

Appendices

Appendix No. 2.1
(Referred to in Paragraph 2.3.1)
Average consultation time in OPDs

Name of DH	Sampled month	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)
		Dental		Gynae		Medicine		Paed		Ortho		Ophtho		Surgical	
Deoghar	May-14	NA	NA	41	8.75	94	3.82	NA	NA	NA	NA	24	14.75	NA	NA
	Aug-15	NA	NA	60	6	108	3.32	NA	NA	NA	NA	30	11.81	75	4.77
	Nov-16	NA	NA	41	8.76	128	2.82	66	5.45	NA	NA	NA	NA	83	4.32
	Feb-18	NA	NA	54	6.67	140	2.56	77	4.67	NA	NA	NA	NA	NA	NA
	May-18	NA	NA	74	4.88	151	2.38	NA	NA	52	6.98	NA	NA	44	8.14
East Singhbhum	May-14	11	32.97	30	12.1	79	4.56	48	7.43	40	8.91	19	18.99	14	25.14
	Aug-15	11	33.71	38	9.44	85	4.22	20	17.93	38	9.52	27	13.57	31	11.57
	Nov-16	9	38.52	53	6.73	98	3.69	43	8.42	37	9.72	17	21.03	36	9.88
	Feb-18	24	15	109	3.3	129	2.79	36	9.92	22	16.21	31	11.79	33	11.02
	May-18	18	19.88	75	4.8	97	3.7	35	10.42	14	26.06	25	14.51	21	17.11
Hazariabag	May-14	13	27.69	66	5.47	325	1.11	NA	NA	NA	NA	46	7.91	NA	NA
	Aug-15	44	8.15	61	5.89	163	2.2	NA	NA	NA	NA	46	7.83	NA	NA
	Nov-16	NA	NA	48	7.55	196	1.84	NA	NA	NA	NA	67	5.37	NA	NA

Name of DH	Sampled month	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)	Patient load per day per doctor	OPD departments/range of consultation time (in minutes)
	Feb-18	35	10.29	88	4.11	222	1.62	NA	NA	NA	NA	103	3.51	NA	NA
	May-18	17	21.79	103	3.5	218	1.65	NA	NA	NA	NA	81	4.43	NA	NA
Palamu	May-14	18	20.5	57	6.34	93	3.87	59	6.11	NA	NA	51	7.08	101	3.56
	Aug-15	24	15.31	68	5.27	132	2.72	118	3.06	NA	NA	44	8.21	118	3.06
	Nov-16	27	13.37	110	3.29	100	3.61	90	4	NA	NA	38	9.47	110	3.29
	Feb-18	26	13.71	83	4.33	140	2.58	116	3.12	NA	NA	56	6.46	139	2.6
	May-18	19	18.48	37	9.76	120	3	90	3.98	NA	NA	62	5.77	139	2.59
Ramgarh	May-14	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Aug-15	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Nov-16	13	27.53	60	6.04	89	4.07	50	7.2	NA	NA	11	34.29	28	12.96
	Feb-18	NA	NA	68	5.33	92	3.92	50	7.2	NA	NA	45	8.01	33	10.8
	May-18	NA	NA	68	5.3	104	3.46	49	7.32	NA	NA	32	11.21	26	13.65
Ranchi	May-14	15	24.27	109	3.3	92	3.92	84	4.29	NA	NA	42	8.57	26	14.12
	Aug-15	21	17.42	130	2.78	174	2.07	106	3.4	NA	NA	60	5.97	38	9.56
	Nov-16	11	33.75	141	2.55	167	2.15	80	4.5	NA	NA	32	11.13	22	16.49
	Feb-18	20	17.85	194	1.86	225	1.6	102	3.53	49	7.42	55	6.51	40	9.11
	May-18	18	20.38	158	2.28	136	2.64	118	3.06	72	5.03	40	9.04	13	23.34

Appendix – 4.1
(Referred to in paragraph 4.2.2)

Table showing shortage/excess of paramedics and staff nurses in test-checked DHs

Name of posts	Name of DH					
	Deoghar	East Singhbhum	Hazaribag	Palamu	Ramgarh	Ranchi
Staff Nurse	5	34	107	78	34	64
Paramedics						
Lab Tech	4	2	2	1	4	4
Pharmacist	1	1	6	5	3	3
Storekeeper	1	0	1	0	1	0
Radiographer	1	2	1	0	2	2
ECG Tech/Eco	1	0	3	-1	1	2
Audiometrician	0	0	1	0	0	0
Optha. Assistant.	1	0	0	-1	-2	1
EEG Tech.	0	0	1	0	0	0
Dietician	1	1	1	1	1	1
Physiotherapist	1	0	2	1	0	1
O.T. technician	4	0	8	3	4	6
CSSD Assistant	1	1	2	1	1	1
Social Worker	2	2	3	3	2	3
Counsellor	1	1	2	-1	1	0
Dermatology Technician	0	0	1	0	0	0
Cyto Technician	0	0	1	0	0	0
PFT Tech	0	0	0	0	0	0
Dental Technician	1	1	2	1	1	1
Darkroom Assistant	2	2	5	3	2	3
Rehabilitation Therapist	1	1	2	1	1	1
Biomedical Engineer	1	1	1	1	1	1
Total	24	16	45	18	21	31

Source: Records of test-checked DHs

Appendix 4.2
(Referred to in paragraph 4.11)

Outcome Indicators

Type	Quality Indicator	Numerator	Denominator
Productivity of hospitals	BOR (in per cent)	Total patient bed days in a month	Total number of functional beds x Number of days in a month
	C-section rate (in per cent)	Total number of C-sections conducted	Total number of deliveries
Efficiency of hospitals	BTR	Total number of discharges	Total number of functional beds
	DR (in per cent)	Total number of discharges	Total number of admissions
	ROR (in per cent)	Total number of cases referred to higher facility	Total number of admissions
Clinical care capability of hospitals	ALoS (in days)	Total patient bed days	Total number of admissions
	AER (in per cent)	Total number of adverse events	Total number of admissions
Service quality of hospitals	LAMA (in per cent)	Total number of LAMA & Absconding cases	Total number of admissions
	Patient satisfaction score	Sum of average satisfaction score of each respondent	Total number of respondents

Appendix 4.3
(Referred to in paragraph 4.13)
Patient Satisfaction Score

Service	Question	East Singhbhum				Hazaribag				Ranchi			
		Poor	Satisfactory	Good/Very Good	Excellent	Poor	Satisfactory	Good/Very Good	Excellent	Poor	Satisfactory	Good/Very Good	Excellent
IPD	Waiting time at Registration counter	0	5	26	0	6	3	3	13	0	0	7	3
	Cleanliness of ward	0	5	21	5	1	9	14	1	0	0	7	3
	Cleanliness of bedsheet/ pillow cover	0	6	20	5	7	11	5	2	0	2	8	0
	Attention of Doctors on regular basis	0	4	21	6	2	11	8	4	0	0	2	8
	Overall satisfaction on your treatment	0	2	29	0	4	11	8	2	0	0	9	1
OPD	Waiting time at Registration counter	2	1	17	10	4	4	5	12	0	4	6	5
	Cleanliness of OPD, bathroom & toilet	1	2	16	11	1	16	8	0	0	0	7	8
	Attitude and communication skill of Doctors	1	3	18	8	0	8	17	0	0	1	9	5
	Time taken for investigation & consultation	2	3	18	7	2	3	8	12	0	0	13	2
	Readiness/ Promptness at the medicine counter	2	3	19	6	1	10	12	2	0	1	14	0

(Source: Test-checked DHs)

Appendix – 5.1
(Referred to in paragraph 5.4.3)

Administration of zero dose vaccines to new born babies in test-checked cases during sampled month (May-2018)

District	Total delivery	BCG	OPV	Hepatitis-B	Vit-K	Remarks
Deoghar	102	80	101	101	101	IUD-01
E. Singhbhum	24	23	23	23	23	1 (still birth)
Hazaribag	151	0	0	0	74	03 IUD
Palamu	78	54	54	53	73	2 (Still birth)
Ramgarh	69	15	15	15	37	0
Total	424	172	193	192	308	
Percentage		41	46	45	73	

Appendix 6.1
(Referred to in paragraph 6.5.1)
Availability of linen

Sl. No.	Name of linen article	Required numbers as per IPHS		Name of DHs (quantity available)					
		for 101-200 bedded hospital	for 201-300 bedded hospital	Deoghar (100 bedded)	East Singhbhum (100 bedded)	Hazaribag (250 bedded)	Palamu (200 bedded)	Ramgarh (100 bedded)	Ranchi (200 bedded)
1	Bedsheets	800	1200	4095	700	2037	1277	453	913
2	Bedspreads	1200	1800	0	0	0	0	0	0
3	Blankets	50	100	107	106	254	73	273	194
4	Patna towels	300	1000	2	0	53	0	619	163
5	Table cloth	60	75	8	0	2	0	0	0
6	Draw sheet	100	150	0	80	0	0	20	10
7	Overcoat	60	90	3	0	0	0	30	32
8	OT coat	250	400	21	0	32	0	25	0
9	Patients house coat (for female)	600	900	0	110	0	0	10	16
10	Patients Pyjama/ Shirt (for male)	300	400	10	0	5	0	0	61
11	Over shoes pair	80	100	0	0	0	0	0	0
12	Pillows	300	450	11	50	13	14	104	166
13	Pillows covers	600	900	8	702	26	14	133	298
14	Mattress (foam) Adult	200	300	123	44	183	0	0	227
15	Paediatric Mattress	20	40	12	1	0	0	0	2
16	Abdominal sheets for OT	150	200	11	0	0	0	100	335
17	Perineal sheets for OT	150	200	0	0	0	0	0	10
18	Leggings (in pairs)	100	150	0	4	0	0	0	0
19	Mortuary sheet	50	70	0	0	0	0	0	0
20	Mats (Nylon)	100	200	0	0	0	0	0	1
21	Mackintosh sheet (in meters)	200	300	13	8	50	0	200	37

Appendix 6.2
(Referred to in paragraph 6.5.2)
Availability of linen in excess/ shortage of requirement

Sl. No	Name of linen article	Required numbers as per IPHS		Name of DHs											
		for 101-200 bedded hospital	for 201-300 bedded hospital	Deoghar (100 bedded)	Excess/shortage (in per cent)	East Singhbhum (100 bedded)	Excess/shortage (in per cent)	Hazaribag (250 bedded)	Excess/shortage (in per cent)	Palamu (200 bedded)	Excess/shortage (in per cent)	Ramgarh (100 bedded)	Excess/shortage (in per cent)	Ranchi (200 bedded)	Excess/shortage (in per cent)
1	Bedsheets	800	1200	4095	3295 (412)	700	-100 (13)	2037	837 (70)	1277	477 (60)	453	-347 (43)	913	113 (14)
2	Blankets	50	100	107	57 (114)	106	56 (112)	254	154 (154)	73	23 (46)	273	223 (446)	194	144 (288)

Appendix – 7.1
(Referred to in paragraph 7.4)

Storage of drugs

Sl. No.	Parameters	Deoghar	East Singhbhum	Hazaribag	Palamu	Ramgarh	Ranchi
1	Air-conditioned pharmacy	No	Yes	No	No	No	No
2	Labelled shelves/racks	No	Yes	No	Yes	No	No
3	Away from water and heat	Yes	Yes	Yes	Yes	Yes	No
4	Drugs stored above the floor	Partially	Yes	Partially	Yes	Partially	No
5	24-hour temperature recording of cold storage area	Yes	Yes	Yes	No	No	Partially
6	Drugs stored away from walls	Partially	Yes	Yes	Yes	Yes	Yes
7	Display instructions for storage of vaccines	Yes	Yes	Yes	Yes	No	Partially
8	Functional temperature monitoring device in freezers	Yes	Yes	Yes	Yes	No	Yes
9	Maintenance of temperature chart of deep freezers	Yes	Yes	Yes	Yes	No	Yes
10	Drugs kept under lock and key	Yes	Yes	Yes	No	NA	Yes
11	Poisons kept in a locked cupboard	Yes	NA	Yes	NA	NA	No
12	Expired drugs stored separately	Yes	Yes	Partially	Yes	Yes	Yes

(Source: Test-checked hospitals)

Appendix – 8.1
(Referred to in paragraph 8.2.1)

Physical and financial achievement of test-checked infrastructure works

Sl. No.	Scheme Name	District	AA Cost/ TS value (₹ in crore)	Agreement amount (in crore)	Agreement date	Scheduled date of completion	Total expenditure (in crore)	Project progress status	Hand over status	Remarks
1	10 Bedded Burn Unit	Deoghar	1.35	1.40	12/6/2015	12/5/2016	0.19	Completed	Handed over	Handed over by Civil Surgeon, Deoghar (Letter No.1568 dated 03-08-2018)
2	10 Bedded Burn Unit at Sadar Hospital campus	Hazaribag	1.35					Dropped		Dropped in the Departmental Meeting on 23-01-2016
3	10 Bedded Burn Unit, Palamu	Palamu	1.35					Dropped		Dropped. Land not made available by the Civil Surgeon.
4	10 Bedded Burn Unit at Sadar Hospital campus	Ramgarh	1.35	1.40	28/4/2015	27/3/2016	0.51	Completed	Handed over	Handed over.
5	Residual work in of 500 Bedded Sadar Hospital, Ranchi	Ranchi	6.09	6.31	14/6/2017	13/10/2017	5.44	Completed	Handed over	Handed over (Ward Building) except testing of DG & 2 Nos. of UPS
6	Remaining work of 500 Bedded Sadar Hospital (with Ward) at Ranchi	Ranchi	167.57	179.21	28/11/2017	27/2/2019	52.63	Work in progress		
7	Construction of Warehouse, Sadar, Ranchi	Ranchi	1.98	1.71	2/2/2016	1/1/2017	1.04	Completed		All works completed. Agency has been instructed to rectify some minor issues.
8	Construction of Blood Bank with equipment, Ranchi	Ranchi	1.75	5.16	22/10/2014	21/9/2016	1.01	Completed	Handed over	Handed over on 27-03-2018 (vide letter No. 998)

Sl. No.	Scheme Name	District	AA Cost/ TS value (₹ in crore)	Agreement amount (in crore)	Agreement date	Scheduled date of completion	Total expenditure (in crore)	Project progress status	Hand over status	Remarks
9	Construction of Blood Bank with equipment Building, Sadar, Lohardaga	Lohardaga	1.75				0.98	Completed	Handed over	Handed over to DS, Sadar Hospital, Lohardaga on 28-11-2016
10	Construction of Blood Bank Building with equipment, Sadar, Gumla	Gumla	1.75				0.98	Completed	Handed over	Handed over to DS, Sadar Hospital, Gumla on 28-10-2016
11	B, C & D types quarters at Sadar Hospital Campus, Jamshedpur	East Singhbhum	3.00	3.33	30/10/2013	28/2/2015	3.72	Completed	Handed over	₹ 11.92 lakh needed for the work. Deviation statement given.
12	Upgradation of existing Sadar Hospital for Medical College at Hazaribag	Hazaribag	31.58	26.91	15/1/2019	3/12/2019	10.36	Work in progress		(i) Boundary wall (70%) (ii) Renovation of Eye ward (iii) Female ward (90%) (iv) Trauma Centre renovation work completed (v) M. Bldg. - Plaster work, Electrification work in progress (vi) Maternity Bldg. (second and third floor - all work completed & Gas pipeline work in progress (vii) Maternity Block (Ground and First floor - 75%, (viii) OPD Bldg. - 80 % work completed (ix) Male ward - 80% work completed and Bathroom work in progress (x) External Electrification work, Road work, Drain work not started yet

Sl. No.	Scheme Name	District	AA Cost/ TS value (₹ in crore)	Agreement amount (in crore)	Agreement date	Scheduled date of completion	Total expenditure (in crore)	Project progress status	Hand over status	Remarks
13	Upgradation of existing Sadar Hospital for Medical College at Palamu	Palamu	36.37	34.48	17/11/2018	16/2/2020	7.67	Work in progress		P.P ward, Skill Lab & Diagnostic Centre renovation completed, S.F. roof shuttering in progress in 100 Bedded hospital, Retaining wall work in progress, Renovation work in progress in maternity ward, emergency block, prisoner ward etc.
	Total		257.24	259.91			84.54			Expenditure Completed works: ₹ 13.89 crore Incomplete works: ₹ 70.65 crore