

## TABLE OF CONTENTS

PARAGRAPH	PARTICULARS	PAGE(S)
	Preface	v
	Executive Summary	vii
<b>CHAPTER 1 – INTRODUCTION AND AUDIT FRAMEWORK</b>		
1.1	Introduction	1
1.2	Overview of Public Healthcare Facilities in Meghalaya	1
1.3	Accountability Structure for Healthcare in the State	2
1.4	Audit Framework	3
1.5	Acknowledgement	6
<b>CHAPTER 2 – FINANCIAL RESOURCES</b>		
2.1	Fund Management	7
<b>CHAPTER 3 – ESSENTIAL RESOURCES MANAGEMENT</b>		
3.1	Manpower Resources	13
3.2	Physical Infrastructure	16
3.3	Equipment for Health Facilities	19
3.4	Drugs Management	21
<b>CHAPTER 4 – DELIVERY OF HEALTHCARE SERVICES</b>		
4.1	Out Patient Department Services	25
4.2	In Patient Department Services	29
4.3	Intensive Care Unit Services	31
4.4	Operation Theatre Services	32
4.5	Emergency Services	33
4.6	Absence of Trauma Care Centre	34
4.7	Diagnostic Services	35
4.8	Shortage of Laboratory Technicians	40
4.9	Quality Assurance in Laboratory Services	41
4.10	Patient Rights and Grievance Redressal	41
4.11	Patient Safety	43
<b>CHAPTER 5 – SUPPORT SERVICES</b>		
5.1	Shortage of Drugs	45
5.2	Infection Control	46
5.3	Cleaning Services	49
5.4	Hospital Waste Management	51
5.5	Linen and Laundry Services	53
5.6	Ambulance Service	55

<b>PARAGRAPH</b>	<b>PARTICULARS</b>	<b>PAGE(S)</b>
<b>CHAPTER 6 – MATERNAL AND CHILD CARE AND CANCER</b>		
6.1	Maternal and Child Health	57
6.2	Cancer	67
<b>CHAPTER 7 – EVALUATION OF IN-PATIENT SERVICES THROUGH OUTCOME INDICATORS</b>		
7.1	Bed Occupancy Rate	71
7.2	Referred out Rate	72
7.3	LAMA and Absconding Rate in DHs	72
7.4	Patient Satisfaction Score	73
7.5	Outcomes <i>vis-à-vis</i> Availability of Resources	73

<b>APPENDICES</b>		
		<b>Page(s)</b>
Appendix – I	List of essential drugs sampled for Audit	77
Appendix – II	Availability of Laboratory services in the test-checked DHs	80

