



COVID-19 Outbreak Control and Prevention State Cell

Health & Family Welfare Department

Government of Kerala

Advisory on Performance Assessment of District Surveillance Unit

NO: 33/F2/2020/Health- 3rd June 2020

Introduction:

Performance assessment is a critical aspect of service delivery management. Applying the service 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 districts, their fidelity with the standard operating procedures and the best practices being adopted regarding surveillance and prevention of communicable diseases including COVID. The assessment also helps in "raising the bar" of the districts for excelling.

Tool: An excel sheet with quality checklist has been prepared. District Surveillance Officers need to mark 'YES' or 'NO' against each item. The colour of the checklist changes automatically to 'Green' or 'Red'. The tool shall be shared to all the DSOs in the form of a google spread sheet.

How to fill the checklist? District Surveillance Officers need do the assessment every week before Saturday 3 pm. They are encouraged to use similar tools for sub-district assessment. **Mark 'YES' only if it is 100%.** Anything less than 100% shall be marked 'NO'.

How to use the tool? District Surveillance Officer shall inform DMO regarding the gaps identified [REDS] and make efforts to get it rectified. If any cells are remaining "RED" the issues need to be escalated to DMO every Saturday. DMO shall do trouble shooting time to time. Any specific issues which require attention from state level regarding the same need to be reported every



Tuesday to Ad. DHS (PH)/State Surveillance Officer with copy to DHS and Pri Secretary. If no such report comes, it is assumed that no issues requiring immediate attention exist in the districts.

Addl DHS(PH) to submit weekly report with remarks to the undersigned regarding the same every Tuesday.

Principal Secretary