	0.0	80.0	75.0
22	Time spent with patient (> 9 minutes)	3.5	31.2	72.6	3.3	23.5	57.2	66.8
23	BPHS facilities providing antenatal care	28.9	82.8	83.7	61.6	43.3	100.0	100.0
24	Delivery care according to BPHS	10.5	39.3	57.1	61.6	43.3	43.3	69.3
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	100.0	0.0	69.9	100.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	100.0	100.0	100.0	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	38.8	55.6	57.0	60.2	56.5
28	Outpatient visit concentration index	48.0	52.7	48.8	46.3	53.6	54.0	46.5
29	Patient satisfaction concentration index	49.0	50.9	50.0	49.5	47.0	49.4	48.2
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	26.9	19.2	30.8	69.2	73.1
	Percent of Lower Benchmarks Achieved	69.2	88.5	69.2	69.2	88.5	100.0	92.3
	<b>Mean scores across 26 indicators</b>	46.2	54.9	49.8	47.7	56.9	74.6	75.5
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			8	8	7	7	6
	Number of Observations of Patient-Provider Interactions			80	64	59	62	58
	Number of Exit Interviews			77	64	59	60	58
	Number of Health Workers Interviewed			23	13	15	23	24
	Number of CHWs Interviewed			2	8	8	23	NA

**Domain A: Patients and Community**

- Overall good performance for this domain
- All three indicators (patient satisfaction, patient perceptions of quality and written *shura-e-sehie* activities) showed improvement and achieved the upper benchmark in 2008

**Domain B: Staff Results**

- This domain showed mixed results between 2007 and 2008
- Health worker satisfaction remained in the green zone with a marginal improvement in the score
- 80.2% of the health workers, the lowest level in the last five years, reported that their salary payment was on time

**Domain C: Capacity for Service Provision**

- Consistent performance as compared to 2007
- Drug availability, clinical guidelines, facilities having a TB register, staff receiving training during last year maintained high green zone scores
- Staffing levels improved considerably and achieved the upper benchmark
- HMIS use achieved the maximum possible score of 100% and met the upper benchmark for the third year in a row, a large improvement over the 2005 red zone score
- Infrastructure and Patient record index failed to meet the upper benchmark in all five years.
- Laboratory functionality had a large decline to fell into the yellow zone from green in 2007

**Domain D: Service Provision**

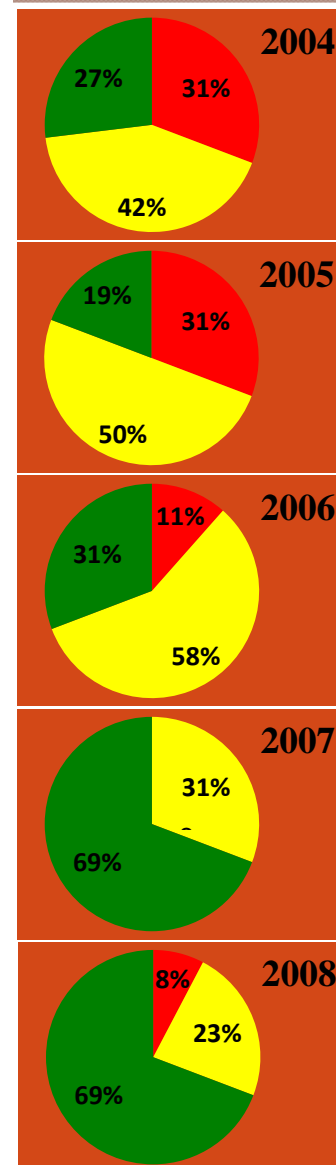
- Substantial improvement in service provision from previous years
- Patient history and physical examination improved substantially and achieved the upper benchmark for the first time in five years
- Average time spent with patients has steadily increased from the red zone in 2005 to maintain the upper benchmark in 2008
- Proper sharps disposal reached a maximum score for the third year in a row
- Patient load managed to remain in the green zone although performance declined slightly since 2007
- As in 2007, all facilities provided antenatal care in 2008
- Delivery care according to BPHS achieved upper benchmark for the fifth year in a row

**Domain E: Financial Systems**

- In adherence with the Ministry of Public Health's policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Nimroz province reported charging fees to patients

**Domain F: Overall Vision**

- After an excellent performance in 2007, females as a percent of new outpatients fell back into the yellow zone.
- In 2008, the non-poor are more likely to utilize outpatient services than the poor, placing this indicator in the red zone
- The patient satisfaction concentration index dropped back to the red zone in 2008 after being in the yellow zone in 2007



**Areas of Concern:** Family planning availability, laboratory functionality, infrastructure, patient record, number of outpatient visits by the poor.

		Benchmarks		Nuristan				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	96.9	89.8	87.9	69.3	73.5
2	Patient Perception of Quality Index	66.2	83.9	81.5	86.9	84.6	73.5	75.7
3	Written Shura-e-sehie activities in community	18.1	66.5	58.7	11.6	71.9	83.8	80.9
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	64.2	51.0	64.0	64.4	71.6
5	Salary payments current	52.4	92.0	54.8	53.3	0.0	34.4	100.0
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	62.9	33.2	68.5	78.8	66.8
7	Drug Availability Index	53.3	81.8	80.9	73.6	84.6	96.5	100.0
8	Family Planning Availability Index	43.4	80.3	36.9	10.2	76.1	93.9	92.8
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	16.8	19.3	66.7	59.1	63.6
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	17.5	0.0	90.6	91.9	100.0
11	Provider Knowledge Score*	44.8	62.3	67.0	68.8	50.3	82.6	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	74.2
12	Staff received training in last year	30.1	56.3	15.0	27.3	51.1	96.3	46.6
13	HMIS Use Index	49.6	80.7	70.2	4.9	26.4	75.6	84.9
14	Clinical Guidelines Index	22.5	51.0	38.1	10.2	52.0	63.2	61.6
15	Infrastructure Index	49.3	63.2	54.1	31.1	40.6	67.8	64.1
16	Patient Record Index	56.1	92.5	56.7	33.7	66.7	61.1	66.7
17	Facilities having TB register	8.3	26.6	9.1	11.6	90.6	83.8	100.0
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	87.4	67.5	88.4	82.0	74.1
19	Patient Counseling Index	23.3	48.9	55.9	31.2	48.5	32.4	38.5
20	Proper sharps disposal	34.1	85.0	53.0	5.8	11.5	16.2	42.6
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	33.3	100.0	71.4	62.5	85.7
22	Time spent with patient (> 9 minutes)	3.5	31.2	50.1	0.6	10.7	14.9	10.5
23	BPHS facilities providing antenatal care	28.9	82.8	4.9	0.0	81.3	83.8	100.0
24	Delivery care according to BPHS	10.5	39.3	0.0	0.0	37.4	48.5	83.5
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	100.0	12.6	N/A	NA	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	82.5	94.2	N/A	NA	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	41.5	48.4	42.8	42.8	46.1
28	Outpatient visit concentration index	48.0	52.7	46.1	63.2	54.4	51.8	55.3
29	Patient satisfaction concentration index	49.0	50.9	49.8	50.0	48.8	49.6	50.1
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	15.4	11.5	38.5	46.2	57.7
	Percent of Lower Benchmarks Achieved	69.2	88.5	76.9	46.2	76.9	88.5	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	47.6	35.2	58.4	64.5	70.6
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	N/A = Not Available							
	Number of Facilities			13	11	10	10	9
	Number of Observations of Patient-Provider Interactions			120	107	91	94	80
	Number of Exit Interviews			121	107	91	94	80
	Number of Health Workers Interviewed			28	16	29	29	25
	Number of CHWs Interviewed			6	11	0	17	NA

## NURISTAN

### Domain A: Patients and Community

- Overall mid to high-level performance in this domain in 2008
- Patient perceptions of quality remained in yellow zone in 2008 after two years of upper benchmark performance in 2005 and 2006
- Written *Shura-e-sehie* activities was in green zone, third year in a row

### Domain B: Staff Results

- Overall performance in this domain was the highest across five years
- Health worker satisfaction achieved over seven percentage points increase in 2008 and moved from yellow zone in 2007 to the green zone in 2008
- Salary payments reached to the maximum score in 2008 from the continuous red zone status in 2006 and 2007

### Domain C: Capacity for Service Provision

- This domain achieved the highest level of performance across five years
- Majority of the indicators achieved upper benchmark level in 2008
- Drug availability, staffing and facilities having TB register received the maximum scores in 2008 in five years
- Drug availability, lab functionality, staffing levels, clinical guidelines, and TB registers attained green zone scores in 2006, 2007 and 2008
- HMIS use improved considerably between 2006 to 2008, moving from the red to the yellow and finally reaching to the green zone in 2008
- Family planning and infrastructure maintained their upper benchmark level for the second year in a row between 2007 and 2008
- Staff training fell from the green to yellow level in 2008, registering a drop of almost 50 percentage points scores as compared to 2007

### Domain D: Service Provision

- Overall service provision performance was mid to high level in 2008
- Average new outpatient visits, and facilities providing antenatal care and delivery care achieved substantial increases in 2008 as compared to 2007 and also maintained their green zone status for second year in a row
- Proper sharps disposal, which was unable to meet the lower benchmark between 2005 to 2007, achieved substantial increase in score in 2008 and made it to the yellow zone
- Patient load, which had gradually declined within the green zone from a maximum score in 2005 to 62.5% of facilities in 2007, improved substantially to 85.7% facilities in 2008

### Domain E: Financial Systems

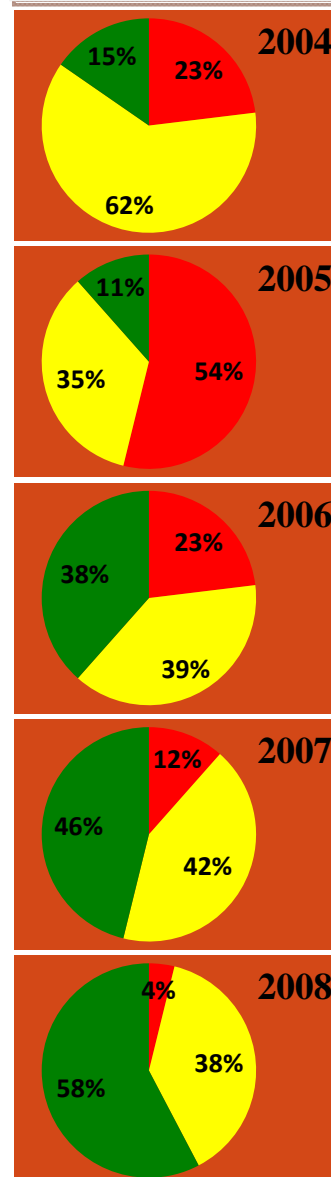
- None of the BPHS facilities in Nuristan were charging user fees since 2006.

### Domain F: Overall Vision

- Facilities saw considerably fewer female new outpatients than males for the third year in a row
- The poor were more likely to utilize outpatient services than the non-poor in 2008
- The poor and the non-poor reported similar levels of satisfaction with the services they received in 2008, a continuous improvement since 2006

**Areas of Concern:** Equipment functionality, staff training and patient history & physical examination, females as a percent of new outpatients

### % of indicators in three benchmark ranges



		Benchmarks		Paktika				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	67.6	71.7	86.4	66.3	60.1
2	Patient Perception of Quality Index	66.2	83.9	65.3	76.1	85.6	75.1	69.9
3	Written Shura-e-sehie activities in community	18.1	66.5	45.3	32.7	37.2	72.3	94.8
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	59.9	60.6	70.1	55.7	56.7
5	Salary payments current	52.4	92.0	100.0	63.5	100.0	87.7	63.1
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	43.7	40.7	66.6	66.9	78.8
7	Drug Availability Index	53.3	81.8	48.0	79.4	90.7	80.9	84.4
8	Family Planning Availability Index	43.4	80.3	74.8	23.0	62.5	77.0	100.0
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	19.3	35.0	28.3	76.0	49.6
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	0.0	29.3	6.1	20.0	44.0
11	Provider Knowledge Score*	44.8	62.3	59.7	70.1	66.7	54.3	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	76.6
12	Staff received training in last year	30.1	56.3	9.1	61.5	42.8	72.2	20.4
13	HMIS Use Index	49.6	80.7	70.0	30.6	22.6	58.8	77.6
14	Clinical Guidelines Index	22.5	51.0	22.6	25.8	42.5	50.6	70.3
15	Infrastructure Index	49.3	63.2	47.8	29.6	63.0	51.3	53.2
16	Patient Record Index	56.1	92.5	95.1	28.4	47.6	58.6	66.2
17	Facilities having TB register	8.3	26.6	13.1	35.8	28.9	56.1	74.0
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	62.9	70.8	50.0	68.7	77.5
19	Patient Counseling Index	23.3	48.9	28.4	45.7	24.6	43.7	52.4
20	Proper sharps disposal	34.1	85.0	100.0	38.4	29.7	51.7	94.8
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	0.0	40.0	33.3	27.3	58.3
22	Time spent with patient (> 9 minutes)	3.5	31.2	4.1	1.7	1.3	3.2	1.1
23	BPHS facilities providing antenatal care	28.9	82.8	28.1	26.7	26.9	59.7	94.8
24	Delivery care according to BPHS	10.5	39.3	15.0	5.9	15.6	12.0	34.6
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	80.3	57.3	14.1	61.9	100.0
26	Facilities with exemptions for poor patients*	64.4	100.0	64.4	58.0	23.7	100.0	100.0
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	59.6	45.8	46.8	52.9	51.4
28	Outpatient visit concentration index	48.0	52.7	40.6	53.2	50.9	45.1	51.3
29	Patient satisfaction concentration index	49.0	50.9	49.4	49.2	49.8	49.2	49.3
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	11.5	15.4	19.2	15.4	38.5
	Percent of Lower Benchmarks Achieved	69.2	88.5	65.4	65.4	73.1	84.6	88.5
	<b>Mean scores across 26 indicators</b>	46.2	54.9	45.0	42.3	46.5	55.3	62.6
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			16	15	16	19	18
	Number of Observations of Patient-Provider Interactions			160	136	160	149	166
	Number of Exit Interviews			159	138	160	149	166
	Number of Health Workers Interviewed			18	21	35	43	70
	Number of CHWs Interviewed			0	16	12	18	NA

### Domain A: Patients and Community

- Overall performance for this domain was mixed
- Patient satisfaction fell into the red zone in 2007 and continued to be in the same zone in 2008 with a lower score
- Patient perceptions of quality fell into the yellow zone in 2007 and continued to be in the same zone in 2008 with a lower score
- Written *Shura-e-sehie* activities maintained its upper benchmark in 2008 scoring the highest percentage points across five years

### Domain B: Staff Results

- Both indicators achieved mid level performance in 2008
- Health worker satisfaction saw marginal increases as compared to 2007 score and reached the yellow zone in 2008
- Salary payments current decreased substantially in 2008 as compared with 2007 scores, although maintained its yellow zone status of 2007

### Domain C: Capacity for Service Provision

- Overall performance in this domain has improved substantially since 2004
- Equipment functionality and infrastructure met the lower benchmark three years in a row following red zone scores in 2004 and 2005
- Family planning availability achieved the maximum score in 2008 and for the first time achieved the upper benchmark
- Staffing levels increased 24 percentage points from 2007 to 2008, but remained in yellow zone
- A big decrease of over 50 percentage points in the staff training between 2007 to 2008, taking it down from green zone to red zone
- HMIS and patient record met the lower benchmark in 2007 and 2008 following red zone scores in 2005 and 2006
- Availability of TB registers met the upper benchmark for the fourth year in a row, with nearly three fourths of facilities maintaining TB registers in 2008

### Domain D: Service Provision

- Substantial improvements in service provision between 2004 and 2008
- Four indicators out of seven achieved upper benchmark in 2008, while none of them achieved the same between 2005 to 2007
- Patient counseling, new outpatient visit and facilities providing antenatal care achieved upper benchmark for the first time since 2004
- Proper sharps disposal score for 2008 reached near to the maximum score of 2004
- Time spent with patients failed to meet the lower benchmark for the fourth year in a row

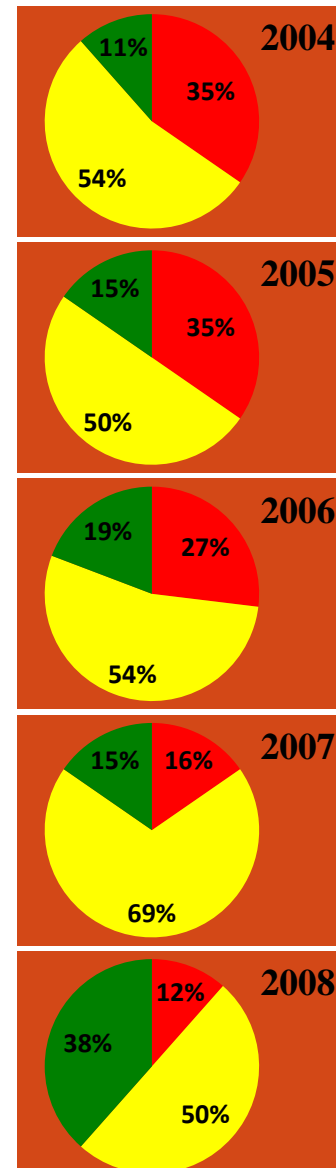
### Domain E: Financial Systems

- Three out of the 18 facilities in Paktika reported charging fees at the time of the survey
- All the three facilities had user fee guidelines present, and had exemptions for poor patients

### Domain F: Overall Vision

- The percentage of female new outpatients decreased by 1.5 percentage points between 2007 and 2008, but met the lower benchmark
- The poor were marginally more likely to utilize outpatient services than the non-poor in 2008
- The poor and the non-poor reported similar levels of satisfaction with the services they received across all five years

**Areas of Concern:** Overall patient satisfaction, patient perceptions of quality, salary payments and staff training





		Benchmarks		Paktiya				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	80.9	70.8	78.1	80.5	73.6
2	Patient Perception of Quality Index	66.2	83.9	75.4	68.4	80.3	83.6	84.5
3	Written Shura-e-sehie activities in community	18.1	66.5	63.9	62.1	75.2	84.0	85.6
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	52.5	53.8	63.8	63.9	65.4
5	Salary payments current	52.4	92.0	92.0	97.6	94.1	78.6	73.1
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	70.5	72.9	87.0	88.3	81.4
7	Drug Availability Index	53.3	81.8	76.5	91.3	92.2	78.0	64.8
8	Family Planning Availability Index	43.4	80.3	66.1	60.0	79.9	88.8	94.0
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	23.2	46.2	32.9	64.3	72.1
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	14.8	39.5	67.5	43.9	56.9
11	Provider Knowledge Score*	44.8	62.3	44.8	74.8	60.5	61.3	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	76.5
12	Staff received training in last year	30.1	56.3	36.6	74.0	71.5	58.0	30.3
13	HMIS Use Index	49.6	80.7	67.2	45.3	79.0	84.0	91.7
14	Clinical Guidelines Index	22.5	51.0	34.8	45.4	68.1	77.1	69.4
15	Infrastructure Index	49.3	63.2	50.6	31.8	61.3	56.9	52.5
16	Patient Record Index	56.1	92.5	67.3	82.4	90.9	87.9	96.8
17	Facilities having TB register	8.3	26.6	19.2	24.2	30.8	60.1	76.0
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	52.9	69.7	96.0	92.6	78.4
19	Patient Counseling Index	23.3	48.9	17.4	33.6	42.2	54.8	38.5
20	Proper sharps disposal	34.1	85.0	19.0	0.0	78.5	17.7	82.1
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	20.0	0.0	35.7	20.0	30.8
22	Time spent with patient (> 9 minutes)	3.5	31.2	14.1	18.2	3.0	2.9	0.7
23	BPHS facilities providing antenatal care	28.9	82.8	62.0	54.8	75.2	92.0	85.6
24	Delivery care according to BPHS	10.5	39.3	41.9	28.8	39.3	57.0	51.7
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	86.9	100.0	100.0	91.4	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	82.5	80.4	90.6	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	51.8	51.7	56.5	54.5	57.0
28	Outpatient visit concentration index	48.0	52.7	52.0	50.2	48.3	47.3	50.3
29	Patient satisfaction concentration index	49.0	50.9	51.9	49.8	49.4	49.8	49.2
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	11.5	15.4	38.5	42.3	42.3
	Percent of Lower Benchmarks Achieved	69.2	88.5	84.6	80.8	96.2	88.5	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	49.0	50.9	64.5	64.1	65.1
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			16	21	24	24	21
	Number of Observations of Patient-Provider Interactions			161	206	236	235	201
	Number of Exit Interviews			151	202	236	235	201
	Number of Health Workers Interviewed			49	42	67	76	78
	Number of CHWs Interviewed			2	25	49	66	NA

**Domain A: Patients and Community**

- Overall mid to high level performance for all indicators in 2008
- Patient satisfaction fell nearly 7 percentage points in 2008 from 2007
- Patient perceptions of quality reached to the upper benchmark for the first time in 2008
- Written *Shura-e-sehie* activities increased within the green zone for the third consecutive year since 2006

**Domain B: Staff Results**

- This domain demonstrated mid-level performance in 2008
- Health worker satisfaction met the lower benchmark for the third year in a row
- Salary payments current could not regain its lost green zone status of pre 2007 years, decreased further in 2008, but maintained the yellow status

**Domain C: Capacity for Service Provision**

- Overall performance in this domain improved between 2007 and 2008, with seven of the indicators meeting the upper benchmark in 2008
- Drug availability and infrastructure index met with decreased scores in 2008 as compared with 2007, but maintained their yellow zone
- Family planning availability and HMIS use met the upper benchmark for the first time in 2007 and maintained their position in 2008 with higher scores
- Lab functionality maintained green zone status four years in a row
- TB registers doubled from 2006 to 2007 and substantially increased in 2008, maintained the green zone status for the third year in a row
- Patient record achieved upper benchmark in 2008, first time in five years

**Domain D: Service Provision**

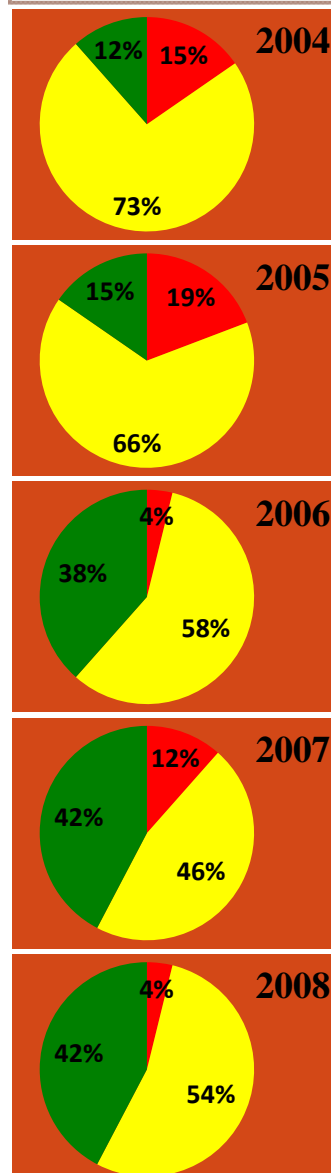
- Overall performance was mixed for this domain with four indicators in the yellow zone, two in the green and one in the red zone
- Patient history and physical examination and patient counseling, which had high green zone scores in 2007, fell down to the yellow zone with substantial decreases in scores in 2008
- Proper sharps disposal registered over 65 percentage points increase in 2008, after falling back into the red zone in 2007
- Time spent with patients failed to reach the lower benchmark for the third year in a row registering the lowest score in five years
- Provision of antenatal care maintained its green zone status in 2008, although scored lower score as compared to 2007
- Delivery care achieved the upper benchmark third year in a row since 2006

**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Paktiya province reported charging user fees to patients of any category

**Domain F: Overall Vision**

- Slightly more than half of new outpatients were female for the fifth year in a row
- The poor were almost equally likely in comparison to the non-poor to utilize outpatient services in 2008
- The poor and the non-poor reported similar levels of satisfaction with the services they received between 2005 and 2008, a decline from the 2004 green zone score



**Areas of Concern:** Patient satisfaction, Salary payments current, drug availability, staff training and time spent with patients.

		Benchmarks		Panjsher				
		Lower	Upper	2004	2005	2006	2007	2008
<b>A. Patients &amp; Community</b>								
1	Overall Patient Satisfaction	66.4	90.9	N/A	92.5	94.4	84.4	83.6
2	Patient Perception of Quality Index	66.2	83.9	81.1	82.9	80.5	77.6	81.3
3	Written Shura-e-sehie activities in community	18.1	66.5	9.9	58.1	91.8	100.0	100.0
<b>B. Staff</b>								
4	Health Worker Satisfaction Index	56.1	67.9	60.0	62.5	68.1	77.8	75.7
5	Salary payments current	52.4	92.0	64.1	100.0	100.0	85.3	98.0
<b>C. Capacity for Service Provision</b>								
6	Equipment Functionality Index	61.3	90.0	62.5	72.1	85.4	92.9	94.8
7	Drug Availability Index	53.3	81.8	74.4	76.4	81.0	93.5	98.3
8	Family Planning Availability Index	43.4	80.3	39.0	35.7	71.9	93.9	94.9
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	32.1	48.5	48.5	51.5	57.6
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	0.0	62.8	65.5	56.6	50.2
11	Provider Knowledge Score*	44.8	62.3	70.9	75.2	84.5	82.9	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	74.8
12	Staff received training in last year	30.1	56.3	14.9	84.7	71.8	64.1	100.0
13	HMIS Use Index	49.6	80.7	77.7	100.0	100.0	96.1	93.5
14	Clinical Guidelines Index	22.5	51.0	27.1	46.5	76.2	88.4	80.8
15	Infrastructure Index	49.3	63.2	57.8	66.7	62.1	60.0	63.4
16	Patient Record Index	56.1	92.5	92.5	97.0	67.8	79.9	67.7
17	Facilities having TB register	8.3	26.6	0.0	12.4	34.5	35.3	33.0
<b>D. Service Provision</b>								
18	Patient History and Physical Exam Index	55.1	83.5	86.3	83.7	85.8	96.7	89.4
19	Patient Counseling Index	23.3	48.9	86.1	44.3	45.3	67.7	48.0
20	Proper sharps disposal	34.1	85.0	70.9	64.8	100.0	67.7	74.9
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	77.8	63.6	37.5	37.5	50.0
22	Time spent with patient (> 9 minutes)	3.5	31.2	32.6	28.7	7.1	67.2	52.4
23	BPHS facilities providing antenatal care	28.9	82.8	72.6	47.6	75.4	83.8	66.5
24	Delivery care according to BPHS	10.5	39.3	25.4	11.4	40.9	83.8	55.5
<b>E. Financial Systems</b>								
25	Facilities with user fee guidelines*	80.3	100.0	N/A	N/A	100.0	100.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	N/A	N/A	100.0	100.0	N/A
<b>F. Overall Vision</b>								
27	Females as % of new outpatients	46.5	59.7	54.7	53.5	55.4	60.3	56.5
28	Outpatient visit concentration index	48.0	52.7	53.0	49.7	51.2	53.7	50.9
29	Patient satisfaction concentration index	49.0	50.9	50.0	49.2	49.9	50.0	49.2
* Indicators not included in composite scores								
<b>Revised Composite Scores</b>								
Percent of Upper Benchmarks Achieved		7.7	26.9	28.0	38.5	50.0	69.2	57.7
Percent of Lower Benchmarks Achieved		69.2	88.5	80.0	96.2	100.0	100.0	100.0
<b>Mean scores across 26 indicators</b>		46.2	54.9	52.1	61.4	67.2	73.3	71.8
<b>KEY</b>								
Score Above Upper Benchmark		GREEN						
Score Between Lower & Upper Benchmark		YELLOW						
Score Below Lower Benchmark		RED						
N/A = Not Available								
Number of Facilities				14	14	11	11	11
Number of Observations of Patient-Provider Interactions				138	122	107	110	97
Number of Exit Interviews				128	122	107	110	97
Number of Health Workers Interviewed				34	28	35	37	38
Number of CHWs Interviewed				3	14	30	42	NA

**Domain A: Patients and Community**

- Overall mid to high performance for this domain
- Patient satisfaction and patient perceptions of quality remained in the yellow zone in 2008
- Written *Shura-e-sehie* activities were at 100% for the second year, rising from a score of 9.9% in 2004

**Domain B: Staff Results**

- Overall this domain showed high performance in 2008 with both indicators reaching the upper benchmark
- Health worker satisfaction remained stable, and firmly in the green zone
- Salary payments current rose from 2007, with 98.0% of staff reporting on-time payments in 2008

**Domain C: Capacity for Service Provision**

- This domain showed a high level performance in 2008, with 10 of the 11 indicators in the green zone for the second year in a row
- Equipment functionality, drug availability and family planning availability retained their high scores in 2008, after attaining the upper benchmark for the first time in 2007
- The staffing index declined this year, falling into the yellow zone after attaining the upper benchmark the three previous years
- Lab functionality maintained high level performance across all five years
- Infrastructure improved this year, reaching the upper benchmark for the first time in three years
- Patient records declined this year, and remains in the yellow zone

**Domain D: Service Provision**

- Overall worse performance in service provision this year, with only three out of seven indicators in the green zone, compared to five green scores in 2007
- Patient counseling and facilities providing antenatal care both fell into the yellow zone in 2008 after achieving the upper benchmark in 2007
- Proper sharps disposal improved slightly from last year, but is still well below the 100% attained in 2006
- Average new outpatients remains in the yellow zone, but increased considerably this year
- Time spent with patients remained steady this year, with a score well above the benchmark

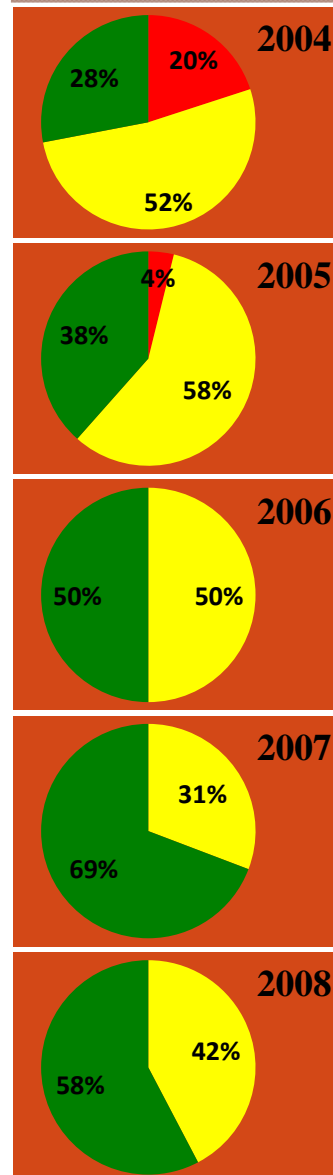
**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's current discontinuation of user fees, none of the 11 facilities surveyed in Panjsher reporting charging fees for services

**Domain F: Overall Vision**

- After achieving the upper benchmark in 2007 for the percentage of female new outpatients, the indicator fell back into the yellow zone in 2008 with 56.5% of new outpatients being female
- The poor were nearly equally likely to utilize outpatient services as the non-poor, with the outpatient visit concentration index falling back into the yellow zone in 2008
- The poor and the non-poor reported approximately equal levels of satisfaction with the services they received across all five years

**Areas of Concern:** Overall patient satisfaction, staffing, patient records, patient counseling, provision of antenatal care, and females as the percent of new outpatients



		Benchmarks		Parwan				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	91.6	87.1	97.9	84.0	70.6
2	Patient Perception of Quality Index	66.2	83.9	83.3	79.2	84.0	79.3	69.1
3	Written Shura-e-sehie activities in community	18.1	66.5	27.3	63.9	91.9	100.0	100.0
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	60.6	69.6	79.7	89.8	70.8
5	Salary payments current	52.4	92.0	59.5	98.3	100.0	98.7	81.3
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	50.9	54.5	86.6	84.1	96.7
7	Drug Availability Index	53.3	81.8	68.8	79.7	95.4	92.2	100.0
8	Family Planning Availability Index	43.4	80.3	39.0	63.3	94.0	91.6	100.0
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	20.8	19.3	59.3	39.8	45.5
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	52.1	62.8	67.8	70.9	67.0
11	Provider Knowledge Score*	44.8	62.3	51.7	79.1	86.0	84.4	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	82.8
12	Staff received training in last year	30.1	56.3	51.6	82.5	71.8	82.4	76.8
13	HMIS Use Index	49.6	80.7	46.3	71.0	95.1	80.5	90.4
14	Clinical Guidelines Index	22.5	51.0	35.1	42.3	91.1	89.9	91.6
15	Infrastructure Index	49.3	63.2	51.8	39.5	76.6	51.9	61.8
16	Patient Record Index	56.1	92.5	59.8	64.5	67.3	63.1	67.6
17	Facilities having TB register	8.3	26.6	14.4	25.0	47.0	48.1	45.6
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	76.1	71.1	84.8	80.4	88.8
19	Patient Counseling Index	23.3	48.9	59.2	38.7	47.3	45.5	55.6
20	Proper sharps disposal	34.1	85.0	16.1	44.5	95.9	77.1	75.4
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	6.7	58.8	86.7	100.0	87.5
22	Time spent with patient (> 9 minutes)	3.5	31.2	22.9	21.6	16.4	19.6	32.5
23	BPHS facilities providing antenatal care	28.9	82.8	48.5	65.8	95.9	100.0	92.1
24	Delivery care according to BPHS	10.5	39.3	27.2	22.2	40.2	67.3	66.4
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	100.0	66.7	53.3	100.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	62.9	100.0	53.3	85.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	54.2	58.0	60.3	61.5	60.2
28	Outpatient visit concentration index	48.0	52.7	50.6	52.0	51.9	48.9	47.6
29	Patient satisfaction concentration index	49.0	50.9	53.1	49.3	50.1	50.3	49.9
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	11.5	19.2	76.9	53.8	69.2
	Percent of Lower Benchmarks Achieved	69.2	88.5	84.6	92.3	100.0	100.0	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	47.2	57.1	74.4	72.9	72.7
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	N/A = Not Available							
	Number of Facilities			27	25	25	25	25
	Number of Observations of Patient-Provider Interactions			222	219	245	214	233
	Number of Exit Interviews			232	237	245	214	233
	Number of Health Workers Interviewed			58	52	85	94	89
	Number of CHWs Interviewed			8	26	31	40	NA

**Domain A: Patients and Community**

- Overall mid-level performance
- Patient satisfaction and patient perceptions of quality declined this year, but both remained in the yellow zone
- Written *Shura-e-sehie* activities reach the highest possible score for the second year in a row

**Domain B: Staff Results**

- Overall mid-level performance in this domain since 2005
- Health worker satisfaction declined this year for the first time since 2004, by nearly 20 points, but remained above the upper benchmark
- Salary payments current fell into the yellow zone at 81.3% after three consecutive years in green zone

**Domain C: Capacity for Service Provision**

- This domain performed very well in 2008 with 10 out of 11 indicators reaching the upper benchmark
- The equipment functionality index reached the upper benchmark for the first time in 2008, a vast improvement from a red-zone score of 50.9% in 2004
- Drug availability and family planning availability both received the highest possible score this year
- Staffing levels, and staff training met the upper benchmark for the fourth year in a row
- Clinical guidelines and facilities having a TB register met the upper benchmark from 2006-2008
- HMIS use regained its green-zone status after falling below the upper benchmark in 2007
- Patient record keeping reflected mid-level performance all five years but remained well below the upper benchmark

**Domain D: Service Provision**

- Overall high-level performance for this domain, with several improvements over last year
- Patient history and physical examination, as well as patient counseling both rose into the green zone
- Though average new outpatients, facilities providing antenatal care and delivery care all fell slightly in 2008 compared to 2007, all three indicators remained well above the upper benchmark
- Time spent with patients reached the upper benchmark for the first time in 2008
- In 2008, 66.4% of facilities provided delivery care according to BPHS which is a serious improvement from 27.2% of facilities in 2004

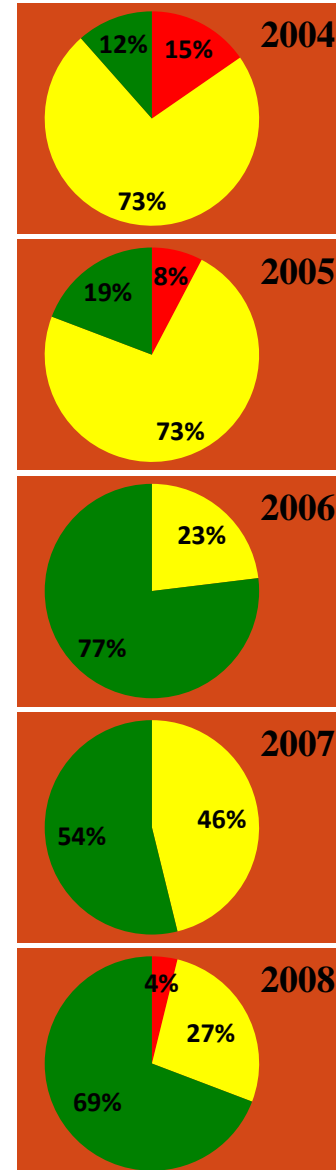
**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's policy discontinuing user fees for BPHS facilities, none of the 25 facilities surveyed in Parwan reported charging fees for services

**Domain F: Overall Vision**

- Females accounted for 60.2% of new outpatients in 2008, keeping this indicator in the green zone for the third year in a row
- Poor patients were slightly less likely to utilize outpatient services than the non-poor in 2008, falling into the red zone for the first time
- The poor and the non-poor reported similar levels of satisfaction with the services they received from 2005 to 2008

**Areas of Concern:** Overall patient satisfaction, patient perception of quality, current salary payments, patient records, infrastructure, and proper sharps disposal.





		Benchmarks		Samangan				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	87.2	94.1	68.7	80.9	93.8
2	Patient Perception of Quality Index	66.2	83.9	74.9	79.4	67.5	83.1	90.2
3	Written Shura-e-sehie activities in community	18.1	66.5	18.1	36.8	71.4	82.5	100.0
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	69.1	68.6	68.3	75.5	68.3
5	Salary payments current	52.4	92.0	57.2	97.7	100.0	100.0	100.0
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	74.4	73.2	80.7	93.7	80.9
7	Drug Availability Index	53.3	81.8	74.4	95.1	89.3	97.4	100.0
8	Family Planning Availability Index	43.4	80.3	95.1	80.7	91.3	97.7	100.0
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	5.6	48.4	50.2	40.5	76.1
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	26.2	63.5	70.9	40.6	62.3
11	Provider Knowledge Score*	44.8	62.3	49.4	61.6	71.2	76.9	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	80.1
12	Staff received training in last year	30.1	56.3	57.1	68.7	81.1	74.5	78.1
13	HMIS Use Index	49.6	80.7	69.4	40.9	92.2	93.2	98.3
14	Clinical Guidelines Index	22.5	51.0	64.4	42.6	65.7	96.7	85.0
15	Infrastructure Index	49.3	63.2	65.0	26.8	33.0	36.9	28.4
16	Patient Record Index	56.1	92.5	57.2	58.8	60.8	78.5	93.4
17	Facilities having TB register	8.3	26.6	0.0	27.6	26.0	49.3	74.0
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	67.2	86.6	81.3	89.0	99.2
19	Patient Counseling Index	23.3	48.9	29.6	45.4	30.0	48.6	96.4
20	Proper sharps disposal	34.1	85.0	62.2	27.9	100.0	100.0	100.0
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	0.0	0.0	84.6	69.2	75.0
22	Time spent with patient (> 9 minutes)	3.5	31.2	38.7	18.9	19.7	29.4	82.4
23	BPHS facilities providing antenatal care	28.9	82.8	55.7	100.0	100.0	100.0	100.0
24	Delivery care according to BPHS	10.5	39.3	28.5	65.4	67.8	63.6	75.4
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	72.4	12.8	100.0	100.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	100.0	93.1	100.0	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	45.5	58.5	57.7	56.6	60.0
28	Outpatient visit concentration index	48.0	52.7	57.0	57.5	51.3	52.7	52.2
29	Patient satisfaction concentration index	49.0	50.9	48.5	49.9	48.9	49.1	50.1
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	26.9	50.0	53.8	65.4	84.6
	Percent of Lower Benchmarks Achieved	69.2	88.5	84.6	84.6	92.3	96.2	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	51.1	58.2	67.6	72.3	81.5
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	N/A = Not Available							
	Number of Facilities			7	18	20	20	18
	Number of Observations of Patient-Provider Interactions			68	163	189	200	177
	Number of Exit Interviews			70	163	189	200	177
	Number of Health Workers Interviewed			26	51	48	67	64
	Number of CHWs Interviewed			0	24	36	52	NA

## SAMANGAN

### Domain A: Patients and Community

- Substantial improvement in the domain between 2007 and 2008
- Patient perception of quality entered the green zone for the first time in five years.
- Patient satisfaction and written *shura-e-sehie* activities also met the upper benchmark

### Domain B: Staff Results

- Both indicators in this domain demonstrated high performance
- Health worker satisfaction met the upper benchmark all five years
- All health workers reported on-time salary payments for the third year in a row

### Domain C: Capacity for Service Provision

- Overall high performance in this domain with eleven out of twelve indicators meeting the upper benchmark.
- Drug availability and family planning availability achieved the maximum possible scores of 100%
- Staffing index and patient record index showed substantial improvements to regain the green zone.
- Equipment functionality index showed decline to drop back to the yellow zone.
- Infrastructure index failed to meet the lower benchmark for the fourth year in a row

### Domain D: Service Provision

- High level of performance in the domain in 2008 with all seven indicators achieving the upper benchmark.
- Patient counseling index achieved the upper benchmark for the first time in five years.
- Proper sharps disposal and BPHS facilities providing antenatal care achieved the maximum possible score of 100% for the third and fourth time in a row respectively
- Outpatient visits per month remained in the green zone in consecutively for the third year
- Delivery care according to BPHS maintained its green zone status over the past four years

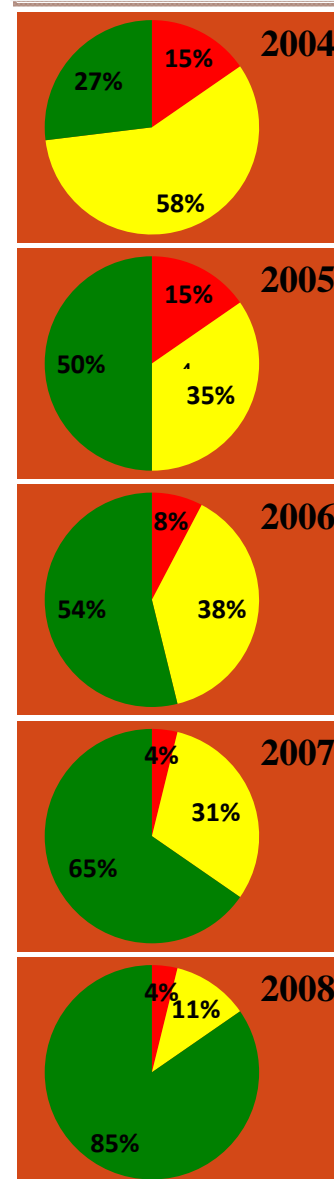
### Domain E: Financial Systems

- In adherence to the Ministry of Public Health's policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Samangan province reported charging fees to patients

### Domain F: Overall Vision

- Females as a percent of new outpatients achieved the upper benchmark for the first time in five years as more than half of new outpatients were females for the fourth year in a row in 2008
- The outpatient visit concentration index dropped back to the yellow zone in 2008
- The poor and the non-poor reported similar levels of satisfaction with the services they received, a slight improvement from the previous years

### % of indicators in three benchmark ranges



**Areas of Concern:** Equipment functionality, Infrastructure

		Benchmarks		Saripul				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	77.4	91.8	86.4	77.0	93.5
2	Patient Perception of Quality Index	66.2	83.9	62.3	76.4	87.4	79.5	87.9
3	Written Shura-e-sehie activities in community	18.1	66.5	30.1	65.4	67.5	95.7	91.1
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	51.2	68.6	71.9	70.3	70.3
5	Salary payments current	52.4	92.0	80.4	76.0	31.2	58.7	98.7
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	62.3	88.3	81.6	90.4	92.9
7	Drug Availability Index	53.3	81.8	58.1	98.4	76.6	90.7	95.0
8	Family Planning Availability Index	43.4	80.3	37.9	87.4	79.9	96.8	92.7
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	18.8	47.3	62.7	57.0	73.5
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	31.1	60.3	67.7	54.9	61.7
11	Provider Knowledge Score*	44.8	62.3	53.5	66.6	63.9	66.5	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	88.9
12	Staff received training in last year	30.1	56.3	38.5	72.9	53.4	51.2	70.3
13	HMIS Use Index	49.6	80.7	53.8	75.1	72.1	87.4	92.8
14	Clinical Guidelines Index	22.5	51.0	33.4	53.7	41.0	84.5	87.2
15	Infrastructure Index	49.3	63.2	51.3	23.6	35.2	29.2	37.2
16	Patient Record Index	56.1	92.5	91.0	81.3	87.2	75.8	82.3
17	Facilities having TB register	8.3	26.6	18.6	17.3	29.7	40.1	37.7
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	73.8	70.0	86.9	84.9	91.2
19	Patient Counseling Index	23.3	48.9	46.9	25.2	44.2	53.9	47.4
20	Proper sharps disposal	34.1	85.0	45.4	77.7	32.2	95.7	100.0
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	0.0	16.7	71.4	61.5	93.3
22	Time spent with patient (> 9 minutes)	3.5	31.2	18.5	6.6	8.6	11.9	6.4
23	BPHS facilities providing antenatal care	28.9	82.8	76.5	82.0	91.3	83.1	91.7
24	Delivery care according to BPHS	10.5	39.3	26.2	42.8	55.7	50.2	80.2
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	100.0	86.7	74.5	100.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	100.0	100.0	95.3	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	59.7	57.7	60.1	58.3	66.2
28	Outpatient visit concentration index	48.0	52.7	52.8	56.5	56.2	54.4	52.9
29	Patient satisfaction concentration index	49.0	50.9	51.5	50.1	49.6	49.5	49.6
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	11.5	38.5	46.2	65.4	80.8
	Percent of Lower Benchmarks Achieved	69.2	88.5	84.6	96.2	88.5	96.2	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	48.0	60.4	61.1	67.0	74.8
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			15	23	25	24	24
	Number of Observations of Patient-Provider Interactions			143	204	230	235	227
	Number of Exit Interviews			128	203	230	235	227
	Number of Health Workers Interviewed			34	57	64	69	86
	Number of CHWs Interviewed			15	34	38	76	NA

**Domain A: Patients and Community**

- Overall high-level performance for this domain
- Patient satisfaction and patient perceptions of quality increased substantially to regain the green zone.
- Written *shura-e-sehie* activities registered a slight decline but remained in the green zone

**Domain B: Staff Results**

- Overall high performance in this domain
- Health worker satisfaction met the upper benchmark for the fourth year in a row
- Salary payments current improved substantially in 2008 to achieve the upper benchmark for the first time in last five years.

**Domain C: Capacity for Service Provision**

- High level of performance in this domain with 11 out of 12 indicators meeting the upper benchmark
- Staff received training improved substantially to regain the green zone
- Equipment functionality and HMIS use which attained green zone scores for the first time in 2007, improved the scores further in 2008
- Lab functionality and staffing levels showed high level performance four years in a row as indicated by their green status
- Infrastructure remained in the red zone for the fourth year in a row
- Patient record improved slightly and achieved the lower benchmark in all five years but in none of the years it entered into the green zone

**Domain D: Service Provision**

- Overall fair performance in service provision with five out of seven indicators meeting the upper benchmark in 2008
- Delivery care according to BPHS improved further and met the upper benchmark for the fourth year in a row
- Proper sharps disposal improved substantially in 2008, to achieve the maximum possible score of 100%
- Patient history and physical examination and provision of antenatal care and average new outpatient visit per month achieved the upper benchmark for the third year in a row
- Patient counseling dropped back to yellow zone in 2008

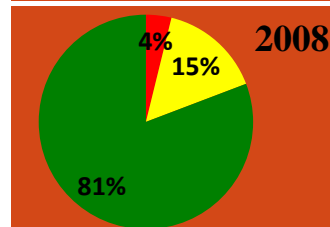
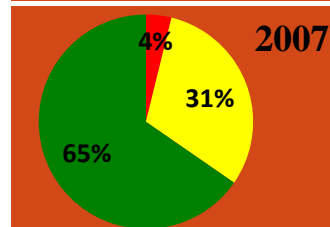
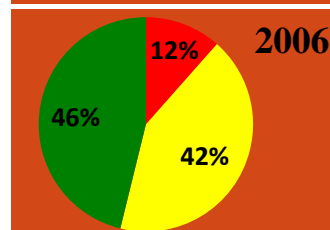
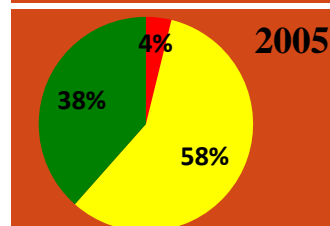
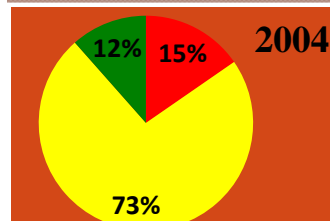
**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's policy discontinuing user fees at BPHS facilities, none of the surveyed facilities in Saripul province reported charging fees to patients

**Domain F: Overall Vision**

- The percentage of female new outpatients increased substantially to go over the 50 percent mark and achieved the upper benchmark
- The poor were more likely to utilize outpatient services than the non-poor for the fifth year in a row
- The patient satisfaction concentration index remained in the yellow zone for fourth in a row

**Areas of Concern:** Infrastructure, Patient counseling, Time spent with patients



		Benchmarks		Takhar				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	90.2	93.0	81.2	76.7	79.8
2	Patient Perception of Quality Index	66.2	83.9	72.5	78.7	74.7	70.5	85.0
3	Written Shura-e-sehie activities in community	18.1	66.5	67.8	64.4	92.4	100.0	100.0
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	58.9	62.2	70.4	72.4	61.0
5	Salary payments current	52.4	92.0	94.5	98.2	96.1	71.5	100.0
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	70.6	73.4	88.1	91.5	94.7
7	Drug Availability Index	53.3	81.8	70.2	65.2	88.0	82.2	81.1
8	Family Planning Availability Index	43.4	80.3	74.4	82.8	86.6	98.0	98.9
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	22.4	41.6	36.1	57.3	67.9
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	39.2	27.3	45.8	74.6	80.4
11	Provider Knowledge Score*	44.8	62.3	55.4	66.0	69.3	64.4	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	82.9
12	Staff received training in last year	30.1	56.3	46.5	72.0	45.8	48.2	45.6
13	HMIS Use Index	49.6	80.7	73.0	62.5	69.7	100.0	100.0
14	Clinical Guidelines Index	22.5	51.0	33.7	61.6	77.1	89.7	96.5
15	Infrastructure Index	49.3	63.2	39.3	35.3	33.2	49.8	56.3
16	Patient Record Index	56.1	92.5	57.7	72.5	75.8	71.0	66.8
17	Facilities having TB register	8.3	26.6	26.6	21.7	38.9	79.4	50.2
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	76.0	79.8	75.1	93.0	83.0
19	Patient Counseling Index	23.3	48.9	27.5	44.5	41.9	62.0	48.1
20	Proper sharps disposal	34.1	85.0	82.5	62.6	64.8	96.0	95.8
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	7.7	20.0	18.8	40.0	40.0
22	Time spent with patient (> 9 minutes)	3.5	31.2	12.3	5.9	24.0	35.5	17.2
23	BPHS facilities providing antenatal care	28.9	82.8	83.9	91.2	84.7	100.0	100.0
24	Delivery care according to BPHS	10.5	39.3	24.4	20.6	30.1	75.4	91.5
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	100.0	100.0	100.0	100.0	N/A
26	Facilities with exemptions for poor patients*	64.4	100.0	68.9	91.7	92.4	100.0	N/A
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	58.4	60.1	62.2	63.1	68.5
28	Outpatient visit concentration index	48.0	52.7	54.2	52.0	51.3	50.0	52.5
29	Patient satisfaction concentration index	49.0	50.9	50.2	50.3	49.9	49.7	49.8
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	19.2	30.8	38.5	65.4	53.8
	Percent of Lower Benchmarks Achieved	69.2	88.5	96.2	96.2	96.2	100.0	100.0
	<b>Mean scores across 26 indicators</b>	46.2	54.9	54.4	57.7	61.6	73.0	73.5
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			25	25	25	25	25
	Number of Observations of Patient-Provider Interactions			203	246	237	245	250
	Number of Exit Interviews			207	256	237	245	250
	Number of Health Workers Interviewed			57	55	59	80	97
	Number of CHWs Interviewed			3	36	79	77	NA

**Domain A: Patients and Community**

- Scores reflect overall mid to high performance for this domain
- Patient perceptions of quality increased to 85.0%, surpassing the upper benchmark for the first time
- All facilities had written *Shura-e-sehie* activities in 2008, the second straight year
- Overall patient satisfaction increased from 2007 to 2008, but was still below the upper benchmark

**Domain B: Staff Results**

- Health worker satisfaction fell to 61.0% in 2008, below the upper benchmark, after having achieved it the two years prior
- Salary payments current increased to 100%, following a dip below the upper benchmark in 2007

**Domain C: Capacity for Service Provision**

- Performance in this domain was moderate in 2008, with 6 of 11 indicators improving, one declining sharply, and the rest remaining constant or declining only slightly from 2007
- Equipment functionality, staffing levels, family planning, laboratory functionality, clinical guidelines indices, all improved from 2007 to 2008, remaining above the upper benchmark
- HMIS use attained a maximum score in 2008 for the second year in a row
- The percent of facilities having a TB register fell sharply—nearly 30 points—in 2008, though still remained above the upper benchmark
- The patient record index failed to surpass the upper benchmark in 2008, and dipped for the third year straight

**Domain D: Service Provision**

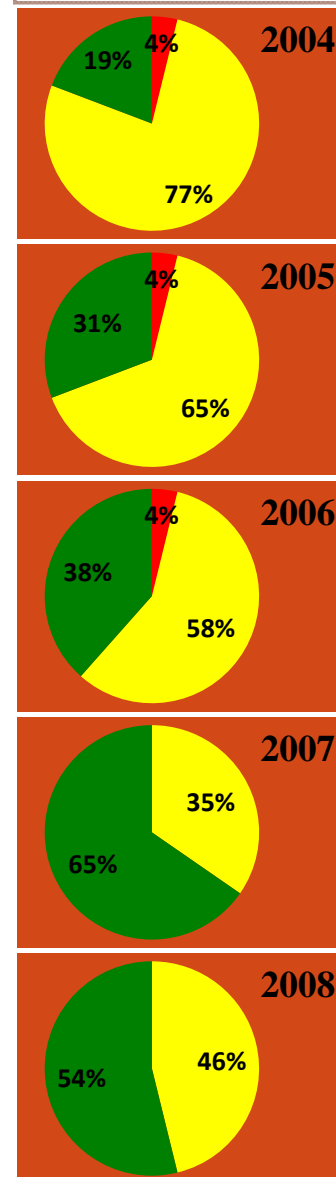
- Takhar saw decreased performance in this domain this year, with four of seven indicators decreasing in value in 2008 from 2007
- The patient history and physical exam and patient counseling indices, as well as time spent with patients each dropped from 2007 to 2008, each falling below the upper benchmark, which had been achieved the previous year
- Average new outpatients per month were stagnant between 2007 and 2008, failing to reach the upper benchmark for the fifth straight year
- All facilities provided antenatal care in 2008 for the second year in a row
- In 2008, 91.5% of facilities met BPHS requirements for delivery care, an increase of more than 15 points from last year

**Domain E: Financial Systems**

- In adherence to the Ministry of Public Health's policy to discontinue user fees at all BPHS-providing health facilities, none of the surveyed facilities in Takhar reported charging fees to patients

**Domain F: Overall Vision**

- Indicators for this domain remained relatively constant from 2007 to 2008
- Females continued to account for a higher proportion of new outpatients with each year, reaching 68.5% in 2008
- Both the outpatient visit concentration index and patient satisfaction index increased marginally from 2007 to 2008, but failed to reach the upper benchmark. The former was slightly pro-non-poor, while the later was slightly pro-poor



**Areas of Concern:** Health worker satisfaction, facility infrastructure, patient record keeping, patient exam, patient counseling, average new outpatient visits, time spent with patients, and facilities having a TB register



		Benchmarks		Wardak				
		Lower	Upper	2004	2005	2006	2007	2008
	<b>A. Patients &amp; Community</b>							
1	Overall Patient Satisfaction	66.4	90.9	83.5	88.7	84.8	73.2	67.4
2	Patient Perception of Quality Index	66.2	83.9	74.7	82.6	80.2	76.7	71.2
3	Written Shura-e-sehie activities in community	18.1	66.5	49.1	87.5	100.0	91.3	93.8
	<b>B. Staff</b>							
4	Health Worker Satisfaction Index	56.1	67.9	63.6	76.7	67.5	66.3	62.0
5	Salary payments current	52.4	92.0	76.7	55.6	65.1	15.7	36.1
	<b>C. Capacity for Service Provision</b>							
6	Equipment Functionality Index	61.3	90.0	67.4	83.9	88.4	85.7	88.4
7	Drug Availability Index	53.3	81.8	88.6	99.0	94.7	79.0	86.3
8	Family Planning Availability Index	43.4	80.3	56.8	94.4	91.0	93.4	93.2
9	Laboratory Functionality Index (Hospitals & CHCs)	5.6	31.7	24.6	71.0	71.1	68.5	57.2
10	Staffing Index -- Meeting minimum staff guidelines	10.1	54.0	60.3	68.0	72.5	68.9	60.7
11	Provider Knowledge Score*	44.8	62.3	51.9	65.7	70.9	71.0	N/A
11a	Revised Provider Knowledge Score	71.5	86.0	N/A	N/A	N/A	N/A	78.7
12	Staff received training in last year	30.1	56.3	57.7	76.7	76.3	54.8	79.5
13	HMIS Use Index	49.6	80.7	87.4	95.6	91.1	95.9	89.0
14	Clinical Guidelines Index	22.5	51.0	35.9	75.9	91.7	87.8	91.6
15	Infrastructure Index	49.3	63.2	55.8	56.3	59.5	59.1	54.1
16	Patient Record Index	56.1	92.5	65.6	40.3	69.7	77.5	78.4
17	Facilities having TB register	8.3	26.6	17.8	50.9	44.8	60.1	92.2
	<b>D. Service Provision</b>							
18	Patient History and Physical Exam Index	55.1	83.5	66.1	84.8	86.0	81.4	77.5
19	Patient Counseling Index	23.3	48.9	29.2	53.8	33.2	34.7	27.7
20	Proper sharps disposal	34.1	85.0	28.5	72.6	91.9	100.0	71.5
21	Average new outpatient visit per month (BHC > 750 visits)	6.7	57.1	33.3	57.1	60.0	62.5	81.3
22	Time spent with patient (> 9 minutes)	3.5	31.2	3.5	10.4	5.0	8.8	13.6
23	BPHS facilities providing antenatal care	28.9	82.8	47.6	75.6	87.8	96.3	96.1
24	Delivery care according to BPHS	10.5	39.3	19.7	35.2	54.9	69.4	67.8
	<b>E. Financial Systems</b>							
25	Facilities with user fee guidelines*	80.3	100.0	53.9	100.0	100.0	100.0	100.0
26	Facilities with exemptions for poor patients*	64.4	100.0	28.8	87.3	100.0	97.5	100.0
	<b>F. Overall Vision</b>							
27	Females as % of new outpatients	46.5	59.7	53.5	53.4	56.0	55.6	56.3
28	Outpatient visit concentration index	48.0	52.7	51.5	56.5	53.4	48.6	50.1
29	Patient satisfaction concentration index	49.0	50.9	50.2	50.3	50.7	50.0	50.1
	* Indicators not included in composite scores							
	<b>Revised Composite Scores</b>							
	Percent of Upper Benchmarks Achieved	7.7	26.9	15.4	53.8	57.7	42.3	46.2
	Percent of Lower Benchmarks Achieved	69.2	88.5	96.2	96.2	100.0	96.2	96.2
	<b>Mean scores across 26 indicators</b>	46.2	54.9	51.9	67.4	70.3	67.7	69.0
	<b>KEY</b>							
	Score Above Upper Benchmark	GREEN						
	Score Between Lower & Upper Benchmark	YELLOW						
	Score Below Lower Benchmark	RED						
	<b>N/A = Not Available</b>							
	Number of Facilities			26	25	25	27	25
	Number of Observations of Patient-Provider Interactions			226	208	246	259	246
	Number of Exit Interviews			222	207	246	259	246
	Number of Health Workers Interviewed			70	57	79	85	96
	Number of CHWs Interviewed			5	28	38	11	NA

**Domain A: Patients and Community**

- Scores for two indicators in this domain decreased, while one increased between 2007 and 2008
- Patient satisfaction and patient perceptions of quality continued to decrease within the yellow zone between 2005 and 2008
- Written *Shura-e-sehie* activities dropped from the maximum score in 2006 to 2007 but marginally improved in 2008 within the green zone

**Domain B: Staff Results**

- Overall performance in this domain was low to mid level in 2008
- Health worker satisfaction scored the lowest score in 2008 across five years and remained in the yellow zone below the 2005 green zone score
- In 2008, 36.1% of health workers reported that their salary payments were current, although more than double since 2007 but remained in red zone

**Domain C: Capacity for Service Provision**

- Overall performance in this domain in 2008 regained similar scores compared to 2006 after slightly declining in 2007
- Drug availability and staff training, which failed to meet the upper benchmark for the first time in 2007, regained them in 2008
- Family planning availability, lab functionality, provider knowledge, clinical guidelines, and TB registers met the upper benchmark for the fourth year in a row in 2008
- Staffing levels, staff training and HMIS use showed upper benchmark performance between 2004 to 2008, all five years
- Equipment functionality and infrastructure showed mid level performance in all five years since 2004

**Domain D: Service Provision**

- Overall performance in 2008 for service provision slightly decreased as compared with previous years, but maintained mid to high-level
- Patient history and physical examination remained in the yellow zone a second year in a row, and could not regain green zone status of 2005 and 2006
- Proper sharps disposal failed to maintain the maximum score of 2007, fell to yellow in 2008
- Number of new outpatient visits maintained the upper benchmark for the fourth year in a row
- Time spent with patients remained in the yellow zone since 2004, but scored highest in 2008
- In 2008, 96.1% of BPHS health facilities provided antenatal care and 67.8% met BPHS requirements for delivery care, and maintained their upper benchmark performance third year in a row

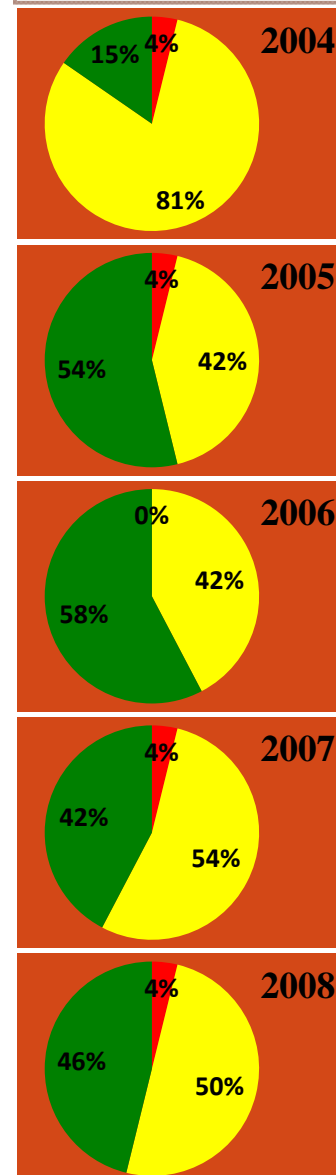
**Domain E: Financial Systems**

- One of the 25 facilities in Wardak reported charging fees at the time of the survey
- The facility had user fee guideline present, and had exemption for poor patients

**Domain F: Overall Vision**

- In 2008, 56.3% of new outpatients were female, and this indicator has been above 50.0% in all five years
- The poor were equally likely in comparison to the non-poor to utilize outpatient services in 2008
- The poor and the non-poor reported equal levels of satisfaction with the services they received across all five years

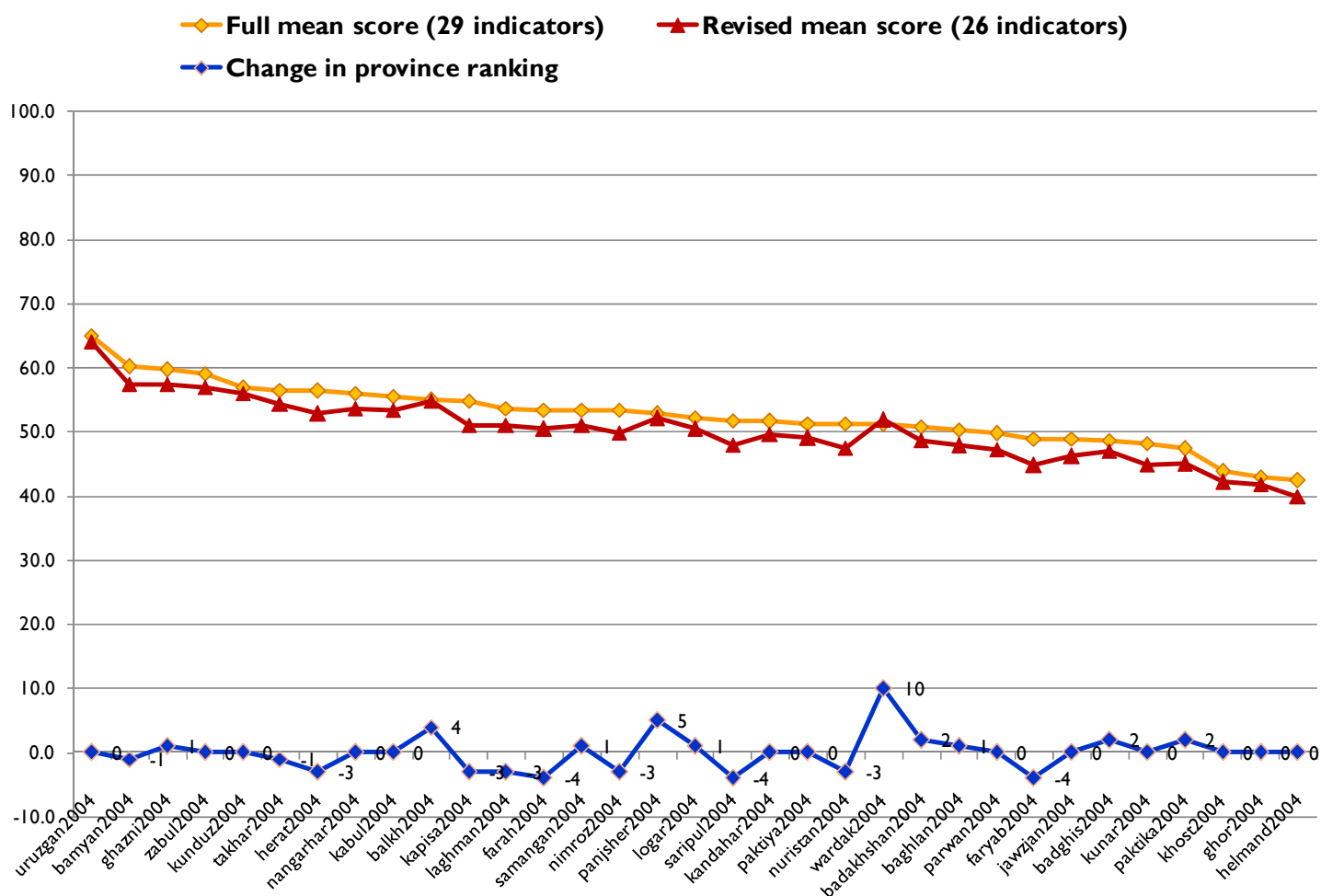
**Areas of Concern:** Overall patient satisfaction, health worker satisfaction, salary payments current, proper sharps disposal and patient counseling.



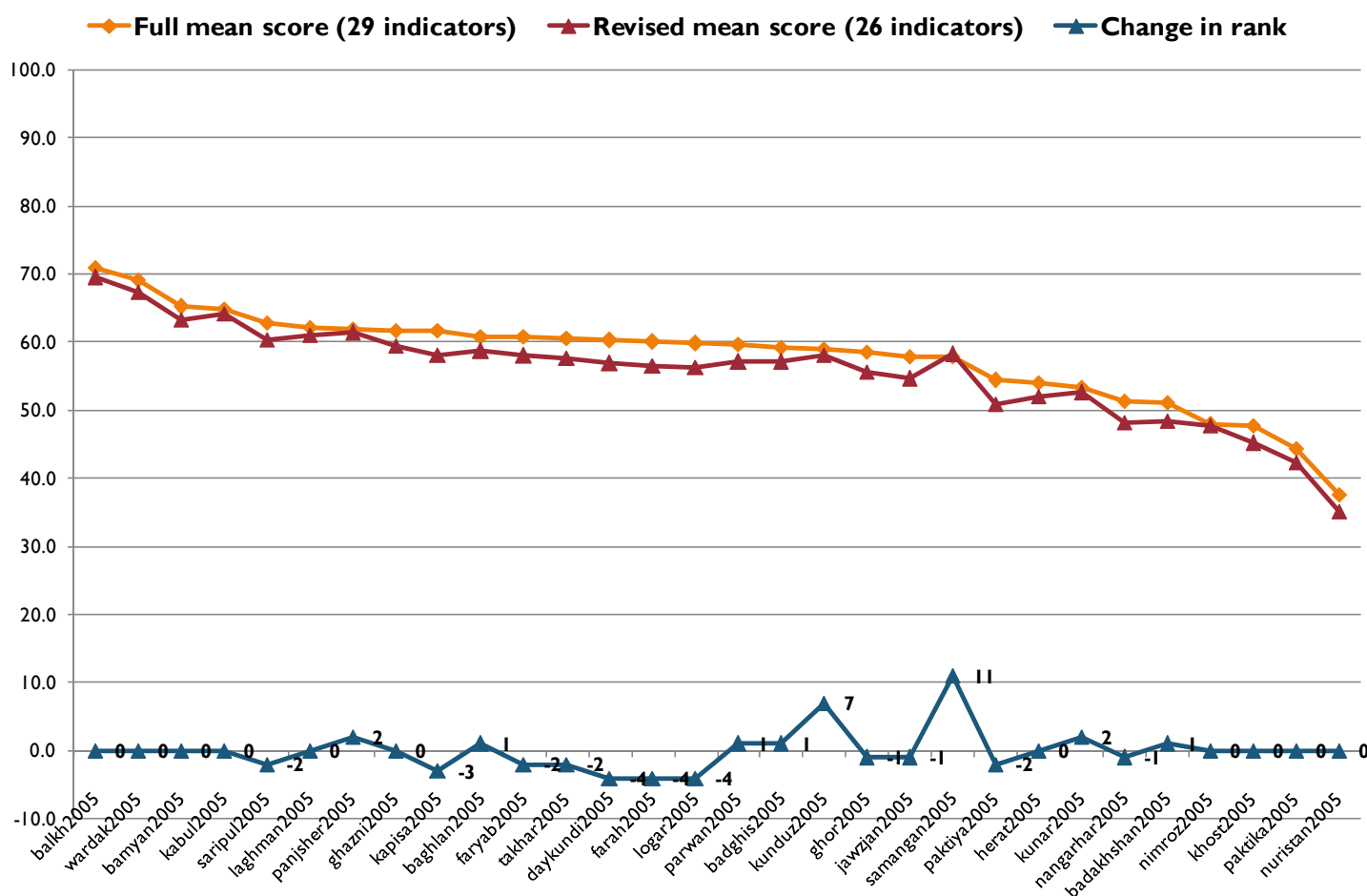


# Sensitivity Analysis of Composite Scores

## Change in 2004 Mean Scores and Provincial Rankings: 29 vs. 26 indicators

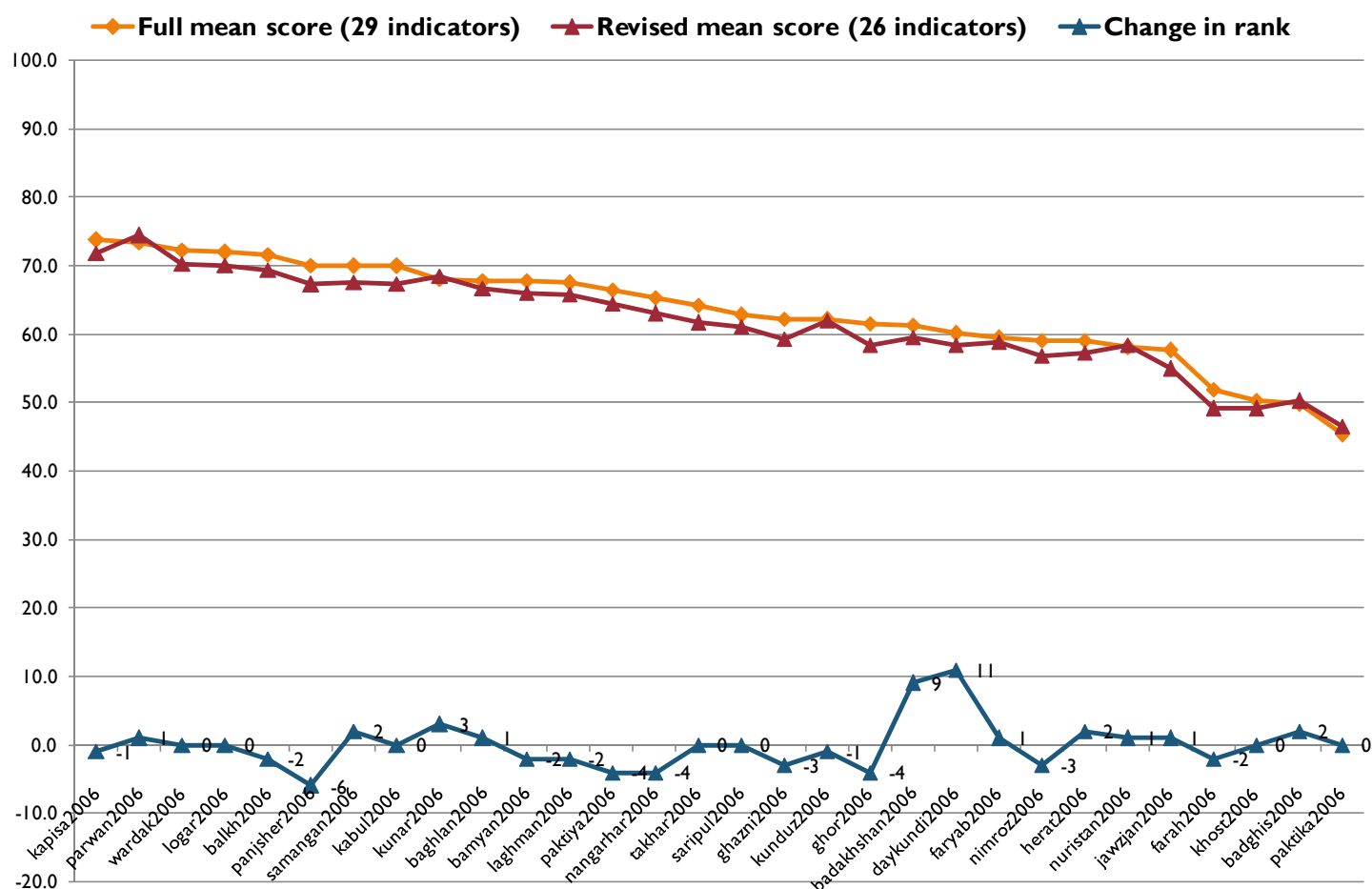


## Change in 2005 Mean Scores and Provincial Rankings: 29 vs. 26 indicators

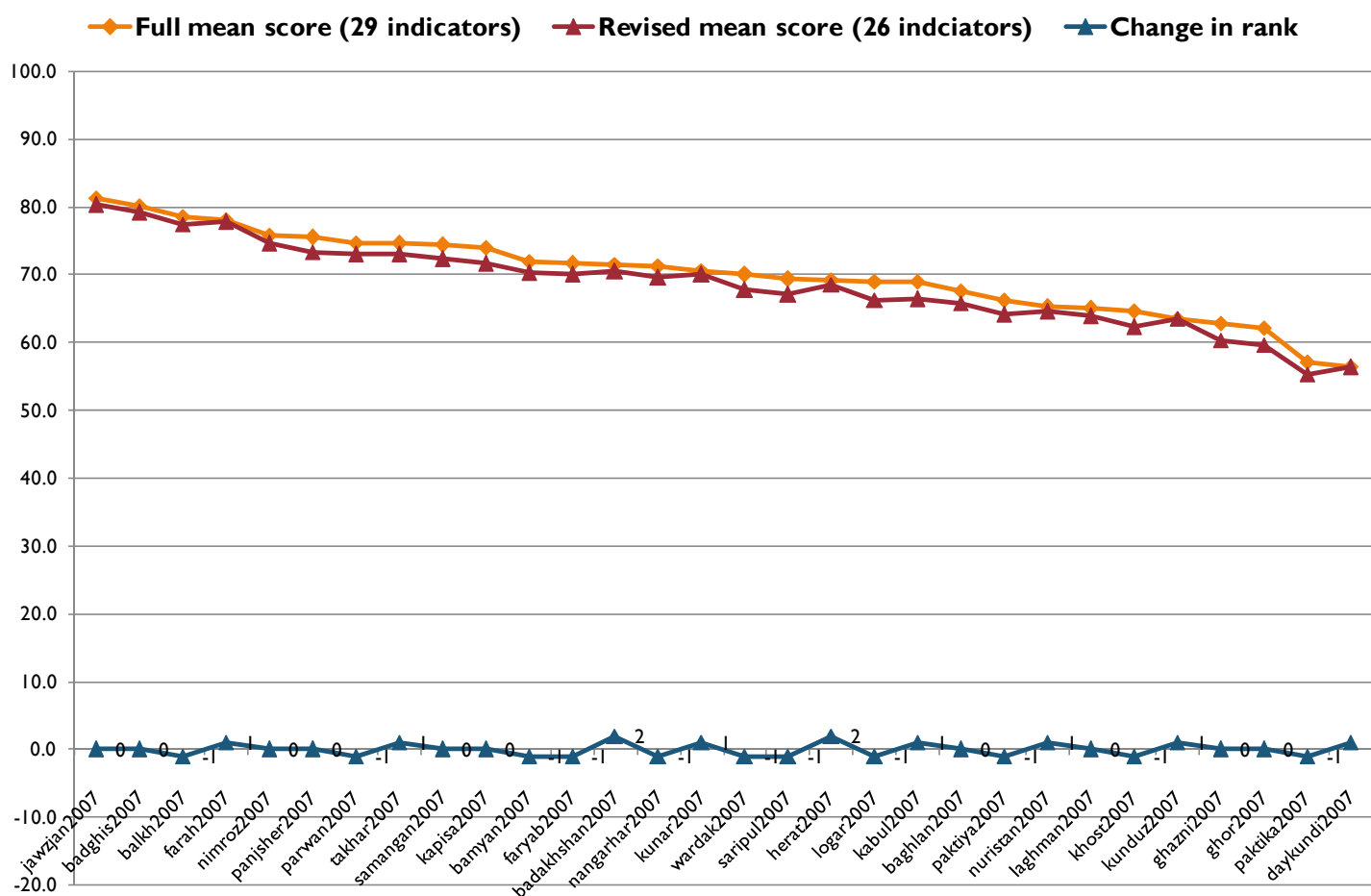




## Change in 2006 Mean Scores and Provincial Rankings: 29 vs. 26 indicators



## Change in 2007 Mean Scores and Provincial Rankings: 29 vs. 26 indicators



Sample size in each province in each round of NHSPA

Provinces	Number of Facilities					Number of Observations of Patient-Provider					Number of Exit Interviews					Number of Health Workers Interviewed					Number of CHWs Interviewed				
	2004	2005	2006	2007	2008	2004	2005	2006	2007	2008	2004	2005	2006	2007	2008	2004	2005	2006	2007	2008	2004	2005	2006	2007	2008
Badakhshan	24	25	24	25	25	216	247	212	232	246	204	248	212	232	246	74	46	69	75	94	10	30	49	45	NA
Badghis	20	22	24	13	22	193	203	203	129	209	183	201	203	129	209	50	40	56	39	73	16	30	17	44	NA
Baghlan	24	25	25	28	25	207	249	249	272	249	205	250	249	272	247	65	66	57	84	97	10	28	42	100	NA
Balkh	27	25	25	27	25	245	249	248	263	243	240	250	248	263	243	85	82	81	106	98	5	42	44	105	NA
Bamyan	24	25	25	25	25	224	232	244	244	219	229	233	244	244	219	72	53	75	72	76	8	31	56	84	NA
Daykundi	NA	11	12	11	18	NA	109	117	98	174	NA	109	117	100	172	NA	30	34	37	58	NA	9	27	11	NA
Farah	11	9	7	9	NA	98	76	61	77	NA	100	66	61	77	NA	37	20	23	34	NA	11	9	2	27	NA
Faryab	21	25	25	25	25	205	212	229	227	250	200	217	229	227	250	66	68	67	79	93	14	33	33	82	NA
Ghazni	20	25	25	25	25	194	234	236	241	239	198	234	236	241	232	23	60	60	72	85	6	31	32	57	NA
Ghor	17	19	19	21	25	157	184	177	189	240	142	180	177	189	240	27	34	36	44	82	5	25	11	14	NA
Helmand	24	NA	NA	NA	NA	192	NA	NA	NA	NA	175	NA	NA	NA	NA	58	NA	NA	NA	NA	0	NA	NA	NA	NA
Herat	25	25	25	25	25	242	234	218	240	245	245	219	218	240	245	87	65	71	81	98	20	33	28	68	NA
Jawzjan	21	25	25	22	22	206	231	212	215	219	207	233	212	215	218	50	62	64	71	75	1	31	24	79	NA
Kabul	25	25	25	28	25	228	245	242	272	231	224	249	242	272	231	67	55	80	98	88	0	28	43	49	NA
Kandahar	23	NA	NA	NA	NA	216	NA	NA	NA	NA	194	NA	NA	NA	NA	61	NA	NA	NA	NA	1	NA	NA	NA	NA
Kapisa	21	25	23	22	16	177	230	219	204	159	166	224	219	204	159	31	54	71	62	64	0	25	20	27	NA
Khost	14	14	12	16	17	140	126	120	160	152	138	126	120	160	152	34	28	26	45	60	5	15	5	35	NA
Kunar	14	24	24	24	23	130	250	228	238	230	127	240	228	238	230	33	63	65	65	76	0	24	54	27	NA
Kunduz	16	25	25	25	25	154	241	250	250	250	155	222	250	250	249	41	66	70	68	97	0	25	0	4	NA
Laghman	23	23	23	23	23	230	221	218	230	230	225	220	218	230	230	51	60	74	58	79	6	26	39	34	NA
Logar	24	25	25	24	20	231	200	240	240	200	237	219	240	240	200	62	57	61	66	79	0	25	45	73	NA
Nangarhar	24	25	25	25	25	234	237	249	246	250	233	252	249	246	243	55	61	67	84	94	3	35	33	89	NA
Nimroz	8	8	7	7	6	80	64	59	62	58	77	64	59	60	58	23	13	15	23	24	2	8	8	23	NA
Nuristan	13	11	10	10	9	120	107	91	94	80	121	107	91	94	80	28	16	29	29	25	6	11	0	17	NA
Paktika	16	15	16	19	18	160	136	160	149	166	159	138	160	149	166	18	21	35	43	70	0	16	12	18	NA
Paktiya	16	21	24	24	21	161	206	236	235	201	151	202	236	235	201	49	42	67	76	78	2	25	49	66	NA
Panjsher	14	14	11	11	11	138	122	107	110	97	128	122	107	110	97	34	28	35	37	38	3	14	30	42	NA
Parwan	27	25	25	25	25	222	219	245	214	233	232	237	245	214	233	58	52	85	94	89	8	26	31	40	NA
Samangan	7	18	20	20	18	68	163	189	200	177	70	163	189	200	177	26	51	48	67	64	0	24	36	52	NA
Saripul	15	23	25	24	24	143	204	230	235	227	128	203	230	235	227	34	57	64	69	86	15	34	38	76	NA
Takhar	25	25	25	25	25	203	246	237	245	250	207	256	237	245	250	57	55	59	80	97	3	36	79	77	NA
Uruzgan	4	NA	NA	NA	NA	40	NA	NA	NA	NA	36	NA	NA	NA	NA	12	NA	NA	NA	NA	0	NA	NA	NA	NA
Wardak	26	25	25	27	25	226	208	246	259	246	222	207	246	259	246	70	57	79	85	96	5	28	38	11	NA
Zabul	4	NA	NA	NA	NA	39	NA	NA	NA	NA	39	NA	NA	NA	NA	15	NA	NA	NA	NA	2	NA	NA	NA	NA
TOTAL	617	629	630	636	618	5719	5856	5964	6089	5970	5597	5862	5964	6087	5950	1553	1452	1723	1940	2233	167	757	907	1492	NA

# National mean scores for the BSC indicators and their respective sub-items

		Overall					BHCs					CHCs					DHs				
#	Indicators	2004	2005	2006	2007	2008	2004	2005	2006	2007	2008	2004	2005	2006	2007	2008	2004	2005	2006	2007	2008
1	Overall patient satisfaction	81.8	84.3	83.7	76.9	80.7	83.3	84.5	83.7	76.8	80.1	80.1	84.3	83.9	77.5	82.1	81.3	82.9	82.4	75.1	79.7
2	Patient perception of quality	75.2	76.0	79.0	77.0	79.4	76.6	76.7	79.1	77.5	79.2	73.3	75.6	79.2	76.7	80.2	75.9	73.0	78.1	74.1	78.1
	a. It is convenient to travel from your house to	59.4	58.8	65.3	62.2	65.3	62.8	61.0	66.4	64.4	66.3	54.8	56.0	63.8	58.9	63.6	60.6	54.4	62.9	59.1	63.9
	b. The health unit is clean.	77.3	76.8	80.2	80.9	80.9	77.0	75.8	80.1	81.0	80.5	76.7	78.0	80.6	81.4	82.1	81.7	78.3	79.4	78.8	79.4
	c. The health staff are courteous and respectful.	83.5	87.6	85.5	84.9	84.9	84.8	88.4	85.5	85.5	84.5	81.5	87.0	85.9	84.5	85.9	85.0	84.4	83.4	82.5	83.9
	d. You trust in the skills and abilities of the health	79.3	81.9	82.7	81.4	80.9	80.1	82.5	81.9	81.1	80.0	78.1	81.7	84.3	82.2	82.1	79.9	78.8	82.2	80.7	83.6
	e. The health workers did a good job of	74.6	71.8	74.7	72.5	75.8	76.1	72.0	74.6	72.8	74.8	72.3	72.0	74.5	73.0	77.5	76.0	69.4	75.6	68.6	76.9
	f. The health workers did a good job of explaining your treatment.	73.8	71.6	75.6	72.6	75.9	75.0	72.3	75.4	73.1	74.7	72.1	71.1	76.1	72.6	78.0	74.5	68.1	74.1	68.5	76.3
	g. It is easy to get medicines that health workers prescribe.	75.9	82.7	83.8	82.6	83.4	77.2	83.3	84.0	83.0	84.1	74.3	82.7	84.5	82.5	83.3	75.2	77.9	78.7	80.4	78.5
	h. The cost of this visit to the health unit was reasonable.	72.3	71.1	78.0	75.8	85.0	74.8	72.7	78.6	76.4	85.3	68.8	69.2	76.9	75.8	85.3	73.7	67.9	79.0	71.4	80.2
	i. You had enough privacy during your visit.	79.6	81.5	84.4	79.5	82.3	80.1	81.8	84.9	80.0	81.7	79.4	81.8	83.4	79.3	83.8	77.1	77.7	85.9	77.0	80.9
3	Written Shura-e-sehie activities in community	38.4	55.2	69.4	85.3	89.6	38.1	50.1	68.6	81.9	86.9	37.0	63.6	71.9	91.7	95.2	46.9	55.8	64.3	85.1	88.4
4	Health Worker Satisfaction	62.3	65.1	68.7	70.7	69.2	61.6	64.6	69.1	71.0	68.9	62.9	65.4	67.7	70.9	70.7	62.8	66.5	71.1	68.4	65.2
	a. Working relationship with facility staff	93.8	92.2	92.8	92.2	93.8	94.2	93.0	94.0	92.6	94.1	93.9	91.9	92.0	91.9	94.1	92.6	89.8	90.7	91.0	90.5
	b. Working relationship with provincial MoPH staff	76.8	74.8	82.6	80.5	86.9	77.7	74.2	83.5	81.3	87.3	75.6	74.4	81.1	80.4	87.6	78.4	79.6	84.2	77.5	81.8
	c. How well the MoPH or NGO facility is managed	71.6	70.3	79.2	78.2	77.4	69.4	69.0	78.7	78.5	77.1	74.0	72.8	80.1	78.2	78.5	69.8	66.4	77.9	76.1	74.8
	d. Relationship with local leadership	84.1	81.1	83.5	84.3	87.5	86.2	84.8	86.1	85.3	88.0	82.8	77.8	80.8	84.2	87.7	79.9	78.0	81.9	80.0	82.7
	e. Availability of medicines	55.7	61.0	66.8	64.2	61.8	53.1	58.7	66.0	66.0	62.9	59.4	62.8	66.8	62.1	61.6	52.3	63.8	71.0	63.9	53.8
	f. Availability of equipment	53.0	58.6	67.6	71.3	71.4	48.1	54.4	65.0	70.1	70.7	56.5	61.9	69.2	73.1	73.9	57.6	63.8	74.0	70.2	65.5
	g. Physical condition of health facility	51.8	47.8	58.0	60.5	54.5	44.2	40.1	55.3	58.1	51.9	57.6	53.4	59.3	64.4	59.6	60.8	58.6	66.5	56.7	51.8
	h. Ability to provide high quality care	75.6	79.2	82.8	81.7	80.0	74.3	78.8	82.7	80.5	79.3	76.4	79.5	82.3	82.8	81.0	77.8	80.4	85.6	82.7	80.9
	i. Respect and standing in the community	88.4	91.3	91.2	90.6	91.4	88.1	91.9	91.3	90.4	91.3	87.7	90.5	90.8	90.9	91.7	92.0	92.0	92.7	90.4	90.8
	j. Training opportunities to upgrade skills	50.8	59.1	59.0	62.4	60.2	48.3	57.4	56.4	62.0	59.9	52.4	60.9	60.9	63.8	62.7	53.7	59.2	64.5	58.3	51.5
	k. Ability to meet needs of the community	60.5	75.0	78.1	76.7	75.8	58.5	74.3	77.8	76.0	74.6	61.5	74.9	78.3	77.7	77.8	64.6	78.9	78.9	76.5	76.2
	l. Salary	37.5	42.9	51.8	53.2	44.5	39.9	42.9	52.1	53.7	43.6	35.7	42.5	52.3	53.3	46.9	34.5	45.1	47.7	50.1	41.0
	m. Employment benefits	14.9	15.9	23.6	25.6	28.3	14.9	16.1	24.8	25.7	26.0	14.4	15.9	22.0	26.8	33.0	16.2	14.4	24.5	20.0	25.6
	n. Security	72.5	79.2	68.3	77.1	68.9	74.7	80.9	70.5	78.9	70.6	73.1	77.5	64.7	75.4	67.1	62.6	78.5	72.2	74.8	63.2
	o. Living accommodation for your children	43.4	52.5	56.0	67.0	65.4	45.5	54.3	58.0	68.2	65.3	42.6	49.6	52.5	65.9	65.9	40.0	57.2	60.7	65.7	64.7
	p. Access to education for your children	45.0	50.8	54.3	61.1	59.8	46.1	52.8	55.7	62.1	59.2	44.2	48.3	51.4	60.2	60.9	44.8	52.4	59.9	60.1	59.3
	q. A boss who recognizes your good work	70.0	71.4	72.9	76.0	73.3	69.9	71.2	75.4	77.7	74.1	70.4	72.5	69.7	75.6	73.9	70.7	67.1	73.8	68.9	65.1
	r. Opportunities for promotion	55.2	56.7	56.5	61.0	54.8	55.1	56.2	57.8	61.8	54.5	53.8	56.2	53.9	60.4	57.0	60.5	61.3	61.1	59.9	47.4
	s. Overall job satisfaction	79.6	77.9	81.0	79.5	77.9	79.9	76.9	81.3	79.8	76.4	80.1	78.9	80.5	80.1	80.6	79.7	78.4	81.7	75.8	77.6



		Overall					BHCs					CHCs					DHs				
5	Salary Payment Current	68.8	85.3	76.7	80.0	76.7	68.8	84.5	75.6	80.1	77.8	70.9	86.1	75.7	79.4	75.0	63.4	85.4	86.1	82.1	74.6
6	Equipment Functionality Index	63.7	67.7	78.4	84.4	87.0	63.0	62.0	74.6	81.1	84.5	63.9	75.1	82.9	89.3	91.7	67.3	79.9	90.8	89.9	88.4
	a. Children’s scale	75.4	74.2	83.9	87.5	89.1	73.8	70.4	83.8	85.3	87.0	76.3	79.4	83.7	91.8	94.2	80.4	81.4	85.7	87.2	86.0
	b. Height measure	62.1	61.4	77.4	77.7	84.9	60.2	56.0	73.8	76.9	82.0	63.9	69.3	81.3	77.9	90.0	64.7	67.4	90.5	83.0	88.4
	c. Adult scale	70.2	75.2	84.4	87.9	91.7	68.9	69.6	81.7	85.6	91.4	71.1	83.0	87.2	91.8	93.7	74.5	83.7	95.2	89.4	86.0
	d. Blood pressure cuff	90.7	95.5	96.7	98.0	98.5	91.6	94.8	96.3	97.4	98.2	89.7	96.8	96.6	98.6	98.9	90.2	95.3	100.0	100.0	100.0
	e. Thermometer	88.6	86.1	93.0	92.8	94.7	88.5	84.5	92.9	93.4	96.4	87.2	88.0	93.1	93.2	93.2	96.1	90.7	92.9	85.1	86.0
	f. Stethoscope	94.3	98.6	99.2	99.4	99.5	95.9	98.4	99.0	99.5	99.5	93.0	99.1	99.5	99.0	99.5	90.2	97.7	100.0	100.0	100.0
	g. Otoscope	66.8	71.7	80.7	82.2	83.0	67.4	66.0	75.4	79.5	81.0	63.2	79.4	88.7	87.0	87.4	80.4	81.4	90.5	83.0	81.4
	h. Sterilizer	76.0	76.2	81.3	89.6	83.0	72.6	71.7	77.5	86.1	80.1	78.3	81.7	85.7	94.7	87.2	86.3	86.0	95.2	95.7	90.7
	i. Suction/aspiration device	16.7	23.2	41.8	58.1	58.2	14.8	13.3	31.4	48.5	49.5	16.1	30.9	52.2	68.3	71.1	32.0	69.8	85.7	91.3	78.6
	j. Vision chart	18.2	21.3	39.5	61.6	74.3	17.0	17.7	34.5	57.4	71.3	17.8	26.6	45.8	69.9	82.6	27.5	25.6	54.8	59.6	64.3
	k. Minor surgical set	74.6	72.2	74.9	82.6	86.8	72.8	64.8	70.6	76.8	82.9	76.4	81.0	77.8	90.3	94.7	76.5	90.7	100.0	95.7	86.0
	l. Fetoscope	48.0	64.5	85.7	93.2	93.9	43.0	51.9	81.3	89.5	91.9	53.5	81.7	91.6	98.6	96.3	52.9	86.0	97.6	100.0	100.0
	m. Speculum	30.4	42.1	65.9	78.0	81.5	26.3	27.2	53.3	67.5	74.2	34.8	59.7	83.7	92.3	93.2	34.8	81.4	95.2	100.0	95.3
	n. Vaccine refrigerator	75.4	84.5	91.9	93.9	97.0	73.4	79.6	90.4	93.2	95.8	77.9	93.5	95.0	95.7	98.9	76.5	81.4	90.2	91.5	100.0
7	Drug Availability Index	68.1	82.0	79.6	80.9	84.4	66.9	81.5	78.6	81.5	84.7	69.6	83.0	80.4	79.5	84.1	68.2	81.4	83.8	82.6	83.3
	a. Tetracycline ophthalmic ointment	65.9	77.0	78.0	76.2	77.9	63.3	74.6	74.9	75.7	78.8	70.2	80.7	81.2	76.0	76.3	62.7	79.1	90.5	80.9	76.7
	b. Paracetamol tabs	65.6	83.1	73.5	70.6	79.2	66.2	82.2	74.4	70.9	79.8	64.0	84.4	72.3	67.8	77.4	68.6	83.7	71.4	80.9	81.4
	c. Amoxicillin	64.5	76.8	75.3	82.1	82.0	62.3	75.3	74.2	81.6	81.5	67.5	77.4	77.7	81.7	83.7	64.7	86.0	73.8	87.2	79.1
	d. ORS packets	71.3	87.2	87.2	89.9	94.2	71.1	88.5	84.7	91.1	95.3	70.5	87.6	90.6	90.4	94.2	76.5	74.4	92.9	78.7	83.7
	e. Iron tablets	71.2	85.4	83.4	86.0	88.7	70.1	85.7	84.1	88.5	88.2	73.3	85.2	80.6	81.7	89.4	68.6	83.7	90.5	85.1	90.5
8	Family Planning Availability Index	60.2	67.6	83.0	91.7	95.0	58.5	61.9	79.6	90.3	93.8	63.1	76.0	87.7	93.8	96.9	57.3	73.3	90.5	93.6	97.7
	a. Condoms	64.1	78.7	88.5	94.0	96.8	61.5	74.2	87.2	94.0	96.6	68.4	85.3	90.0	93.8	96.8	60.0	83.7	92.9	95.7	97.7
	b. OCP	67.4	79.4	90.4	97.0	97.6	65.3	75.6	88.5	96.6	97.4	71.1	84.9	93.0	97.1	97.9	64.0	83.7	95.2	100.0	97.7
	c. DMPA	64.2	75.2	90.9	93.7	94.8	63.7	71.2	89.3	93.7	93.2	67.2	81.7	93.5	94.2	97.4	54.0	76.7	92.9	91.5	97.7
	d. IUDs	48.1	37.4	61.9	82.1	90.9	47.8	27.0	53.3	77.0	88.0	47.3	52.5	74.1	90.3	95.2	53.1	48.8	81.0	87.2	97.7
9	Laboratory Functionality Index (Hospitals & CHCs)	19.0	38.9	57.4	58.5	63.6	NA	NA	NA	NA	NA	17.6	35.6	41.8	55.3	61.5	25.6	55.2	68.2	72.5	72.5
	a. Complete blood counts	38.9	70.5	75.5	84.3	83.7	NA	NA	NA	NA	NA	36.8	68.3	72.9	81.2	81.6	49.0	81.4	88.1	97.9	93.0
	b. Malaria smears	43.7	81.2	84.9	90.6	87.6	NA	NA	NA	NA	NA	41.7	79.8	81.8	88.9	86.8	52.9	88.4	100.0	97.9	90.7
	c. Rapid diagnostic test for malaria	14.7	59.8	84.9	19.7	34.9	NA	NA	NA	NA	NA	12.8	56.0	83.3	20.3	34.4	23.5	79.1	92.9	17.0	37.2
	d. TB smears	20.5	23.1	16.7	90.9	91.4	NA	NA	NA	NA	NA	17.8	19.8	12.3	89.9	91.6	33.3	39.5	38.1	95.7	90.7
	e. Gram stains	8.6	19.5	30.6	21.3	38.8	NA	NA	NA	NA	NA	7.5	12.4	19.7	18.4	40.7	13.7	55.8	83.3	34.0	30.2
	f. Blood type and cross match	9.0	13.8	27.3	61.5	69.4	NA	NA	NA	NA	NA	7.1	7.4	17.7	55.3	64.0	18.0	46.5	73.8	89.1	93.0
	g. Urine dipstick tests	34.7	8.8	8.6	86.6	86.3	NA	NA	NA	NA	NA	32.8	6.0	5.4	84.5	85.3	44.0	23.3	23.8	95.7	90.7
	h. HIV testing	5.1	4.6	16.3	61.0	71.6	NA	NA	NA	NA	NA	5.0	0.5	8.4	55.6	67.2	5.9	25.6	54.8	85.1	90.7
	i. Liver function testing	8.6	21.8	16.7	15.0	10.7	NA	NA	NA	NA	NA	7.5	21.6	15.8	9.2	6.3	13.7	23.3	21.4	40.4	30.2
	j. Syphilis testing	1.4	62.5	73.5	25.7	32.8	NA	NA	NA	NA	NA	0.8	61.0	70.9	18.9	27.5	3.9	69.8	85.7	55.3	55.8

		Overall					BHCs					CHCs					DHs				
	k. Pregnancy testing	26.0	59.6	70.6	87.7	93.1	NA	NA	NA	NA	NA	26.6	56.7	67.0	86.9	92.6	23.5	74.4	88.1	91.5	95.3
10	Staffing Index -- Meeting minimum staff guidelines (specific to facility type)	36.3	56.4	62.9	64.0	67.5	60.4	76.4	81.3	83.7	85.5	10.7	27.5	33.5	33.2	37.9	5.9	32.6	35.7	40.4	37.2
11	Provider Knowledge	44.1	69.0	70.7	70.5	NA	42.6	69.4	71.4	71.8	NA	45.3	68.4	69.2	70.9	NA	43.8	69.5	67.8	64.1	NA
	A. Doctors & Nurses																				
	a. Signs indicating need for referral	76.1	83.8	81.6	72.5	NA	77.1	90.6	88.1	85.2	NA	77.9	80.9	78.7	71.8	NA	67.9	66.4	65.8	30.9	NA
	b. Advice to mother of child with fever	57.4	97.1	94.4	94.0	NA	55.6	97.6	94.0	95.9	NA	59.0	95.9	95.3	92.7	NA	55.8	100.0	92.1	91.9	NA
	c. When child with fever should return to clinic for futher evaluation	64.0	98.2	98.5	96.5	NA	57.9	98.0	98.2	97.7	NA	67.3	98.5	98.9	96.3	NA	70.3	97.4	98.2	93.3	NA
	d. Questions to ask mother of child with fever	59.8	67.3	65.0	69.9	NA	56.7	66.8	68.3	71.4	NA	62.3	67.4	59.6	68.3	NA	60.9	69.0	72.8	70.6	NA
	e. Diagnosis of child with signs of ARI	37.6	53.1	57.9	70.9	NA	36.8	54.5	57.5	70.8	NA	39.5	51.4	60.6	73.3	NA	34.1	54.2	48.2	63.2	NA
	f. Treatment of child with signs of ARI	35.7	49.4	50.3	53.7	NA	34.7	49.7	51.3	55.4	NA	35.1	49.3	49.4	52.3	NA	37.0	48.3	50.0	52.9	NA
	B. Midwives & Auxiliary midwives																				
	a. Danger signs in pregnancy	42.3	49.7	68.3	69.0	NA	47.9	43.7	68.2	67.8	NA	36.5	53.4	67.6	71.6	NA	42.3	61.8	71.7	64.2	NA
	b. Correct care during delivery	52.1	74.9	87.0	79.4	NA	53.5	73.1	87.7	79.7	NA	51.2	75.2	86.3	79.5	NA	50.0	82.4	87.0	77.4	NA
	c. Obstetrical complications	50.0	3.8	4.1	3.2	NA	NA	5.0	5.0	4.5	NA	44.2	2.0	3.9	1.9	NA	61.5	5.9	0.0	1.9	NA
	d. Danger signs during delivery	35.3	48.8	54.4	60.9	NA	31.0	50.6	56.8	57.9	NA	33.7	44.3	49.5	65.6	NA	50.0	60.6	62.2	56.9	NA
	e. Definition of a maternal death	49.5	72.8	77.3	82.2	NA	50.7	72.0	79.8	82.8	NA	52.3	73.1	75.1	82.2	NA	38.5	75.8	73.9	78.8	NA
11 a	Health Worker Knowledge Index (Revised)	NA	NA	NA	NA	81.5	NA	NA	NA	NA	82.6	NA	NA	NA	NA	79.9	NA	NA	NA	NA	80.2
	a. Expanded Program on Immunisation (EPI)	NA	NA	NA	NA	76.3	NA	NA	NA	NA	78.9	NA	NA	NA	NA	72.7	NA	NA	NA	NA	73.1
	b. Integrated Management of Childhood Illness (IMCI)	NA	NA	NA	NA	88.1	NA	NA	NA	NA	87.3	NA	NA	NA	NA	88.8	NA	NA	NA	NA	88.9
	c. Reproductive Health	NA	NA	NA	NA	78.1	NA	NA	NA	NA	76.5	NA	NA	NA	NA	80.2	NA	NA	NA	NA	79.1
12	Staff received training in last year	20.9	73.0	66.8	66.4	51.0	21.2	71.1	65.3	69.0	46.4	19.1	76.2	69.2	67.1	58.3	27.7	68.4	64.9	50.8	54.9
	a. IMCI	15.4	25.3	19.8	13.0	11.1	15.4	23.4	19.9	14.7	10.4	16.8	29.8	20.5	11.9	12.7	10.5	14.5	16.7	8.6	9.9
	b. ARI (separate from IMCI)	9.9	16.5	12.6	9.1	4.9	8.7	16.0	12.1	10.2	5.1	11.3	18.4	12.9	9.0	4.9	8.9	10.5	13.7	4.6	3.5
	c. Diarrheal disease (separate from IMCI)	3.7	18.7	14.8	11.3	6.1	3.3	17.7	15.3	12.6	6.7	4.1	21.2	14.0	11.0	6.2	4.7	13.2	15.5	5.6	1.2
	d. Malaria (separate from IMCI)	5.2	15.8	13.1	9.6	6.2	5.8	13.9	13.3	10.8	6.6	5.2	18.1	13.3	8.9	6.7	4.2	14.5	10.7	6.1	1.2
	e. Growth monitoring programs (separate from IMCI)	5.0	6.3	6.4	8.1	3.7	4.9	6.8	5.8	9.1	3.4	5.3	6.7	7.5	7.4	5.2	5.2	2.0	5.4	5.6	0.6
	f. Monitoring nutrition/identifying malnutrition (separate from IMCI)	3.3	9.4	8.4	9.6	5.6	3.1	9.2	7.5	10.3	4.3	4.0	10.3	9.3	9.1	7.8	2.1	5.9	8.9	7.6	5.8
	g. Causes and prevention of malnutrition	4.4	6.9	7.5	8.7	4.9	4.0	7.1	7.1	9.8	3.5	4.7	6.7	7.7	7.7	7.1	5.2	7.2	8.3	7.6	5.8
	h. Causes, clinical symptoms, and treatment of micronutrient deficiency diseases	6.2	5.3	5.3	6.7	3.8	6.0	5.3	4.1	7.7	2.6	7.5	5.4	6.6	6.2	5.5	4.2	4.6	6.0	3.6	5.2
	i. Management and treatment of severe malnutrition	4.5	5.7	5.6	7.2	4.8	4.6	5.9	4.8	7.7	3.3	4.9	5.7	6.2	6.5	6.7	3.1	4.6	7.1	7.1	8.1

		Overall					BHCs					CHCs					DHs				
	j. Exclusive breast feeding	3.8	10.5	8.3	11.2	7.7	3.1	9.2	7.1	12.9	6.7	4.9	12.4	9.7	9.9	8.8	3.1	8.6	8.9	8.2	10.4
	k. General nutrition for child	4.7	7.4	6.8	7.9	4.5	3.3	7.1	5.6	9.3	3.5	6.6	8.4	8.2	6.8	5.8	3.7	3.9	7.1	5.1	5.8
	l. Management of STI	4.8	7.4	6.8	8.1	5.0	3.4	5.8	6.0	9.6	4.7	6.9	9.1	8.0	6.4	6.1	2.6	7.2	6.0	7.6	2.3
	m. TB diagnosis	5.1	14.8	20.5	19.2	11.6	4.5	10.1	17.7	20.3	10.0	5.8	20.0	25.2	20.0	15.9	4.7	14.5	14.9	10.7	5.8
	n. DOTS approach for TB	4.6	14.8	23.0	25.2	15.4	3.4	10.0	20.8	26.7	13.3	5.8	20.2	27.2	26.3	20.6	5.2	13.8	16.7	13.2	8.7
	o. Malaria (adult)	5.4	12.9	9.4	7.2	5.1	4.0	11.6	9.8	8.7	5.4	6.6	15.4	9.2	6.0	5.7	5.8	8.0	8.3	5.1	0.6
	p. General counseling	2.8	21.3	16.9	14.4	10.1	1.8	18.4	16.4	15.3	10.2	3.8	24.9	17.9	13.9	11.1	2.6	19.1	16.2	11.2	5.2
	q. FP methods	4.0	23.8	20.3	17.4	11.1	2.4	21.5	18.2	18.6	11.2	5.6	26.9	22.6	16.7	11.9	4.7	21.1	21.9	14.2	6.9
	r. Other training in FP	3.4	16.0	10.1	10.2	7.0	2.1	14.7	9.2	11.2	6.7	4.4	18.2	12.0	9.4	7.9	4.2	12.5	7.1	8.2	5.8
	s. Providing ANC/PNC examinations	3.3	19.6	17.2	14.4	8.3	2.2	17.5	15.1	15.1	8.0	4.4	22.4	19.1	13.3	9.0	2.6	17.8	20.1	15.7	7.0
	t. Counseling during pregnancy	3.8	12.6	12.3	11.6	7.2	2.1	10.7	10.4	12.8	7.2	4.6	14.6	14.1	10.0	7.4	6.3	12.5	14.8	12.2	6.4
	u. Nutrition during pregnancy	2.9	11.7	11.1	10.4	6.6	2.1	10.5	9.3	11.0	6.7	4.1	13.2	13.0	9.4	6.5	1.6	10.5	12.4	11.7	5.8
	v. Safe delivery practices	4.0	11.3	10.7	11.0	7.2	3.0	9.2	9.0	11.9	6.8	4.6	13.6	12.3	9.6	8.1	5.2	11.2	13.0	12.2	7.0
	w. Staff received training in managing complications of labor, delivery, and immediate postpartum	2.7	11.3	10.2	10.4	6.9	1.3	8.6	8.0	11.1	6.1	3.7	13.9	12.1	8.6	8.2	3.7	13.2	13.0	13.8	7.5
	x. Normal postnatal care	3.4	14.6	13.6	12.5	7.1	1.8	11.7	12.1	13.3	6.9	4.3	17.5	15.5	10.9	7.6	5.2	15.1	13.0	14.7	7.5
	y. Managing postpartum infection	3.0	11.6	9.3	9.3	6.2	1.5	9.5	7.8	10.3	5.6	4.1	14.2	10.9	7.4	7.3	3.7	10.5	10.1	11.3	6.4
	z. Normal newborn care	1.0	13.6	11.2	11.0	7.1	0.6	11.0	9.8	11.9	5.9	1.1	16.9	13.3	9.5	8.9	2.6	11.8	9.5	12.7	8.7
	aa. Emergency obstetrical care	0.8	10.7	8.4	9.8	5.9	0.4	7.4	6.5	9.6	4.6	0.9	14.0	10.0	9.2	8.1	1.6	11.2	11.2	12.8	6.4
	bb. Use of vacuum extractor	4.3	3.2	4.1	6.2	4.5	3.9	1.9	3.1	5.4	3.4	4.9	3.7	4.9	5.9	6.5	4.2	7.2	6.5	11.2	4.7
	cc. Use of manual vacuum aspirator	3.9	2.8	2.9	5.3	4.1	3.3	1.6	2.1	5.0	3.0	4.7	3.3	3.6	4.5	6.1	2.6	5.9	4.2	10.2	4.1
	dd. Preventing infection	4.3	8.7	9.1	13.9	13.2	3.6	7.4	7.5	14.4	11.6	5.5	10.2	11.0	13.7	15.9	2.6	7.9	8.9	12.2	13.9
	ee. Managing or supervising	11.3	11.0	8.9	11.2	4.2	11.3	9.7	8.8	13.0	4.0	11.8	11.3	9.2	10.0	4.7	11.0	15.2	8.3	7.1	4.0
	ff. Managing community relations	7.3	6.1	6.8	8.9	3.8	7.0	5.4	7.1	10.5	3.9	8.1	6.2	7.0	7.8	4.1	5.8	9.3	4.1	5.6	1.7
	gg. Completing HMIS reports	4.1	27.4	26.7	28.3	15.0	3.9	28.5	27.4	33.4	14.5	4.9	27.0	26.0	24.2	16.2	3.7	24.3	26.0	19.8	13.3
	hh. Health education	NA	10.0	10.2	11.3	5.2	NA	8.6	9.8	13.1	5.8	NA	11.3	11.2	10.0	4.6	NA	10.6	8.3	7.7	3.6
	ii. Sanitation & hygiene	NA	6.1	7.0	8.7	4.9	NA	5.2	6.7	10.5	5.3	NA	5.7	7.6	7.2	4.7	NA	11.3	5.9	6.6	2.4
13	HMIS Use Index	64.6	63.3	72.6	86.5	89.8	64.3	60.2	70.3	84.0	86.9	63.6	67.1	75.2	90.9	95.6	71.6	69.8	81.0	88.4	89.9
	a. Monthly integrated activity report	79.1	83.8	87.4	94.5	94.5	79.9	80.8	86.4	93.2	92.4	78.0	89.9	87.2	96.2	99.5	79.6	79.1	97.6	97.9	90.7
	b. Facility status report	51.9	48.5	66.5	81.8	88.6	51.8	46.0	63.8	78.6	85.4	49.6	51.2	69.0	87.0	95.2	64.0	55.8	78.6	85.1	88.4
	c. Notifiable diseases report	60.7	57.8	63.8	83.0	86.2	59.0	54.1	60.5	79.9	82.8	61.3	60.6	69.5	88.8	92.1	68.0	74.4	66.7	82.6	90.7
14	Clinical Guidelines Index	34.8	51.0	64.2	78.3	81.8	34.2	44.4	60.0	72.9	77.7	34.5	59.6	69.2	86.5	89.2	39.4	62.5	77.5	86.3	86.4
	a. Integrated Management of Childhood Illness (IMCI)	19.7	44.9	52.9	73.1	84.6	21.7	42.0	49.2	69.0	80.7	18.0	50.9	58.6	79.8	91.6	15.7	39.5	59.5	76.6	88.4
	b. Growth monitoring	21.4	34.0	45.2	66.2	69.8	20.2	29.6	40.9	60.2	67.6	22.9	38.4	48.3	76.0	75.3	21.3	48.8	69.0	72.3	65.1
	c. Tuberculosis diagnosis and treatment	18.6	29.2	58.0	76.0	76.6	16.6	16.5	46.2	63.4	65.3	16.1	43.8	76.1	94.7	96.3	43.1	62.8	78.6	95.7	90.5
	d. Malaria	41.4	64.5	74.5	89.1	66.4	42.3	60.9	74.2	85.5	59.8	39.2	69.1	73.4	94.2	79.5	46.9	72.1	83.3	95.7	67.4
	e. Patient education materials	47.6	43.8	60.0	71.6	86.7	47.0	36.3	55.1	64.9	83.6	48.5	53.9	64.9	81.7	92.6	47.1	55.8	81.0	80.9	88.4
	f. HMIS guidelines are present	45.0	83.8	91.1	92.6	88.6	45.5	78.6	89.8	91.5	85.9	42.9	93.5	93.1	94.2	92.6	52.0	79.1	92.9	93.6	95.3
	g. Immunization schedule is present	72.7	54.4	68.4	80.8	95.3	68.5	46.6	63.4	75.8	94.0	77.9	65.4	74.8	86.5	97.4	74.5	65.1	83.3	95.7	97.7
	h. Family planning guidelines are present	34.7	67.7	83.3	92.8	91.5	30.7	62.8	81.5	89.2	89.3	41.2	74.2	85.7	98.1	95.3	28.0	76.7	88.1	97.9	95.1

		Overall					BHCs					CHCs					DHs				
	i. ORT corner	34.2	35.6	42.6	62.8	76.5	34.5	26.4	37.6	57.5	72.8	34.0	45.8	47.8	71.5	82.4	33.3	62.8	61.9	68.1	83.7
15	Infrastructure Index (specific to facility type)	52.6	45.2	50.3	51.5	54.9	49.8	37.1	43.9	45.5	46.8	55.2	52.7	55.5	55.8	66.0	57.8	76.4	82.5	81.2	78.2
	a. Facilities having reception/ registration room	51.9	39.4	43.3	41.8	41.3	51.9	27.7	30.1	23.9	27.0	51.9	53.2	63.1	66.8	64.2	52.0	69.8	69.0	76.6	69.0
	b. Facilities having waiting room (BHCs not included)	35.3	23.4	27.0	26.3	31.8	NA	NA	NA	NA	28.3	34.7	25.2	25.1	22.2	32.6	39.2	32.6	38.1	36.2	27.9
	c. Facilities having room for emergencies, injections, treatments	72.6	65.2	71.9	73.7	76.3	68.7	51.4	60.8	64.0	67.2	77.3	81.6	87.7	85.5	89.9	74.5	100.0	97.6	100.0	97.7
	d. Facilities having minor surgery theater (BHCs	60.1	23.7	15.4	14.9	53.9	NA	NA	NA	NA	27.0	62.3	28.9	18.2	16.8	47.1	70.6	74.4	90.5	80.9	83.7
	e. Facilities having separate pharmacy in the	74.7	73.4	81.7	79.6	83.0	70.6	62.0	75.0	73.0	74.5	81.0	89.4	90.6	87.0	96.3	70.6	90.7	100.0	100.0	100.0
	f. Facilities having accommodation for persons on-call	26.5	27.7	30.2	35.8	38.1	23.4	13.9	13.0	18.2	18.2	27.2	38.5	48.3	54.9	65.8	42.0	90.7	100.0	93.6	93.0
16	Patient record index	70.7	65.5	72.1	71.1	74.8	68.0	63.8	70.8	70.8	74.4	74.6	69.2	73.6	71.7	76.3	68.5	61.5	76.7	71.1	71.6
	a. Health worker complete an individual patient record	48.9	33.2	32.9	30.2	37.8	44.3	30.3	30.3	30.5	37.0	55.4	38.3	36.0	31.0	40.8	45.1	31.5	40.2	24.7	31.1
	b. Health worker mark a patient tally sheet	69.3	67.2	85.2	85.2	87.6	65.5	65.5	84.3	84.6	87.7	74.6	72.5	85.6	85.6	88.3	67.0	55.8	90.1	88.3	84.0
	c. Health worker make a record in the register book	93.9	96.2	98.4	97.7	99.0	94.3	95.7	97.8	97.1	98.5	93.5	96.7	99.2	98.4	99.8	93.3	97.1	99.8	100.0	100.0
17	Facilities having TB register	18.3	24.0	43.6	59.2	65.0	16.1	6.0	17.8	35.9	46.6	18.1	46.3	83.4	94.6	95.8	33.3	65.1	90.2	93.5	95.2
18	Patient history and physical exam index	69.1	75.6	80.4	84.0	81.4	68.1	75.8	80.3	83.6	80.3	70.0	75.8	80.0	84.2	83.6	71.0	73.1	82.4	86.0	80.4
	a. Patient age asked?	72.8	82.4	89.6	93.2	90.9	71.3	86.1	91.1	93.6	91.7	73.7	76.8	87.1	92.2	89.8	77.1	79.3	87.6	94.8	88.8
	b. Health worker greets the patient or caretaker	54.3	56.5	70.3	80.9	72.6	55.5	57.3	70.6	80.4	71.7	53.9	56.4	69.0	82.1	75.2	48.8	50.0	73.6	79.5	67.8
	c. Health worker asks about nature of complaint	91.3	98.2	98.2	99.8	99.2	90.4	97.9	98.0	99.7	99.4	91.7	99.0	98.5	99.9	98.8	94.1	97.1	99.0	100.0	98.6
	d. Duration of primary complaint asked	88.0	94.7	94.6	97.5	94.5	87.1	95.2	94.7	97.5	93.8	88.8	94.4	94.9	97.7	95.3	89.8	92.1	93.3	97.0	97.2
	e. Asks about previous treatment before coming to the health facility	43.2	43.6	53.6	57.4	55.9	43.7	42.8	53.8	56.6	53.8	40.6	47.3	51.2	57.6	59.7	52.2	32.2	63.0	63.7	57.7
	f. Health worker examines some part of the patient's body, either by close inspection or actual contact	76.3	87.5	88.3	90.6	86.5	76.7	86.7	87.9	91.1	85.5	75.7	89.2	87.4	89.3	88.5	76.2	84.6	95.7	92.8	86.5
	g. Door was closed or screen was drawn to ensure patient's privacy	58.6	67.0	67.8	69.8	69.9	52.7	64.2	66.0	67.9	66.5	67.9	70.0	71.8	71.4	77.4	50.4	74.3	65.6	77.8	65.9
19	Patient counseling index	35.3	38.0	38.5	48.3	48.2	35.8	38.7	38.2	48.9	46.8	34.0	37.6	38.3	47.7	50.8	38.9	33.4	42.0	46.3	48.0
	a. Tell patient or caretaker the name of the disease	44.7	43.2	43.2	61.2	56.3	46.8	43.7	44.1	61.5	52.3	41.8	43.4	41.3	59.5	63.6	45.2	37.9	44.9	66.0	58.6
	b. Explain about the disease, its causes and course	31.7	39.2	43.8	53.8	52.8	31.8	37.8	42.3	53.8	51.1	30.3	42.3	44.6	53.8	56.1	37.1	35.0	53.4	54.3	54.0

		Overall					BHCs					CHCs					DHs				
	c. Explain what precautions or home nursing care to take	50.7	68.8	69.3	76.2	75.5	51.1	69.8	68.0	77.4	74.2	50.6	68.7	70.8	75.0	77.7	49.2	60.3	72.9	71.5	76.7
	d. Tell patient the name of the medicine	38.9	30.4	23.7	46.2	40.0	40.9	32.0	24.1	44.8	40.0	37.5	28.6	21.8	48.0	39.8	33.7	25.9	29.2	48.3	40.3
	e. Explain to the patient how to take the medicine	75.5	81.1	82.6	82.1	85.6	78.0	83.0	84.0	84.3	86.4	71.0	78.6	80.6	79.5	84.4	81.1	77.9	79.7	75.4	83.3
	f. Explains about adverse reactions, and what to do about them	14.3	11.1	12.4	18.3	21.3	13.1	11.3	11.4	19.5	20.4	14.4	11.2	12.7	17.1	23.6	20.3	9.4	19.8	13.8	19.0
	g. Indicate to the patient the signs or symptoms that should prompt return to the clinic	21.3	25.9	27.9	34.4	34.4	20.3	26.7	26.6	35.1	32.4	21.0	25.9	29.7	34.2	38.3	28.9	19.2	30.9	29.8	33.6
	h. Tell patient when to return for a check-up (return visit) or to go to another facility (including referral)	31.7	31.3	33.6	44.4	43.7	31.9	31.9	33.3	44.9	42.1	29.9	31.0	34.8	44.3	46.5	38.5	28.0	30.9	40.9	44.7
	i. Ask whether patient has any questions	13.5	11.5	10.5	18.1	23.3	12.1	11.9	10.8	18.2	20.8	14.0	11.7	9.7	18.2	28.8	19.5	6.1	11.7	17.1	21.0
20	Proper sharps disposal	56.0	50.0	69.3	76.4	73.2	53.4	43.7	66.6	71.1	71.0	58.2	57.6	69.5	83.2	76.3	62.0	65.1	92.9	89.4	79.1
21	Average new outpatient visit per month (BHC > 750 visits)	32.7	44.1	57.4	57.5	77.4	32.7	44.1	57.4	57.5	77.4	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
22	Time spent with patient (> 9 minutes)	21.6	12.2	15.5	19.9	27.1	17.7	12.9	13.3	19.9	26.1	27.8	11.9	19.3	20.3	28.5	15.4	8.6	16.4	18.2	29.1
23	BPHS facilities providing antenatal care	55.8	73.1	83.0	92.3	94.1	52.8	65.2	77.5	88.2	91.4	60.5	83.9	90.6	98.1	98.4	52.9	86.0	95.2	100.0	100.0
24	Delivery care according to BPHS (specific to facility type)	23.4	27.4	43.0	60.4	71.9	41.6	39.9	61.1	72.4	79.5	1.7	5.1	8.0	36.8	54.3	2.4	32.6	45.2	65.1	79.1
	a. Facilities providing normal delivery services	46.7	53.7	71.8	82.0	85.9	41.6	39.9	61.1	72.4	79.5	52.5	71.4	86.2	95.7	95.7	52.0	81.4	100.0	100.0	100.0
	b. Facilities able to cross-match blood	9.0	19.5	30.6	61.5	69.4	NA	NA	NA	NA	NA	7.1	12.3	19.7	55.3	64.0	18.0	55.8	83.3	89.1	93.0
	c. Facilities having a partograph to monitor labor	8.2	28.1	42.4	69.2	84.0	NA	NA	NA	NA	NA	6.4	22.6	38.3	64.6	83.0	17.0	55.8	61.9	89.4	88.4
	d. Facilities providing caesarian sections	9.3	53.5	71.4	77.3	88.4	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	9.3	53.5	71.4	77.3	88.4
25	Facilities with user fee guidelines (among facilities charging fees)	84.6	80.5	75.1	85.2	50.0	85.1	78.8	74.7	83.3	50.0	84.4	82.0	74.0	87.2	100.0	82.4	86.1	83.3	90.7	33.3
26	Facilities with exemptions for poor patients (among facilities charging fees)	77.0	84.1	88.9	96.6	93.8	74.1	82.1	86.2	95.8	87.5	78.0	85.1	91.7	98.3	100.0	90.9	94.4	97.4	95.5	100.0
27	Females as % of new outpatients	54.7	56.7	58.7	59.6	60.8	54.3	56.4	58.2	59.0	60.8	55.1	57.5	59.9	60.8	61.1	54.7	54.9	57.5	58.4	59.9



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