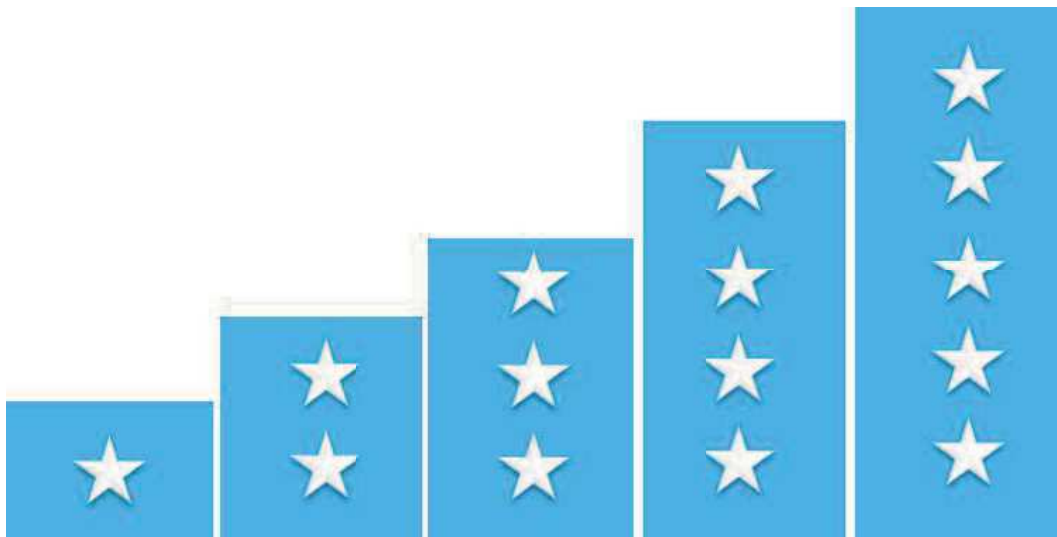


Star Rating Report Guideline for CHC



1. INTRODUCTION

Based on the available infrastructure at the health facility and the services being provided, the performance of a facility may be rated vis-à-vis other facilities. This measure is being achieved through star rating in HMIS.

For Star Rating report the following aspects are considered for a facility:

- Human Resources available
- Infrastructure available
- Drugs & Supplies
- Service Availability
- Client Orientation
- Service Utilization.

2. METHODOLOGY

This section provides the detailed methodology for generation of star rating report for CHCs and broadly covers the following:

- Data Item Details
- Criteria for Star Rating Report

2.1. Data Items

The data items to be considered for generation of star rating report for CHCs is based on the HMIS data which is reported by the facilities in infrastructure and MIS monthly format. The details of these data items are provided in the table given below:

HMIS Format	Star Rating Category		HMIS Data Item Code for CHC	HMIS Data Item Name	
Infrastructure	Mandatory Criteria	Human Resource	Doctors Including Specialists	2.1	General Surgeon
				2.2	Physician
				2.3	Obstetrician / Gynaecologist
				2.4	Paediatrics
				2.5	Anaesthetist
				2.7	Eye Surgeon
				2.9	General duty officers (Medical Officer)
			Nurse & ANM	2.13.a	Public Health Nurse
				2.13.b	ANM
				2.13.c	Staff Nurse
			Lab. Technician	2.16	Lab. Technician

HMIS Format	Star Rating Category		HMIS Data Item Code for CHC	HMIS Data Item Name
		Infrastructure	4.8	Separate public utilities for males and females (Yes/No)
			4.18.a	Operation Theatre available (Yes/No)
			4.29.c	Stand by facility (generator) available (Yes / No)
		Drugs & Supplies	9	Whether two month supply of essential drugs available?
			10	Whether two month supply of essential vaccines available?
			11	Whether two month supply of essential contraceptives available?
		Service Availability	1.2.e	24 - hour delivery services including normal and assisted deliveries
			1.2.h	Emergency care of sick children
			1.2.l	Essential Laboratory Services (Specify the type of lab tests conducted)
		Client Orientation	4.43.l	Is there a publicly displayed mechanism, whereby a complaint/grievance can be registered? (Yes / No)
			8.1	Citizen's charter (Yes/No)
			8.2	Constitution of Rogi Kalyan Samiti (Yes/No) (give a list of office order notifying the members)
	MIS Monthly	Service Utilisation	9	C -Section deliveries performed at facility
25			Number of new IUCD Insertions at facility	
33.12			Measles	
57.3			In-Patient Head Count at midnight	
58.1			OPD attendance (All)	

2.2. Criteria for Star Rating Report

For each category there is a defined criterion for the award of stars to the concerned CHC as given below:

A. Mandatory Criteria

a. Human Resource

Doctors including specialists	>=2
Nurse and ANM	>=6
Lab. Technician	>=1

b. Infrastructure

Separate public utilities for males and females	Yes/No
Operation Theatre available	Yes/No
Stand by facility (generator) available	Yes/No

Note:

- If facility satisfies both criteria, facility is eligible for Star Reporting & also gets 1 Star
- If the facility fails to satisfy any of the criteria, facility is not eligible for Star Reporting with status "NE" (Not Eligible)
- If facility fails to satisfy both of the criteria((Human Resources, Infrastructure) & also do not have Drugs and supplies, Service availability and Client Orientation then Star Reporting is not applicable for facility & status of facility will be "NA" (Not Applicable) i.e. for all the items /parameters considered for star rating the facility has either not reported or reported '0'.
- If facility fails to satisfy both of the criteria((Human Resources, Infrastructure) & has any non-zero value for Human Resources, Infrastructure, Drugs and supplies, Service availability and Client Orientation then facility is not eligible for Star Reporting with status "NE" (Not Eligible)

B. Drugs and Supplies

Whether two month supply of essential drugs available?	Yes/No
Whether two month supply of essential vaccines available?	Yes/No
Whether two month supply of essential contraceptives available?	Yes/No

- If facility satisfies all the three criteria with "Yes", facility gets one more star

C. Service Availability

24 - hour delivery services including normal and assisted deliveries	Yes/No
Emergency care of sick children	Yes/No
Essential Laboratory Services (Specify the type of lab tests conducted)	Yes/No

- If facility satisfies all the three criteria with "Yes", facility gets one more star

D. Client Orientation

Is there a publicly displayed mechanism, whereby a complaint/grievance can be registered?	Yes/No
Citizen's charter	Yes/No
Constitution of Rogi Kalyan Samiti (Yes/No) (give a list of office order notifying the members)	Yes/No

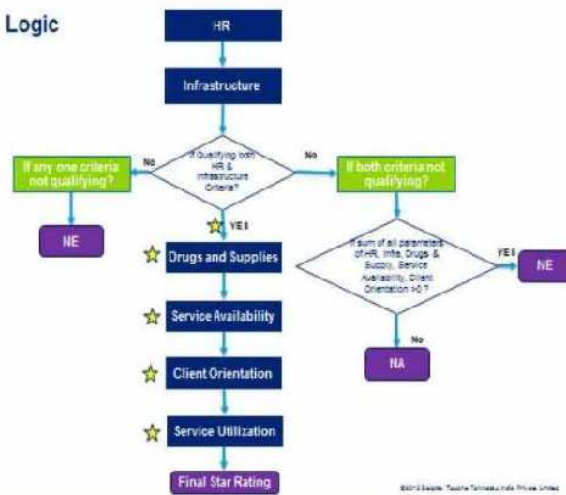
- If facility satisfies all the three criteria with "Yes", facility gets one more star

E. Service Utilization

Service Utilization:	Minimum value /month
C- section deliveries conducted at facility	5
Number of new IUCD Insertions at facility	3
Measles	10
In-Patient Head Count at midnight	450
OPD attendance (All)	750

- If facility satisfies any 4 or all 5 Service Utilization criteria, facility gets one more star

Logic



Note:- For complete description of Star Rating, you may visit at this URL:-

<https://nrhm-mis.nic.in/GuideLine/Star%20Rating%20Guidelines%20for%20CHC.pdf>