TABLE OF CONTENTS

PARAGRAPH	PARTICULAR	PAGE(S)	
	Preface	(iii)	
	Executive Summary	(v)	
CHAPTER 1- INTRODUCTION AND AUDIT FRAMEWORK			
1.1	Introduction	1	
1.2	Overview of healthcare facilities in Nagaland	1	
1.3	Accountability Structure for Healthcare in the State	2	
1.4	Audit Framework	3	
1.10	Acknowledgement	6	
CHAPTER 2- FINANCIAL RESOURCES			
2.1	Fund Management	7	
СН	APTER 3- ESSENTIAL RESOURCES MANAGEMENT		
3.1	Standardisation of service and resources	13	
3.2	Human Resources Management	13	
3.3	Physical infrastructure	16	
3.4	Management of Drugs & Consumables	19	
3.5	Availability of Equipment	22	
CHAPTER 4- DELIVERY OF HEALTHCARE SERVICES			
4.1	Out Patient Department (OPD) Services	27	
4.1.4	Availability of essential services in OPD	30	
4.2	In-Patient Department Services	31	
4.2.1	Availability of services in IPD of test checked DHs	32	
4.2.3	Availability of Intensive Care Units and Critical Care Units	33	
4.2.4	Availability of Emergency Services	33	
4.2.6.4	Quality assurance of laboratory reports	36	
4.2.6.5	Non-calibration of medical equipment	36	
4.2.7	Shortage of laboratory services	37	
4.2.9	Operation Theatre Services	38	
4.2.12	Fire safety norms	41	
CHAPTER 5- SUPPORT SERVICES			
5.1	Storage and quality of drugs	43	
5.4	Infection Control	46	
5.5	Laundry Services	48	
5.6	Bio-medical waste management	50	
5.7	Ambulance Service	53	
CHAPTER 6	MATERNAL AND CHILD CARE, PREVALENCE OF O	CANCER	
	AND HIV/AIDS IN THE STATE		
6.1	Maternal and Child Health	57	
6.2	Cancer	65	
6.3	HIV/AIDS	70	
CHAPTER 7- EVALUATING EFFICIENCY OF THE HOSPITALS			
7.1	Bed Occupancy Rate	75	
7.2	Average length of stay	76	
7.3	LAMA cases in DHs	76	
7.4	Patient satisfaction survey	77	

APPENDICES		
PARAGRAPH	PARTICULAR	PAGE(S)
Appendix-I	Availability of essential drugs procured during five years	81
Appendix-II	Essential laboratory and diagnostic services in DHs	82
Appendix-III	Details of status of equipment/medicines etc. available in	83
	Ambulances in test checked DHs	
	GLOSSARY	85