



**COVID-19 Outbreak Control and Prevention State Cell**  
**Health & Family Welfare Department**  
**Government of Kerala**

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**Advisory on Performance Assessment for COVID Hospitals**

**NO: 33/F2/2020/Health- 18<sup>th</sup> May 2020**

**Introduction:** Quality assessment (QA) is a critical aspect of good hospital management. Applying the service quality gap model is one of the common tools for quality evaluation in the service sector. The assessment method helps to ascertain the level of functioning of the COVID hospital, their fidelity with the standard operating procedures and the best practices being adopted. The assessment also helps in "raising the bar" of the hospitals for excelling.

**Tool:** A google drive with quality checklist has been prepared and shared to Hospital Superintendent's official email ID. Superintendent need to mark 'YES' or 'NO' against each item. The colour of the checklist changes automatically to 'Green' or 'Red'.

**How to fill the checklist?** Hospital Superintendent need to update the google sheet every week before Saturday 3 pm. It is mandatory to enter the date of updation at the bottom.

Mark 'YES' only if it is 100%. Anything less than 100% shall be marked 'NO'.

This is a tool for giving information to the institution, district level supervisory officers, state level senior management officers and other officers to see at a glance the basic indicators of the COVID 19 hospitals and to take appropriate actions for improving the functioning of the Hospital.

**Principal Secretary**