

To assist MoHP for the development of health tourism by formulating law, policy, strategies, criteria, protocols,  
To co-ordinate for development and management of national level study, research and training centre,  
Formulate standard treatment protocol (STP),  
Develop a drug list and revise according to need,  
Studying and monitoring of drugs used in different hospital pharmacy and health facilities,  
Formulation of standard on anti-microbial resistance and  
Preparation of training materials of rational use of drug and conduct training for health workers of various levels.

### **7.2.2. Basic Health and Emergency Management Section**

Define and effective management of Basic Health Services according to constitutional system and provide it at free of cost,  
Determining the scope and criteria of basic health services,  
Supervision, monitoring and evaluation of the quality of basic health services,  
Evaluation of the effectiveness of basic health services and co-ordinate to all levels of federal structure for continuous improvement by providing feedback,  
Modification and extension of basic health care services based on the emergence of diseases, availability of financial resources and local needs,  
Conduct study and research about basic health service,  
To facilitate for formation of laws, policy, rules, criteria, protocols and guidelines to make emergency health care service effective,  
To facilitate for formation of laws, policy, rules, criteria, protocols and guidelines regarding referral system and  
To assist MoHP for the implementation, monitoring and regulation of emergency service and referral service.

### **7.2.3. Eye, ENT and Oral Health Section**

To facilitate for formulation of national policy, rules, standard, protocols and guidelines related to Eye health,  
To facilitate for formulation of national policy, rules, standard, protocols and guidelines related to ENT services,  
To facilitate for formulation of national policy, rules, standard, protocols and guidelines related to oral health services,  
Evaluation of the effectiveness of Eye, ENT and oral health and co-ordinate to all levels of federal structure for continuous improvement by providing feedback,  
Facilitation and Co-ordination for integration with eye health, ENT and oral health services to national health service system and  
Study, research related to eye, ENT and oral health services.

### **7.2.3 Minimum Service Standards for Hospitals and Health Facilities**

Minimum Service Standards (MSS) Health Facilities is the service readiness and availability of tool for optimal requirement of the hospitals to provide minimum services that are expected from them. This tool entails for preparation of service provision and elements of service utilization that are deterministic towards functionality of hospital to enable working environment for providers and provide resources for quality health service provision. MSS for hospitals reflect the optimally needed minimum criteria for services to be provide but in itself is not an “ideal” list of the maximum standards. This checklist of MSS is different than a program specific quality improvement tool as it will outline the equipment, supplies,

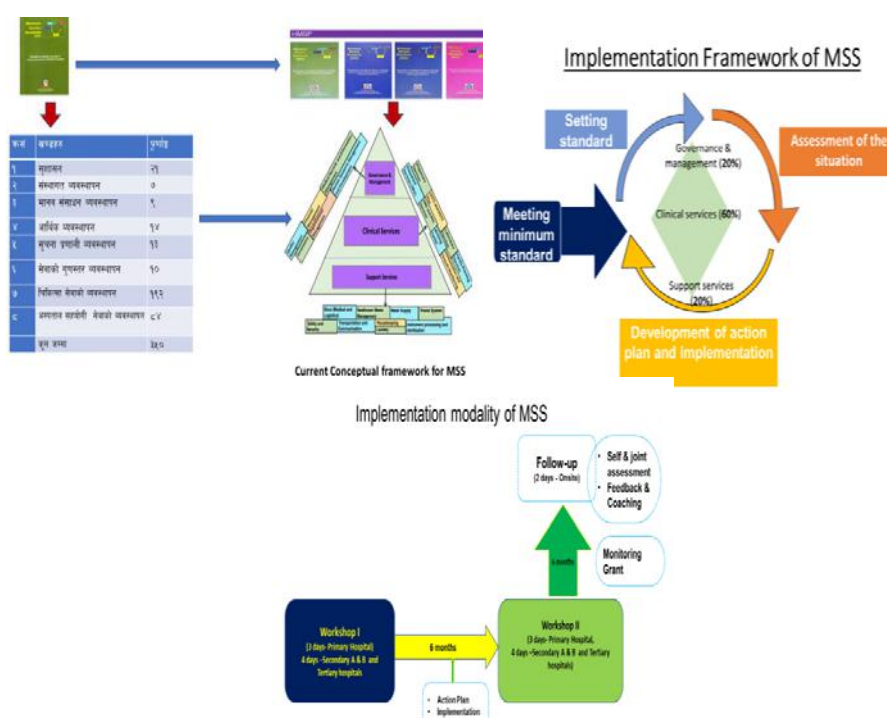
furniture, human resource required for carrying out service but not detail out the standards operating procedures of any service.

- Initially Ministry of Health and population (MoHP) in collaboration with, Nick Simons Institute (NSI), started Hospital Management Strengthening Program (HMSP) in district and district level hospitals (DH) of Nepal since FY 2071/72 (2014). It began as piloting of Hospital Management Training (HMT) in 4-hospitals in 2013, partnership between National Health Training Center (NHTC) with Nick Simons Institute (NSI) to support district hospital. Considering its modality and coverage the HMT training has converted into HMSP program in 2014.

This program is basically designed to identify existing gaps on readiness towards the quality improvement of hospital services through self and joint assessment using Minimum service standards (MSS) tool and develop action plan scientifically, in addition to hospital strengthening grant by MoHP/ DoHS and NSI. This program was designed in phase wise expansion in all district level hospitals (15 to 50 bedded). District level MSS has covered all 83 hospitals by FY 2075-76.

After implementation of DH MSS for 4 years and its exiting achievements during this period, the District hospital MSS tool has revised with the named as MSS for Primary hospital and new MSS tools for all level of hospital and health facility has developed. Which include 4 categories of hospitals Primary, Secondary A, Secondary B and Tertiary level Hospitals and Health Post as well. The eight section of DH-MSS has framed as the three broad areas are:

1. Management and Governance,
2. Clinical Services and
3. Hospital Support Services.

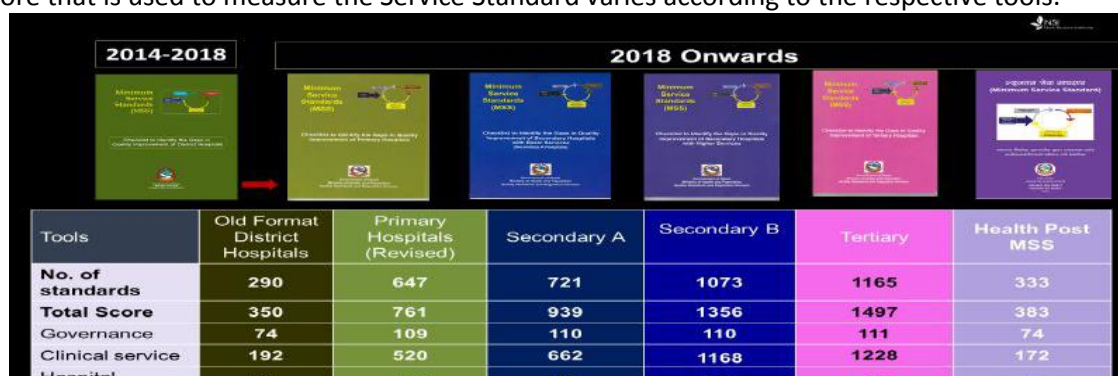


The results of Nepal Health Facility Survey 2015 showed that among the health facilities that were assessed only 13 percent of them had all seven basic equipment items- adult weighing scale, child weighing scale, infant weighing scale, thermometer, stethoscope, blood pressure apparatus and a light source for service provision. The availability of all supplies and equipment's defined for standard precaution control was as low as 0.2%, all basic laboratory services in 12% and only 3% facilities had client feedback mechanism in place. This was an

alarming situation. During that period, minimum service standards was rolled out in 83 district level hospitals and was evident to contribute in quality of services provided by hospitals with instances of improved governance, management, clinical and support services. This encouraged MoHP to put on its efforts on setting the minimum service standards for hospitals secondary and tertiary levels and at the same time contextual revision of MSS for district hospitals to set MSS for primary level hospitals. The revision and development of the tool took into series of steps beginning with formulation of Technical Working Group and selection of subject experts and technical coordinator and consultative workshops and meetings (Figure: Process of MSS revision and development). The key guiding documents are Constitution of Nepal 2072, National Health Policy 2014, Policy on Quality Assurance in Health Care Services, 2064, Public Health Service Act 2075, Nepal Integrated Health Infrastructure Development Standards 2073/74, Nepal Health Sector Strategy 2015-2020 and Guideline on Health Institution Establishment, Operation and Upgrading Standards, 2070 but not limited to them.

Thus, prepared MSS is a comprehensive tool for optimal preparation of the hospitals for the minimum services that are needed to be provided by these health facilities and has potential to bring a positive change. The health sector needs are dynamic and revision of the services and standards in due course is anticipated. The revision of MSS for hospitals is planned to be done every 3-4 years (completion of cycle of MSS in all targeted government hospitals) to incorporate the learning and adapt the documents to the emerging context.

There are all together 5 sets of MSS Tools including Health Post MSS (Basic Health Care Centre), Primary Hospital MSS (5,10,15 Beds Hospital, Secondary A Level (25-50 Bed General Hospital), Secondary B Level(100-300 Bed General Hospital) and Tertiary Level (Specialized Hospital). Each MSS tool has three major sections: Governance and Management, Clinical Service Management and Hospital Support Service Management. The total standards and Score that is used to measure the Service Standard varies according to the respective tools.



This MSS Score for hospitals measure the existing situation and enables to identify the gap areas that are to be addressed through the development of the actions plan that demands both technical and financial inputs and managerial commitments. The overall process is guided by its implementation guideline that describes on sequences of self-assessment and follow up workshops and gap identification for action plan development and striving for optimal MSS Score.

Ministry of Health and Population strives to implement MSS in Health Facilities for establishing enabling environment at service delivery point through preparedness and availability for quality service provision to the users. Not being an exhaustive list of facilities and services, hospitals are encouraged to strive for betterment and go beyond the defined set of minimum standards whenever their resources support.

Minimum Service Standards (MSS) for hospitals and health facilities were previously lead by Curative Service Division, Ministry of Health and Population. Now in changing context, as per

ToR this Program is lead by Quality Standard and Regulation Division, Ministry of Health and Population and the implementation is done by Curative Service Division, DoHS.

### Nationwide coverage of MSS implementation program in different level of Hospitals.

MSS has implemented in 100 different level of hospitals all over the country. Which include continuation of MSS Follow up in 83 hospitals and program was expanded in 17 additional hospitals

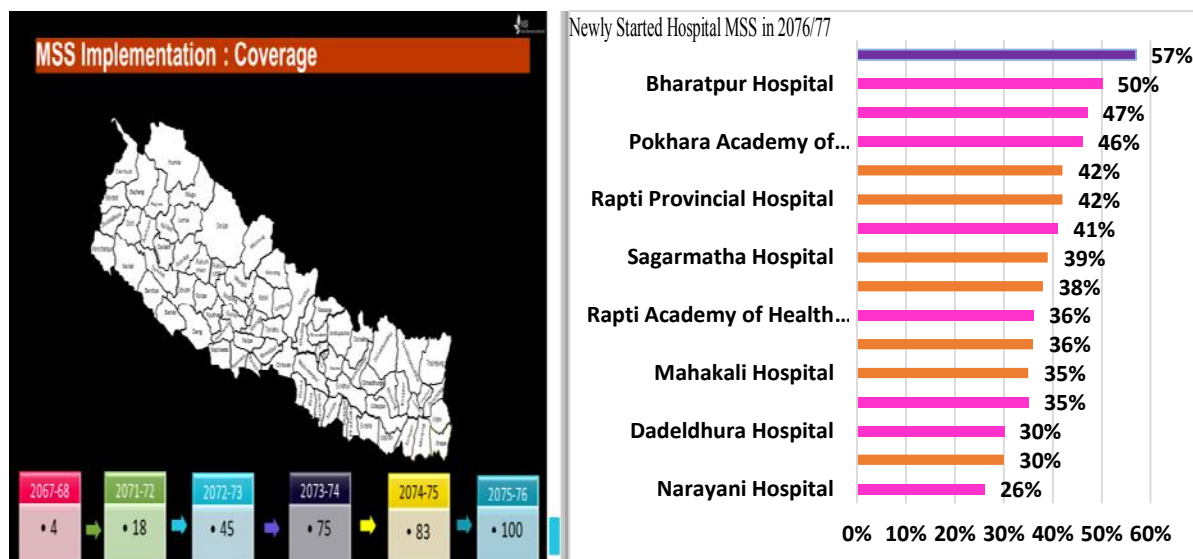


Figure 1

As a part of MSS implementation in all level of hospitals, MSS has implemented in 17 additional new (1- Primary + Secondary A-4, Secondary B-3 and 9 tertiary) hospitals. Among them 4 secondary A level was (previous Zonal) hospitals, 3 Secondary B were previous Zonal hospitals and 9 tertiary level hospitals (previous Zonal, Regional, sub regional and central). Among ¾ MSS implemented Secondary B hospitals Seti hospital Dhangadi being a height score of 42% and Janakpur lowest score of 30%. Likewise, 9 Tertiary level hospitals Bharatpur became highest scorer of 50% and Narayani lowest score of 26%.

Among 83 Primary and Secondary A hospitals where district level MSS was implemented since beginning, the first follow up MSS Score with revised MSS (Primary and Secondary A), Only one hospital has scored > 80% and above. Likewise, 6 (7%) hospitals have 70-80% MSS score, 23(28%) hospitals secured MSS score between 60%-70%, 20 (24%) has secured their latest MSS Score of 50-60%. And 17(20%) has scored 40-50%. Still 16 (19%) hospitals are less than 40% MSS scores. Although the overall lowest MSS score being 18 % of Gaur (Secondary A) among 83 hospitals, but among primary hospitals lowest 27% of Bardibash hospital, and highest being 81% of Dhading Hospital.

#### Program impact in Hospital level:

**Governance and management-** Hospital service quality is in high priority of Federal, Provincial and Local government, allocating budget linked with MSS gaps. HMC is taking ownership in overall service improvement and expansion of hospital services. Most of the HMC chairperson and Me Su considered MSS as a guiding document for quality health services.

**Clinical Service Management:** Considerable improvement in Diagnostic services- like Digital X-ray service, Improvement in laboratory services with Auto and semi auto analysers and expansion of its range of test up to culture, T3, T4, TSH, HbA1c and others. Some hospitals have started surgeries with new setup of operation theatre and few has upgraded its range of major surgeries.

**Hospital Support Service Management:** Establishment and upgrading of separate laundry, CSSD, housekeeping services, autoclaving of contaminated waste, are the novel achievements of primary and secondary A level hospitals.

Besides the routine services advocated by MSS, hospitals are motivated to establish additional services as reported by the managers of hospitals during assessments. Remarkable milestones have been reached with regards to additional services like, ICU with ventilator, special new-born care unit (SNCU), crisis management centres, extended hospital services (EHS) with specialized Doctors, EHR (Electronic Health Record) services at some of these hospitals.

**Following is the progress data regarding Minimum Service Standards (MSS) score of hospitals of F/Y 2076/77.**

Province 1	Name of Hospital	MSS Score on District level MSS										Revised & New MSS (FY 2076-77)	
		WS 1	WS 2	WS 3	FU 1	FU 2	FU 3	FU 4	FU 5	FU 6	FU 7	New MSS-1 Assessment	New MSS-2 Assessment
1	Ilam District Hospital	60%	72%	75%	55%	59%	61%	73%	72%	85%	88%	64%	
2	Panchthar District Hospital	47%	62%	72%	57%	59%	60%	68%	79%	75%	64%	51%	
3	Taplejung District Hospital	36%	53%	69%	51%	75%	75%	75%	72%	63%	83%	75%	
4	Bhojpur District Hospital	48%	55%	84%	60%	63%	66%	68%				66%	
5	Sankhuwasabha District Hospital	52%	65%	78%	68%	70%	81%	77%				63%	
6	Terhathum District Hospital	42%	61%	61%	77%	72%	74%	75%				66%	
7	Gaighat Hospital, Udayapur	57%	72%	85%	65%	62%	76%	67%				45%	
8	Katari Hospital (Udayapur)	40%	60%	67%	53%	73%	73%	86%				61%	
9	Khotang District Hospital	40%	75%	87%	60%	63%	70%	75%				56%	
10	Phaplu Hospital, Solukhumbu	60%	66%	82%	75%	72%						45%	
11	Rumjatar Hospital, Okhaldhunga	48%	64%	75%	80%	78%						42%	
12	Dhankuta District Hospital	76%	89%	94%	90%	84%						62%	
13	Inaruwa Hospital, Sunsari	40%	59%	69%	51%	45%						39%	
14	Rangeli Hospital, Morang	40%	76%	82%	61%	55%						47%	
15	Damak Hospital, Jhapa	48%	60%	66%								<b>67%</b>	
16	Mangalbare Hospital, Morang	49%	67%	67%								55%	
17	Mechi Hospital Jhapa												
18	Koshi Hospital, Morang											47%	

Province-2	Name of Hospital	WS 1	WS 2	WS 3	FU 1	FU 2	FU 3	FU 4	FU 5	FU 6	FU 7	New MSS-1 Assessment	New MSS-2 Assessment
1	Gaur Hospital (Rautahat)	27%	34%	47%	46%	51%	45%	44%	48%	45%		18%	
2	Jaleswor District Hospital (Mahottari)	28%	42%	45%	35%	62%	39%	47%	68%	75%		48%	
3	Kalaiya Hospital (Bara)	27%	53%	63%	65%	67%	77%	62%	64%	64%	65%	38%	
4	Malangwa Hospital (Sarlahi)	29%	27%	43%	26%	32%	30%	51%	51%	40%		34%	
5	Bardibas Hospital, Mahottari	34%	59%	71%	52%	47%	45%	38%				27%	
6	Chandranigapur Hospital (Rautahat)	31%	61%	77%	41%	67%	65%					37%	
7	Pokhariya Hospital (Parsa)	47%	40%	62%	62%	48%	55%	57%	78%			55%	
8	Bhardaha Hospital (Saptari)	42%	60%	69%	57%	58%						37%	
9	Lahan District Hospital (Siraha)	59%	69%	81%	68%	65%						41%	
10	Siraha District Hospital (Siraha)	41%	76%	81%	51%	69%						41%	
11	Janakpur Provincial Hospital, Dhanusha											30%	
12	Narayani Hospital											26%	
13	Sagarmatha Hospital											39%	
<b>Bagmati Province</b>	<b>Name of Hospital</b>	<b>WS 1</b>	<b>WS 2</b>	<b>WS 3</b>	<b>FU 1</b>	<b>FU 2</b>	<b>FU 3</b>	<b>FU 4</b>	<b>FU 5</b>	<b>FU 6</b>	<b>FU 7</b>	<b>New MSS-1 Assessment</b>	<b>New MSS-2 Assessment</b>
1	Jiri Hospital (Dolakha)	75%	86%	90%	79%	88%	81%	84%				65%	69%
2	Ramechhap District Hospital	54%	69%	73%	66%	77%	71%	73%				60%	
3	Sindhuli District Hospital	62%	81%	85%	80%	82%	96%	96%				59%	
4	Dhading Hospital	69%	87%	93%	89%	86%						81%	
5	Rasuwa District Hospital	37%	54%	70%	68%	74%						42%	69%
6	Trishuli Hospital (Nuwakot)	72%	77%	79%	68%	74%						61%	63%
7	Bagauda Hospital (Chitwan)	41%	57%	65%	50%	53%						46%	
8	BakulahrRatnanagar Hospital (Chitwan)	52%	55%	71%	76%	80%						70%	
9	Hetauda Hospital	49%	70%	72%	67%	57%						53%	
10	Chautara Hospital (Sindhupalchowk)	45%	76%	82%	66%	69%						74%	
11	Methinkot Hospital	61%	63%	73%	61%	56%						57%	59%
12	GodawariBajrabarahi hospital											27%	
13	Bhaktapur Hospital											38%	
14	Bir Hospital											41%	
15	Bharatpur Hospital											50%	
<b>Gandaki Province</b>	<b>Name of Hospital</b>	<b>WS 1</b>	<b>WS 2</b>	<b>WS 3</b>	<b>FU 1</b>	<b>FU 2</b>	<b>FU 3</b>	<b>FU 4</b>	<b>FU 5</b>	<b>FU 6</b>	<b>FU 7</b>	<b>New MSS-1 Assessment</b>	<b>New MSS-2 Assessment</b>
1	Mustang District Hospital	58%	64%	72%	52%	58%	61%	66%				43%	
2	Myagdi District Hospital	75%	89%	91%	85%	82%	84%	87%				51%	56%
3	Parbat District Hospital	53%	84%	91%	59%	56%	64%	69%	72%			47%	
4	Bandipur Hospital	45%	52%	55%	66%	69%	72%	69%				50%	64%
5	Damauli Hospital	44%	78%	69%	71%	72%	75%	68%				65%	
6	Gorkha District Hospital	71%	75%	78%	80%	77%						38%	
7	Manang District Hospital	39%	57%	65%	62%	55%						37%	
8	Syangja District Hospital	59%	74%	78%	75%	77%	87%					63%	
9	Chapakot Hospital, Syangja	29%	42%	63%								28%	
10	MatriSishuMiteri Hospital, Batalichaur, Kaski	69%	90%	90%								52%	
11	Sisuwa Hospital, Kaski	41%	65%	70%								42%	
12	Sundar Bazar Hospital, Lamjung	38%	63%	60%								29%	27%
13	Dhaulagiri Hospital Baglung											57%	
14	Pokhara Academy of Health Science											46%	

## Curative Service

Lumbini Province	Name of Hospital	WS 1	WS 2	WS 3	FU 1	FU 2	FU 3	FU 4	FU 5	FU 6	FU 7	New MSS-1 Assessment	New MSS-2 Assessment
1	Pyuthan District Hospital	48%	61%	69%	64%	59%	76%	72%	64%	81%		50%	54%
2	Rolpa District Hospital	43%	59%	63%	67%	67%	66%	73%	70%	67%		62%	
3	Gulariya District Hospital, Bardiya	58%	81%	85%	76%	73%	80%	88%	90%			62%	
4	Lamahi Hospital, Dang	42%	40%	45%								28%	
5	Argakhanchi District Hospital	58%	76%	85%	76%	59%	59%	68%	72%			55%	
6	Bhim Hospital, Rupandehi (Bhairawa)	59%	69%	63%	59%	60%	76%	78%	73%			64%	
7	Tamghas District Hospital (Gulmi)	57%	72%	78%	69%	73%	69%	71%	75%			62%	
8	Taulihawa District Hospital (Kapilvastu)	46%	57%	74%	53%	57%	76%	78%	74%	72%		55%	66%
9	Pipara Hospital, Kapilvastu	50%	51%	55%	54%	41%						36%	
10	Prithivi Chandra Hospital, NawalParasi	61%	57%	74%	60%	77%						54%	
11	Shivaraj Hospital (Kapilvastu)	52%	60%	75%	79%	74%						58%	
12	Palpa District Hospital	47%	65%	71%	60%	50%						47%	
13	Rampur Hospital, Palpa	59%	73%	68%	73%	60%						38%	
14	Chisapani Hospital, Bardaghat, Nawalparasi	38%	52%	66%								40%	
15	Rapti Provincial hospital											42%	
16	Lumbini Provincial Hospital											36%	
17	Rapti Academy of Health Science											36%	
18	Bheri hospital											35%	
Karnali Province	Name of Hospital	WS 1	WS 2	WS 3	FU 1	FU 2	FU 3	FU 4	FU 5	FU 6	FU 7	New MSS-1 Assessment	New MSS-2 Assessment
1	Rukum District Hospital	56%	52%	75%	43%	50%	32%	57%	71%	80%		60%	
2	Salyan District Hospital	49%	72%	78%	57%	64%	67%	78%	75%	75%		66%	
3	Dailekh District Hospital	60%	73%	71%	69%	82%	87%	91%	92%			78%	
4	Dullu Hospital	38%	42%	65%	69%	72%	58%	65%	66%			57%	
5	Mehelkuna Hospital, Surkhet	36%	47%	55%	59%	48%	62%	76%	77%			43%	
6	Kalikot District Hospital	35%	71%	89%	80%	65%	67%	70%	70%			57%	
7	Mugu District Hospital	24%	40%	75%	59%	47%	50%	55%				38%	
8	Dolpa District Hospital	69%	59%	59%	73%	69%						43%	
9	Humla District Hospital	39%	52%	52%	65%	67%	76%					55%	
10	Jajarkot District Hospital	38%	48%	68%	58%	71%						37%	
11	Karnali Provincial Hospital Surkhet												
Sudur Pachim Province	Name of Hospital	WS 1	WS 2	WS 3	FU 1	FU 2	FU 3	FU 4	FU 5	FU 6	FU 7	New MSS-1 Assessment	New MSS-2 Assessment
1	Achham District Hospital	45%	60%	75%	72%	70%	88%	90%	89%	89%		71%	
2	Bajura District Hospital	47%	45%	70%	56%	53%	67%	65%	67%	68%		55%	
3	Doti District Hospital	45%	75%	76%	53%	47%	59%	68%	73%	89%		77%	
4	Baitadi District Hospital	48%	72%	74%	70%	61%	65%					65%	
5	Bajhang District Hospital	53%	77%	83%	87%	84%	81%	80%	77%			60%	
6	Darchula District Hospital	35%	57%	67%	73%	75%	75%	82%	76%			64%	
7	Gokuleshwor Hospital	39%	59%	68%	70%	58%	66%	82%				67%	
8	Jogbudha Hospital (Dadeldhura)	50%	73%	77%	82%	82%						63%	
9	Malakhet Hospital	28%	39%	51%	49%	50%						29%	
10	Tikapur Hospital (Kailali)	48%	84%	88%	82%	84%						55%	
11	Mahakali Hospital											35%	
12	Seti Hospital											42%	
13	Dadeldhura Hospital											30%	

Source: CSD, DoHS