

**An initiative of hospital service improvement
under the WHO-supported Health System Strengthening Program**

Ranking 2015 of selected MOHFW-owned Government Hospitals of Bangladesh

Background

This ranking of the MOHFW-owned government hospitals of Bangladesh has been done under a program of the Office of the Additional Director General (Planning & Development) of the DGHS, under an initiative of hospital service improvement. The initiative is being supported by WHO Country Office in Bangladesh under the biennium 2014-2015 under the Health System Strengthening program, which follows the principles of 6 health systems building blocks of WHO, viz., (i) health services; (ii) supplies of medicines, equipment and technologies; (iii) health workforce; (iv) health financing; (v) health information system; and (vi) leadership and governance.

The initiative of hospital service improvement has been built on this hypothesis: **“Visible improvement of the quantity and quality of services of the government hospitals is possible, within the existing resources and limited authority, simply by improving the local leadership and team building, but through a systematic, planned and participatory approach.”**

The incentive to the participating hospitals was the Health Minister National Award to be accorded to the best performing hospitals and health managers.

Certain areas, which commonly do not require external interventions, have been chosen for making visible change. These areas include cleanliness, staff punctuality, placement of appropriate display boards and patient guidance signs, good behavior with patients, improving laboratory services, waste management, reducing waiting time at the outpatient department, improvement of overall hospital service, updating data in the online reporting systems, holding monthly staff meeting and follow-up of the decisions made in the past meetings, etc. The Health Minister National Award was first introduced in 2014 under WHO biennium 2013-2014.

In the current year, in addition to giving Health Minister National Award 2015 to the best performing hospitals and health managers, attempt has also been undertaken to rank the short-listed hospitals. This report is on this ranking of the government hospitals.

Procedure of hospital ranking for 2015

- Each participating hospital required to update the baseline and monthly data on the intervention areas in the MIS-DGHS's online database system;
- The data helped to make comparison between the baseline and level of subsequent improvement in each intervention area;

- Almost all the hospitals participated in the hospital service improvement initiative; but out of them 106 upazila hospitals, 25 district hospitals and 14 tertiary hospitals were short-listed through an overall evaluation of the submissions in the online reporting systems;
- These short-listed hospitals latter were visited physically to see actual situation; a committee headed by Ms. Roxana Quader, Additional Secretary (PH&WHO) of the MOHFW conducted the evaluation processes;
- Eight teams comprised of 41 members from representatives of DGHS' different departments, such as, MIS; Medical Education; ESD; and Hospital & Clinics; organizations outside of DGHS, such as, HEU-MOHFW; ICDDRDB; officers from respective Divisional Health Offices; and some medical graduates from private sector conducted the physical verification visits;
- Weighted detailed check-list to capture data on wider perspectives was used for data collection through eye witnesses during physical verifications. Separate patient satisfaction survey on outdoor and indoor patients was also done;
- The physical verifications were "joint and consensus assessments" between the external evaluators and local authorities and supervisors; the evaluation sheets have been countersigned by the local and supervising authorities on both the completed checklists and survey questionnaires;
- The full mark for evaluation was 300. This was divided into three components, viz., (i) overall impression from cumulative online monthly data: 100; (ii) physical verification: 100; and (iii) patient satisfaction survey: 100. For calculating final score, more weightage was given to physical verification. The final score for each hospital, therefore, was obtained by summing up 20% of online score, 60% of physical verification score and 20% of patient satisfaction survey score;
- Based on the final score, the ranking of all the physically verified hospitals in each category has been made; however, as the final scores between hospitals were close to each other, the Ranking for year 2015 has been made as follows:
 - Tertiary hospitals: First top 5; Second top 5; Third top 5, etc.
 - District hospitals: First top 10; Second top 10; Third top 10, etc.
 - Upazila hospitals: First top 10; Second top 10; Third top 10, etc.
- This ranking has been planned to publish in the DGHS website.

Government Hospital Ranking 2015

Tertiary Hospital Top 5 Ranking

Rank	Division	Name of tertiary hospital
Top 5	Dhaka	Dhaka Medical College Hospital
	Rajshahi	SZR Medical College Hospital
	Dhaka	Faridpur Medical College Hospital
	Dhaka	Shaheed Suhrawardy Medical Colleg Hospital
	Chittagong	Chittagong Medical College Hospital
2nd 5	Sylhet	Sylhet MAG Osmani Medical Hospital
	Dhaka	Kurmitola 500 Bed General Hospital
	Dhaka	National Instition Of Cancer Research Hospital
	Dhaka	Sir Salimullah Medical College Hospital
	Rangpur	Dinajpur Medical College Hospital
3rd 5	Rajshahi	Rajshahi Medical College Hospital
	Chittagong	Comilla Medical College Hospital
	Dhaka	National Institute Of Kidney Disease& Urology
	Khulna	Khulna Medical College Hospital
	Rangpur	Rangpur Medical College Hospital

District Hospital Top 10 Ranking

Rank	Division	Name of district Hospital
Top 10	Khulna	Kushtia District Hospital
	Dhaka	Narsingdi District Hospital
	Khulna	Jhenaidah District Hospital
	Dhaka	Gazipur District Hospital
	Rajshahi	Joypurhat District Hospital
	Barisal	Bhola District Hospital
	Barisal	Pirojpur District Hospital
	Rangpur	Lalmonirhat District Hospital
	Dhaka	Narayangonj District Hospital
	Dhaka	Gopalganj District Hospital
2nd 10	Chittagong	Laxmipur District Hospital
	Rajshahi	Natore District Hospital
	Barisal	Jhalokathi District Hospital

Rank	Division	Name of district Hospital
	Dhaka	Tangail District Hospital
	Khulna	Narail District Hospital
	Rangpur	Nilphamari District Hospital
	Rangpur	Panchagarh District Hospital
	Khulna	Meherpur District Hospital
	Chittagong	Rangamati District Hospital
	Rajshahi	Pabna District Hospital
3rd 10	Dhaka	Sherpur District Hospital
	Chittagong	Chandpur District Hospital
	Sylhet	Habigonj District Hospital
	Dhaka	Munshigonj District Hospital
	Rajshahi	Naogaon District Hospital

Upazila Health Complex Top 10 Ranking

Rank	Division	District	Upazila Health Complex of
Top 10	Rajshahi	Pabna	Iswardi
	Rajshahi	Pabna	Shanthia
	Rajshahi	Joypurhat	Kalai
	Chittagong	Khagrachari	Manikchari
	Sylhet	Moulavibazar	Sreemongal
	Dhaka	Madaripur	Kalkini
	Rangpur	Kurigram	Ulipur
	Dhaka	Munshigonj	Tongibari
	Khulna	Satkhira	Kaliganj
	Barisal	Barisal	Wazirpur
2nd 10	Sylhet	Sylhet	Fenchuganj
	Rajshahi	Natore	Singra
	Dhaka	Narsingdi	Raipura
	Dhaka	Narsingdi	Monohardi
	Dhaka	Gazipur	Sreepur
	Dhaka	Gazipur	Kapasia
	Rajshahi	Natore	Bagatipara
	Dhaka	Kishoreganj	Bhairab
	Dhaka	Narsingdi	Shibpur
	Barisal	Barisal	Hijla
3rd 10	Chittagong	Khagrachari	Panchari
	Barisal	Barisal	Gauranadi
	Dhaka	Gazipur	Kaliakair
	Dhaka	Munshigonj	Louhajong
	Dhaka	Kishoreganj	Tarail

Rank	Division	District	Upazila Health Complex of
	Dhaka	Munshigonj	Sreenagar
	Dhaka	Faridpur	Sadarpur
	Dhaka	Madaripur	Rajoir
	Dhaka	Dhaka	Keraniganj
	Barisal	Bhola	Lalmohan
4th 10	Chittagong	Rangamati	Kaptai
	Rajshahi	Chapai Nawabgonj	Shibganj
	Rajshahi	Bogra	Dupchancia
	Khulna	Jhenaidah	Sailakupa
	Barisal	Barguna	Amtali
	Barisal	Pirojpur	Nazirpur
	Barisal	Bhola	Borhanuddin
	Rangpur	Rangpur	Pirgacha
	Chittagong	Laxmipur	Raipur
	Barisal	Pirojpur	Kawkhali
	5th 10	Khulna	Jessore
Rajshahi		Sirajganj	Ullapara
Rajshahi		Bogra	Shibganj
Rajshahi		Joypurhat	Panchbibi
Khulna		Kushtia	Kumarkhali
Chittagong		Khagrachari	Matiranga
Khulna		Jhenaidah	Harinakundu
Chittagong		Comilla	Debiduar
Chittagong		Cox's Bazar	Teknaf
Barisal		Pirojpur	Bhandaria
6th 10	Barisal	Patuakhali	Kolapara
	Rajshahi	Bogra	Gabtali
	Chittagong	Noakhali	Chatkhil
	Khulna	Jhenaidah	Kotchandpur
	Sylhet	Sunamgonj	Chattak
	Dhaka	Kishoreganj	Katiadi
	Sylhet	Sylhet	Golapganj
	Rangpur	Rangpur	Pirganj
	Sylhet	Habigonj	Lakhai.
	Rangpur	Rangpur	Mithapukur
7th 10	Barisal	Patuakhali	Mirzaganj
	Khulna	Kushtia	Bheramara
	Khulna	Satkhira	Kalaroa
	Dhaka	Netrokona	Kendua
	Chittagong	Chittagong	Boalkhali

Rank	Division	District	Upazila Health Complex of
	Dhaka	Netrokona	Purbadhala
	Rangpur	Nilphamari	Jaldhaka
	Khulna	Jessore	Jhikargacha
	Rajshahi	Natore	Gurudaspur
	Sylhet	Habigonj	Ajmiriganj
8th 10	Rajshahi	Joypurhat	Khetlal
	Khulna	Meherpur	Gangni
	Rajshahi	Naogaon	Badalgachi
	Chittagong	Chandpur	Shahraستی
	Chittagong	Comilla	Chawddagram
	Chittagong	Rangamati	Barkal
	Barisal	Bhola	Tajumaddin
	Khulna	Bagerhat	Rampal
	Khulna	Jessore	Keshabpur
	Chittagong	Chittagong	Hathazari
	Dhaka	Narayanganj	Araihazar
9th 10	Rajshahi	Sirajganj	Belkuchi
	Dhaka	Sherpur	Jhenaigati
	Khulna	Kushtia	Mirpur
	Rajshahi	Sirajganj	Shahjadpur
	Dhaka	Tangail	Bhuapur
	Dhaka	Sherpur	Nakla
	Chittagong	Noakhali	Companiganj
	Rajshahi	Pabna	Chatmohor
	Chittagong	Comilla	Nangolkot
	Khulna	Khulna	Dighalia
10th 10	Khulna	Narail	Kalia
	Chittagong	Noakhali	Sonaimuri
	Chittagong	Rangamati	Rajasthali
	Rajshahi	Rajshahi	Durgapur
	Dhaka	Jamalpur	Malandaha
	Rajshahi	Naogaon	Atrai
	Khulna	Satkhira	Ashashuni
	Chittagong	Chandpur	Haziganj
	Chittagong	Chandpur	Faridganj
	Sylhet	Habigonj	Baniachong
11th 10	Rangpur	Nilphamari	Dimla
	Dhaka	Sherpur	Nalitabari
	Rajshahi	Naogaon	Manda
	Dhaka	Tangail	Kalihati
