TABLE OF CONTENTS

PARAGRAPH	PARTICULARS	PAGE(S)	
	Preface	iii	
	Executive Summary	V	
CHAPTER 1 – INTRODUCTION AND AUDIT FRAMEWORK			
1.1	Introduction	1	
1.2	Overview of Healthcare Facilities in Mizoram	1	
1.3	Accountability Structure for Healthcare in the State	2	
1.4	Audit Framework	3	
1.5	Acknowledgement	5	
CHAPTER 2 – FINANCIAL RESOURCES			
2.1	Fund Management	7	
CHAPTER 3 – ESSENTIAL RESOURCES MANAGEMENT			
3.1	Standardisation of Service and Resources	11	
3.2	Drugs Management	15	
CHAPTER 4 – DELIVERY OF HEALTHCARE SERVICES			
4.1	Out Patient Department Services	19	
4.2	In Patient Department Services	24	
4.3	Intensive Care Unit Services	27	
4.4	Operation Theatre Services	28	
4.5	Emergency Services	29	
4.6	Laboratory and Diagnostics Services	31	
4.7	Citizens' Charter and Grievance Redressal Systems	32	
4.8	Patient Safety	32	
CHAPTER 5 – SUPPORT SERVICES			
5.1	Storage of Drugs	35	
5.2	Dietary Service	35	
5.3	Infection Control	36	
5.4	Hospital Waste Management	37	
5.5	Linen and Laundry Services	38	
5.6	Ambulance Service	39	

PARAGRAPH	PARTICULARS	PAGE(S)	
CHAPTER 6 – MATERNAL AND CHILD CARE, CANCER AND HIV/ AIDS CARE			
6.1	Maternal and Child Health	43	
6.2	Cancer	49	
6.3	Human Immunodeficiency Virus/ Acquired Immuno Deficiency Syndrome	51	
CHAPTER 7 – EVALUATION OF IN-PATIENT SERVICES THROUGH OUTCOME INDICATORS			
7.1	Bed Occupancy Rate	53	
7.2	Bed Turnover Rate	54	
7.3	Referral Out Rate	55	
7.4	Average Length of Stay	55	
7.5	Left Against Medical Advice	56	
7.6	Outcomes vis-à-vis Availability of Resources in District Hospitals	57	
7.7	Comparison of Outcome Indicators of Test-checked DHs with State's Figures	57	

Performance Audit of Select District Hospitals in Mizoram